

# scooty



## **ELECTRIC SCOOTER Scooty CITY GRAN**

Please read this manual carefully before first use

Original Instructions



Please read carefully this user manual before first use  
Thank you for your purchase.

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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. If selling or giving this product to someone else, please ensure you include this manual along with it.*

# 1. SAFETY GUIDELINES

**1.** This device is designed to transport one person, and is intended for use by teenagers and adults.

Cleaning, maintenance and all other handling of the device must be performed by someone over the age of 12.

This device may be used by children aged 12 and up, and may also be used by persons with physical, sensory or mental disabilities, on condition that adequate supervision is provided or they have been instructed on how to operate the device safely and are aware of any potential risks. Children should not be allowed to play with the device. Cleaning and user maintenance should not be performed by unsupervised children. Parents should not let their child use this device unsupervised. The product should be stored out of the reach of children.

Do not transport an additional person, children, or goods. 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.

**2.** This is an individual transportation device. It is therefore not suitable for competitions or extreme sports, and must never be used in a skate park. Do not use the scooter to go up or down stairs, perform jumps, jump over obstacles, or perform tricks or dangerous acts. This device is neither a toy nor a fitness device.

This product has not been designed for professional or commercial use, such as: rentals, forming a fleet of vehicles, business trips.

**3.** 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. Avoid obstacles, holes, bumps, and sewer grates that may cause accidents. Slow down for speed bumps.

Stay away from other road users and observe traffic rules. You are not safe from the risks posed by the behaviour of others. Anticipate obstacles and traffic by driving at an appropriate speed. The stopping distance is correlated with your speed, so take care to anticipate braking distances in wet weath-

er and/or on wet roads. Avoid abrupt manoeuvres and sudden braking; the device may skid, lose its balance, or fall, even on a smooth, flat surface. You must always remain vigilant and stay away from pedestrians and other users on public roads or thoroughfares, who may cross without having seen you. **WARNING!** Never use the product outside the areas permitted by regulations.



**4.** Caution! This appliance is designed for outdoor use. It is your responsibility to know and comply with the regulations in force on the public and private thoroughfares where you use the device.

**5.** 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.

Always wear sturdy shoes and trousers when using this device. Do not operate this device if you are barefoot or wearing open sandals. Avoid wearing clothing that is excessively loose or has dangling cords or ties, scarves, etc., which could be caught in the wheel. This could lead to choking, falling, and/or a collision.

**6.** Do not use the throttle if you are walking alongside the scooter, or make sure you turn it off first.

**7.** Do not ride in rain, snow, puddles, mud, or other wet areas with a water depth of over 2 cm that would allow water to seep into the device. To clean your device, follow the advice in section 4.3.

Do not use this device if visibility is poor. If you are riding at night or in dark weather, we recommend wearing reflective clothing or equipment, such as a high-visibility jacket or armband. In addition to this recommendation, you should refer to the applicable equipment requirements in the location and country of use.

**8.** Do not use this device under the influence of alcohol or other drugs. For your safety, such use is strictly prohibited.

**9.** Do not leave the product within the reach of anyone who could start it without the authorisation of the main user or without prior information and knowledge of these safety measures/guidelines and use.

If you lend the device to someone, ensure the other person knows how to use it and explain to them all the safety guidelines. The person you are lending the scooter to must be reminded to follow traffic regulations and to wear protective gear while riding.

To prevent unauthorised use, be sure to remove the key from the ignition between uses, in order to prevent unintentional or intentional misuse.

**10.** This device must be turned off before being folded and stored away. For instructions on this, please refer to the "User guide" section of this manual.

**11.** A mobility device is subject to physical constraints depending on its purpose, design and use. Given this, the unit must be inspected before each use and you must double check that all safety features work properly (brakes, lights). The various points of inspection and maintenance to be carried out on your appliance are detailed in section 4.2.

The folding mechanism must be securely locked into its vertical driving position.

If you notice any pieces have come loose, low battery level alerts, flat tyres, excessive wear and tear, strange noises, improper functioning or any other abnormality, stop using the device immediately and seek professional assistance.

**12.** DO NOT USE THE DEVICE OR CHARGE ITS BATTERY IN THE FOLLOWING CIRCUMSTANCES:











- The product is damaged.
- The battery is emitting an abnormal smell and heat.
- Brake controls, or other braking or safety devices (lights) are damaged.

Discontinue use and do not touch any liquid leaking out of the device. Do not expose the device's battery to excessive heat.

**13.** The battery must not be replaced by the user. Please contact your retailer or the brand's after-sales service for any device modifications or maintenance.

**14.** The batteries must be disposed of appropriately. If you are unable to return your product to your retailer, place it in the containers provided for this purpose (see the brand's manual for more information) in order to protect the environment.

**15.** Any opening of the device or product may modify the safety of the device or product, and the brand does not take responsibility for this. Please note that opening the device will void the warranty of the device or product. Should you nevertheless wish to carry out repairs on your device yourself, the brand does not take any responsibility for the reliability of the repairs and potential damage these may incur. Accidents that may occur as a result of these repairs are not the brand's responsibility. In case of doubt or when in need of assistance, contact an authorised retailer or the brand's customer support.

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.
	This marking is used on the nameplate to indicate that the equipment operates on direct current only or to identify the corresponding terminals.
	This marking is used to identify the electronic device comprising the transformer and the electronic circuit, which converts electrical energy to one or more output connectors.
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## 2. CONTENTS AND TECHNICAL SPECIFICATIONS

### This pack contains:

- Scooty CITY GRAN electric scooter
- Tool(s) (as needed for assembly)
- 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)

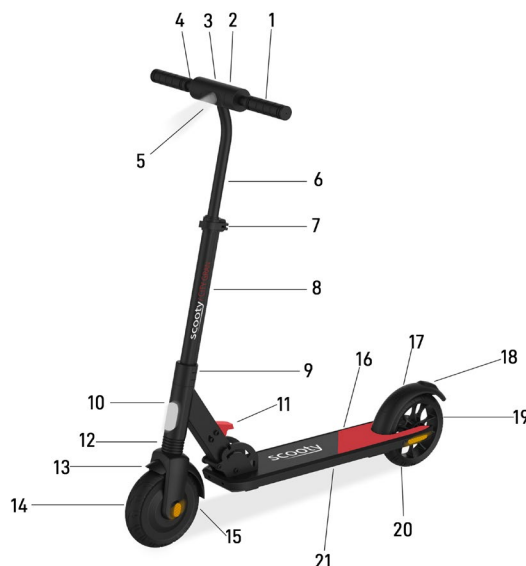
### Technical specifications:

<b>Battery:</b>	Lithium-ion 5 Ah 28.8V
<b>Charge time:</b>	4-6 h
<b>Battery life:</b>	10-15 km max*
<b>Speed:</b>	20 km/h max*
<b>Motor:</b>	180W rated power
<b>Charger input-output:</b>	100-240V - 33.6V 1A
<b>Maximum weight supported:</b>	120 kg
<b>Device dimensions:</b>	965 x 375 x 1055mm (unfolded)
<b>Device weight:</b>	10.5 kg

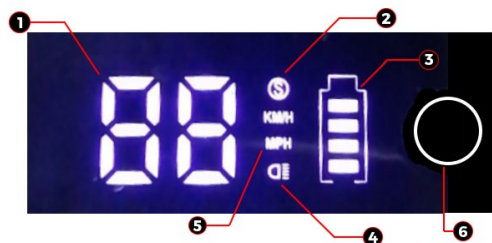
\* Generally speaking, range and speed are given as an indication. These vary according to the weight of the user and the conditions of use (slope, outside temperature, humidity, speed and motor load). Specifications may change. These speed and range guidelines do not constitute a contractual commitment on the part of the retailer or the CIBOX INTERACTIVE company.

## 3. USE

### 3.1. DEVICE OVERVIEW



- (1). Handle
- (2). Electronic brake
- (3). LCD screen
- (4). Accelerator
- (5). Front light
- (6). Column
- (7). Locking the column
- (8). Tube
- (9). Central lock
- (10). Connector
- (11). Folding lever
- (12). Suspension
- (13). Front mudguard
- (14). Front wheel
- (15). Front fork
- (16). Tray
- (17). Mudguard / foot brake
- (18). Tail light
- (19). 8 inch motor
- (20). Interface and charging port
- (21). Battery



(1). Instantaneous speed (2). Selected mode (3). Battery level information (4). Lights activation indicator (5). Speedometer type indicator



- To turn the LED light on or off, press the LED light button on the left handle (8) for 2 seconds.
- The brake light (18) is only active when the LED lighting (8) is active.
- To switch the unit on/off: press the ON/OFF button (6) on the right side of the display for 2 seconds. The unit will automatically switch off after 180 seconds of inactivity.

- To change the unit's mode: briefly press the ON/OFF button (6). There are 2 different modes: economy and motion. When the "S" is displayed, this means that the motion mode is activated.

### 3.2. UNPACKING AND ASSEMBLING THE DEVICE

To unpack the product, it is recommended to have a clear surface that is large enough to unpack and prepare the device. Take the device out of its packaging, making sure to not injure yourself or damage other products or your surroundings. Have someone help you if the product is too heavy for you to handle on your own (the weight of the device is indicated on the packaging). Before using the product, the handles must be assembled. To do this, unfold the device (see following sections) and install the brake lever and the handles as per the following instructions:

An adult must unpack and assemble the device.

1. Use the markings on the handles to help you. **R** marks the right-hand handle and **L** marks the left-hand handle.
2. Screw on each handle in alignment with the handlebar axis. Do not tighten or apply force if the handle is crooked. It should be possible to tighten the handle without applying force.
3. Ensure you have properly tightened the handle once it reaches the stop.

### 3.3. FOLDING/UNFOLDING THE DEVICE

The device can be folded and unfolded easily thanks to the release lever (**9**) and the folding/unfolding safety latch (**15**). You should always perform this operation with care in order to avoid getting pinched or jammed.

#### Unfolding

1. Place the scooter horizontally in front of you.
2. Unlock the scooter by pressing the lever (11).
3. Lift the scooter up approximately 90° until you hear a slight click.
4. This completes the operation.

#### Folding

1. Place the scooter horizontally in front of you.
2. Unlock the scooter by pressing the lever (11).
3. Lower the frame of the scooter by 90°.
4. This completes the operation.

### 3.4. CHARGING AND BATTERY INDICATOR

Charge the battery before first use. To do so, charge the device using the charger supplied.

**Important:** Only charge the device with the original charger supplied with the device by the manufacturer. In case of doubt, loss or malfunction, avoid charging the device with another charger. It is advised you obtain a new charger from your dealer. You will find the email address to contact customer support on the last page of the warranty manual.

Next, check the battery charge level before use, using the battery level indicator **(3)**.

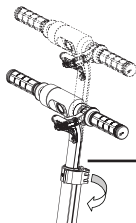
**Notice:** We recommend you fully recharge the battery after each use and at least once a month.



**WARNING: The device must be unfolded and on its stand for charging to avoid damaging the charging plug.**

1. Lift the charging port cover and make sure there is no water or any other liquid inside the charging connector, and that there are not any objects in it that could cause a short circuit or prevent the plug from being plugged in properly and safely. Next, connect the end of the charging cable to the charging port **(20)**. **BEFORE** connecting the other end to the power supply. Ensure you always connect the charger to the device properly first, **BEFORE** connecting the plug to the mains.
2. The charger indicator will light up red when charging.
3. The charger indicator will light up green once charging is complete.
4. When charging is complete, disconnect the mains plug from the outlet first, then unplug the charger from the device. Finally, close the cover to prevent liquids or other objects from entering the charging connector.

### 3.5. ADJUSTING THE STEM HEIGHT

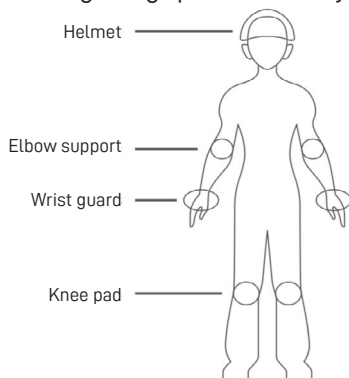


Take care not to catch your fingers when adjusting the stem height.

Pull on the clamp lever **(7)** to loosen the stem. Then slide the stem up or down to reach the desired position.

### 3.6. PREPARATION

For your own safety, we recommend you use this device in comfortable conditions, wearing protection equipment such as a helmet and appropriate protective gear for your joints (knee pads, elbow pads). For your own safety as well as that of others, drive the scooter wearing closed and preferably flat shoes to ensure you have a good grip and stability.



### 3.7. HOW TO USE THE DEVICE (READ BEFORE FIRST USE)



**WARNING:** it is absolutely necessary to disconnect the charger from the device before switching it on or starting it up.

- 1.** Insert the starter key and turn clockwise, then press and hold the ON/OFF button **(6)** for 3 seconds to start the device.
- 2.** Assisted start: Holding the handlebar with both hands, move forward by keeping one foot on the platform and pushing with the other foot. Gradually press the accelerator to start the electrical assistance of the device.
- 3.** As soon as the electric assistance kicks in, put your other foot on the platform.

**IMPORTANT:** The platform is equipped with an anti-slip device, so it is recommended to check that the traction is adequate before and during any use. Water, grease, snow, or dirt on the platform or inappropriate shoes may affect the grip and safety of the device.

- 4.** The device has 2 speed modes. Refer to section "3. Device overview" for information on what the current speed mode indicators are and how to change modes.
- 5.** To stop, slowly come to a halt using the brakes: lever(s) or other devices depending on the model; then, once you have nearly come to a halt, put on foot on the ground to regain your balance. Step off once the scooter has fully stopped.

### 3.8. SPEED LIMITS

The product is designed to travel at a maximum speed of 25 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.

### 3.9. 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.

## 4. MAINTENANCE AND CLEANING

### 4.1. 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.

**WARNING:** charging the battery must only be done indoors or in a place that is protected from weather (rain, snow, excessive heat...)

**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.
- Avoid recharging the battery right after use. Allow the device to rest for between 15 minutes and 1 hour after use before charging.

- Avoid overloads. Do not leave the charger plugged in for more than 24 hours, as it will heat up needlessly.

**Notice:** We recommend recharging the battery, if not in use, after each use and at least once a month.

**Important:** If you are not near a charging point when the battery is down to its last quarter, we recommend switching to eco mode.

**Tip:** As you drive, the battery level indicator on the display may suddenly decrease depending on your driving style and conditions (heavy use of the accelerator, riding uphill, outside temperature below 10°C, etc.). Be aware that the actual battery level displayed will be most accurate when the device is turned off.

## 4.2. INSPECTING AND MAINTAINING YOUR DEVICE

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. Before each use, carefully check:

- The tightness of the handles.
- That the wheels are functioning properly by lifting the device and running the wheels idle.
- The column, the steering tube, nothing must prevent it from turning. The entire steering system must be correctly adjusted and all connecting elements and screws tightened and in good condition.
- Check the tightness of the screws, the front and rear wheels, shock absorbers, and bonnet, and tighten again if necessary. These adjustments may be needed because of vibrations caused by using the device.
- The condition of the tyres. Tyre pressure if the unit is equipped with air wheels, and inflate as soon as is necessary using a bicycle pump or similar.
- The brakes, drum linings, brake pads, foot brake, depending on the unit. If the unit is equipped with mechanical brakes (disc, drum, foot), ensure they are not rubbing due to cable tension or exhibiting any other problems, as this may cause the unit to slow down and prevent it from operating normally. Overheating may impact the brake's efficiency.
- Check that the electric brake is functioning properly if the unit is equipped with one.

If after adjusting you notice looseness that may affect your ability to drive safely, or if an unusual noise appears, or a lack of fluidity is apparent, stop using the unit and contact your dealer for more information or care.

If the product, a component, or the battery are worn out, please contact an

authorised service centre to repair or recycle your product.

### 4.3. CLEANING YOUR DEVICE

Follow these instructions and precautions for cleaning the device:

- Unplug all the device's charging cables before cleaning it.
- Never immerse 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 a soft cloth, avoiding the connectors and buttons and making sure water is not allowed to seep into the plugs, circuits or inside the product.
- Do not use water or liquid cleaners directly on the device to clean it.
- Do not use abrasive products or solvents as these 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.

### 4.4. 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.

## 5. FAQ, WARRANTY & CONFORMITY

### 5.1. 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:

- **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.

### **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.

## **5.2. WARRANTY**

For information on warranty conditions and limitations of liability, please refer to the warranty manual provided, or consult it online using the QR code found on the last page or by entering the following address:

**[download.ciboxcorp.com](https://download.ciboxcorp.com)**

## **5.3. CE CONFORMITY**

The EC Declaration of Conformity contains the following information: name and address of the manufacturer, signatory, description and identification of the machine as well as all directives and harmonized standards applicable to this device.

For all this information, please refer to the document provided in the packaging, or consult it online using the QR code on the last page or online at [download.ciboxcorp.com](https://download.ciboxcorp.com)

## 6. ERROR CODES

N°	Meaning	Action to be taken
E1	Loss of internal bonding	Discontinue use. Consult your retailer or customer service (please find the customer support email in the index at the end of the warranty manual) indicating your error code.
E2	Engine failure	
E3	Brake problem	
E5	Battery voltage too low (protection mode)	Recharge using original charger supplied. If the problem persists, discontinue use and consult your retailer or customer service (please find the customer support email in the index at the end of the warranty manual) indicating your error code.
E6	Controller problem	Discontinue use. Consult your retailer or customer service (please find the customer support email in the index at the end of the warranty manual) indicating your error code.
E7	Accelerator problem	
E8	Motor sensor problem	





# Scooty City GRAN

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Made in China  
in 2020



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