



**EW-20**

**Owner's Manual**



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## Technical Specifications

Model	EW-20 Black
Weight Capacity	300Lbs
Speed:	Up to 15mph
Distance:	21 miles per charge (distance varies on terrain, riders weight, road surface, etc.)
Front Seat: Type	Executive Comfort Seat with Backrest
Front seat: Size	16" x 13.5" x 3.25 (depth)
Seat Cushion Height:	28" From Floor
Rear Seat: Type	N/A
Rear Seat: Size	N/A
Steering Height	42" From Ground
Rear Foot Rest:	N/A
Power:	Electric 48 volts
Watts:	500 Watts
Motor Type:	Hub Brushless Motor
Amps:	12 AH
Volts:	48 Volts
Dimensions:	55" x 26" x 38" (LxWxH)
Floor Clearance:	7"
Back Basket:	11"x 20" x 10" (DxWxH)
Batteries:	(4) 12 volt 12 amp hour SLA
Forward/Reverse switch:	Yes
High/Medium/Low Speed switch:	Yes
Front tire size:	13" x 5.0"
Rear tire size:	110/50-6.5
Charger:	48-volt Smart Charger included
Throttle Type:	Variable Twist Throttle
Key Start:	Yes
Braking System:	Rear Disc Brakes, Front Drum Brake
Drive System:	500w hub motor
Headlight:	LED light
Rear lights:	N/A
Carton Size:	63" x 36" x 54"
Scooter Weight:	128lbs
Battery Indicator:	Yes
Front Suspension:	Yes
Rear Suspension:	Yes
Electric Horn:	Yes
Warranty:	Limited – 3 Year Warranty

## Operation of Scooter:

### 1. Turning on the power

Insert key into ignition and turn clockwise to turn the scooter on. The battery indicator will display the current charge level when on. Turn the key counter-clockwise to power off when stopped.



### 2. Speed Control

The black twist grip throttle controls acceleration. Twisting the throttle grip towards you will increase the speed. Releasing the throttle grip will reduce the speed gradually while on a level surface. The top speed capable is controlled by the three-position speed switch.

#### Three Position Speed Switch

- "1" – Limits the top speed to around 6 MPH
- "2" – Limits the top speed to around 10 MPH
- "3" – Allows the machine to travel full speed



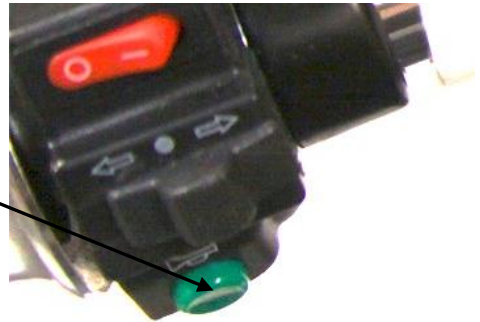
### 3. Battery Power

The current charge level will be displayed when the scooter is turned on. The displays lights will not show when the scooter power is turned off.



### 4. Horn

There is a green horn button on the left side of the handlebars. Press button to sound the horn.



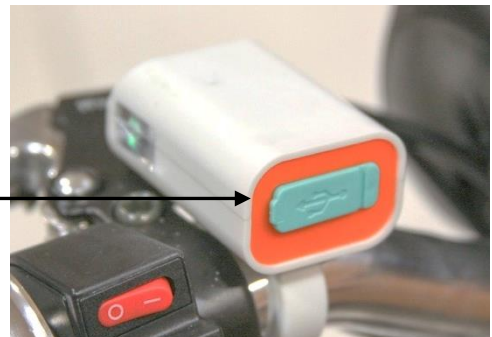
### 5. Headlight Switch

The headlight is controlled with the ignition key position. Turn the key one more time to the right when the scooter is in the on position to turn the headlight on.



### 6. USB Charging

There is a USB port on the handlebar assembly to be able to recharge any electronic device that accepts a 5-volt input. Plug the USB cord in the USB slot, and plug the desired device in to charge.



### 7. Handlebar Folding Clamp

The handlebars can be folded when storing or when loading into a vehicle. To fold the handlebars, slide the black retaining clip out of the silver handlebar folding clamp handle. Then, pull the clamp handle away from the handlebar assembly. The handlebars do not lock when folded.



### 8. Swiveling Seat

The seat can swivel to be able to get on and off the machine easier. Use the handle located on the right-hand side, right underneath the seat to swivel as needed.



### 9. Forward and Reverse Switch

The forward and reverse switch is located on the left-side handlebar assembly, right after the turn signal switch.

“O” – Is Forward

“I” – Is Reverse



### **Charging Instructions:**

When the light on the charger is red, the scooter is still charging. When the light turns green, this means the scooter is fully charged. Once fully charged, unplug within two hours to avoid overcharging.

The charging time varies depending on how charged the batteries are. If almost empty, the charge time may take up to 8 hours. If the red lights stay on for more than 8 hours, unplug the charger.

### **Batteries and Battery Maintenance:**

Only use sealed lead acid batteries that are deep cycle and maintenance free for your scooter.

**Battery Type:** (4) 12 volt, 12 AH Maintenance Free, Deep Cycle, Sealed Lead Acid.

### **Note:**

- Do not use lithium ion batteries. They are not designed to be in this scooter.
- The useful life of a battery is quite often a reflection of the care it receives.
- Always charge the batteries in a well-ventilated area.
- The charger is intended for indoor use only.
- Replace all batteries at the same time if weak.
- If the scooter will not be used for an extended period, arrange to have the batteries recharged at least once every month to avoid deterioration of the batteries.

### **Ramps and Curbs:**



1. Check that the ramp surface is roughened to prevent slipping. Never drive across a slope or turn sharply on a slope.
2. When driving up curbs, always check the height of the curb to ensure that it does not exceed 3" height.
3. Always go forward up ramps and curbs.
4. Avoid stopping completely when going over small objects or obstructions.

**General:**

1. Always keep your feet on the scooter.
2. Do not exceed the weight capacity of 300lbs.
3. Do not attempt to lift or move the scooter by any of its removable parts. Personal injury and damage to the scooter may result.
4. Never try to use your scooter beyond its limitations as described in the manual.
5. Do not operate your scooter if it is not functioning properly.
6. Do not connect any electrical or mechanical device to the scooter. Failure to obey this instruction may result in injury and will void the warranty.
7. Always comply with local laws and regulations.
8. It is very important that charger plug is inserted and plugged firmly into charger port for electrical power charging.
9. Always inspect the scooters mechanical components and tires prior to operation.
10. Know and practice the rules of safe and responsible riding.

**Use While Under the Influence of Medication or Alcohol:**

1. Check with your physician if you are taking any medication that may affect your ability to operate your scooter safely.
2. Do not operate your scooter while you are under the influence of alcohol as this may impair your ability to operate your scooter in a safe manner.

### **Safety Requirements:**

#### Driving Surface

The EW-19 Black has the best stability and performs the best under the normal driving conditions (dry, level ground with concrete or asphalt). Extra care must be taken when riding on other surfaces (grass, gravel, etc.).

DO NOT exceed the specified climbing angle. Do not operate the scooter before you have fully read and understood the manual.

- Always turn the scooter off and set the emergency brake before getting on or off the scooter.
- Avoid driving in loose gravel, covered soil, and sandstone.
- Do not drive the scooter in unknown road conditions.
- The scooter can ride over small obstacles within a certain height, but you must minimize the speed and slowly drive over the obstacle.
- Do not operate the scooter under the influence of drugs or alcohol.
- Do not park on steep slopes.
- Changing the initial setting of refitting your scooter is forbidden.

- Use caution when operating near busy streets, markets, or shopping centers. Do not operate in unsafe areas.
- Consult local authorities about the traffic rules for scooters in your city.
- Hold the handlebars with both hands and put both feet on the scooters floorboard always while operating the scooter.
- Never sit on the scooter in a moving vehicle.
- Do not operate on uneven slopes or uneven ground; be careful when passing over slopes.
- Never take the scooter on an escalator.
- Do not operate on frozen, slippery, or salty roads.
- Never let the batteries freeze; do not charge when frozen.
- Make sure the batteries are fully charged before operating.
- Do not let the batteries every go completely dead. When low, do not let sit for an extended period or damage may occur.
- Always use required safety equipment while operating.
- Do not modify or change the electrical system and frame. Doing so will void the warranty.

**Warranty:**

For valid warranty claims E-Wheels will, at their discretion, replace/repair/refund items mutually agreed to be defective.

E-Wheels warranty as following:

1. Electronic components: (1) year limited warranty.
2. Controllers: (1) year limited warranty.
3. Batteries: Not warranted
4. Consumables: Not warranted (Tires, tubes, seat cushions, etc)
5. Warranty does NOT cover labor costs.

Any damaged or defect of any nature occurring from the misuse of the product is not to be covered. The warranty is to start from the date of arrival of our product.

**Intended Use**

Your scooter is a recreational scooter and is to be used for improving mobility in your daily activities such as walking. It is not a medical scooter or medical and does not and is not intended to provide medical benefits, medical assistance, medical therapy, or treat or alleviate any medical condition or disability.

### **Quick-Start Warnings**

The below warnings and instructions caution against some activities. Reviewing this list is not a substitute for reading the entire Manual. Use common sense when operating your scooter.

- Do not disassemble your scooter on your own.
- Avoid touching hot parts of your scooter during or after operation.
- Avoid touching hot parts of your scooter that may have become hot from exposure to sunlight.
- Do not touch any chemicals in the scooter.
- Keep your hands and other body parts away from moving parts of the scooter.
- Do not operate the scooter with any loose clothing or dangling which wires which could become trapped in the wheels or other moving components of the scooter.
- Do not use any battery which is not approved by eWheels for use with your scooter.
- Do not allow children to play on the scooter or use it without supervision.
- Single-person scooters should only be used by one person at a time.
- Do not operate the scooter while under the influence of alcohol, drugs, or other medications which may impair your ability to operate a vehicle.
- Do not operate the scooter while using a mobile phone or other mobile device.
- Do not operate your scooter if it is not functioning properly.
- Never try to operate your scooter beyond the its limitations as described in the manual.

### **Size and Weight Limits**

Your scooter was designed to accommodate users up to a specified size and weight. As each scooter is designed and rated differently, ensure you check your particular scooter model's limits. Periodically check your weight against your scooter's limits, as your weight may fluctuate over time. Ensure other users of your scooter are within the weight limits. Operation of the scooter by a user over the weight limit can damage the scooter and can cause hazardous situations, including increased braking distances and times, decreased steering responsiveness, tip-overs, and other dangers which may cause injury. Further, modifications which increase the riding height of the scooter, which raise the user's riding height on the scooter, or which otherwise change the center of gravity of the scooter can damage the scooter and cause the hazardous situations identified above. eWheels is not responsible for damage to the scooter or personal injury caused by exceeding weight limitations or modifying the center of gravity of your scooter. Do not adjust your seat while the scooter is in motion or operating.

### **General Operation – Safety Belt**

If your scooter is equipped with a safety belt, use it all times when seated in the scooter. Do not operate your scooter without wearing the safety belt. Have the belt replaced by an authorized repair technician if the safety belt becomes frayed, cut, or shows other signs of wear or damage.

### **General Operation - Mirrors**

If your scooter is equipped with mirrors, orient them so that you can see behind you. Orient the mirrors while sitting on the scooter but while the scooter is not moving and is not in operation. Never attempt to adjust the mirrors while operating the scooter. Proper orientation of the mirrors should allow you to see behind you and should minimize blind spots.

### **General Operation – Lights and Signals**

If your scooter is equipped with headlights and turn signals, use them. Using headlights at night, and even at day, increases your visibility to other vehicles. Using turn signals provides warning to vehicle and pedestrian traffic near you.

### **General Operation – Driving Outdoors**

Your scooter is designed to be driven on clean, even, dry surfaces. eWheels does not recommend you store your scooter outdoors. Your scooter is susceptible to damage to electronic, mechanical, or other components if exposed to water. If you are caught outside during inclement weather, seek shelter or ask someone for assistance.

Always ensure that the power is switched off when getting on or off the scooter. Never attempt to mount or dismount the scooter if it is operational or moving. Do not switch the power off when the scooter is still moving forward or in reverse. Always check that the variable speed switch is set to the desired speed setting. Always check that the desired direction of forward or reverse travel is selected when ready to drive.

### **General Operation – Public Roads**

Unless specifically permitted or authorized by the state, do not drive your scooter on public roads. If you need to drive along a public road, use the sidewalk adjoining the road. Always use care when driving near to or around public roads, as you may be less visible to motor vehicles when riding the scooter because of your smaller relative size and slower relative speed. Always be aware of state and local rules of traffic, and take those rules into account when operating your scooter; it is your responsibility to know those rules, obey them, and understand how other traffic will operate in accordance with such rules. eWheels recommends that you gain your first experiences with your scooter well away from public roads, so that you can learn and understand how the scooter operates and handles in a comfortable and quiet environment.

### **General Operation – Alternate Surfaces**

Do not drive your scooter onto stairs or escalators; serious injury will result. Do not attempt to drive your scooter onto stairs or escalators. Most elevators are safe for use with the scooter. When confronted with stairs or escalators, navigate to the closest elevator instead. Conduct a visual inspection and assess the quality and condition of the elevator before using it. Use care; some elevators have awkward entrance angles that can make ingress and egress difficult.

### **General Operation – Curbs**

Curbs generally are formed in two manners: abrupt, vertical curbs and gradual, smooth curbs. Your scooter cannot drive over or off of an abrupt, vertical curb. Do not attempt to do so, as this will cause serious damage to your

scooter and likely injury to yourself. Do not drive over a curb or object exceeding 4 inches in height. Your scooter can drive over most gradual, smooth curbs. Approach such curbs head-on, so that the scooter is oriented perpendicular to the curb. Consistently apply speed over the curb until the rear wheels of the scooter have moved just past the curb. Do not approach the curb at an oblique angle; doing so can increase the risk that your scooter tips over. Likewise, when moving down a curb, approach the curb perpendicular to it and not at an oblique angle. Avoid stopping completely when going over small objects, curbs, or other obstacles and obstructions.

### **General Operation – Incline Control**

Your scooter can handle a wide range of inclines and declines. The scooter is safe for operation on most handicap-accessible ramps. However, do not use the scooter on inclines of a degree which makes operation of the scooter difficult; if the scooter does not readily climb the incline, move off of the incline and/or ask for assistance. Likewise, do not use the scooter on declines of a degree which makes operation of the scooter difficult; if the scooter moves too quickly on an incline, fully apply the brakes, move off of the decline, and/or ask for assistance. eWheels recommends that you only use ramps which have a roughened surface to prevent slipping. Never drive in a transverse direction across an incline or turn sharply on an incline. Never drive in a reverse direction down an incline. Because the capability of your scooter to climb an incline or descend a decline depends on a number of factors, such as the scooter's specifications, your size and weight, the quality of the surface, and your personal setup of the scooter, eWheels does not guarantee the scooter's safety on a specific angle of incline or decline. However, eWheels does not recommend you use your scooter on inclines or declines greater than 10 degrees, while making no guarantees of performance and safety on angles less than 10 degrees.

### **General Operation – Cornering**

Always reduce your speed when making sharp turns. Always control your speed when cornering. As with any vehicle, maneuvering a corner at a high speed increases the risk of tipping the scooter. You should maneuver at a speed which is reasonable for the scooter, its specifications and conditions, your size and weight, your angle of approach, the type of turn, and the surface conditions.

### **General Operation – Influences**

Do not operate the scooter while under the influence of alcohol, drugs, or other medications which may impair your ability to operate a vehicle. The scooter is heavy and can reach significant speeds, but even at low speeds it is dangerous to operate under the influence of alcohol, drugs, or other medications which may alter or impair your coordination, reaction time, reflexes, and other capabilities.

### **General Operation – Ingress and Egress**

Exercise care when moving onto your scooter. Ensure the scooter is braked on level ground and the switch is in the off position. Brace yourself against a sturdy piece of furniture, or use a cane or other walking assistive equipment. Use your upper body to assist your legs in lowering you onto the scooter seat. Move downwardly slowly. Apply and buckle the safety belt. Sit for a few minutes before operating the scooter. Also exercise care when moving off of your scooter. Ensure the scooter is braked on level ground and the switch is in the off position. Unbuckle the safety belt. Getting up quickly or the wrong way could lead to injury. Look around for a sturdy piece of furniture,

or use a cane or other walking assistive equipment. Use your upper body to assist your legs in lifting you. Lift slowly and pause for a few moments if you feel unsteady. Stand for a few minutes before moving further.

### **Regular Maintenance**

Always check your scooter for normal operation, loose parts, and defects before operating. If you find a problem, have it repaired before operating.

Keep your scooter clean and dry. Do not use a high-pressure water sprayer to clean the scooter. If you wash your scooter, use a damp sponge or cloth, and dry the scooter thoroughly before operating. Do not immerse any components in water.

Always check your scooter for wear or damage to the tires before operating.

Keep tires inflated to their recommended tire pressure at all times. Regularly check tires for wear, cracks, nails, or other damage. Keep tires clean and replace them when damaged. Failure to maintain the tires at the recommended tire pressure will cause premature wear, and failure to maintain the tires could lead to damage or personal injury.

### **Use Within a Motor Vehicle**

Do not sit in or operate your scooter in a motor vehicle such as a train, bus, or large van. Stow or rack your scooter according to the motor vehicle's guidelines before entering or when entering the motor vehicle. Never sit in your scooter while it is on or in a motor vehicle which is operating or in motion.

### **Batteries**

Do not use automotive batteries with your scooter. Always charge your scooter's batteries in a well-ventilated area. eWheels recommends that you periodically charge your batteries, such as once a month, when your scooter is not in regular use. Ensure the switch is in the off position when the batteries are charged. Ensure that the power plug is inserted and plugged firmly into the battery during charging. Do not use an extension cord while charging the batteries. Do not use a battery which is cracked, leaking, or otherwise damaged. Do not use your scooter if the battery is cracked, leaking, or otherwise damaged. Keep tools and other metal elements away from the contact terminals of the batteries. Remove the batteries when transporting your scooter.

### **Modifications to the Scooter**

Do not disassemble or modify your scooter on your own. Do not remove or disable any element or feature of your scooter. Do not modify the programmable controller governing the scooter's electric, electronic, and electro-mechanical operations. While there are a wide range of after-market products available to modify and alter scooters, some may make your scooter more dangerous to operate or may impair your ability to operate the scooter safely. eWheels makes no claim or warranty as to the safety, effectiveness, and operability of any aftermarket product added to your scooter, or as to any modification you make or have made to your scooter, which are not performed by eWheels or eWheels approved vendors. eWheels is not responsible for damage to the scooter or personal injury caused by disassembly, modification, or other alteration of your scooter.



