

# scooty



## ELECTRIC SCOOTER

### scooty/CITY 4

Please read this manual carefully before first use

Original Instructions



Thank you for your purchase.  
Welcome to the Scooty community!

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*Before using this product, carefully read the user guidelines. These will allow you to properly understand, use and service this product, and to get to know its performances and features.  
Keep this manual for future reference.*

# 1.SAFETY GUIDELINES

- 1.** This device has been designed for use by teenagers and adults. It is neither a toy nor a fitness accessory. It is not intended for use in extreme sports involving jumps or ollies off of ramps, etc., nor is it intended for tricks or dangerous acts.
- 2.** This device may be used by children aged 12 and up, as well as persons with physical, sensory or mental disabilities, provided they do so under adequate supervision or have been instructed on how to safely operate the device and are aware of any potential risks. Children should not be allowed to play with the device. Cleaning and maintenance should not be performed by unsupervised children.
- 3.** This device must never be used in a skate park for "aggressive" use (difficult skateboard tricks, etc.).
- 4.** This device should be used with caution on a surface that is flat, clean, dry and free of gravel and grease, as there needs to be friction between the wheels and the ground to move forward. If possible, stay away from other users and observe traffic rules. Avoid bumps and sewer grates that may cause accidents.
- 5.** Caution! Please abide by local regulations and national traffic laws when riding the scooter. Follow all traffic rules and signs. Stay away from other pedestrians and road users.
- 6.** Learn how to use the device in an open and flat location without many other road users around you, and make sure you wear a helmet.
- 7.** Do not use this device if visibility is poor.
- 8.** Do not use this device to carry a person or goods.
- 9.** Do not use this device under the influence of alcohol or other drugs. For your safety, such use is strictly prohibited.
- 10.** Make sure all the screws are properly tightened before each use.

- 11. DO NOT USE THE DEVICE OR CHANGE THE BATTERY UNDER THE FOLLOWING CIRCUMSTANCES:**
- The product is damaged.
  - Abnormal smell and heat are released from the battery.
  - Stop using and do not touch any liquids emanating from the unit in the event of a leak. The product should be stored out of the reach of children.
  - Brake controls, other braking or safety devices (lighting) are damaged.
- Check that all these safety devices (braking, lighting) are working properly. The folding system device must be securely locked in its driving position.
- 12.** The device's battery must not be exposed to excessive heat.
- 13.** The battery must not be replaced by the user. Please contact after-sales service for any modification/maintenance of the device.
- 14.** This device is designed for outdoor activity. It is your responsibility to know and comply with the regulations in place for use in public places.
- 15.** Do not ride in rain, snow, puddles, mud, or other wet areas that would allow water to seep into the device. To clean your device, follow the instructions in section 7.1
- 16.** Inspect the device and check the battery level before riding.
- 17.** The batteries must be disposed of appropriately. To protect the environment, discard them in containers provided for this purpose (ask your dealer for more information).
- 18.** Exceeding the weight limit may cause injuries and damage the device. That the user is within the weight limit does not mean they are tall enough to maintain control of the device.
- 19.** Caution: Children under 12 years of age must not use this device. Some users may not be able to control the device, depending on their weight, height or physical ability. Parents should not let their child use this device unsupervised.

- 20.** When travelling with the device, you should always wear sturdy shoes and pants. Do not operate this equipment if you are barefoot or wearing open sandals. Avoid wearing clothing that is too loose or equipped with hanging cords or ties, scarves, etc. that could be caught by the rotation of the wheel, which could lead to the risk of choking, falling and/or colliding.
- 21.** Any opening of the device or product may result in a change in safety for which the brand is not responsible. It is also important to note that this opening voids the warranty of the device or product. If you nevertheless wish to carry out repairs to your device or product, the brand declines all responsibility for the reliability of the repair and the potential damage associated with this repair. Any accident that may occur as a result of this repair will not be the responsibility of the brand. In case of doubt or need for assistance, please contact an authorized reseller or the brand's customer support.
- 22.** Do not leave the product within reach of any person who may start the product without the authorization of the main user or without prior information and knowledge of these safety measures/ instructions and use. To prevent unauthorized use, use the padlock provided or another device to prevent the unit from being started.

Pictogram	Meaning
	Always read the user manual carefully.
	An exclamation mark within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance instructions in the device's user manual.
	This device must not come into contact with water. Do not store the device in a damp environment.
	The lightning flash with an arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of "dangerous voltage" within the device that may be of sufficient magnitude to constitute a risk of electric shock.
	This symbol indicates that this device is equipped with a double electrical insulation between the power supply's (dangerous) voltage and the parts that are accessible by the user.
	Caution! Protective equipment including wrist guards, gloves, knee pads, helmet and elbow pads should be worn.
	Electrical and electronic equipment must be sorted and disposed of separately. Do not dispose of electrical and electronic equipment with normal and unsorted household waste, bring it to a recycling centre instead.

## 2.CONTENTS OF THE BOX

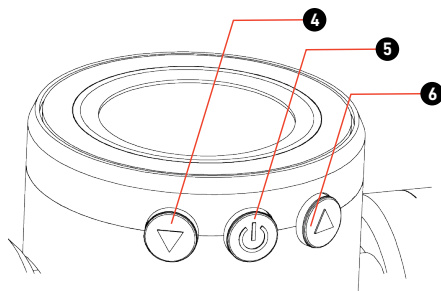
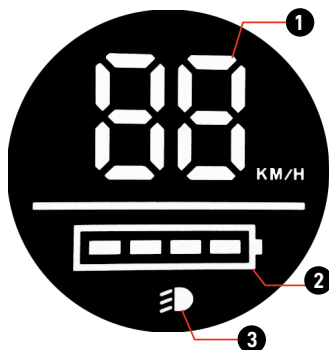
### This pack contains:

- Scooty CITY 4 Electric Scooter
- Original mains charger
- User manual
- CE declaration
- Warranty card TO BE KEPT (it contains the device's serial number and manufacture date, essential information for warranty purposes)

### 3. DESCRIPTION OF THE DEVICE



- (1). LCD monitor
- (2). Accelerator
- (3). Electronic brake
- (4). LED lighting
- (5). Charging port
- (6). Front drive wheel
- (7). Steering column lock
- (8). Release lever
- (9). Foot brake
- (10). Crutch
- (11). Training wheels(optional)
- (12). Suspension
- (13). Rear Light (optional)
- (14). Bell (optional)



- (1). Acceleration / brake gauge / errors indicator
- (2). Battery level indicator
- (3). Lights indicator
- (4). Speed - and ON/OFF lights button
- (5). ON/OFF device button
- (6). Speed +

- To activate or deactivate the LED lighting press the ON/OFF LED lighting button (4)
- The rear light (13) is only active when the LED lighting is active.
- To turn the device on/off: Press and hold the ON/OFF button (5) for 3 seconds. The device turns off automatically after 180 seconds of inactivity.
- To increase or decrease the speed level: Briefly press the speed controller (4) or (6). There are 3 levels of maximum speed: P1: 6 km/h, P2: 15 km/h et P3: 20 km/h. The mode is displayed on (1) from P1 (lowest) to P3 (highest) when stopped.



## 4. USER GUIDE

### 4.1. CHARGING AND BATTERY INDICATOR

Charge the battery before first use. To do this, use the charger provided to charge the battery.

1. The charging port of this scooter **(5)** is located on the handlebars. Remove the cap and connect the low voltage charging cable to the charging port **(5)** before connecting the other end to a power source.
2. The charger indicator light will turn red while charging.
3. The charger indicator light will turn green once the battery is fully charged.
4. Disconnect the end connected to the device and replace the cap.

Check the charge level of the battery before use with the battery level indicator **(2)**.

Notice:

We recommend you fully recharge the battery after each use and at least once a month.

## 4.2. FOLDING/UNFOLDING THE DEVICE

The scooter can be folded and unfolded easily thanks to the locking lever **(8)**.

### Unfolding

1. Place the scooter horizontally in front of you.
2. Unlock the scooter by pressing the lever **(8)**.
3. Lift the scooter frame by about 90 degrees until you hear a soft click.
4. The process is complete.

### Folding

1. Place the scooter horizontally in front of you.
2. Unlock the scooter by pressing the lever **(8)**.
3. Lower the stud of the scooter to 90°.
4. The process is complete.

### Use in trolley mode

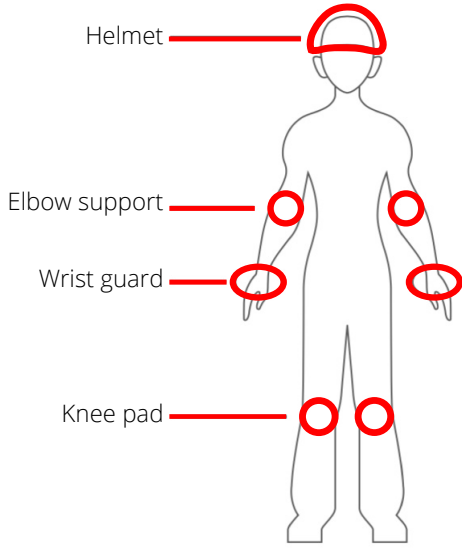
The City Ultra scooter can be used in trolley mode when folded. When folded, lock the steering column with the silver button. The handlebar must be properly aligned in order to lock it.

When you decide to stop using trolley mode, unlock the steering column by pressing the red button. You can then unfold the scooter.

### 4.3. PREPARATION

It is essential to learn to use the scooter under comfortable conditions:

- Wear a helmet and appropriate protection equipment (knee pads, elbow pads and wrist guards....).
- Wear flat, comfortable and sturdy shoes.
- Wear thick gloves.



### 4.4. FIRST USE

- Press and hold the ON/OFF button for three seconds to turn on the device.
- Start moving forward by holding the handlebar with both hands, place one foot on the foot rest and push forward with the other foot. (Assisted start-up)
- Gradually press the accelerator to start the electrical assistance of the device.
- As soon as the electrical assistance is enabled, you can put the second foot on the footrest.
- The device has 3 speeds. Press button **(4)** on the LCD screen to switch to higher speed or button **(6)** to switch to lower speed.
- To stop, gradually brake with the brake lever **(3)**.

## 4.5. SPEED LIMITS

The product is designed to travel at a maximum speed of 20 km/h. Ensure you are following the usage restrictions of this product in terms of the road safety norms of the country where you are using it.

## 4.6. DRIVER WEIGHT

The driver's weight cannot exceed 120 kg.

Note: not respecting this weight limit increases the risk of falling or damaging the product.

# 5. TECHNICAL SPECIFICATIONS

<b>Battery:</b>	Lithium-ion 4000 mAh 25.2 V
<b>Charge time:</b>	5-6 h
<b>Battery life:</b>	15 km max
<b>Speed:</b>	20 km/h max
<b>Motor:</b>	180 W (270 W max) 24 V
<b>Charger:</b>	100-240 V - 29.4 V 1A
<b>Maximum weight supported:</b>	120 kg
<b>Device dimensions:</b>	910 x 420 x 1035 mm
<b>Device weight:</b>	8 kg

## 6. BATTERY

The capacity of lithium batteries decreases after several charging and recharging cycles throughout its lifespan. The concept of life cycle exists for lithium batteries (for example, about 300 on a scooter). This means that from 300 COMPLETE cycles of charges and discharges, the battery will begin to lose its capacity (similar to a smartphone battery).

This partial loss of capacity will not prevent the battery from functioning, but will alter its performances and especially its operating life. The device must be used and its battery recharged at least once a month: a lithium battery will lose its charge even when the product is off. This is why a battery that has not been charged for several weeks or less could lose some of its capacity and become impossible to recharge. In addition, it is possible to recharge a lithium battery after each use because there is no memory effect.

In order to better preserve your device's battery, here are some reminders and instructions for use:

- Do not unplug the charger before the battery is fully charged.
- Store the product containing the battery in a cool place (temperature > 0°C), preferably around 15°C. Be careful, as excessive heat will also damage the battery.
- Avoid deep discharges. It is recommended to recharge the battery before it reaches 40% of remaining charge.
- Avoid recharging the battery right after use. Let the scooter stand for 15 minutes to an hour after use before recharging it.
- Avoid overloads. Do not leave the charger plugged in for more than 24 hours, as it will heat up needlessly.
- When the product is not in use, recharge the battery once a month.

# 7.MAINTENANCE AND CLEANING

Your product requires routine inspection and maintenance.

This chapter describes maintenance and operation steps.

Before performing the following operations, make sure that the power is off and that the charging cable is unplugged.

## 7.1. INSPECTING AND CLEANING YOUR DEVICE

- Regularly check the steering column, head tube, handles and tire wear.
- We recommend that you check the tightening of the screws of the front wheel, rear wheel and bonnet screws regularly and tighten if necessary. These adjustments may be needed because of vibrations caused by using the device.
- Regularly check the inflation of the rear wheel and inflate with a bicycle pump or equivalent when required.

Here are some instructions and precautions for cleaning the device:

- Unplug all the device's charging cables before cleaning it.
- Do not immerse it in water.
- Do not use a high-pressure cleaner, water jet or any other appliance or washing method that would allow water to seep into the device.
- Clean the device with a slightly damp sponge or soft cloth, avoiding connectors and buttons and taking care not to allow the water to enter the receptacles, circuits or the interior of the product.
- Do not use water or liquid cleaners directly on the device to clean it.
- Do not use abrasives or solvents that could damage the paint on your device.
- Be careful when cleaning and wiping plastic parts.
- Do not use abrasive products or solvents to clean metal or plastic parts.

## 7.2. MAINTAINING YOUR DEVICE

If the product, a component or the battery is worn, please contact an authorised service centre to have your product repaired or recycled.

## 7.3. STORING YOUR DEVICE

- Fully charge your device before storing it.
- Store your product indoors in a clean and dry place with an ambient temperature ranging from 0°C to 40°C.

## 8.FAQ

### **If your device cannot be unlocked:**

Check that the unlock button can be moved and is not damaged. Check that the entire mechanism is clean before attempting to fold/unfold the device again. If the problem persists, please contact an authorised service centre for repairs.

### **Your device does not turn on:**

Check that the ON/OFF button is not damaged and recharge your device before trying again.

### **Your device cannot be recharged:**

Check that the connections of the product and the original charger are not damaged.

In order to identify whether the charger or the device is faulty, check that the charge indicator on the charger is on. When the charger is connected to the mains and to the product, the indicator will be:

- SOLID RED (indicates that the device is charging)
- GREEN: indicates that the device is fully charged.
- RED-GREEN: flashing alternatively. This happens when the battery is very low. Wait 15 minutes while staying nearby. If the indicator turns red, the device is now charging normally.

If the indicator keeps flashing, that means there is an issue with the charger or the product (battery, connector...).

If the problem persists, please contact an authorised service centre for repairs.



For a brake fault



For an engine fault



For a defect of the handle



For a lack of control

### **If the device is not running smoothly:**

This can happen when you overload the engine while the battery is not fully charged. In such a case, it is necessary to press the accelerator more slowly and especially to check that the battery is fully charged.

### **Can the battery be replaced?**

Yes, but the scooter is not designed for the battery to be replaced by the user.

### **Error codes and meanings:**

- **E1** : Engine failure
- **E2** : Controller failure
- **E3** : Electronic brake failure
- **E4** : Accelerator failure
- **E5** : Battery under voltage. Try a long charge. If the problem still exists, consult your dealer.
- **E6** : Communication failure between the display and the controller
- **E7** : Overvoltage protection
- **E8** : Electrical power failure. Consult your dealer.



## 9. WARRANTY TERMS AND LIMITATIONS OF LIABILITY

This product is covered by a 24-month warranty (as defined by local laws, and as attested by the date on the sales receipt). This warranty runs from the date of purchase and covers any defects in materials or workmanship, but does not cover damages resulting from improper installation, improper use or normal wear and tear of the product.

The warranty thus covers: labour, spare parts, the original battery and functional accessories included in the box.

More specifically, the warranty does not cover:

- Damages or problems caused by improper use, an accident, a shock, or any alteration done to use an electrical connection with improper current or voltage.
- Modified products, those whose warranty seal or serial number were damaged, altered, removed or oxidised.
- Battery failure caused by excessive charging or failing to observe safety guidelines in the user manual.

Reminder: Battery usage intensity has an impact over its lifespan. As such a battery will lose capacity throughout its lifespan. This partial loss of capacity will not prevent the battery from functioning, but will alter its performance and its operating life in particular. It is therefore necessary to use and charge the product's battery at least once a month. If the battery is left unused and without charging for several weeks or months it may stop being functional and become impossible to charge. In this case the battery is no longer under warranty against manufacturing defects. The battery should equally not be charged for excessively long periods.

- Cosmetic damage, including scratches, dents, or any other damage.
- Damage caused by servicing by a non-approved person.
- Faults caused by abnormal use or due to normal ageing of the product.
- Any product failure due to using with accessories not provided or recommended by the supplier.
- Products oxidized after immersion or due to storage in a humid environment.
- Products that have been repaired or replaced with different components to those originally furnished.
- Parts with normal wear and tear: tyres, inner tube, brakes, etc.

## **IMPLEMENTATION MODALITIES**

To obtain servicing under warranty, please contact your dealer or follow the manufacturer returns procedure if needed:

- Have your proof of purchase (receipt, invoices, etc.)
- Have the complete product as well as the accessories and original charger provided
- And where possible its original packaging.

It is imperative to have the following information on hand: date of purchase, model and serial number (this information can generally be found on the product, the packaging, or on your proof of purchase). A warranty card can be found with the documents provided with your product, stating your serial number. Please store this safely along with your proof of purchase. The serial number can also be found on a label (underneath the product).

When processing a warranty claim, your after-sales service may at its discretion, within the limits of local laws, either:

- Repair and replace faulty parts.
- Exchange the returned product with a product that has at least the same functions and is equivalent in terms of performance.

In the event of a failure or for any question relating to maintenance, operation, safety or any other request on your device or product, write to our customer support: [service@scootycorp.com](mailto:service@scootycorp.com)



Customer Service Cibox Interactive  
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