



## **EW-18 OWNER'S MANUAL**



## WARNING

THE ELECTRIC TRISCOOTER IS NOT A TOY AND SHOULD NOT  
BE OPERATED BY ANY ONE UNDER 12 YEARS OLD.

Safety Instruction (Please take note of the  
followings before each ride)

- The maximum weight capacity is 300 lbs.
- Only one person at a time should ride.
- Always wear protective gear including knee and elbow pads and an approved safety helmet when riding the tri scooter.
- Before riding be sure to check that all pivot points, locking buttons, quick releases, and latches are secured properly.
- The power switch lock must be in the “off” position when the tri scooter is being charged.
- Do not use the tri scooter when it is raining.
- Do not place the battery near heat or fire.
- Do not expose the charger near water.
- Check if battery is properly charged and installed.
- Charge battery after each use.
- Always ride on dry paved surfaces. Wet and uneven surfaces are a hazard.
- Sand and loose impediments are your enemy, avoid them.
- Never operate too fast for your skills or condition.



Please observe and follow these instructions closely as it will insure safe and reliable operation.

#### Tools you will need to assemble the EW-18

1. Philips Screwdriver
2. 14mm Socket Wrench or wrench
3. 13mm Socket Wrench or wrench
- 4.Box Cutter
5. 6mm Allen Wrench
6. 5mm Allen Wrench

1. Remove the EW-18 from it's carton. Start by using the box cutter to cut the banding straps . Once the banding straps are cut, carefully cut the tape around the box and start removing all the bubble wrap .

2. Place the scooter out of the box with it's contents and review you have all the necessary parts as shown below.





**Please make sure to have the contents listed below and as shown in picture above.**

1. Hub Motor
2. Tool Kit
3. Brake Spring
4. Seat Clamp ( 2 pieces)
5. Charger
6. Front Fender
7. Bottom Handle Bar
8. Front Fork
9. Top Handle Bar
10. Scooter Platform
11. Seat Post
12. Seat



1. Using the 15mm and 14mm wrenches , loosen up the nut from the bolt.(figure 1)
2. Once you have removed the nut and bolt , Insert the front fork and attach into the scooter platform.(figure 2)
3. After you have attached the fork into the platform, Insert the bolts back in and secure with the nut .(figure2)





## HANDLE BAR INSTALLATION

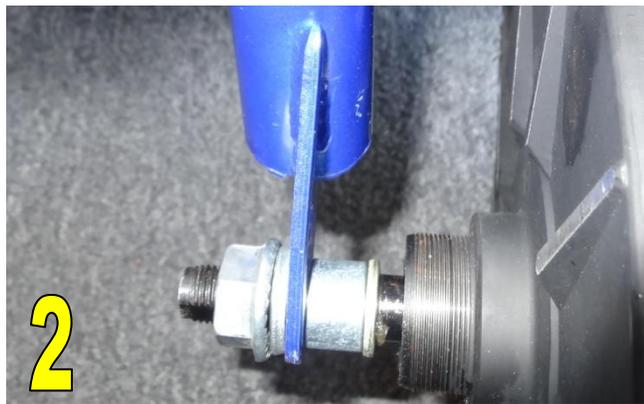
1. First step will be to grab the bottom handle bar part and insert it on the top of the fork.(figure 1)
2. Once you have place the part into the front fork, you will use the 6mm Allen Wrench to secure the part into place. Make sure you have the handle bar straight before tightening the bolt .(figure1)
3. After the bottom handle bar part is secure, insert the top handle bar part into the bottom handle bar part and secure with the clamps .(figure 2)





## Front Hub Motor Installation

1. Place the Hub Motor into the front fork. Make sure that the side with the brake hub has the washers and nut in the following sequence: Washer-Fork-Lock Washer-Washer-Nut.(Figure 1) The other side of the hub must have the following sequence: Washer-Spacer-Fork-Washer-Nut. (Figure 2)



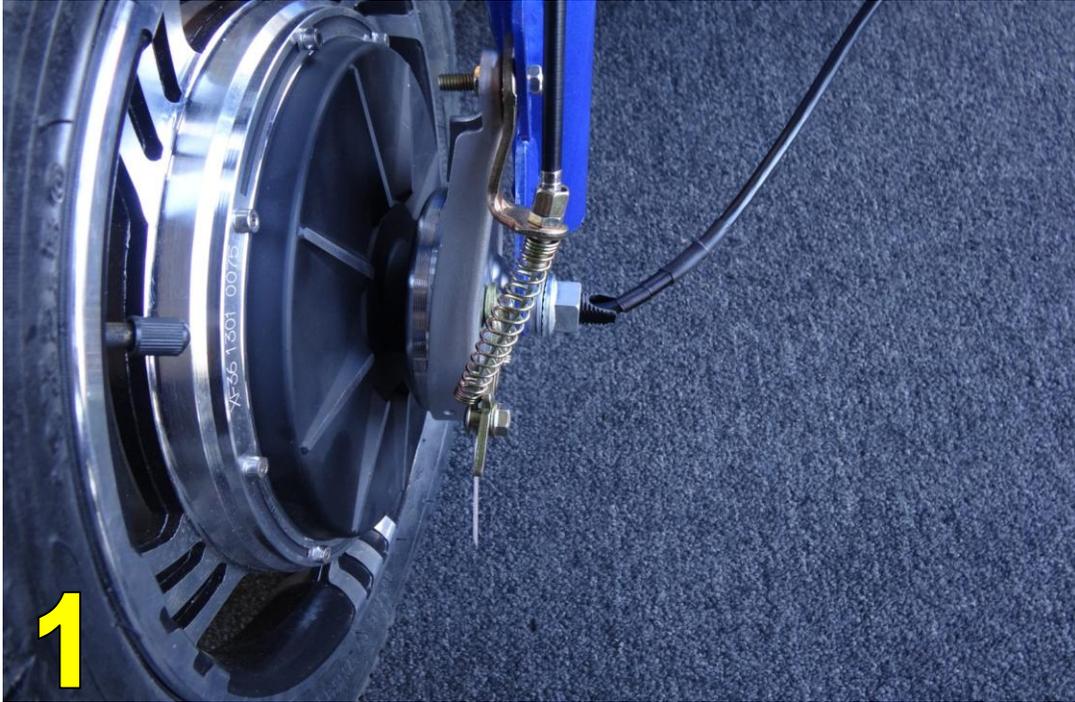
2. Before you tighten up the nut on the axle, We will need to install the brake hub first. Remove the bolt and screw located on top of the brake hub and place it over the fork attachment.(Figure 1&2)





3. Once we have the Hub Motor and Brake Hub in place tighten up the axle nuts and the brake hub screw.

4. Insert the brake cable through the cable holder and the adjusting nut. Make sure you have the brake spring between the cable holder and the adjusting nut.(Figure 1)



5. Plug the hub motor cable. Make sure the arrows are pointing at each other . (Figure 2)





## Seat installation

1. Place the seat clamps at each end of seat post .(Figure 1)
- 2 . Insert seat post into the scooter platform .(Figure 2)
3. Insert seat into seat post.(Figure 3)





## CHARGING THE BATTERY

Before you ride the tri scooter for the first time, it is advised that the unit is to be fully charged (4-6 hours) and fully discharged (ride until the battery gauge indicates low battery) for at least three cycles to maximize the efficiency of the battery. After that, you should continue to charge the battery frequently, at least once every 30 days to prolong the battery lifespan.

### IMPORTANT:

Do not leave the battery uncharged for more than 3 months; otherwise it will greatly reduce the battery lifespan.

TIP FOR BATTERY CARE: Charge the battery after each use!

### Option 1:

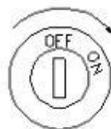
To charge the batteries, plug the charger into the charger socket located on the rear side of the battery/ controller compartment. Then plug the charger into a wall outlet.

### Option 2: (for professional use only)

Remove the screws from the battery compartment located at the front part of the footboard. Disconnect the wires. Lift the battery box. Connect the battery and charger using the charger convertible cable. Plug the charger into the wall outlet.

## RIDING THE EW-18

Once you have completed the initial charge you are ready to ride. Remember, this is not a toy. The tri scooter can reach speeds up to 15.5 mph depending on the terrain and the weight of the rider. You must wear a helmet and protective pads. You must also be aware of all local laws and ordinances that govern and/or restrict the use of powered scooters. The laws and ordinances vary greatly from municipality to municipality. It is your responsibility to know and abide by your local restrictions. To ride, plug the key into the key ignition and turn the key to the "ON" position. The battery gauge will illuminate indicating that the battery is in operation. Hold onto the handlebars with both hands. Your left fingers will control the brakes and your right hand will control the throttle. As you depress the throttle lever with your hand the speed will increase. Release the thumb throttle and apply the brake to stop the scooter. You will control the speed of the scooter by using both the throttle and the brake. When the brake handle is squeezed it cuts power to the throttle. NOTE 1: You may use the balancing wheel (the smaller middle rear wheel) to balance the tri scooter when you want to ride with the front wheel raised. WARNING: Never try stunts beyond the control of your skills. Never ride too fast for your skills or condition.





**TROUBLE SHOOTING GUIDE  
(for professional use only)**

Problem	Cause	Solution
The power light by the thumb throttle does not illuminate when the tri scooter is on.	<ol style="list-style-type: none"> <li>1. Battery is discharged.</li> <li>2. Loose connection inside the tri scooter.</li> <li>3. Fuse is blown.</li> </ol>	<ol style="list-style-type: none"> <li>1. Recharge your tri scooter.</li> <li>2. Remove the screws that hold the battery compartment cover and raise the cover. Visually inspect all wire connections making sure there are no loose wires, reconnecting those that are.</li> <li>3. Replace the fuse.</li> </ol>
The power indicator by the thumb throttle illuminates but tri scooter still does not work.	<ol style="list-style-type: none"> <li>1. The throttle handle is not operating properly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the throttle handle. Contact your local dealer to order a new throttle.</li> </ol>
Clicking noise coming from motor	<ol style="list-style-type: none"> <li>1. Brush in motor has come loose.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace motor. Call your local dealer to order a new 350w motor.</li> </ol>
When the brake lever is squeezed the tri scooter does not stop.	<ol style="list-style-type: none"> <li>1. The brakes are not adjusted properly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the brake by loosening the bolt on the rear brake wheel, pull the cable and retighten the bolt.</li> </ol>
Scooter is losing speed.	<ol style="list-style-type: none"> <li>1. Low battery</li> <li>2. Battery is old.</li> </ol>	<ol style="list-style-type: none"> <li>1. Recharge your battery for 6-8 hours.</li> <li>2. Replace battery. Call your local dealer to order a new 36v battery.</li> </ol>



# Warranty

## EW-18

### **SIX (6) MONTHS YEAR LIMITED WARRANTY**

Six (6) months from the date of purchase on all structural frame components; including platform, seat post, and frame.

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Six (6) months from the date of purchase, if any part or electronic component of the Scooter is found upon examination to be defective in material and/or workmanship, it will be repaired or replaced, at E-Wheels, LLC's option, without charge. Labor charges are NOT included. The purchaser is responsible for the delivery to the authorized repair facility. Satisfactory proof of purchase, serial number and the date of purchase are always required. For warranty service, please contact the dealer/company from whom you purchased your E-Wheels product.

**SHIPPING - DOMESTIC:** All warranty items will be shipped via Fedex Ground. Requested expedited shipping will be at the expense of the purchaser.

**SHIPPING - INTERNATIONAL:** Parts will be provided under warranty at no charge, but shipping to any offshore and/or international location will be the responsibility of the purchaser. International and offshore end-users must contact the dealer/distributor directly to initiate the warranty process.

### **ONE-YEAR WARRANTY EXCEPTIONS**

**Motor:** In cases where there is an increase in the operational noise level, the warranty does not apply. (An increase in operational noise level usually occurs due to abusive and excessive strain on the scooter).

The batteries are warranted by E-Wheels for 6 months after the purchase of the Unit.

**Service:** Warranty service can be performed by E-Wheels, LLC or by an authorized E-Wheels, LLC service facility. Do not return faulty parts to E-Wheels, LLC without prior consent. A request for a Return Authorization is required prior to returning items. All transportation costs and shipping damage incurred while submitting units and/or parts for repair or replacement are the responsibility of the original purchaser.

**WARRANTY EXCLUSIONS:** This warranty is only given to the original purchaser of the Scooter.

This Warranty excludes:



- Batteries that are provided free with the scooter.
- Consumable items which may need replacing due to normal wear and tear (tires, tubes, belts, bulbs, upholstery and seating, motor brushes, fuses, plastic shrouds and footrest covers, etc.)
- Damaged caused by: battery fluid spillage or leakage, abuse, misuse, accident, or negligence, improper operation, excessive loading, maintenance, or storage, commercial use or use other than normal.
- Used other than for the purpose of the purchaser's mobility.
- Repairs and/or modifications made to any part of the scooter without specific and prior consent from E-Wheels, LLC.
- Labor, service calls, shipping, and other charges incurred for repair of the product not approved by E-Wheels, LLC.

Batteries: Batteries carry a limited warranty which is subject to a stringent wear and tear clause. Any battery faults due to a defect in the original manufacture will normally become obvious within the first two months of use. Any gradual deterioration in performance after this period is normally associated with fair wear and tear, misuse or accidental damage and as such is not covered by the manufacturer's warranty. There is no other express warranty. Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of the original purchase and to the extent permitted by law. Any and all implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded.

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion of limitation