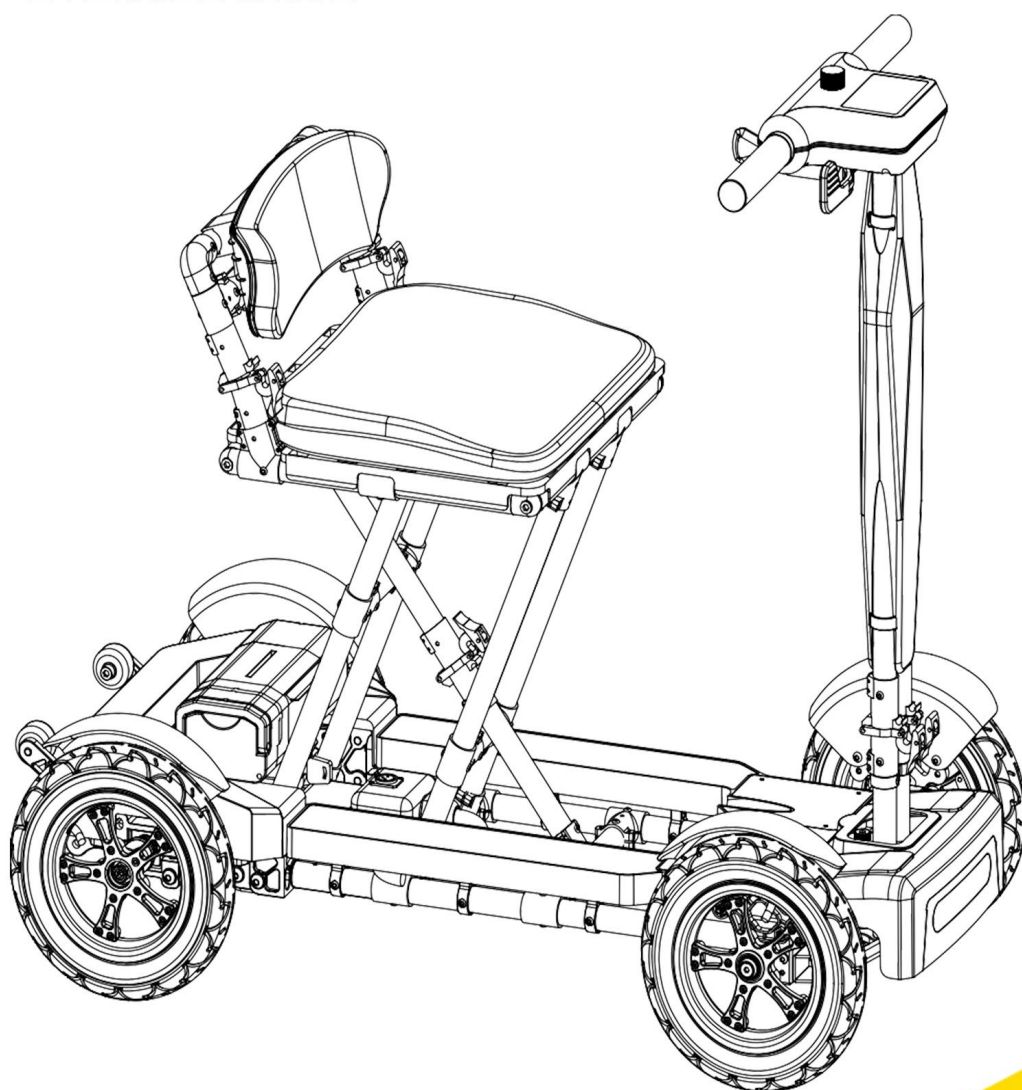


CASWE M20

Mobility Scooter User Manual



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1. Preface

Welcome to choose our company's electric mobility scooter!

Please read this manual carefully before operation and ensure that you understand all the instructions.

This product is suitable for people traveling with a weight not exceeding 100kg.

- This manual includes the operation, assembly, and storage methods of the vehicle, as well as how to handle possible accidents;
- This manual is applicable to the electric mobility scooter series: Easwe M20 electric mobility scooter
- If any of the following symbols appear in this manual, please read them carefully.

Warning: Improper use may result in death or serious injury

Caution: Improper use may result in vehicle damage

Suggestion: Follow the instructions in this manual to keep the vehicle in good condition

- If others use this vehicle, please make sure to provide this manual for reference and ask them to read it carefully.
- If there are any differences between the text, illustrations, etc. recorded in the manual and the actual vehicle, please refer to the actual vehicle.
- If there is anything unclear or inappropriate, please negotiate with the purchasing dealer as soon as possible.
- contraindication:
Individuals with mental disorders, slow reactions, and difficulties in learning and operating need to drive under adult supervision, and it is prohibited to drive this electric mobility scooter alone.
- Please fill in the security card accurately.
- Store in a clean room with a relative humidity of $\leq 80\%$, no corrosive gases, and good ventilation.

2. Product Introduction

2.1. Product functions, structural composition:

Electric mobility scooter are mainly composed of control systems, wheelsets, frames, batteries, and motors.

Suitable for driving at lower speeds, with good road conditions and smaller slopes.

2.2. The structural composition of the product:

Product composition: This product consists of an electric mobility scooter and a charger. The electric mobility scooter consists of a frame, control system, transmission, braking system, seat, wheelset, motor, and battery. (Figure

2.2)

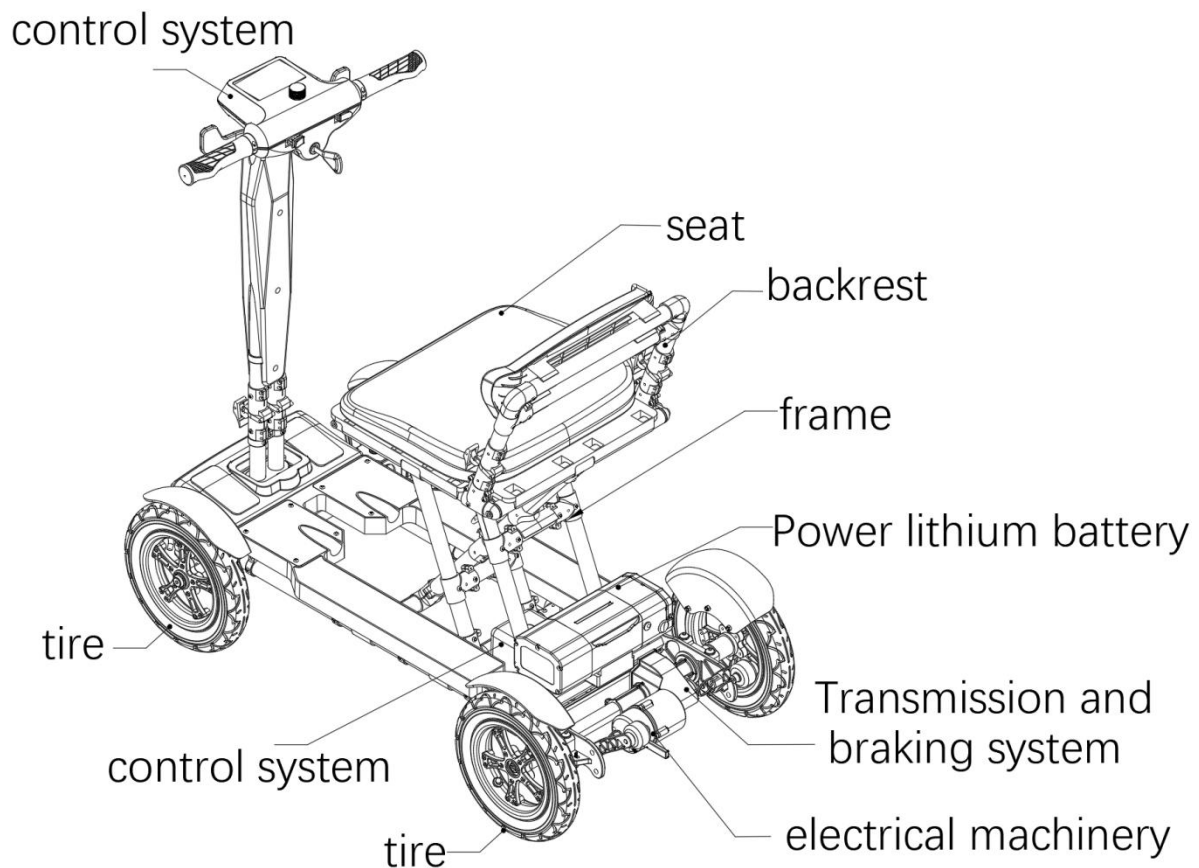


Figure 2.2

Product scope of application: The product is suitable for travel and transportation with only one passenger and the user weighing no more than 100kg.

Contraindications: Electric mobility scooter are prohibited from driving on public roads.

2.3. Technical Parameter

Name:	Easwe M20 Electric mobility scooter
material	Aviation aluminum alloy+carbon fiber+ABS
Unfolded Size	40.6"×20.9"×36.6"=1030X530 X930 (mm)
Folded Size	40.6"×20.9"×10.2"=1030X530 X260 (mm)
Seat Width	15.6"=395mm
Seat Depth	13.3"=337mm
Seat height to ground	22.6"=575mm
Payload	≤ 220 lb = ≤100kg
electrical machinery	DC24V Permanent magnet motor
battery	DC24V
gear	5-speed continuously variable transmission
brake	Intelligent electromagnetic brake
Rear anti reverse wheel	2
charger	AC 100-240V 50-60HZ
minimum turning radius	4.1 ft=1.25m

3. Use safety

3.1. Safety Tips

According to the following instructions, it should be possible to reduce the losses caused by improper use

- (1) Please read and understand the manual thoroughly before using the vehicle;
- (2) Please check the surrounding environment of the vehicle before boarding, and ensure that the vehicle components are in good condition;
- (3) The first use requires a companion to accompany and drive in a safe environment;
- (4) Please ensure that the vehicle's power lock is closed before getting on and off the vehicle;
- (5) Please strictly abide by local regulations such as traffic rules, drive steadily, and avoid meandering or sharp turns;

- (6) Please practice in a spacious area with the assistance of someone. Only after becoming proficient can you drive independently;
- (7) When using inflatable tires, please maintain the specified tire pressure. If the tire pressure is abnormal, it is prohibited to use this vehicle;
- (8) When driving, please pay attention and do not use personal handheld communication devices such as mobile phones, radios, etc;
- (9) Do not install devices at will! To avoid overloading and burning of electronic components or interference with rotating or transmission mechanisms;

warn: Please immediately turn off the power of the electric mobility scooter and check if the components are normal in the following situations

⊙ Sudden movement ⊙ Uncontrolled operation ⊙ Brake failure

- (10) Do not drive this vehicle due to physical discomfort or drunk driving;
- (11) Do not use handheld devices when driving electric mobility scooter;
- (12) Do not drive in deep and soft areas (sandy, rocky roads, grass);
- (13) Do not turn on the power when no one is riding on it;
- (14) Do not close the clutch while driving;
- (15) Do not drive in the opposite direction while the vehicle is not stationary;

3.2. Do not walk in the following situations or places

- (1) Prohibit walking in adverse weather conditions (rainy days, heavy fog, strong winds, snow, etc.);
- (2) Prohibit driving on rough roads (muddy, snowy, sandy, gravel, icy, etc.);
- (3) Prohibit roads with traffic congestion and steep slopes;
- (4) Prohibit driving on shoulder roads without fences in side ditches, ponds, etc;
- (5) Prohibit this vehicle from carrying others or heavy objects;
- (6) Prohibit this vehicle from being used as a tractor to tow other vehicles;
- (7) Do not let this vehicle get wet from the rain. If it gets wet, please immediately turn off the power, dry off the moisture, and check to ensure that the electronic components are not short circuited or corroded before starting up

3.3. Precautions for going up and down hills

(1) Please avoid walking on steep slopes and move forward at a low speed when going up or down; The angle of the walkable slope should be less than 9 degrees;

(2) Please avoid walking sideways or diagonally on steep slopes;

(3) It is prohibited to drive on staircases, and please avoid crossing high steps;

Users have limited mobility, please have accompanying personnel guard them when going up and down hills;

3.4. Attention for users

(1) Prohibit driving this vehicle due to serious illness;

(2) Please confirm that the user's feet are safely placed on the pedals and that their clothing does not come into contact with the rotating parts of the electricscooter;

(3) Please keep the clutch open when going up and down hills, and do not release the clutch by yourself;

Please turn off the power switch key when the vehicle is not in motion to avoid accidentally touching the accelerator lever.

3.5. Other precautions

(1) Modification: Do not modify this device without authorization from the manufacturer;

(2) Environmental protection: Battery recycling should be handled by professional recycling companies;

(3) Do not place electric mobility scooter in damp places. If they get wet, wipe them dry immediately;

(4) Do not place charging in confined spaces or areas with safety hazards; It is necessary to easily unplug the power plug of the power adapter and prohibit children, pets, etc. from approaching;

(5) Trapped by wires, please disconnect the power supply promptly and seek help

(6) Please stay away from small particles such as dust and cotton wool, and avoid direct sunlight exposure;

(7) If skin surface allergies are caused by touching parts during use, please seek medical attention promptly;

(8) Do not use in high temperature environment

4. 4. Installation of electric mobility scooter

4.1. Electric mobility scooter placed on flat ground

Take out the electric mobility scooter and battery, and place them on a flat surface (Figure4.1)



Figure4.1

4.2. Install battery

Take out the power lithium battery, push it forcefully into the battery slot from the front to the back, and then turn the key of the battery holder to lock the battery (Figure4.2)

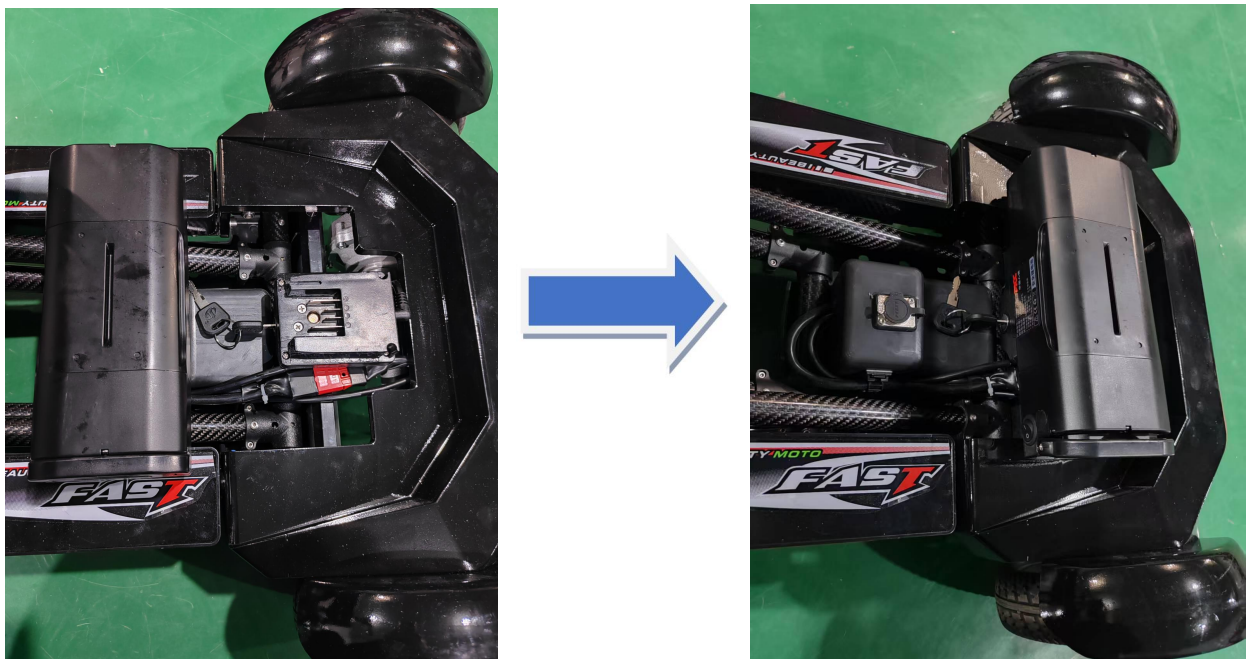


Figure4.2

4.3. Locking folding direction

Open the folding direction bar and use the folding lock buckle to lock the direction bar (Figure4.3)

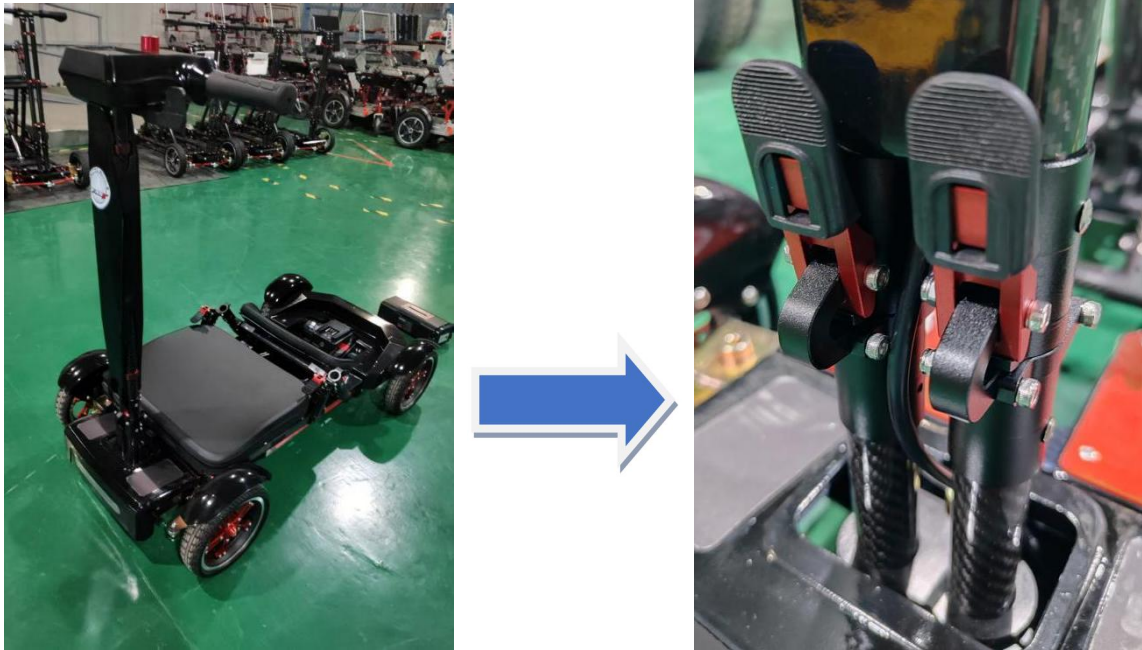


Figure4.3

4.4. Lock tightly against the back

Open the backrest and lock it tightly against the folding locks on the left and right sides of the backrest. (Figure4.4)

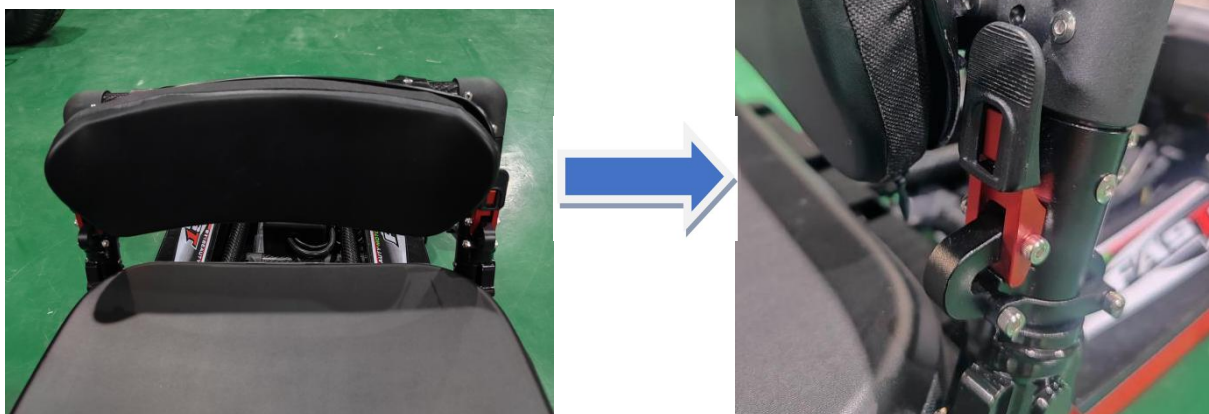


Figure4.4

4.5. Lock the folding seat support rod

Pull the seat upwards to unfold it, then push the seat folding lever downwards and backwards with force to align the seat folding stem. Secure the seat folding buckle on the seat folding lever (Figure4.5)

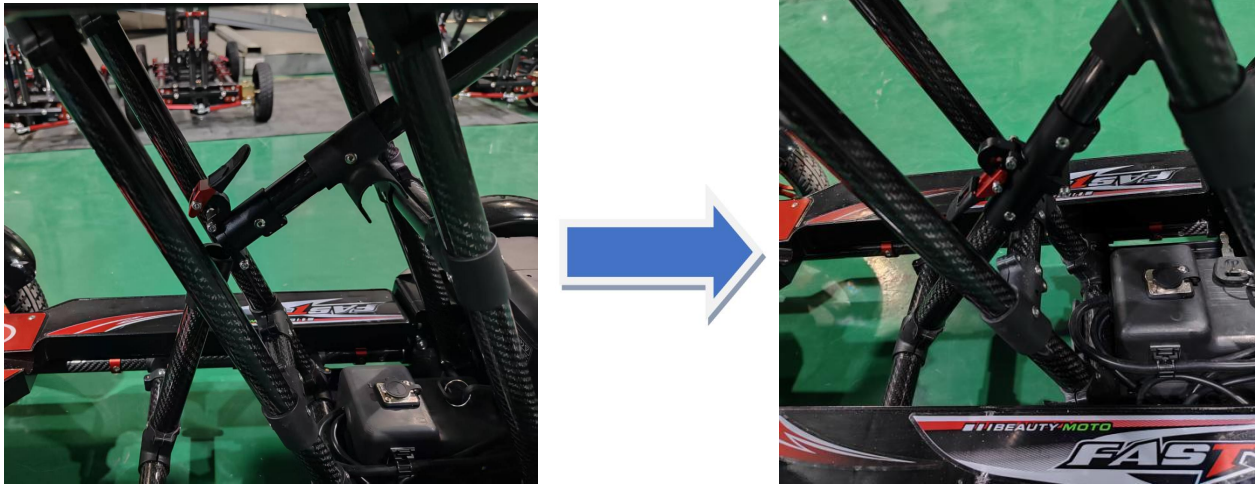


Figure4.5

4.6. Open the anti fall mechanism downwards

Pull out the left and right anti roll wheel pins and rotate them to make them open, then rotate the anti roll wheel bracket downwards to make the pins enter the slot and lock the anti roll wheel bracket (Figure4.6)

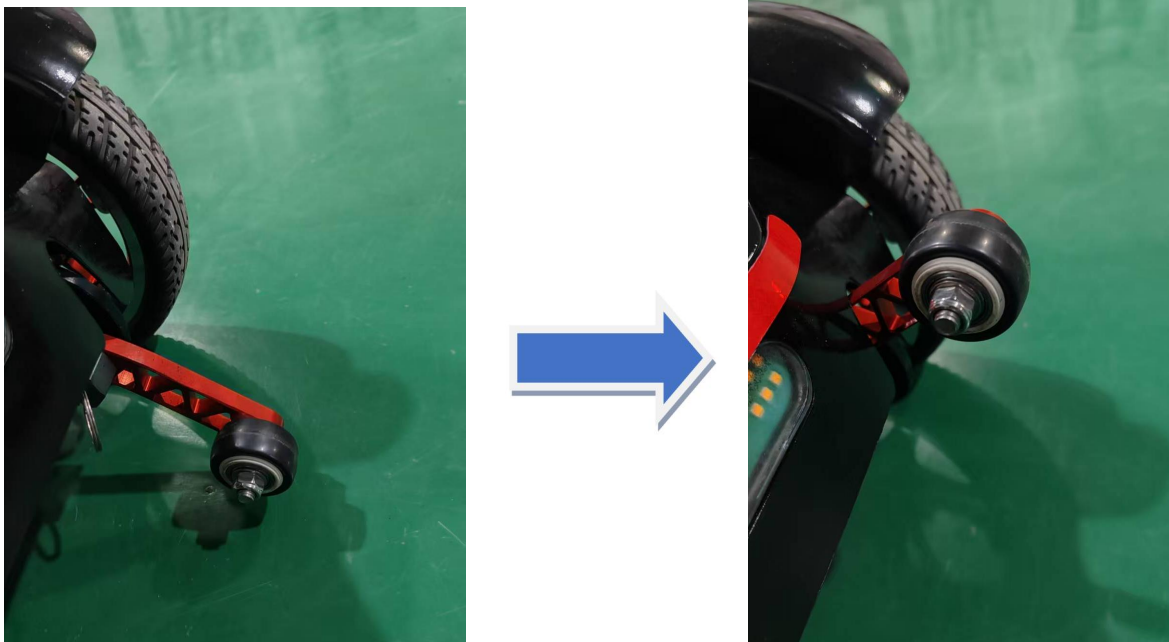


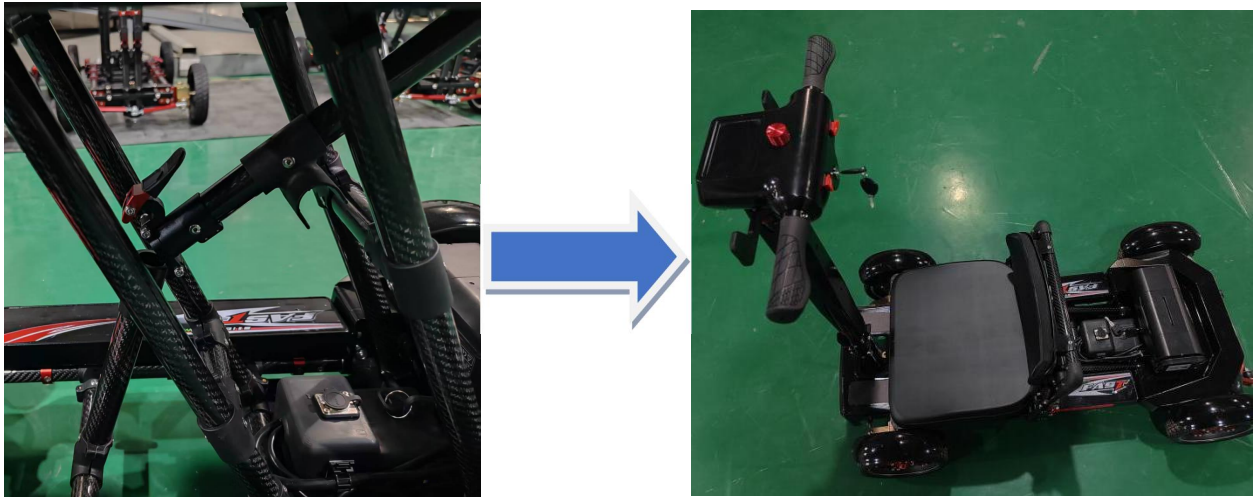
Figure4.6

5. Folding and storage of electric mobility scooter

5.1. Folding seat

Open the seat folding buckle, pull the seat support rod forward to make the seat folding rod at a smaller angle, and then press down from the top of the seat to the lowest position to complete the seat folding.

(Figure5.1)



(Figure5.1)

5.2. Remove the battery pack

Remove the battery, turn the battery box key, open the battery lock, push the battery forward from behind, slide the battery out of the battery holder, and then take out the battery box; Long term idle, it is recommended to take out the battery pack (Figure5.2)

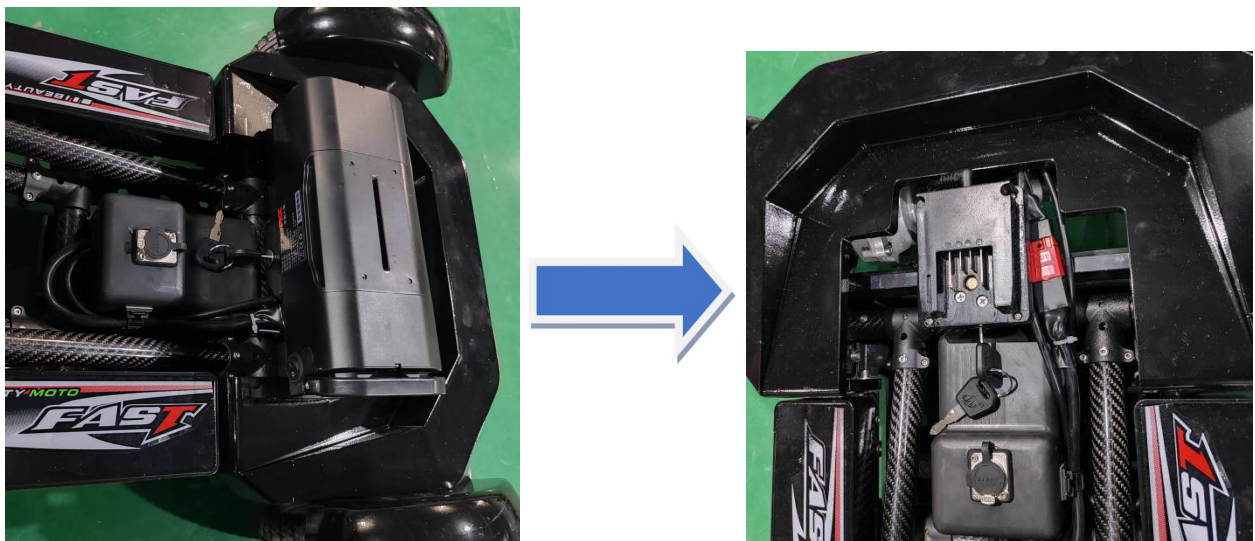


Figure5.2

5.3. Folding backrest

Fold the seat, take out the battery, open the folding buckles on the left and right backrests, and flip the backrests backwards (Figure5.3)



图 5.3

5.4. Folding of direction bar

Pull down the two directional bar locks on the directional bar and place the directional bar horizontally backwards to complete the folding of the directional bar (Figure5.4)

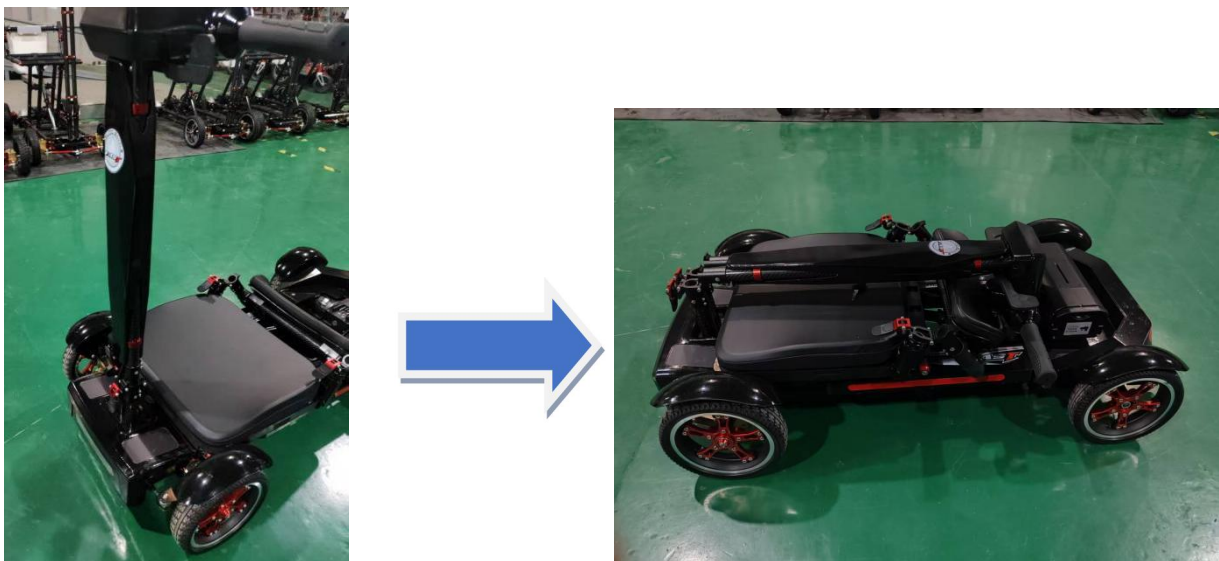


Figure5.4

5.5. Close the anti reverse wheel upwards

Pull out the left and right anti reverse wheel pins, rotate the pull ring to make the pins open, then rotate the anti reverse wheel bracket upwards, rotate the pull ring to make the pins enter the slot to make the pins closed, and lock the anti reverse wheel bracket (Figure5.5)

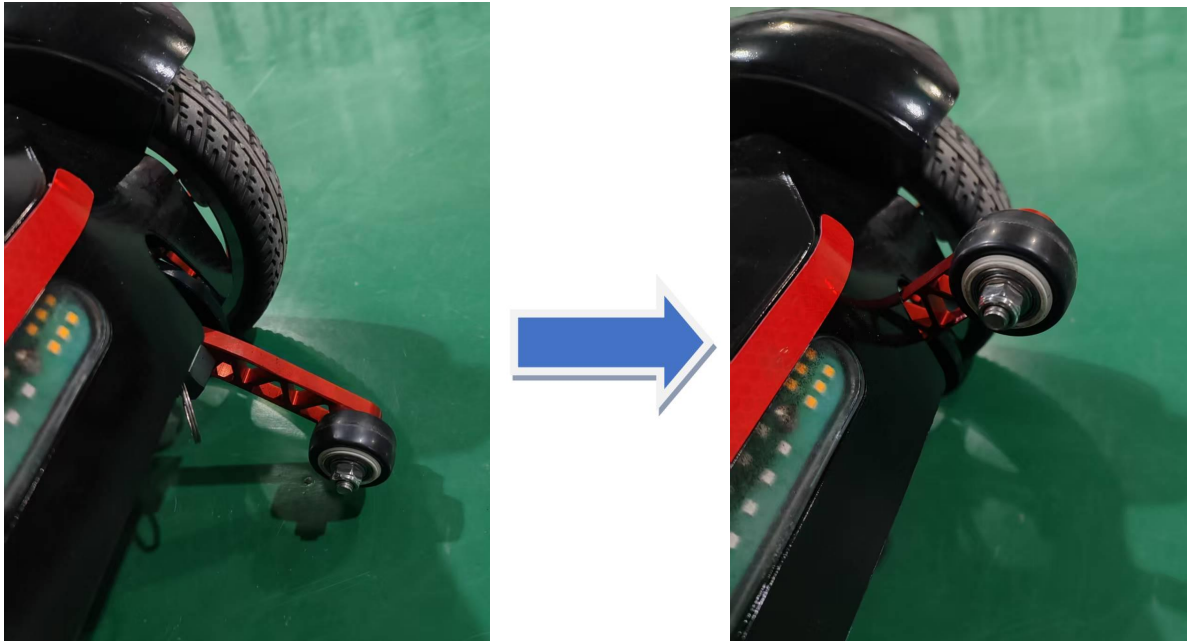


Figure5.5

5.6. Storage of electric mobility scooter

Place the electric mobility scooter horizontally in a low and accessible area to prevent it from slipping and rolling, causing damage. If not in use for a long time, please take out the battery, which should be fully charged at least once a month. (Figure5.6)

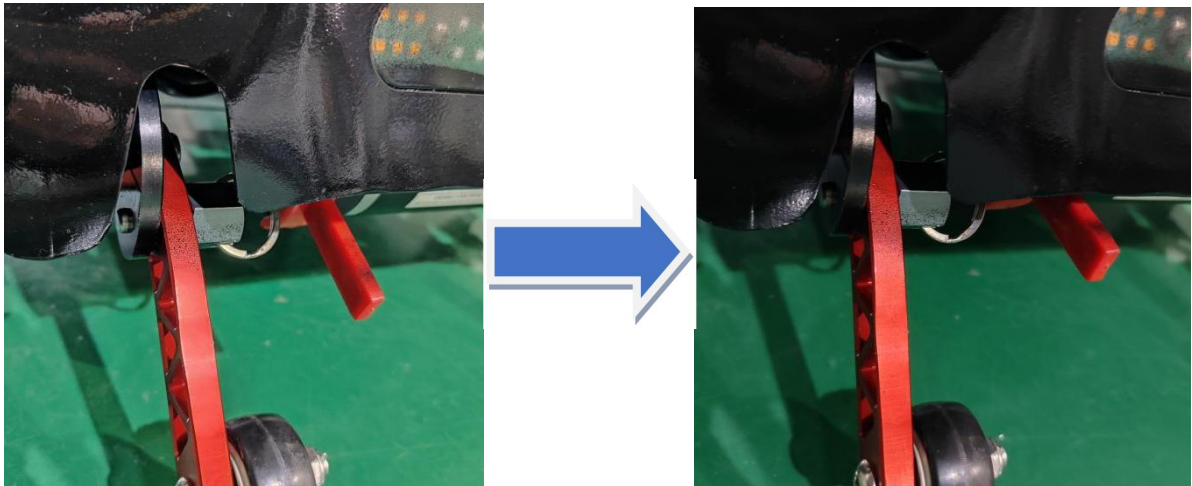


Figure5.6

6. Debugging and use of electric mobility scooter

6.1. clutch system

Pull the clutch lever upwards to place the clutch in the open position; Pull down the clutch to place it in the closed state (electric mode) (Figure6.1)



(Figure6.1)

6.2. Lithium battery power switch system

Turn the switch of the lithium battery pack to the "0" position, and the lithium battery pack will be in a power-off state; Turn the switch of the lithium battery pack to the "-" position, and the lithium battery pack will be powered on (Figure6.2) .

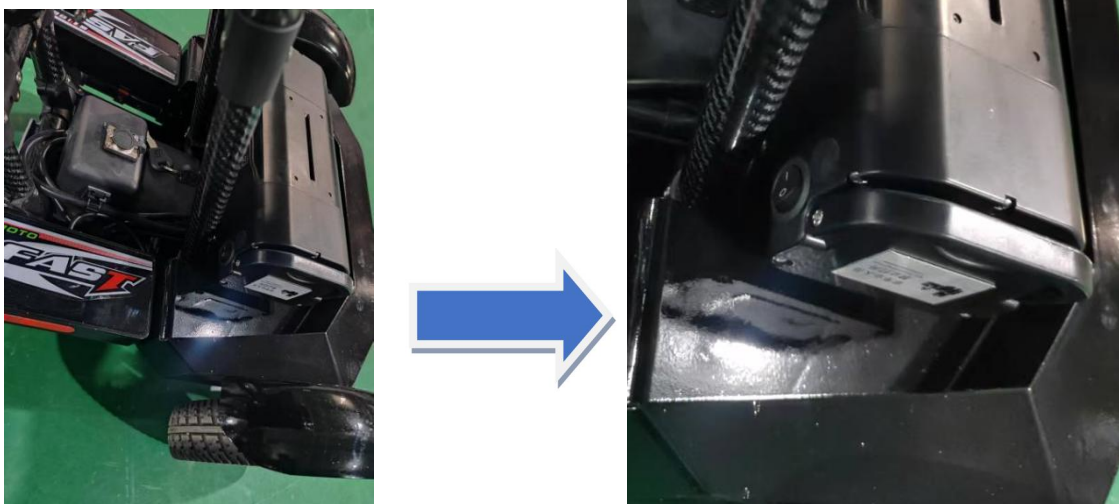


Figure6.2

6.3. Vehicle electric key system

When the power switch is turned on, insert the power switch key and turn it clockwise from left to right. The first gear is the short power state, the second gear is the starting power state, and the third gear is the headlight starting power state (Figure6.3) 。



First gear (power off)

Second gear (powered on)

Third gear (powered on+headlights)

Figure6.3

6.4. Speed Control System

When powered on, rotate the speed control switch below the LCD screen clockwise, and the LCD screen will display 5 speed gears corresponding to 1, 2, 3, 4, and 5 (Figure6.4) 。



Figure6.4

6.5. Forward and backward gear shifting system

Open the vehicle and clutch, turn the gear shift switch on the right side of the LCD screen from front to back, and the vehicle will drive forward; Wave the gear shift switch on the left side of the LCD screen from front to back, and the vehicle will reverse backwards (Figure6.5) 。

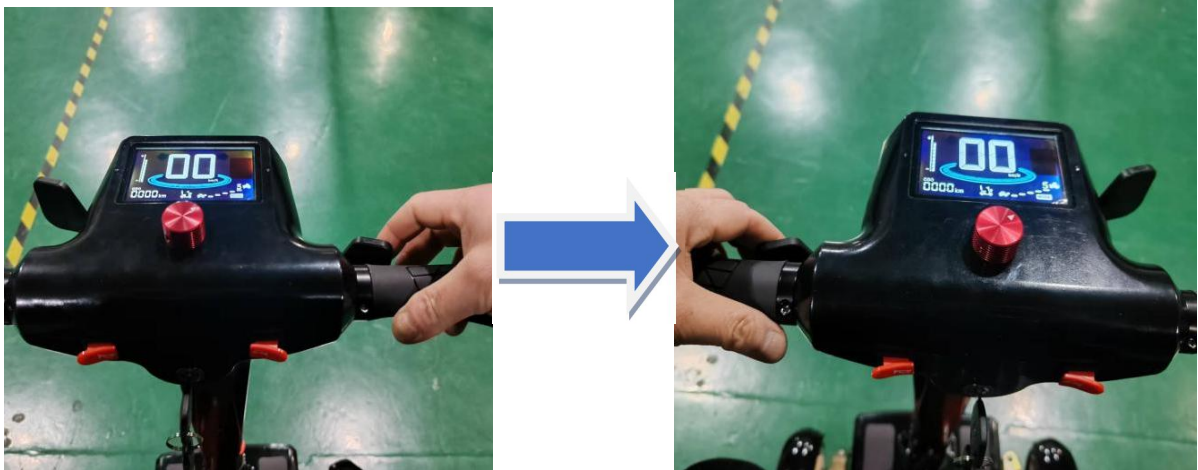


Figure6.5

6.6. Turning system

When the vehicle is in the starting state, the steering wheel turns to the right and the vehicle turns to the right to exit; Turn the steering wheel to the left, the vehicle turns to the left and exits (Figure6.6) 。

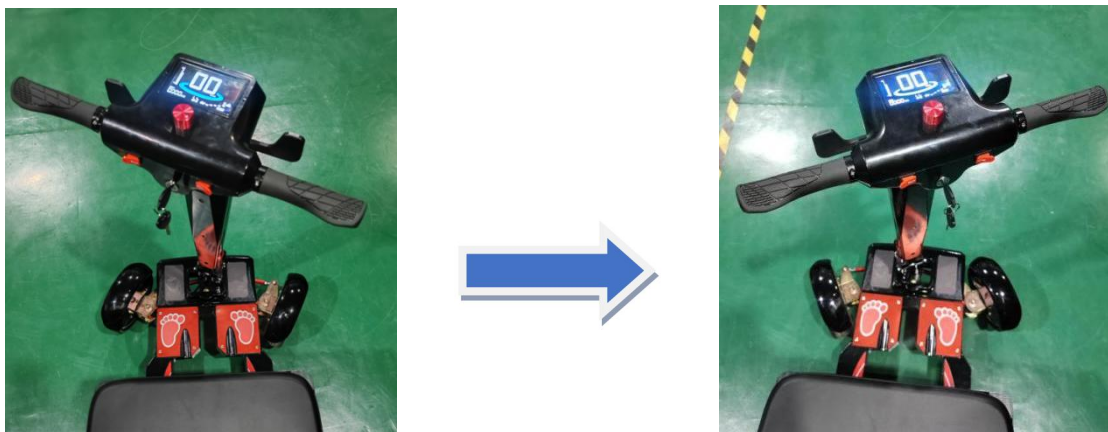


Figure6.6

7. Charging and Charger

7.1. Car charging port for charging

Step 1: Open the dust cover on the charging port of the controller, insert the charger into the charging port of the controller, and plug it into the plug board to connect to the power grid;

Step 2: Turn on the lithium battery power button. After 6-8 hours, the blue light of the charger will turn on to complete the charging process;

Step 3: After charging is complete, press the charging port switch, unplug the charging head, remove the charger, and cover the dust cover on the controller.



Figure7.1

7.2. Charging port for lithium battery pack

Step 1: Fold the seat, open the battery pack key, push the battery pack out from the back to the front, and remove the lithium battery.

Step 2: Open the dust cover of the lithium battery pack charging port, plug in the charger, and plug the other end of the charger into the power grid plug.

Step 3: Turn on the lithium battery power button. After 6-8 hours, the blue light of the charger will turn on to complete the charging process.

Step 4: After charging is complete, remove the charger and cover the dust cover on the controller.

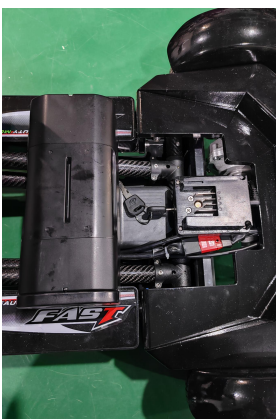


Figure7.2

7.3. Important information of lithium battery pack

- (1) After the fully charged indicator light is on during initial use, continue charging for 1-2 hours.
- (2) Regular charging and discharging are prohibited to reduce battery life due to battery depletion.
- (3) Idle and unused, please fully charge once a month.
- (4) Check in electric mobility scooter and determine if the batteries comply with the transportation company's regulations.
- (5) Using non original lithium batteries can cause damage to the electronic components of the vehicle.
- (6) Please follow local laws for the recycling of waste batteries.

Warn: The charging environment must be open, well ventilated, dry, insulated, and at a suitable temperature. Charging in unsafe fire environments is strictly prohibited. Different national power grids use different chargers, and it is strictly prohibited to continue charging the battery for a long time after being fully charged. If the battery is not in use, please balance it. It is strictly prohibited to dismantle the battery pack and charger without authorization.

8. Repair and maintenance of electric mobility scooter

8.1. Daily maintenance and inspection of electric mobility

scooter

Please check according to the recommended frequency zoning table for electric mobility scooter below. Based on usage time, we have the following regulations:

Daily Maintenance Checklist

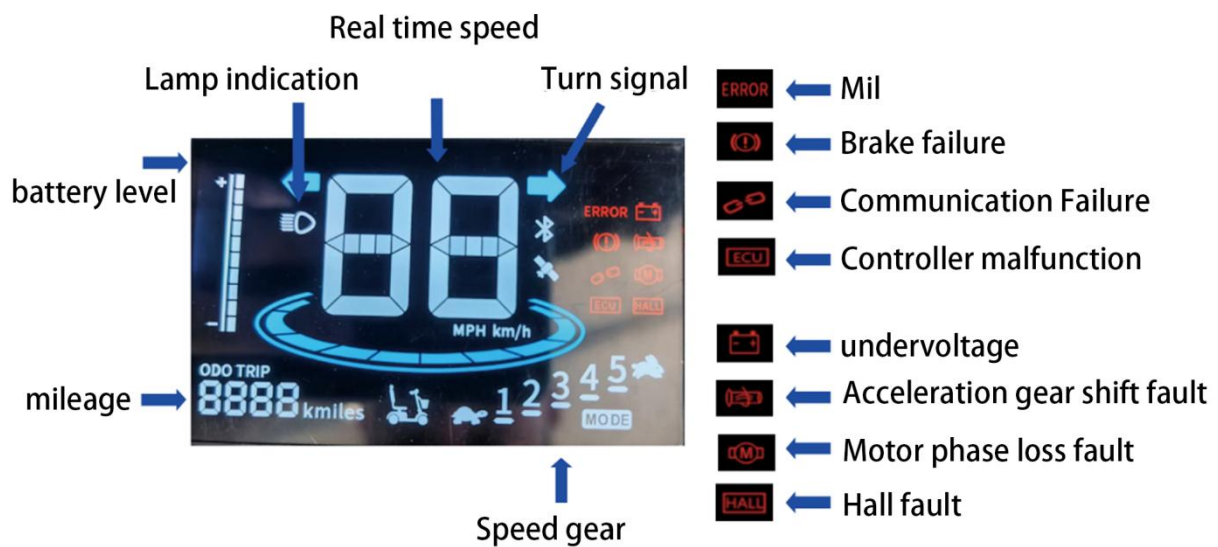
Area A	Check each item for proper placement: 1. Backrest 2. Anti roll wheel 3. Steering rod device 4. Seat 5. Clutch 6. Forward and reverse gears 7. Please check the battery status on the controller
Area B	Check the following items each time to prevent improper loosening or wear of the components. 1. Are the screws loose? 2. Forward and reverse gears. 3. Clutch. 4. Temperature changes of lithium battery after long-term use. 5. Depth of front and rear wheel components and tire tread. 6. Charger and charging port
Area C	For your safety, please conduct a comprehensive and thorough maintenance and inspection of the electric mobility scooter every six months.

Professional maintenance personnel need to be specifically designated by our company and need to contact our customer service.

8.2. Common faults and solutions of electric mobility scooter

Number	fault	Troubleshooting methods	Fault repair methods
1	Direction deviation during driving	1.1 Check if the length of the connecting rod has changed	1.1 Adjust the length of the connecting rod under the steering rod and tighten the nut
		1.2 Check if the tire pressure is consistent	1.2. Inflate the tire to the specified pressure
		1.3 Severe wear of a single tire	1.3. Replace worn tires
2	The vehicle cannot be driven	2.1 Checking the battery condition	2.1 Charging the battery and installing it correctly
		2.2 Is the battery pack switch open	2.2 Turn the battery switch to the " - " position
		2.3 Check if the power switch key is turned on	2.3 Turn the power switch key to the second gear, power on gear, and third gear
		2.4 Check if the clutch is in the open state	2.4 Open the clutch lever on the rear motor of the vehicle and push it upwards to open it
		2.5 Check if the connector is loose	2.5 Tighten the loose plug with force
3	The light is not bright	3.1 Check if the circuit is damaged	3.1 Replacing the circuit
		3.2 Is the electronic key turned on	3.2 Turn the electric key to third gear
4	The seat cannot be folded completely	4.1. Is the front wheel aligned	4.1 Fold the front wheels after aligning them
		4.2 Check if there are any foreign objects stuck	4.2 Remove stuck foreign objects
		4.3 Check if the seat folding buckle is stuck	4.3 Pull the stuck seat folding buckle
		4.4 Check if the power switch key has been removed	4.4 Remove the power switch key and fold it again
5	The battery range has become shorter	5.1 Sudden reduction in mileage in low-temperature and high-temperature environments	5.1. Please use it in a normal temperature environment
		5.2 Check battery life	5.2 Contact us to replace the battery pack
		5.3 Uneven battery cells in the battery pack	5.3 Perform a monthly battery balance: When the battery level is low, continue charging for 1-2 hours after the charger's full charge indicator light is on.

8.3. Display screen and display screen malfunction alarm



Attention: After the display screen shows the fault Figure symbol, do not continue to use the vehicle. The fault repair is completed and the fault code disappears before continuing to use the vehicle..

Other language versions. Video guidance.



Email: support@easwe.com