

HEZZO®

more riding pleasure

scooter E-bike



User's Manuel

2022-2025

Please read the
instruction before use



ABOUT HEZZO

HEZZO is an international brand in UK, EU and US in order to provide high-end qualified ebikes and scooters to the worldwide buyers. HEZZO is designed and produced based on the philosophy of advanced technologies and innovations. We listen carefully to our consumers and investigate each details of improvement .The brand owner, Speedy Flying Group are the direct manufacturer of electric bicycle and scooter since 2006".we accept OEM &ODM orders too!

GREEN INITIATIVE

HEZZO scooters are created based on the idea of environmental protection, we wish to protect our planet by changing the method of trip mode.

MORE RIDING PLEASURE

High-capacity motor coming with original LG/SAMSUNG Lithium battery ,
Comfortable & elegant designs with full suspension enable to complete a wonderful tour.

FAST DELIVERY

HEZZO maintain a stable stock in UK、 EU and US (under planning) warehouse,the individual order will be dispatched within 72 hours during the working days
For bulk or OEM orders , please consult us by email.

HEZZO SERVICE

HEZZO provide 1-2 years' warranty for frames, motors ,batteries for performance failure
The HEZZO team are ready to react to your request within 24 hours .the HEZZO overseas distribution & service networks in UK、 EU、 AUSTRALIA、 CANADA and US are for display showroom and after-sale services.

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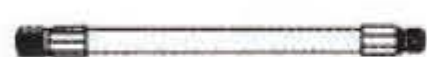
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1. The Device& Accessories

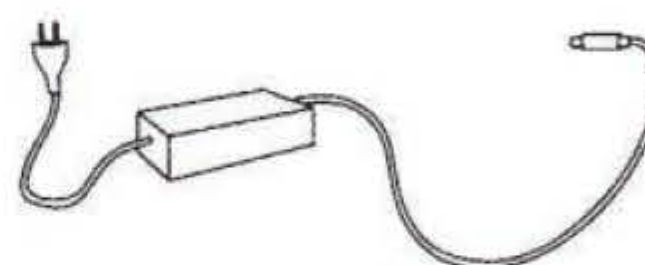
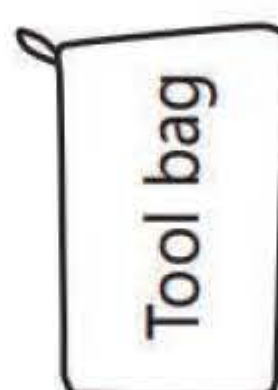
Vehicle



Accessories

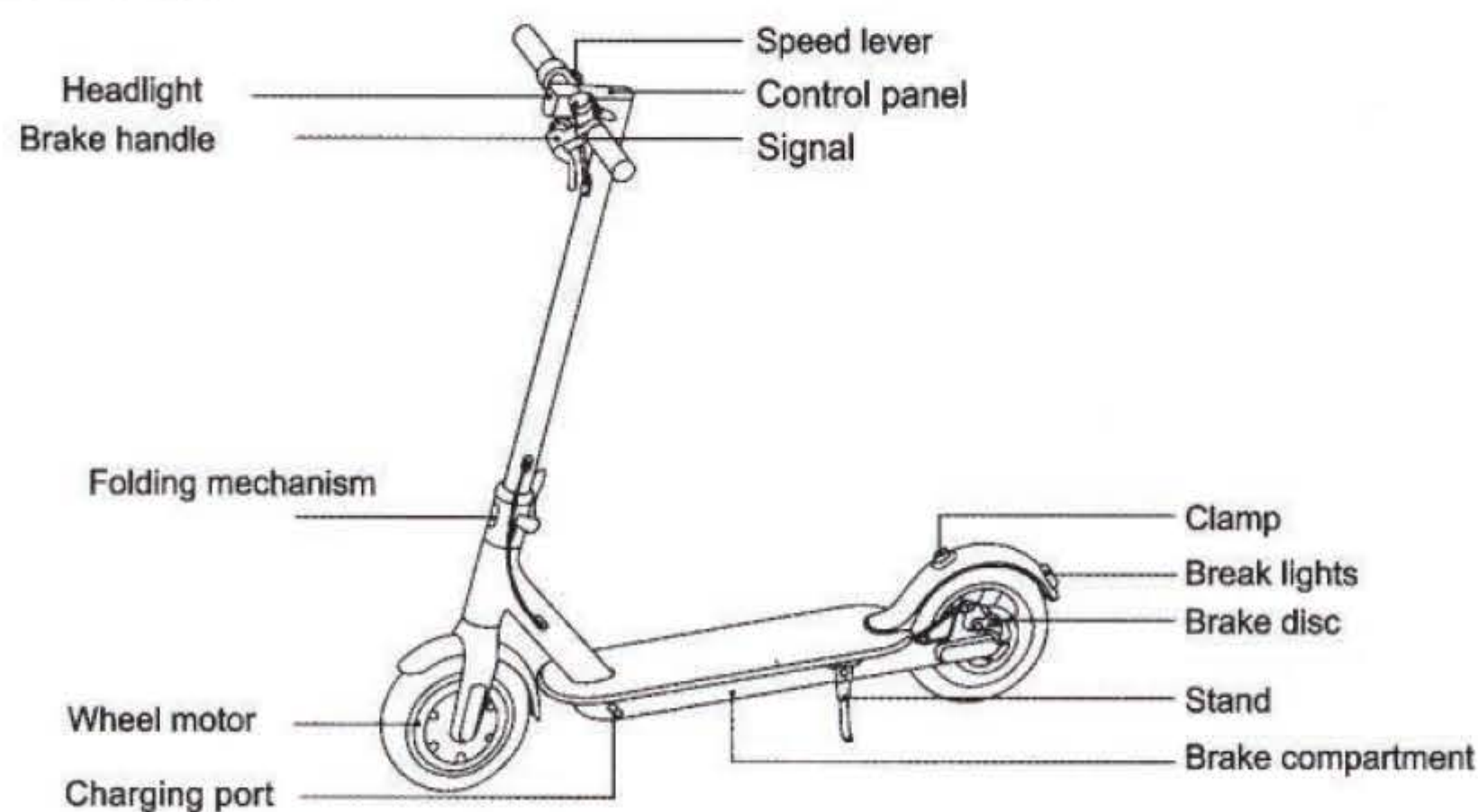


Fitting for wheels swap



Charging Adapter

2. Functions



Mode Indicators



The control panel has 5 LEDs, indicating a level of charge. During consumption of a battery, status indicators are lit, then flashes and final off one by another. If all 5 LEDs are lit, a battery level is 100%-86%; if 4 LEDs are lit, and one is blinking, charging level-85%-71%; so all charge level lights begin to flicker, and then does not light.

Lowest charge level indicator may be white or green . When the vehicle is in normal operation, LED glows white; if the scooter running in power saving mode, indicator lit green. (In power saving mode: the maximum speed is 18km/h, speed level is adjusted more smoothly, that is more suitable for beginners.)

1. Long press (3 seconds), turn on/off function.
2. After starting the machine, press once to turn the headlight on/off.
3. After starting the machine, press the button for 2 consecutive times and switch to 1/2/3 gear.
4. After starting the machine, press the button for 4 consecutive times to switch to zero start/non-zero start.
5. After starting up, press 5 times in succession to switch the color of the speed code table.
6. After starting the machine, press the button for 6 times in succession, and then switch to km/mil



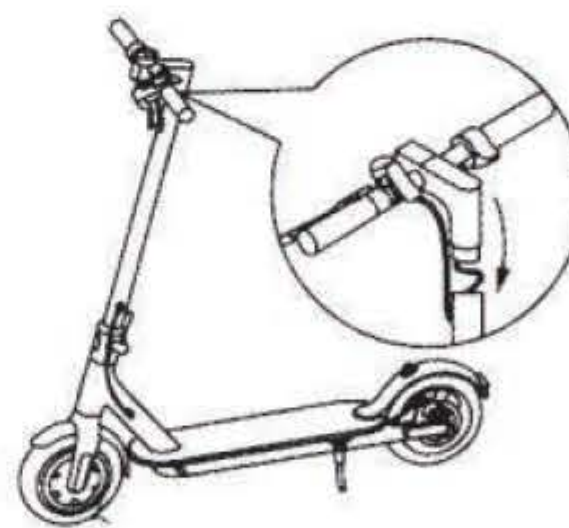
3. Assembling the device

1).fix the steering rod and open the parking bridge

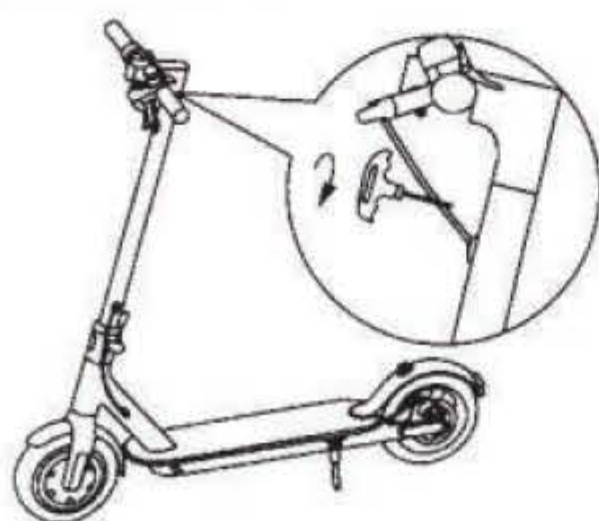


Using hex wrench in the packing box to tighten the screws on handle bar

2).Set handle bars vertical;

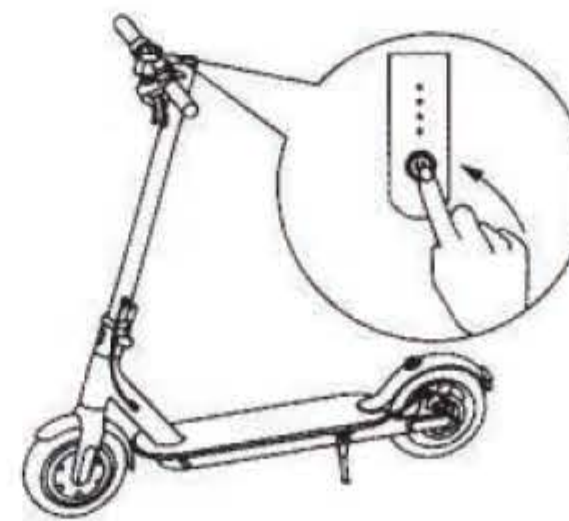


4. Testing the power switch after finish assembling

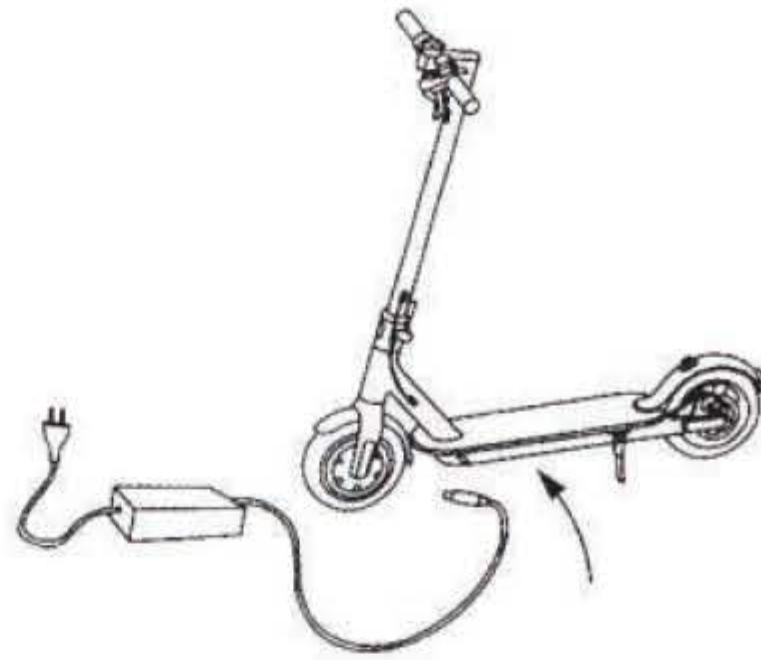


Power Button

Press power button to turn on the vehicle. Press and hold a button for 2 seconds to turn on the device. When switched on : press power button to turn on/off a flashlight ; press a power button twice to normal mode and power saving mode.



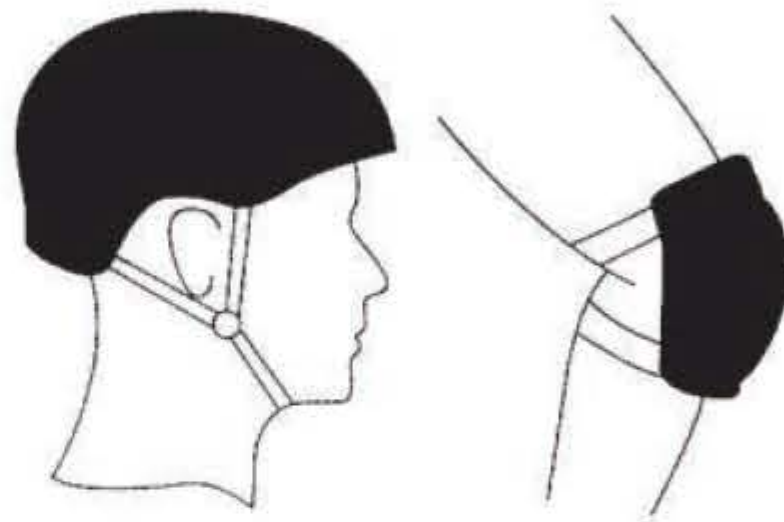
4.Charging scooter



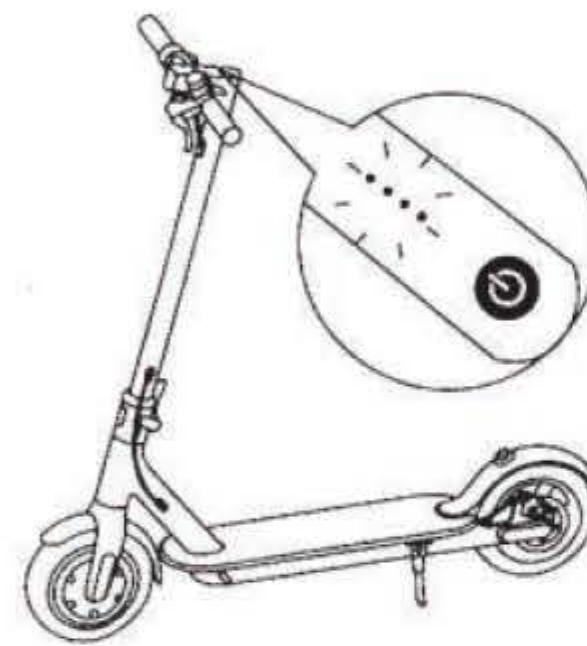
Open the cover connect the charger close the cover

5.Learning driving

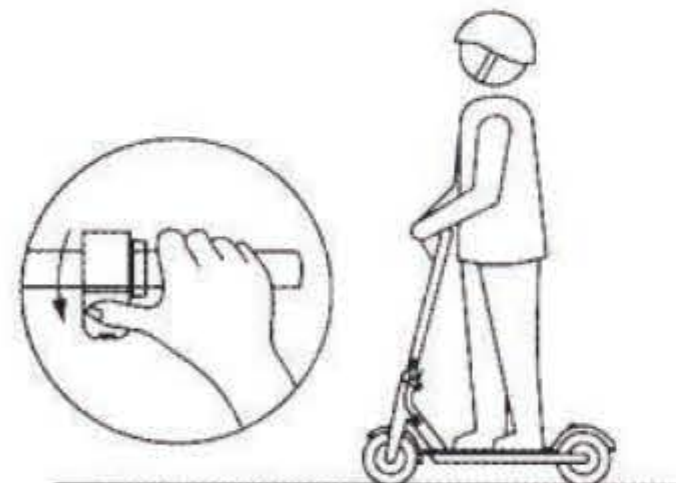
Please wear helmet and knee pads when practice



1 .Power on and check the battery led light

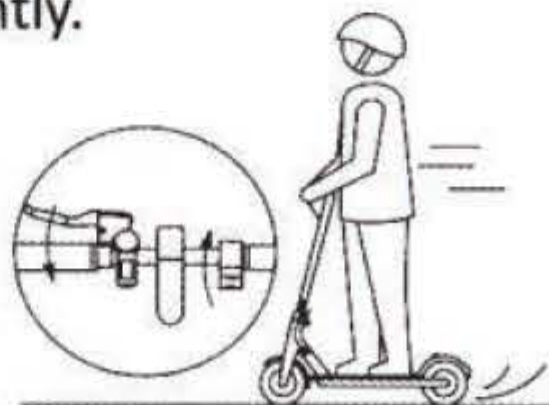


2,.Stand on pedal with one leg, hit the ground with the other leg

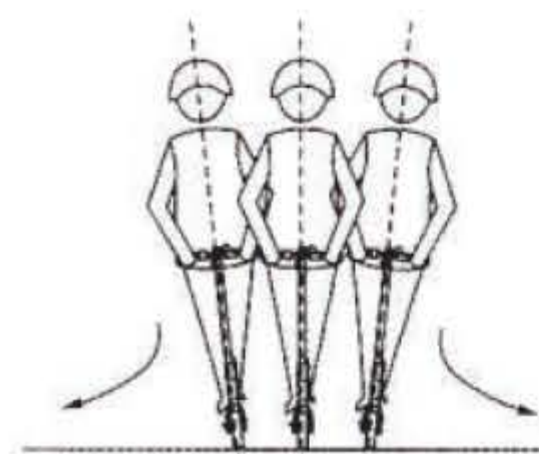


3,.Step on the other leg when the scooter is moving, then press the accelerate button (only accelerate when the scooter speed is beyond 5km/h)

4.loose the accelerate button when slow down. Energy recovery systems will open itself to slow down. Press the left disc brake tightly if want to brake urgently.



5.lean your body left slightly to turn left, lean your body right slightly to turn right. And turn the handlebar slowly



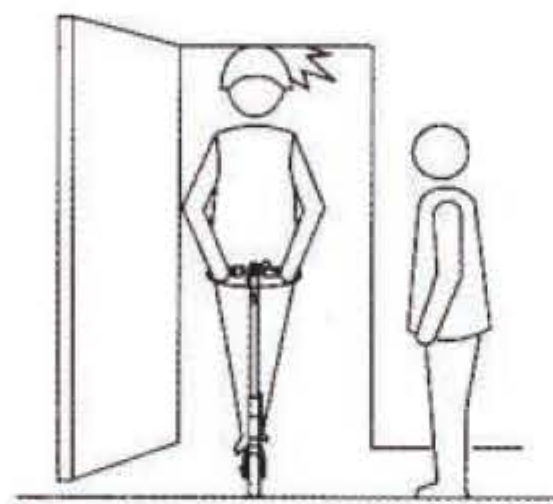
6 Safety Instructions

It is not recommended driving on the rain

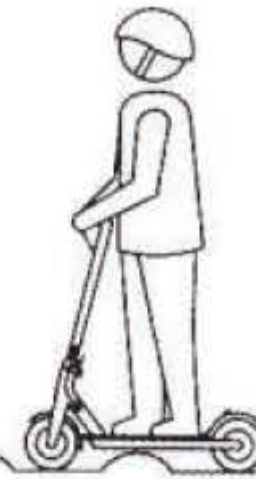


Entering into any room, elevator, etc.

Be careful not be injured by a door frame.



It is recommend to slightly bend knees to better adjust to a rough road. If you are travelling on a rough road, stick to low speed (5-10km/h)



Please not add speed when descending a hill



While walking with a scooter, do not press a speed knob



When driving it is recommended to go around various obstacles on a road



Please do not hang backpacks and other heavy objects on handle bars ground

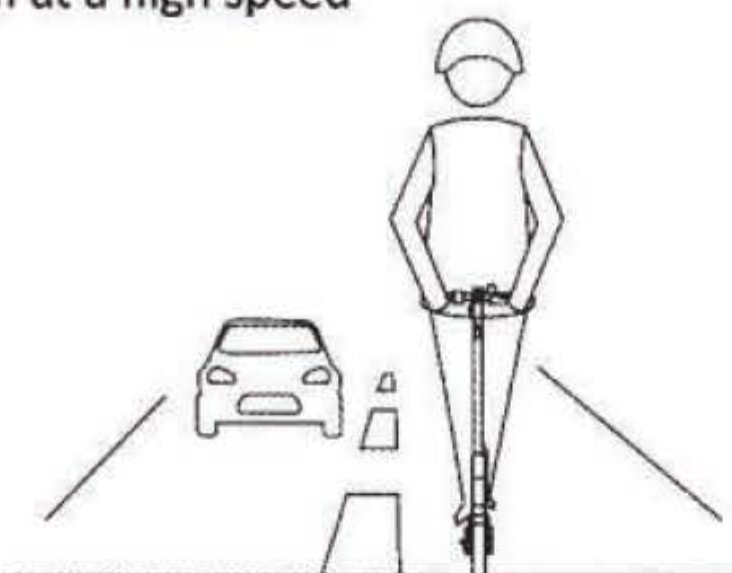


When driving is forbidden to place one foot on the running board or on the ground



Preventing dangerous driving

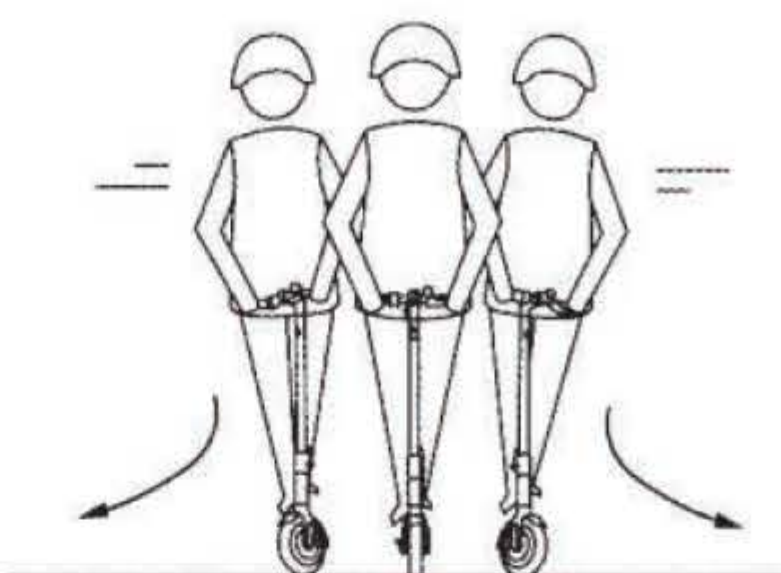
It is forbidden to leave a scooter on a scooter wheel at high roadway for motor vehicles or ride in at a high speed



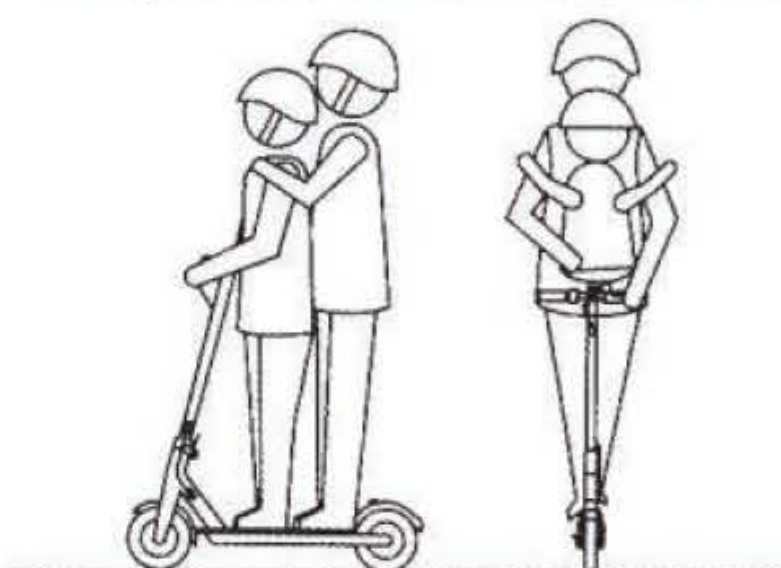
It is forbidden to drive through puddles, to which exceeds depth of 2cm.



It is forbidden to sharply turn a residential area with a large flow of passers-by



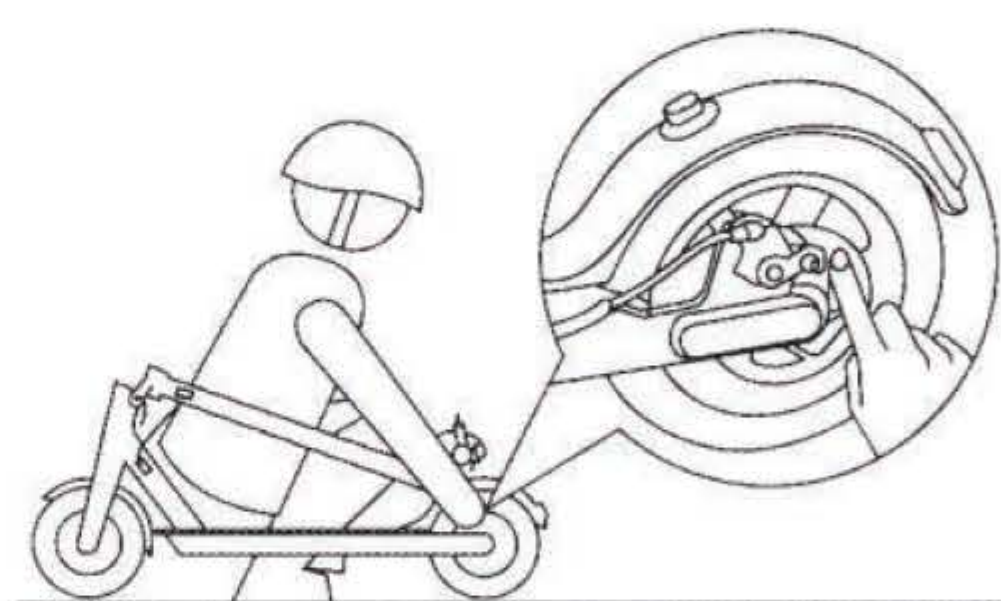
Never rider a scooter more than or one person, hold a child in your arms.



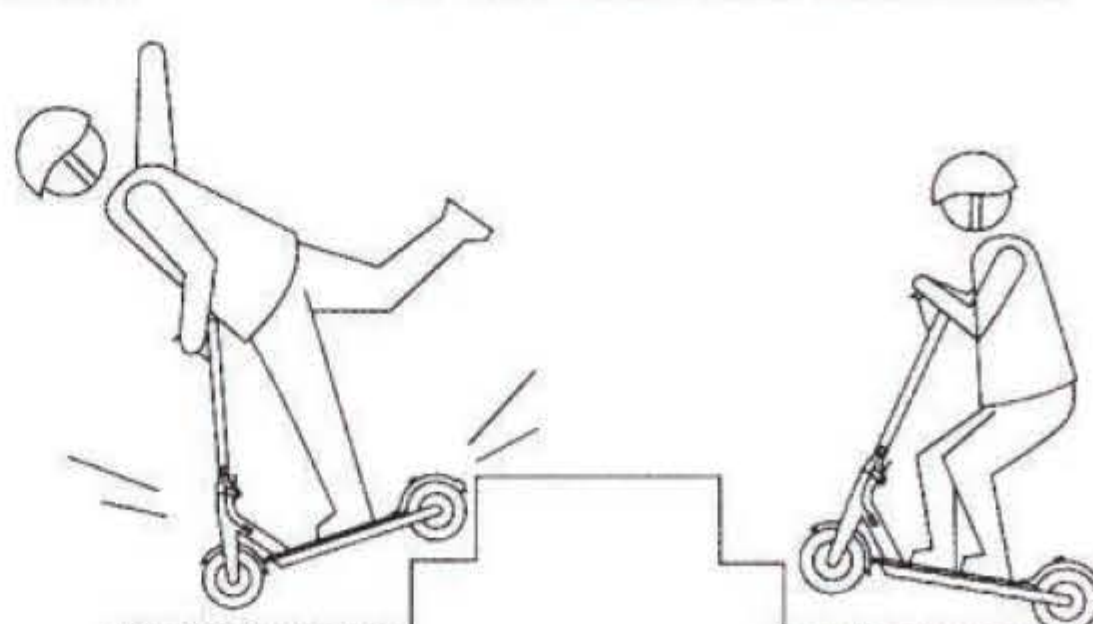
Do not tread the back of the fender



Do not driving leaving your hands



Do not touch the disc brake



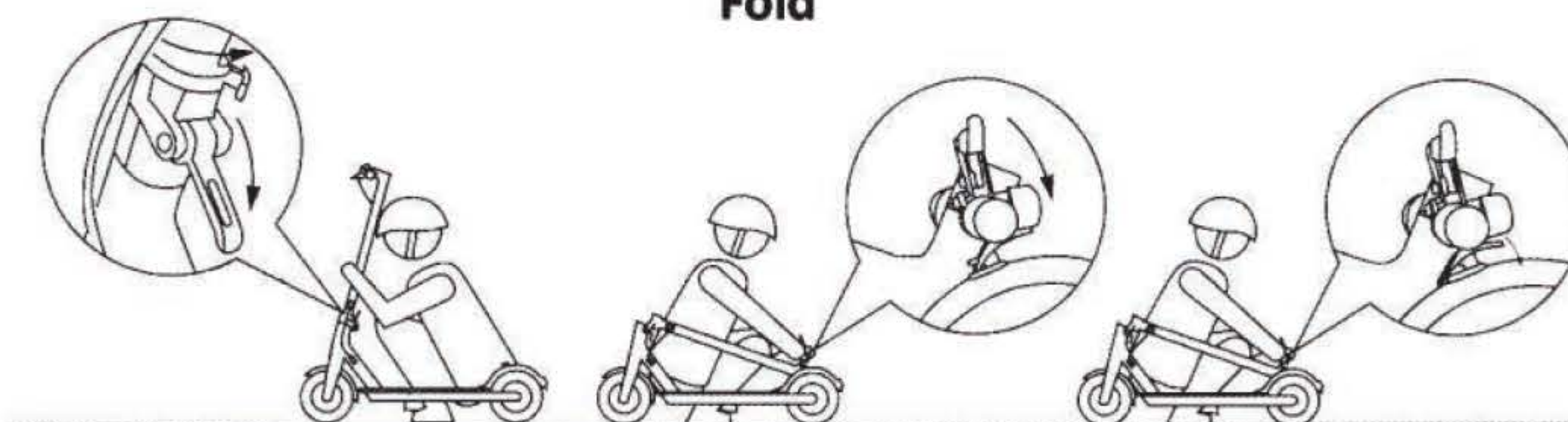
Do not riding electric scooter up, down steps or jump over obstacles

Safety Recommendations

- 1) Electric scooter - it is only a device for entertainment, not vehicle. But once you driving to public area, the electric scooter brings certain risks for your safety. For the sake of your safety and others safety, you must strictly follow the instructions, outlined in this driving manual.
- 2) You should understand that if you ride a scooter in a public place, you must comply with all recommendations for safety. Also do not forget that there is a possibility of collision, due to violation of pedestrians or vehicles traffic rules, there is also a risk of injury, due to improper operation of the unit. As in other types of vehicles, the higher a speed of electric scooter, the greater a braking distance. On some smooth road emergency braking may cause skidding of scooter, loss of balance and even fall. Therefore, during moving of scooter you need to be vigilant, to adhere to an appropriate speed, keep a safe distance from pedestrians and / or with other vehicles. Riding on unfamiliar terrain, keep vigilance and appropriate speed.
- 3) While riding scooter, respect rights of pedestrians. Do not scare them, especially children. Reduce speed, passing by them. If you are moving in the same direction with pedestrians, try to stick to the left side as much as possible (for right-hand traffic countries). If you are moving in the opposite direction, stick to the right and slow down.
- 4) Please strictly following your country road rules to driving, and also strictly abide by rules, set out in the instructions and safety recommendations. Violation of the above rules may result financial expenses, personal injury, occurrence of traffic accidents, legal disputes, conflict and other unpleasant situations. Our company does not bear any direct or joint and several liability.
- 5) To avoid personal injury, do not loan electric scooter to others whom do not know how to drive. Please spend a training before you transfer your scooter to friends, as well as teach he(her) must be wear the proper safety gear.
- 6) Please do inspect scooter carefully before each use. If you find shattered parts, battery life has decreased obviously, tires leak air or there are signs of excessive wear, uncharacteristic sounds when turning or other abnormal symptoms, please discontinue use of the scooter immediately, don't drive it reluctantly.

7. Fold and Transportation

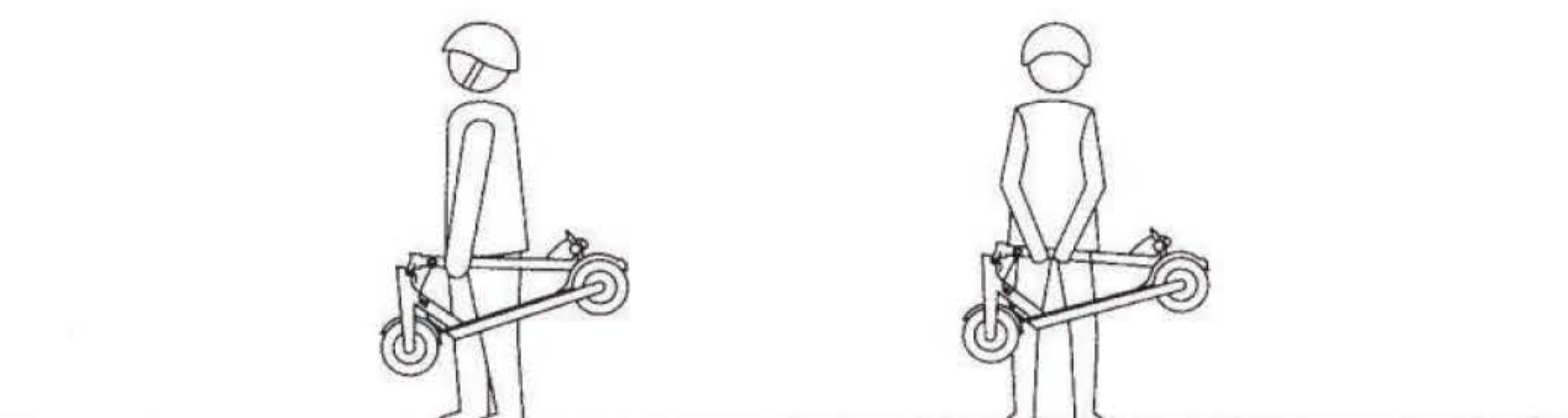
Fold



Make sure scooter be off, hold the front pole, loosen a lock lever and lower a steering rack. Adding a steering rack in a horizontal position and secure it by inserting a hook through a special ring, which is located on the rear wheel mudguard. To Assemble the scooter, disconnect a steering rack lock from a hook of a mudguard, and then lift it into a vertical position and lock a lever.

Transportation

You can transfer folded scooter with one hand



8.Care and Storage

Clean and store Electric Scooter

If you find any stains on electric scooter housing, use a soft,damp cloth to wipe the vehicle;You can use toothpaste and a toothbrush to clean the scooter from stains, and then wipe it clean with a damp cloth. If you find scratched on parts , made of plastic, use sandpaper or other grinding materials for their polishing .

Warning : Do not use alcohol, petrol,kerosene or other corrosive solutions , volatile chemical solvents to clean the vehicle. Otherwise,it will cause serious damage to the scooter body and can disrupt a structure of internal elements. Do not wash electric scooter under a strong pressure of the water, make sure the scooter in the off status. In addition, after charging of the vehicle, it is necessary to insert a plug back to a charging connector,otherwise you may get an electric shock , or may have serious water damage cause from water falling into this hole ,may have serious water damage.

If you do not use the scooter ,store it in a dry ,cool place and do not leave the unit for a long time on the street.Leaving the device under the sun/in extremely high temperature/over-low temperature can cause rapid aging of an outer body and wheels of Electric Scooter or reduce battery life.

Maintenance of Electric Scooter battery

- 1)Do not use batteries from other brands in order to avoid a dangerous situation;
- 2)Do not open or disassemble the battery to prevent electric shock.Avoid contact with metal objects to prevent an occurrence of a short circuit. Otherwise,the battery may have malfunction or can injure the user;
- 3)It is recommended to use an AC adapter,that comes in original configuration of

the device,to prevent an occurrence of an accident or fire of the vehicle;

4)Improper disposal of used batteries and accumulators is the cause of severe environmental pollution.Please,dispose of batteries in accordance with local laws.Please do not dispose of batteries together with food waste.Protecting the environment together!

5)After each use of the device,charge the battery to prolong its service life.

Do not store the scooter battery in rooms with temperatures,that exceed 50°C or -20°C(for example,do not leave the battery of Electric Scooter and other batteries in cars in summer time on the hot sun),do not leave the battery near fire.As a result of these actions may deteriorate the battery,overheating and can even cause inflammation.

If within 30 days the scooter is not used,charge the battery and keep the device in a cool,dry place.Every 60 days you need to charge the battery,otherwise there is the likelihood of its failure,which is not subject to warranty services.

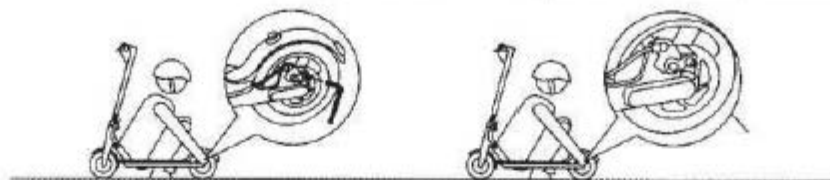
Avoid a full discharge of the device,it will to extend battery life.When using the device at normal room temperature,the battery will be able to ride much greater distance and its performance will be better;but if you use the scooter at temperatures below 0C,vehicle performance and permeability decrease.

At -20C a traveled distance is less,than the scooter in the normal conditions of half or even less.If a temperature rises,a traveled distance by the vehicle will also increase.You can check remaining distance in the Application.

Note:A fully charge scooter runs about 120-180 days of standby time.The battery has a smart chip,that stores information about its charging-discharging.If you are not charging the battery for a long time,it can cause serious damage,for which it is impossible to charge the device again.This kind of damage is not included in free warranty service.(Caution:Do not disassemble the device by unauthorized people,as there is a risk of electric shock or serious injury as result of a short circuit.

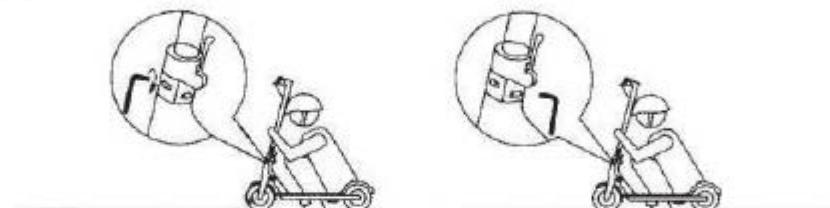
Adjusting a brake disc

If a brake is very tight:using M5 hex wrench and scroll counterclockwise screws of brake disc tensioner pulley,slightly shorten a length of a tail brake cable,then tighten a tensioner pulley.If you think that brake is very free,loosen a tension pulley,pull a brake cable to slightly increase a length of its tail.Tighten a tension pulley.



Adjusting a handle bars

Staggering of steering rack: using a M5 hex wrench,tighten two screws near the folding mechanism.



Using a connecting pipe to pump wheels

If a rear wheel of Electric Scooter deflated,connect a connecting pipe to a wheel nipple to pump it .First,remove the a cap of pin,then tighten a fitting,and then you start to pump a wheel.



9.Parameters

Dimensions	Length x Width x Height[1] (cm)	106 x 42 x 48	
	Folded:Length x Width x Height(cm)	106 x 42 x48	
weight	Gross weight	15kg	16kg
Conditions	Max load	120kg	
	Age	16-50	
	Height(cm)	120-200	
Main Parameters	Max speed(km/h)	20	
	Possibility in average condition [2] (km)		

power adaptor parameters	Rated power(W)	42	
	Rated input voltage(VAC)	100-240B	
	Rated output voltage(VDC)	42V	
	Rated current(A)	1	
	Charging time(h)	Est . 4	Est. 6

10.Presence of toxic and harmful substances

Name	Toxic and harmful substances elements					
	Pb	Hg	Cd	Cr6+	PBB	PBDE
Power adaptor	X	O	O	O	O	O
Battery	X	O	O	O		O
Connecting pipe	X	O	O	O		O
Charging port	X	O	O	O		O
Indicators	X	O	O	X	X	X
Circuit board	X	O	O	X	X	X
Motor	X	O	O	X	O	O
Housing	X	O	O	O	O	O

Date provided in accordance with provisions of SJ/T 11364.

11. Warranty

Warranty service is carried out in accordance with the law on 《consumer rights》 and the 《Law on the quality of products.》 The warranty service includes:

Recommendation: use the packaging for safe transport of the device. We recommend keeping the original packaging within 15 days after receipt of goods.

I. Warranty terms

Name	Information on warranty maintainance	Term
Main Unit	Frame,hub motor, controller, steering Wheel, handle bar, control panel, rear hub, brakes, disc brakes (folding) system, fork, front fork governance system bus control.brake cable	1 year
Accessories	Battery, power supply, brake level, switching gears	6 months
Exterior parts,that easily wear out	Anti-collision strip, headlights, instrument cover, handle sets, tires, inner tubes, bell, fender, taillights, ecorative cover, stand,battery compartment cover, foot pad, charging port, rubber stopper	3 months

Caution:

Hex wrench,connecting pipe and other consumable component parts have no warranty.

II. Non - warranty regulations

1. Authorized maintenance, misuse, collision, negligence, abuse, intake, accident. Improper use of non-product accessories, or tear up the modified label, anti-counterfeit mark.
- 2.The warranty period has expired;
- 3.Damage, caused by force majeure;
- 4.Failures, which do not correspond to the 《List of faults》 of EcoRider service center;
- 5.A failure of the device or its components from the 《Fault list》, which arose in

User name		Sex		Age	
Address					
Telephone					
Purchasing address					
Retail price			Odd Numbers		
Commodity name and specification			Model No.		
Dealer Signature			User Signature		

NOT COVERED BY WARRANTY

- 1.The warranty period has passed.
- 2.Commercial lease.
- 3.The gifts presented are not covered by the warranty.
- 4.Unauthorized modification or disassembly, replacement of accessories causes damage.
- 5.Warranty will not be provided if the user uses improperly, or is damaged, damaged, valered, or overloaded, causing damage to the accessories.
- 6.As the factory batch or upgraded parts of electric vehicles will be changed, our company will not notify you separately. Our company guarantees that the changed parts will only improve the quality, please be aware.

Project	Accessories	warranty period	Warranty conditions
Electrical appliances	Motor	12 months	Performance failure
	Charger	6 months	Performance failure
	Controller	6 months	Performance failure
	Battery	6 months	The battery is less than 60% of the original
Basic parts	Turn handle	6 months	Performance failure
	Frame	24 months	There are natural opening and desoldering
	Tire	3 months	Natural cracking





HEZZO[®]

more riding pleasure

scooter E-bike

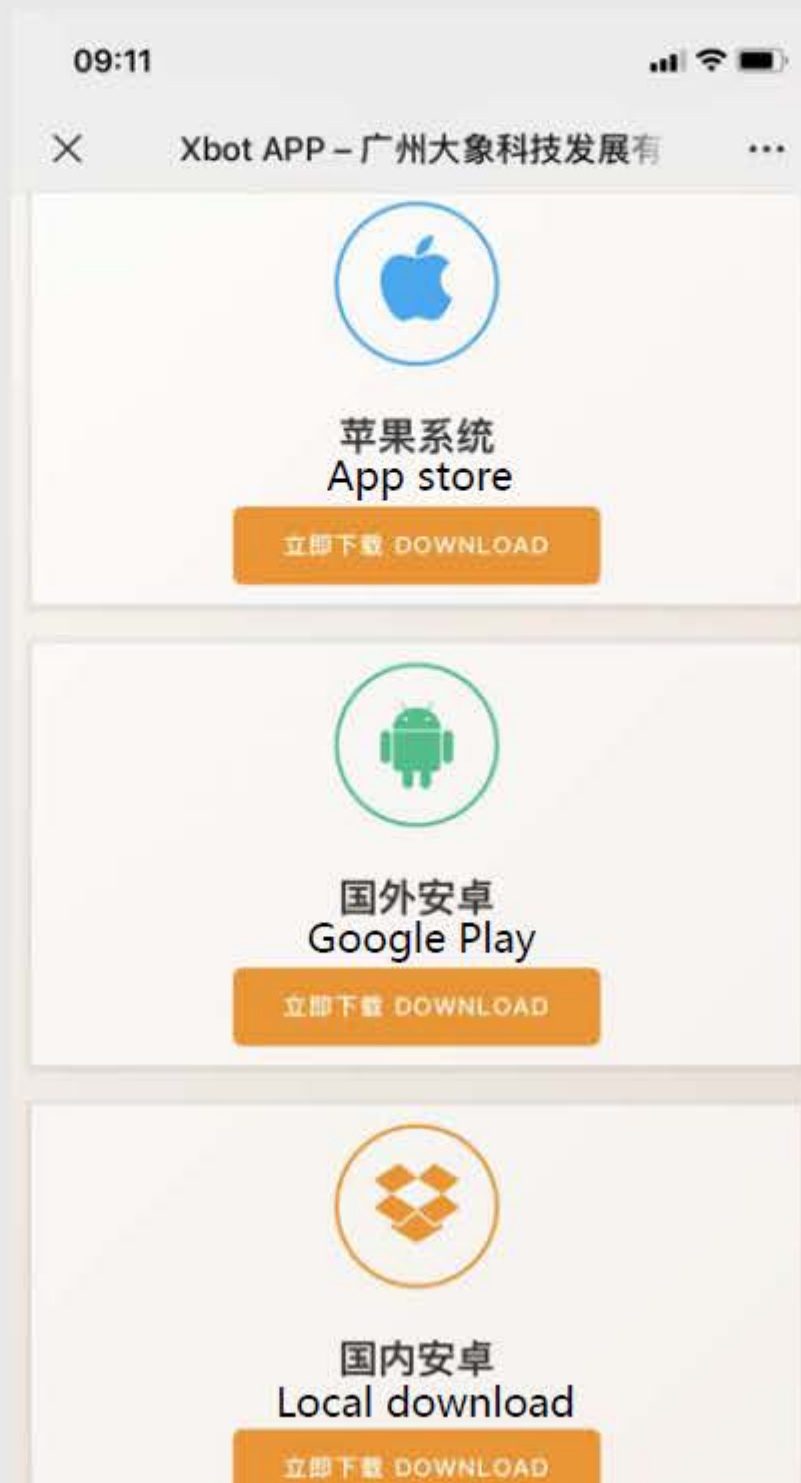


APP使用说明

Illustration for App interface

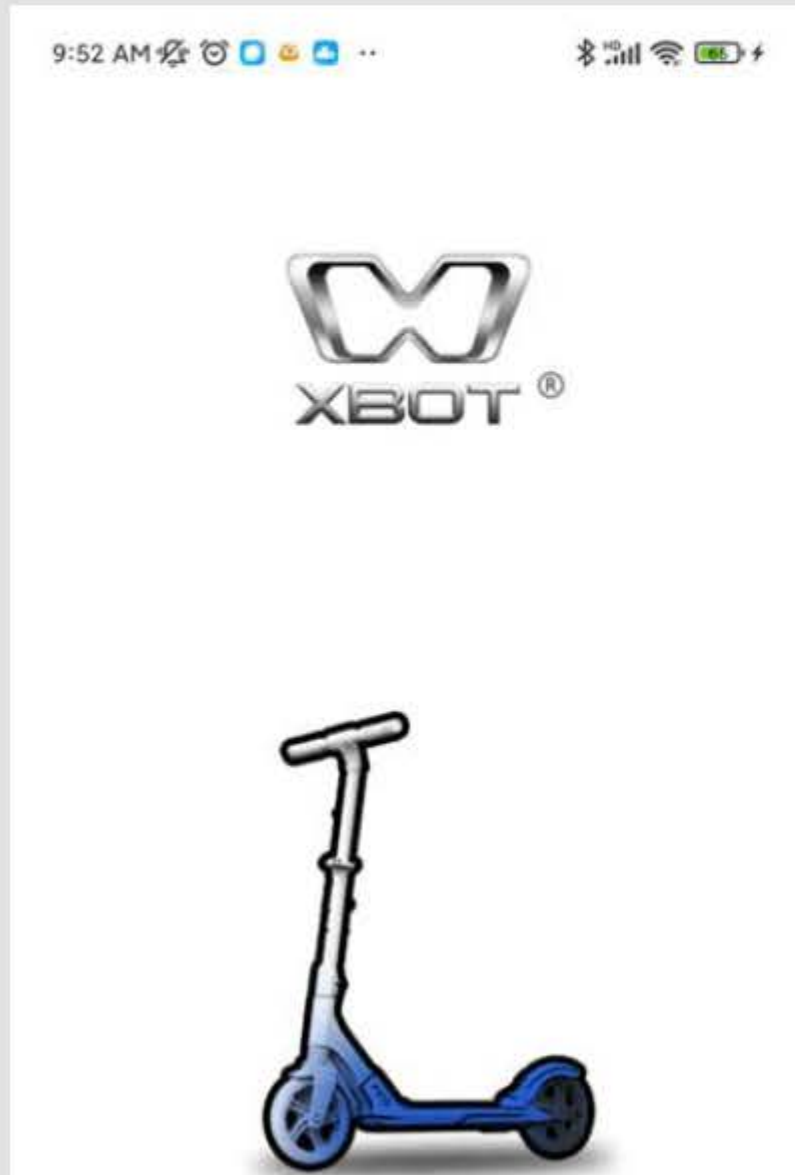


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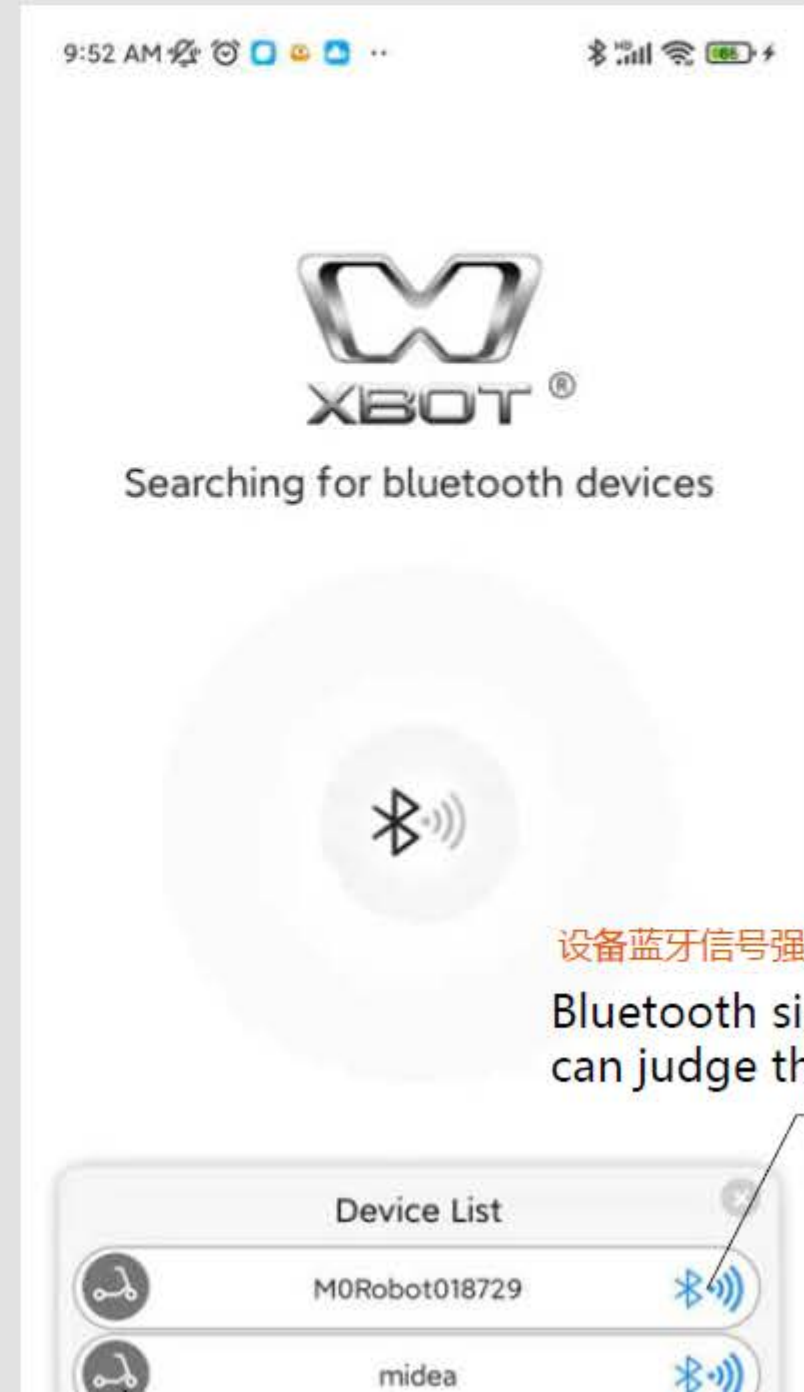
Search page

搜索页面

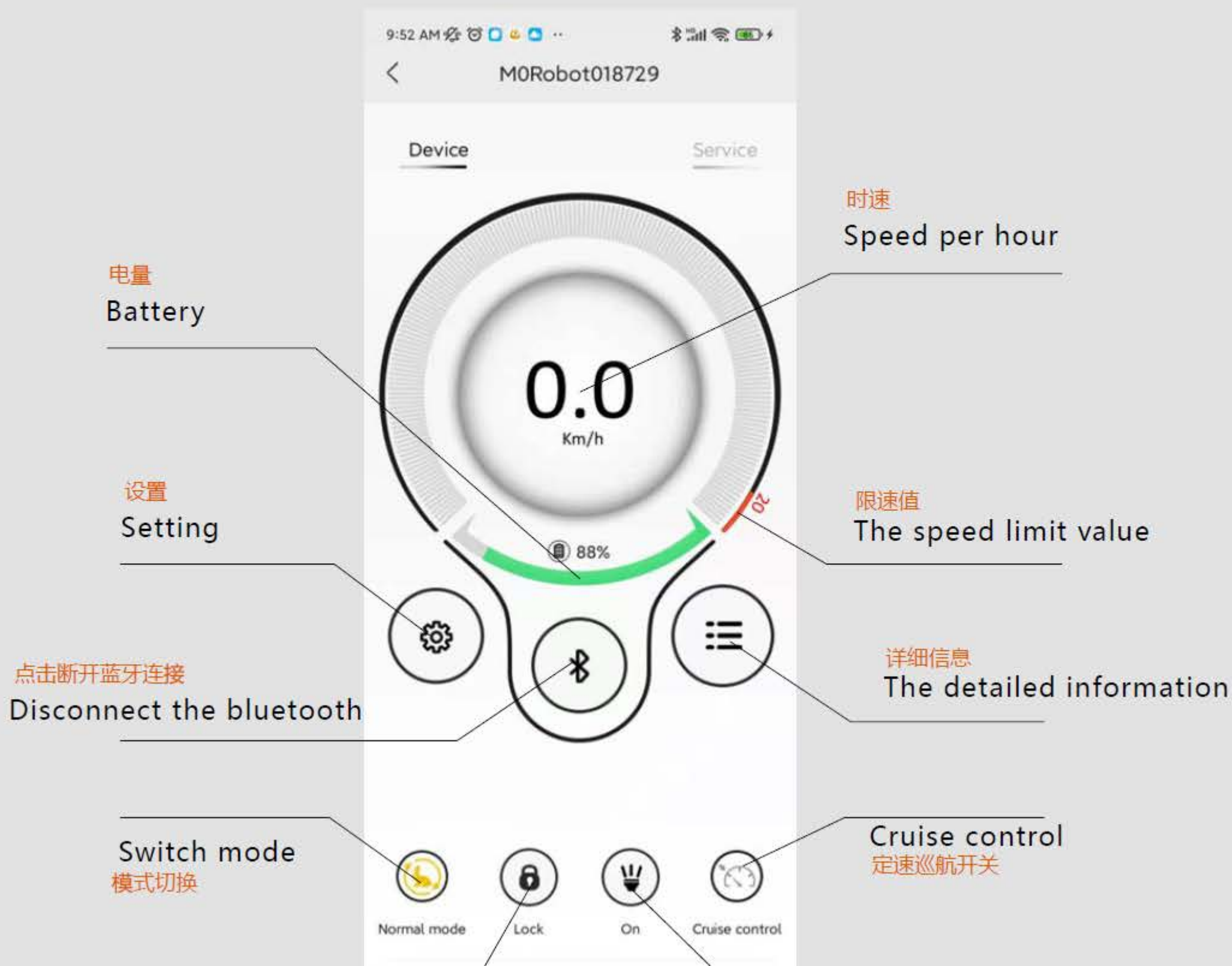


Preview: Preview app without connection
预览：无须连接设备即可浏览APP的部分功能

Website: The enterprise's official website
官网：可跳转至企业官方网站



设备蓝牙信号强弱，可判断设备的距离
Bluetooth signal strength,
can judge the vehicle distance



9:52 AM 蓝牙 定位 闹钟 日历 天气 信号 电池	
<	Details
Estimated remaining mileage	26.4Km
Mileage for this journey	0.0Km
Total mileage	0.0Km
Scooter temperature	5.4°C
Total driving time	25H 19M 3S
Current speed	0.0Km/h
Remaining power	--
Battery temperature	--
Battery status	0
Battery capacity	7.8Ah
Current	-0.05A
Voltage	40.3V
Power	2.0W
Error code	0

The program calculates the number of miles the vehicle can travel based on the current battery

预计剩余行驶里程：由程序根据当前电量计算出平衡车还可以行驶的里程数，只是大概值。

As long as the vehicle continues to move, the current mileage will always change

本次行驶里程：当下开机之后所行驶的里程，只要车辆继续走，这个数值都会一直变。

The total mileage of the vehicle is calculated from the first drive

总行驶里程：从第一次行驶开始计算行驶的总里程

The temperature of the vehicle itself in degrees Celsius. Too high temperature will give an alarm.

车体温度：以“摄氏度”为单位的车辆本身的温度。温度过高会报警。

The total travel time of the vehicle is calculated from the first trip

总行驶时间：从第一次行驶开始计算行驶的总时间

Current speed of vehicle

当前速度：车辆现在的行驶速度

Remind users to keep good usage habits - too low power please charge in time

剩余电量：提醒用户保持良好的使用习惯——电量过低请及时充电。

The temperature of the battery is in degrees Celsius. Too high a temperature will give off an alarm.

电池温度：同车体温度

General display is normal, if the display is abnormal, it is recommended to contact after sale.

电池状态：一般显示正常，若显示异常，建议联系售后。

Battery capacity affects the remaining mileage statistics

电池容量：一定条件下（放电率、温度、终止电压等）电池放出的电量，单位为：安培

The current value of the vehicle (in amperes) will vary with the speed of the vehicle

电流：当前车辆的电流数值（单位：安培），会随着车速的变化而变化。

The voltage value of the current vehicle (in volts) varies with the speed of the vehicle.

电压：当前车辆的电压数值（单位：伏特），会随着车速的变化而变化。

The power value of the current vehicle (in watts) varies with the speed of the vehicle.

功率：当前车辆的功率数值（单位：瓦特），会随着车速的变化而变化。

May occur during irregular driving, warning codes, such as overspeed.

错误代码：出现错误代码的同时，会在主界面显示具体文字描述，出现错误代码后无法开机。

May occur during irregular driving, warning codes, such as overspeed

Unit: Metric

Cruise control

Cruise condition speed

3Km/h

Single double drive mode

Single drive

Battery capacity

7.8Ah >

Please choose the matching battery capacity, the battery capacity depends on the size of the remaining mileage statistics.

Energy recovery level

Adaptive

Riding mode

Sport mode >

Sport mode speed limit value

23Km/h

Zero start

Switch to the metric system, the British system

单位：公/英制：切换公制和英制

Cruise control switch

定速巡航：定速巡航开关

The value of the speed at which a cruise is triggered

定速巡航触发阈值：触发定速巡航的速度值

Switch between single drive and double drive

单双驱模式：一般为固定单驱模式（有的车具备双驱条件，则此项可选择双驱或单驱）

Select the appropriate battery capacity based on the installed battery, and the battery capacity is related to the remaining mileage statistics.

电池容量：电池容量大小关系到剩余里程的统计

The system automatically adjusts the energy recovery intensity.

能量回收强度：强度越大，刹车效果越强

Select the driving mode, novice mode, normal mode, sports mode.

驾驶模式：显示当前车辆正在运行的模式，并切换新手模式、运动模式、舒适模式

The maximum speed of a vehicle in motion mode

当前模式限速值：调整车辆在当前模式下的最大速度

It can be started without sliding

零起动：无需推行滑动一段距离即可直接启动

Service page

服务页面

产品使用说明书
Product instruction manual

常见问题
Q&A

可跳转至官方商城
Enterprise official Mall

产品的使用视频
Product usage video



联系售后
Contact the after-sales

可跳转并浏览官方网站
The enterprise's official website

可将对产品的意见反馈给官方
Send feedback to officials

产品的安装视频
Product Installation Video

FCC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE 1: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.