



heropick

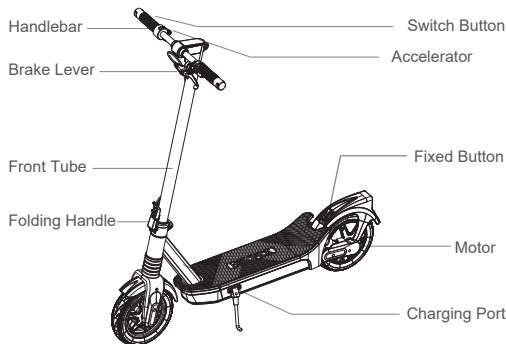
Instructions For E10 Pro Max

Warranty Activation & Help Support

Please scan the QR code below to activate the warranty and find help



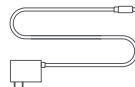
Function



Package Contents



User Manual



Power Adapter



T-shape Allen Key

Scooter Valve
Extension AdapterScrew *8
(send *2)

Speedometer:

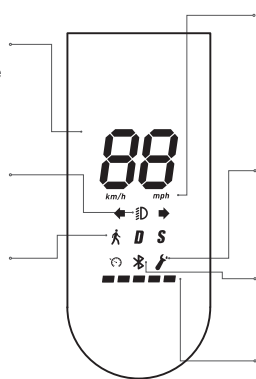
When the electric scooter is working, the speedometer displays the current travelling speed; when the electric scooter is faulty, the speedometer displays the fault error code;

Headlight display:

Headlights on when illuminated, headlights off when switched off

Mode Display:

ECO low-speed gear (economy mode),
D (medium-speed mode),
S high-speed mode (sport mode)



Speed unit display:

Km/h in metric units on the left, mph in imperial units on the right.

Fault display:

Lights up to indicate that the scooter has a fault and needs repair, after the repair is OK, the symbol goes out.

Bluetooth display:

Lights up to indicate Bluetooth connection to the scooter. Disconnecting Bluetooth means the symbol is off.

Battery level display:

Five bars indicate battery level, with each bar representing approximately 20% of a full charge

Parameters

Product	Name	electric scooter
	Model	E10 Pro Max
Dimensions	Vehicle: L × W × H	45.67×22.4×48.74 in(116x57x124 cm)
	After Folding: L × W × H	45.67×22.4×23.43 in(116x57x59.5 cm)
Net Weight	Vehicle Net Weight	48.0 lb (21.8 kg)
	Max. Load	265.5 lb (120.45 kg)
Rider	Age (years)	14+
	Height (in)	4.72~7.87
Assembled electric scooter	Max. Speed (mph)	20 (Walking : 6mph)
	Max Range (Miles)	Approx. 40
	Max. Climbing Angle (%)	Approx. 18
	Suitable Surfaces	Cement or asphalt road, with benches of less than 0.39in(1 cm) or crevices narrower than 1.18in(3 cm)
	Operating Temperature (°C)	-10 to 45
	Storage Temperature (°C)	-20 to 50
	IP Rating	IPX5
	Charging Time (h)	9.0
Battery Pack	Nominal Voltage (VDC)	36.0
	Max. Charge Voltage (VDC)	42.0
	Rated Energy (Wh)	562
	Intelligent Battery Management System	Over-heating, short circuit, over-current, over-discharge, and over-charge protection
	Normal Charging Temperature Range (°C)	0 to 40
	Rated Capacity (Ah)	15.6
Battery Charger	Output Power (W)	84
	Input Voltage (VAC)	100-240
	Max. Output Voltage (VDC)	42.0
	Rated Output (VDC; A)	36; 2.0
Tire	Front & Back Tires	Vacuum tyre, made of natural rubber synthetic rubber

Typical range:

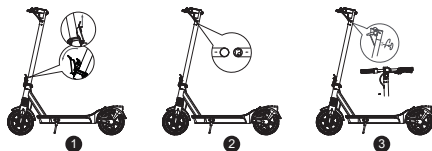
Measured in standard mode at 9 mph with a full charge, 165 lbs load, ambient temperature 25°C, flat road surface and no wind. The actual range may vary due to the factors such as load, temperature, wind speed, road surface and the temperature, wind speed, road surface and operating habits.

Assembly

1. Pull the folding handle upwards until there is a click sound, and pull the folding handle to confirm whether it is locked.

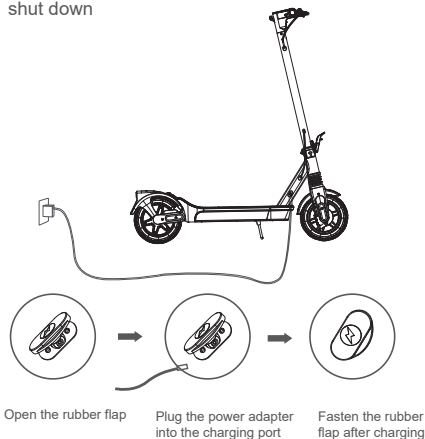
2. Manually connect the fixing seat and the wire in the front tube, and check whether it is turned on normally. The arrows on the tube need to be aligned before inserting.

3. Follow the number order as illustrated to pre-tighten the six screws with the included Allen key. Make sure the handlebar is correctly installed and then tighten the screws thoroughly.



Charge Your Scooter

1. When the charger is connected to the power supply, the charger's indicator light turns green.
2. Plug in the charging plug and the indicator light will change from green to red.
3. Indicator light changes from red to green when fully charged.
4. When charging, the scooter will automatically shut down



i Attention

1. Only use the original power adapter when charging.
2. Keep away from children and animals when charging, and keep away from flammable materials.
3. Do not charge or use the battery if it emits a peculiar smell, overheats or leaks.
4. Do not open the battery pack or insert anything into the charging port as the battery contains dangerous substances.
5. When not in use for more than 30 days, fully charge, store in a cool, dry place, and fully charge every 30 days.

How to ride



1. Keep pressing the switch button for 3s to turn on the scooter and check the battery level. If the battery level is too low, please charge the scooter.



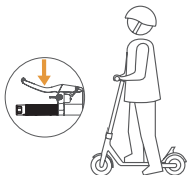
2. After the scooter is turned on, it will be set to a default power mode. To switch between power modes, quickly press the button. Once to toggle between pedestrian mode, D, and S. Pedestrian mode, D, and S represent different speed limits. Pedestrian mode has the lowest speed, and S has the highest. Press the switch button three times quickly to switch between metric and imperial units.



3. When pushing the scooter faster > 2.48MPH(4KM) , pressing the accelerator to activate the motor will accelerate the scooter.



4. During the sliding, keep your balance, place the other foot on the pedal and lightly press the accelerator to move forward.



5. When steering or decelerating, release the throttle and brake with the push-down lever.



6. When the electric scooter is stationary, press and hold the button for 3 seconds to turn off the electric scooter.

Light on/off function

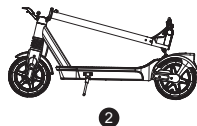
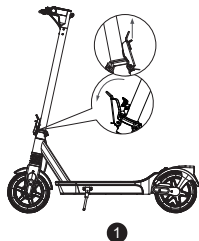
This electric scooter features an automatic light control function. When the scooter transitions from a bright environment to a dark one, the front and rear lights automatically turn on. Conversely, when the scooter moves from a dark environment to a bright one, the front and rear lights automatically turn off. However, these functions only activate when the photosensitive sensor is activated. The photosensitive sensor operates under two conditions:

1. Switch off and restart the electric scooter.
2. After locking and unlocking the scooter using the APP.

For instance, if the scooter enters a dark environment from a bright one and the lights turn on automatically, pressing the power button to turn off the lights will deactivate the photosensitive sensor. To reactivate the photosensitive sensor, you need to shut down and reboot the scooter or lock and unlock it using the APP.

Folding

Flip the fold switch up and turn on the fold wrench. Fold and lower the front tube, place the folding hook of the front tube into the hook holder.



Unfolding

Press the button in the folding hook to remove the folding hook from the hookfixing buckle, straighten the front tube, close the folding handle until there is a "click" sound; flip the folding handle and make sure it is locked.



HEROPICK APP

Scan the QR code below with your mobile phone or search "Tuya" in the APP market to download and install the APP!

- ❗ If the APP has already been downloaded on your mobile phone, please upgrade the APP to the latest version.



STEP 1

Search or scan to download the Tuya, open the APP, the first time you use it, please follow the APP guide to register/login account, select [Allow All Permissions]



STEP 2

Press the on button to switch on the scooter, turn on the Bluetooth function of your mobile phone and bring your mobile phone close to the scooter



STEP 3

Click the Add Vehicle button, and after finding the corresponding model of scooter to add, the Bluetooth icon appears on the scooter screen, indicating that it has been matched successfully

When connected to the APP, the locking and unlocking operations are performed through the APP. When the scooter is locked, the Bluetooth icon is displayed on the screen and the "L0" code is shown, indicating the parking mode. The wheels will be locked when in parking mode and the scooter will not automatically shut down in the locked state until the battery is exhausted. Once the scooter is unlocked, the "L0" code will be cleared and it will resume normal operation.

Safety Precautions

1. Please carefully read the user manual, which will assist in explaining the basic working principles and provide tips on how to best enjoy your scooter experience.
2. Please wear all appropriate safety and protective gear as previously mentioned in the User Manual before operating the scooter.
3. Obligation to always wear shoes, make sure to wear comfortable clothes.
4. Do not use any accessories or additional items not approved by the manufacturer with the scooter. Do not try to open or modify your scooter, as doing so will void your manufacturer warranty, and may cause failure to your device leading to serious bodily injury or death.
5. **WARNING!** Keep plastic covering away from children to avoid suffocation.
6. Do not operate the scooter while under the influence of drugs and/or alcohol.
7. Do not operate the scooter when you are restless or sleepy.
8. Use your best judgment to keep yourself out of dangerous situations with your scooter.
9. When the scooter is fully charged, the maximum range is about 40.38 miles (65 km) and the maximum speed is 20 miles (32 km) per hour. "When the scooter is going downhill, the speed may exceed the designed maximum speed of 20 miles (32 km) per hour. Please use the brake lever correctly to slow down appropriately to ensure your riding safety."
10. Do not turn sharply, especially at high speeds.
11. Do not abuse your scooter, doing so can damage your unit and cause failure to the operating system leading to injury.
12. Do not drive in or near puddles of water, mud, sand, stones, gravel, debris or near rough and rugged terrain.
13. The scooter can be used on paved roads that are flat and even. If you encounter uneven pavement, please lift your scooter over and past the obstruction.
14. Do not ride in inclement weather: snow, rain, hail, sleet, on icy roads or in extreme heat.
15. Do not ride in or near pools or other large bodies of water.

16. Traffic in the city has many obstacles to cross such as curbs or steps. It is recommended to avoid obstacle jumps. It is important to anticipate and adapt your trajectory and speed to those of a pedestrian before crossing these obstacles. It is also recommended to get out of the vehicle when these obstacles become dangerous due to their shape, height or slippage.
17. Do not attempt to ride over bumps or objects greater than 0.59 (in) even when prepared and bending your knees.
18. PAY ATTENTION - look at where you are riding and be aware of the road conditions, people, places, property and objects around you.
19. Do not operate the scooter in crowded areas.
20. Operate your scooter with extreme caution when indoors, especially around people, property, and narrow spaces like doorways and other narrow spaces.
21. Others recommendations such as: special precautions for use at dark; not to touch the brake disc.
22. Do not operate the scooter while talking, texting, or looking at your phone.
23. Do not ride your scooter where it is not permitted.
24. Do not ride your scooter near motor vehicles or on public roads.
25. Do not climb or travel down steep hills with your scooter.
26. The scooter is intended for use by a single individual. Do not attempt to operate the scooter with two or more people.
27. A statement that any load attached to the handlebar will affect the stability of the vehicle. Do not carry anything while riding the scooter.
28. Individuals with lack of balance should not attempt to operate the scooter.
29. Women who are pregnant or are preparing for pregnancy should not operate
30. Young children and the elderly should not operate the scooter without proper instruction and supervision from a Certified scooter trainer.
31. At higher speeds, always take into consideration longer stopping distances.
32. Do not step forward of your scooter.
33. Do not attempt to jump on or off your scooter.
34. Do not attempt any stunts or tricks with your scooter.
35. Do not ride the scooter in dark or poorly lit areas.
36. Do not ride the scooter near or over potholes, cracks or uneven pavement.
37. Do not operate your scooter off-road.
38. Do not exceed the maximum weight limit of 265.5 lbs.
39. Avoid driving the scooter in unsafe places, including near areas with flammable gas, steam, liquid, dust, fiber, which could cause fire and explosion accidents.
40. Scooter users are recommended to be 14+ age .
41. In any case, anticipate your trajectory and your speed while respecting the code of the road, the code of the sidewalk and the most vulnerable.
42. Notify your presence when approaching a pedestrian or cyclist when you are
43. Do not divert the use of the vehicle.
43. Cross the protected passages while walking.
44. In all cases, take care of yourself and others.
46. This vehicle is not intended for acrobatic use.
47. Caution, the brake may become hot in use. Do not touch after use.
48. Warning aiming to draw the user's attention to any damages related to intensive use and to recommend periodic inspections of the frame, fork and suspension attachments (if any).
49. Regularly check the tightening of the various bolted elements, in particular the wheel axles, the folding system, the steering system and the brake shaft.
50. Do not modify or transform the vehicle, including the steering tube and sleeve, stem, folding mechanism and rear brake.
51. For pneumatic tires, the recommended maximum tire pressure is 50-55 psi.
52. WARNING ! As with any mechanical component, a vehicle is subject to high stresses and wear. The various materials and components may react differently to wear or fatigue. If the expected service life for a component has been exceeded, it may break suddenly, therefore risking causing injuries to the user. Cracks, scratches and discoloration in the areas subject to high stresses indicate that the component has exceeded its service life and should be replaced.
53. List regarding the maintenance that can be performed by the user himself: Instructions for routine inspection, maintenance, cleaning and/or cleaning.
54. Instructions covering all functions of the vehicle, especially driving power assistance start mode (e.g. pushing the vehicle by more than 4 KM and activating the power assistance mode).

55. Do not place the scooter in a high temperature higher than 50 °C or a low temperature lower than -20 °C (for example, do not put the scooter in a carexposed to the sun in summer). Do not put the scooter into a fire, otherwise it may lead to battery failure, overheating, and even fire risk.

56. Environmental conditions (e.g. outdoor or indoor charging); requirement to power-off the vehicle during charging, or into a certain non-operational mode.

57. When not in use for more than 30 days, fully charge, store in a cool, dry place, and fully charge every 30 days.

58. Do not use wireless devices in places where the use of wireless devices is prohibited. Otherwise, it may interfere with other electronic devices or cause other risks.

59. Take the time to learn the basics of the practice to avoid any serious accident that can take place in the first months.

60. An instruction to keep the printed instructions for further reference and to be read carefully before use.

Cleaning and Storage

If there are stains on the surface of the scooter, use a soft cloth to dip in a small amount of water to wipe; If there are stains that are difficult to clean, smear them with toothpaste and brush them repeatedly, then clean them with a damp cloth. If the plastic parts of the body are scratched, use sandpaper or other abrasive materials to polish them.

ⓘ Attention:

Do not use alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to clean, otherwise it will seriously damage the appearance and internal structure of the car body. It is forbidden to use pressure water gun to spray and wash. Ensure that the scooter is off and the charging port rubber cover is tightly fastened during cleaning, otherwise electric shock or serious failure may occur due to internal water inflow. When not in use, store in a dry and cool place indoors. Avoid outdoor storage for a long time. Long-term sun exposure, overheating and cold outdoor environment will accelerate the appearance and tire aging of the scooter, and reduce the service life of the scooter and battery pack.

Battery Maintenance

- Do not use battery packs of other models or brands, or else there may be safety risks. It is strictly forbidden to disassemble, squeeze, or puncture this product; it is forbidden to throw this product into water, fire (including heat sources such as stove, heater, etc.) or expose it to an environment with a temperature higher than 50°C.

- Water entering the battery may cause damage to the internal circuit, and there is a risk of fire or even explosion; if the battery is suspected of water entering, please stop using it immediately and contact the after-sales service.

- Do not touch the battery contacts, disassemble or puncture the metal objects contacting the battery contacts, or else it may cause short circuits, damage to the battery or personal injury or death.

- Avoid recharging after the battery is completely depleted, and try to charge as soon as possible, so as to prolong the service life of the battery.

- Only use the original power adapter when charging, or else there is a danger of damage or fire

- Please fully charge the battery before storing it after each to extend the battery life

- Do not place the scooter in an environment above 50°C or below example: in a car exposed to the sun in summer). It is forbidden to throw the scooter into a fire, or else it may cause the battery to fail, overheat, and even cause a fire.

- When used at normal temperature, the battery pack can exert a and performance; if used in an environment below 0°C, the battery life and performance will decrease. For details, please refer to the remaining mileage display in the APP.

- If it won't be used for a long time, please fully charge it first, store in a cool and dry place, and fully charge it every 30 - 60 days, or else the battery may be damaged and such damage is not covered by the warranty.
- Improper disposal of used batteries may seriously pollute the environment. Please abide by local regulations when disposing of the battery pack. Do not throw away the battery pack in order to protect the natural environment.

Environmental Protection

This product contains battery or recyclable electronic waste, and the built-in rechargeable battery contains substances that may pollute the environment. When disposing of the product, please do not pile it with general household waste, but hand it to the electronic waste collection point designated by the state, which is beneficial to environmental protection.

Limited Warranty Statement

7 Day Satisfaction Guarantee Return Policy

If you are not satisfied with your purchase, please keep the original box, HEROPICK return policy allows you to return the purchased product through authorized channels within 30 days from the date of receipt of the goods, and we will complete the refund to you within 3 business days after we receive the product you returned. HEROPICK is not responsible for lost packages or products received that cannot be verified due to the carrier. Return requests may be denied if the product received is determined to be damaged by the end user.

TO QUALIFY FOR A REFUND, ALL THE FOLLOWING CONDITIONS MUST BE MET:

1. A Return Merchandise Authorization (RMA) must be requested from HEROPICK within 30 days from the date of receipt of shipment. To request an RMA, contact HEROPICK Service: Heropickservice@gmail.com
2. If the return is caused by the customer, return shipping may be borne by the customer. If the return is caused by the product, then we will provide free shipping labels
3. If you need warranty service, please contact our support team first and provide the order number and photos of the damaged product

4. Returned product must be in good physical condition (not physically broken or damaged).

5. All accessories originally included with your purchase must be included with your return.

6. If you return a product to HEROPICK (a) without an RMA from HEROPICK(b) without all parts included in the original package, HEROPICK retains the right to refuse delivery of such return.

HOW TO OBTAIN WARRANTY SERVICE

A Warranty Service Order must be requested from HEROPICK within Warranty Period from the date of receipt of shipment. To request a Warranty Service Order, contact HEROPICK: Heropickservice@gmail.com

Note: Our return/exchange period is 30 days. To obtain a refund/exchange, please save the product, accessories and original packaging and send it to the address specified by HEROPICK using the shipping label. If you receive our shipping label, please use it as soon as possible within 30 days or the label may become invalid.

Warranty Content

Type	Parts	Times
Main parts	Frame, motor assembly, forehead body, riser, controller assembly, instrument display panel, handlebar tube, headlight, taillight, bearing bowl assembly, battery assembly	12 Months
Attachment	Charger, brake handle, shifter, shock absorber, front fork assembly	6 Months
Wearing parts	Front/rear fender, front fork decorative cover, battery compartment cover, decorative cover, foot pad, charging stand, handle cover, instrument cover	3 Months

Environmental Protection

This product contains battery or recyclable electronic waste, and the built-in rechargeable battery contains substances that may pollute the environment. When disposing of the product, please do not pile it with general household waste, but hand it to the electronic waste collection point designated by the state, which is beneficial to environmental protection.

Contact US

If you encounter problems related to riding, maintenance and safety errors/malfunctions when using the electric scooter, please contact us: Heropickservice@gmail.com

Note: In order to help you solve the problem more efficiently, please include your order number, reason for help, and faulty parts when contacting us. We will reply to your message within 24 hours after receiving your message.

Warranty Activation & Help Support

1. What if the E-Scooter arrived missing accessory or broken part?

A: Please take a photo and send it to HEROPICK Support Team by sending an email: Heropickservice@gmail.com

And HEROPICK Support Team will reply to you soon and send the correct accessory or part replacement.

2. Is that possible to replace some components for example the tire?

A: Yes, please take a photo and send it to HEROPICK Support Team by sending an email: Heropickservice@gmail.com

And HEROPICK Support Team will reply to you soon.

3. Is there an Android/iOS APP? If so, what does it do?

A: Yes, the APP is Tuya. The APP can be installed by scanning the QR code in the manual or searching "Tuya" in the Google Play. Simply pair HEROPICK scooter via Bluetooth and use the app to view current speed, remaining miles, and other realtime riding statistics.

ISED Statement

- English: This device complies with Industry Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-003 (B)/NMB-3(B).

- French: Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

L'appareil numérique est conforme à la canadienne CAN ICES-003 (B)/NMB-3(B).

Radiation Exposure Statement

The device has been evaluated to meet general RF exposure requirement. The device can be used installed and operated with minimum distance 0mm between the radiator and your body.

L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF. Cet équipement doit être installé et utilisé avec une distance minimale de 0 mm entre le radiateur et votre corps..

FCC Statement

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: 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 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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

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