



ELECTRIC SCOOTER USER MANUAL

MODEL NO: KS-N11 KSE



Works with
Apple Find My





SMART LIFE, REACHING THE FUTURE

Dear Valued Customer,

On behalf of Kingsong technology Co.,Ltd and as the CEO, I extend my warmest thanks to you for choosing our product. Your decision to choose us signifies a mutual commitment to quality, innovation, and exceptional customer service.

Our primary goal is to provide our customers with products that not only meet but exceed their expectations. We are confident that the product you've selected, developed by our talented team of engineers and designers, will provide you with an unmatched user experience.

As you set out on your journey with this device, remember that your purchase is not the end of our relationship, but the beginning. We stand by our commitment to your satisfaction and are ready to assist you in any way we can.

Once again, thank you for your trust in our products and for becoming a part of the KingSong family. We hope you'll thoroughly enjoy your new ride and we're excited to embark on this journey together.

Best Regards,

A handwritten signature in black ink, appearing to read 'J. King', with a long, sweeping horizontal line extending to the right.

CEO, KingSong

CAUTIONS

Electric scooter is a recreational personal transporter. Before mastering riding skills, you need to do practice. You will be responsible for any injuries or damage caused by a rider's inexperience or failure to follow the instructions in this manual.

Please understand that you can reduce the risk by following all the instructions or warnings in this manual, but you cannot eliminate all the risks.

Please following the local traffic laws or restrictions when riding into public areas.

Please always wear a helmet properly when riding to protect your head, as well as other necessary protectors, such as elbow pads, kneecap.

Please slow down the riding speed when riding on crossing, going across the crowd, making a turn, climbing or downing a hill, passing a school and other place that high speed may bring damage to people. Please do not allow kids of age below 12 to use the scooter on public area. Riders under the age of 18 years old should ride under adult supervision.

Please do not use the scooter in serious environments, to avoid scooter malfunction, which may cause damage to body or property, such as Rainy, Snowfield, Grassland, Muddy, Fog, Smoke and so on.

Please do not use the other chargers to charge E-scooter, Only use King Song supplied charger.

Please do not charge E-scooter, if the charger or power outlet is wet.

Please do not disassemble the scooter body or other modify without professional person from distributors.

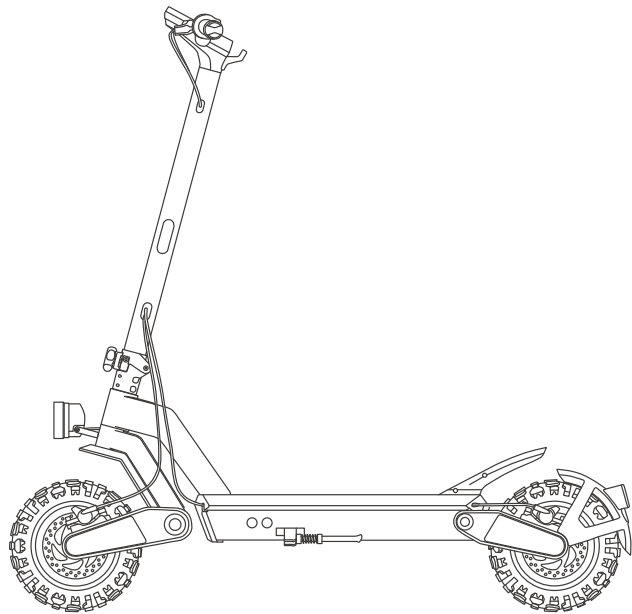
Please do not allow others to ride your e-scooter unless he/her has carefully read and follow the instructions in this manual.

Contents

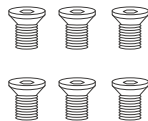
- 1. Product Details -----01
- 2. Features -----04
- 3. Control Panel & Power Button-----05
- 4. Assembly and Set-up -----08
- 5. Kingsong APP-----09
- 6. Find My-----10
- 7. Learn to Ride-----14
- 8. Safety Instruction-----15
- 9. Cruise Control-----16
- 10. Error Description-----17
- 11. Folding and Carrying-----20
- 12. Adjust the handlebar-----21
- 13. Battery-----21
- 14. Clean and Maintenance-----22
- 15. Warranty-----24

1. Product Details

1.1 Product Diagram



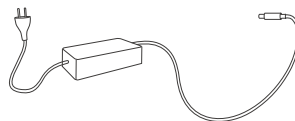
Accessories



Screw*6



Hex Wrench*1

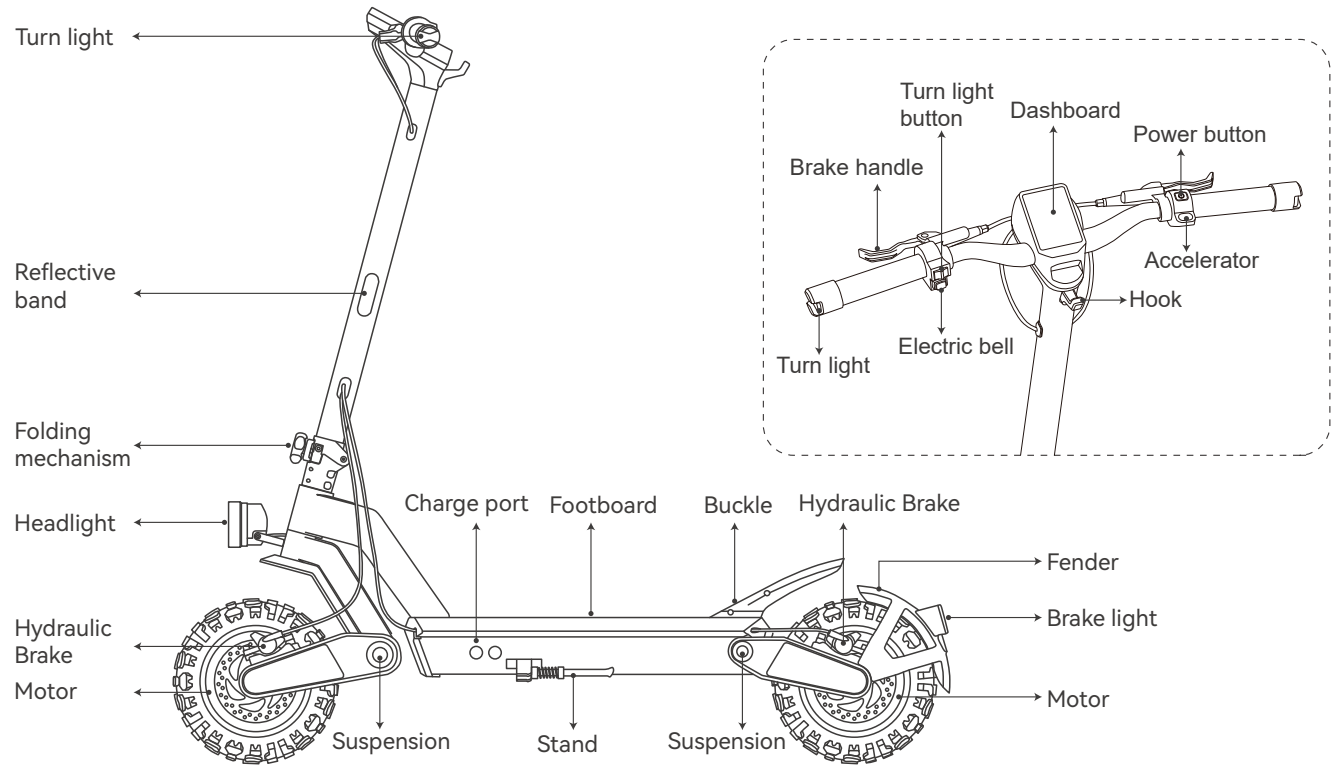


Charging Adapter*1



User Manual*1

1.2 Functions



1.3 Specifications

Model No	KS-N11 KSE
Tire Size	11 inch Inflatable Tire
Top Speed	60km/h
Mileage	Around 80kms
Gradeability	Around 30°/ 58%
Battery Capacity	60V, 20.3Ah
Running Condition	-10°C/+45°C; 0-75% Humidity
Storage Condition	-20°C/+50°C; 0-75% Humidity
Max Load	150kg
Charger	Input: 100-240V; Output: 67.2V/2A
Charging Time	Around 10-11hrs
Motor	1200W*2
Port	Charge Port *2
Headlight	40W*1
Brake Light	LED
User Height	150-200cm

Parking Mode	Kick-stand
Cruise Control	System Control
Suspension	Front and Rear Suspension
Reminder	Electric Horn
Accelerator	Throttle Button
Brake	Front and Rear Hydraulic Brake + EABS
Display	LCD
Battery Display	Numerical display
Dimension(Unfold)	1345*680*1300mm
Dimension(Folded)	1345*680*600mm
Net Weight	47kg
Packing List	User Manual*1, Certificate*1, Charger*1, Screws*6, Hex Wrench*1

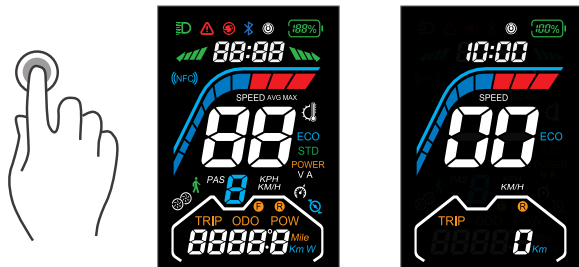
2. Features

- Superior Aviation Aluminum Alloy.
- Real-time Temperature Monitoring, Short Circuit / Low Voltage / Overcurrent / Overcharging Protection.o walking speed when passing.
- Digital Speedometer Display, Easy to Read Speed.
- Real-time Battery Digital Display.

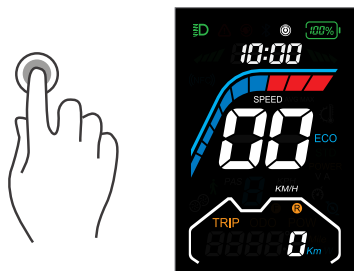
- 1~4 Speed Gear, Press Power Button to Switch.
- Malfunction Display.

3. Control Panel & Power Button

- Power on/off: Press and hold the power button for 3 seconds, all icons light up, then the screen displays the "Find My" icon, clock, battery level, speed, total mileage and drive mode.



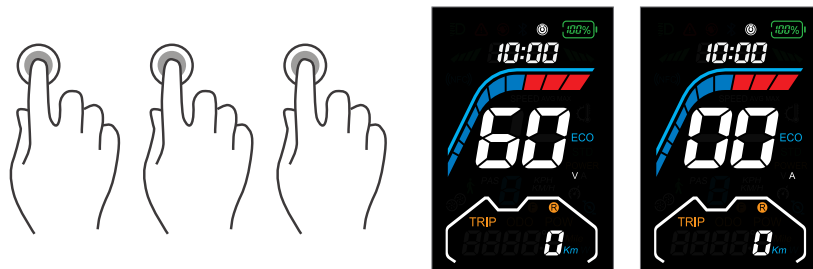
- Headlight ON/OFF: Click the power button.



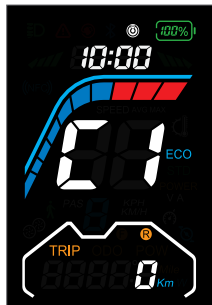
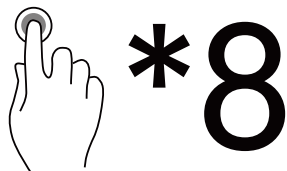
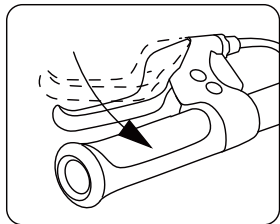
- Click the power button for 2 times to change the speed gear from 1 to 4 levels, LED display P1 / P2 / P3 / P4. Max speed is increasing when LED display from P1 to P3. P4 is a pedestrian mode with a maximum speed of 6km/h.



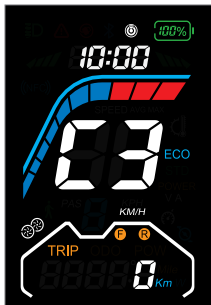
- Click the power button for 3 times to switch display of speedometer km/h / voltage V / current A.



- Pull the left or right brake handle, whilst held press the power button 8 times to switch between single or dual drive modes; LED display “C1” is single modes; LED display “C3” is dual modes.



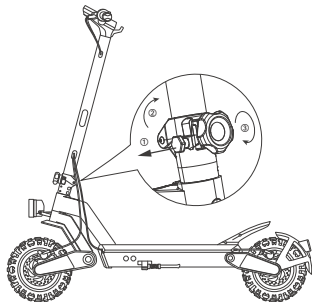
Single drive mode



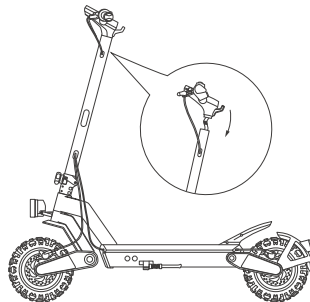
Dual drive mode

4. Assembly and Set-up

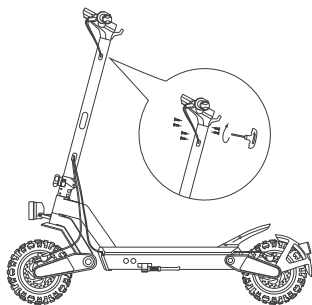
1. Unfold the handlebar stem and fasten it.



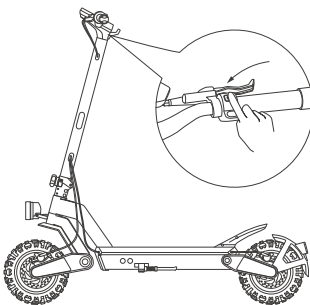
2. Firmly connect the wires inside the handle and the stem. Slide the handle onto the stem.



3. Tighten the screws onto three sides of the stem with the hexagon wrench.



4. After the assembly, press the power button to check if it's working properly.



5. Kingsong APP

- Android APP: Please download from Google play, 'kingsong' is the exact one.
- IOS APP: Please download from apple store, 'kingsong' is the exact one.
- Mini program: Scan on WeChat and use the mini program.



Android



IOS



Wechat Mini Program



Warning: Please give the corresponding permission to APP, to ensure the APP can run normally in your mobile device.

Open Bluetooth/location (or GPS), Click 'Search' - -> Click the corresponding model KS-N11 in device list to connect. The E-scooter will beep when APP is connected with scooter.

6. Find My

6.1 Quick instructions

6.1.1 Turn on the device

Click the power button 4 times to turn on the Find My device.

6.1.2 Pair the device

- Open the Find My app. Hold the device close to your iPhone, tap the Items tab, tap + and then Add Other Item.
- Tap Connect.
- Type a name for your device, select an emoji.
- Tap Agree to acknowledge that this item will be linked to your Apple ID.
- Tap Finish.

6.1.3 Enable Lost Mode

- Open the Find My app, tap the Items tab, then tap your item.
- Under Lost Mode, tap Enable.

Read the instructions, tap Continue and enter a phone number or email address. Confirm the information, customize the lost message, and tap activate to complete the setup.

6.1.4 Remove the device

- Open the Find My app, tap the Items tab, then tap your item. Tap Remove Item and then tap Remove to complete the operation.

Note: After removing the device in the app, it will not shut down and will be in the pairing mode.

6.2 Main Functions

6.2.1 Locate your item

If your missing item isn't nearby, the Find My app can still help you track it down using the Find My network – hundreds of millions of iPhone, iPad, and Mac devices around the world. Nearby devices securely send the location of your missing device to iCloud, then you can see where it is in the Find My app. It's all anonymous and encrypted to protect everyone's privacy.

6.2.2 Play Sound

- Open the Find My app, tap the Items tab, then tap your item.
- Click Play Sound, and the device will beep, so you can find the item easily.

6.3 Instructions for device power button

6.3.1 Device operation

- **Turn on the device:** Click the power button 4 times to turn on the Find My device.
- **Turn off the device:** Click the power button 5 times to turn off the Find My device.
- **Learn more:** Click the power button 6 times to enter "learn more" mode.
- **Reset the device:** Click the power button 7 times to reset the Find My device.

6.3.2 The device enters the pairing state again

After removing the device from the app, the device will beep, will not shut down, and will be in pairing mode. If it is not paired within 10 minutes, the device will leave the pairing state. If you need to pair devices at this point, click the device button 7 times and the device beeps. At this point, the device enters the pairing state and can be paired with the app again.

6.4 Locate & Notifications

6.4.1 Find item When It's Nearby:

- Open Find My app and select the "Items" tab or open the Find Items app on your Apple Watch.
- Tap on your item from the list.
- Tap "Play Sound" to make your item beep.
- Tap "Stop Sound" to stop the beeps once you find.

6.4.2 Find item's Location:

- Open Find My app and select the "Items" tab or open the Find Items app on your Apple Watch.
- Tap on your item from the list.
- Your item's location will appear on the Map with a time stamp of when the item was located.
- To navigate to the item's location, tap "Directions" to open Apple Maps.

6.4.3 Enabling "Notify When Left Behind":

- Open Find My app and select the "Items" tab or open the Find Items app on your Apple Watch.
- Tap on your item from the list.
- Under "Notifications" enable the "Notify When Left Behind" toggle.
- You will receive a notification when you leave your item behind and it's no longer in range of your device.

6.4.4 Enabling "Notify When Found":

- Under "Notifications", enable the "Notify When Found" toggle.
- When your item is seen by another Find My network device, you will receive a notification of its location.

Note : "Notify When Found" can only be activated when your item is out of range.

Important tips: When pairing a device with Findmy app, the phone will link to the Apple server. Pairing may fail because of network problems. The following actions are recommended:

1. Change the phone's network, such as switching between WiFi and network;
2. Restore the device to factory Settings, Click the power button 7 times to reset the Find My device.
3. Pair with Findmy app.

6.5 Legal notice

To use the Apple Find My app to locate this item, the latest version of iOS, iPadOS, or macOS is recommended. The Find Items app on Apple Watch requires the latest version of watchOS.

Use of the Works with Apple badge means that a product has been designed to work specifically with the technology identified in the badge and has been certified by the product manufacturer to meet Apple Find My network product specifications and requirements. Apple is not responsible for the operation of this device or use of this product or its compliance with safety and regulatory standards.

Apple, Apple Find My, Apple Watch, Find My, iPhone, iPad, iPadOS, Mac, macOS and watchOS are trademarks of Apple Inc. IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

6.6 FAQ:

6.6.1 When can the device be located?

When an item is separated from its owner for a period of time, it can be found by other Apple devices that are part of the Find My network, and the owner can start to get the location of the device.

6.6.2 How is the device designed to discourage unwanted tracking?

If any Find My network accessory separated from its owner is seen moving with you over time, you'll be notified in one of two ways:

1. If you have an iPhone or iPad, Find My will send notifications to your Apple device. This feature is available on iOS or iPadOS 14.5 or later.
2. If you don't have an iOS device or a smartphone, a Find My network accessory that isn't with its owner for a period of time will emit a sound when it's moved.

These features were created specially to discourage people from trying to track you without your knowledge.

6.6.3 How is my privacy protected?

Only you can see where your item is. Your location data and history are never stored on the item itself. Devices that relay

the location of your item also stay anonymous, and that location data is encrypted every step of the way.

6.6.4 What is the Find My network? And how does it work?

The Apple Find My network provides an easy, secure way to locate compatible personal items on a map using the Find My app on your iPhone, iPad, Mac, or the Find Items app on Apple Watch. Simply pair your compatible product with the Apple Find My app to view it right alongside your Apple devices.

If your item ever goes missing, you can put it in Lost Mode to display a message and contact information to anyone who might find it. The Find My network is encrypted and anonymous, so no one else, not even Apple or the maker of your personal item, can view its location.

7. Learn to Ride

● Step 1: Check E-scooter Status

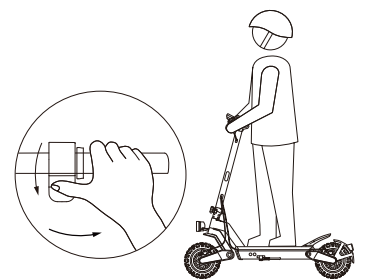
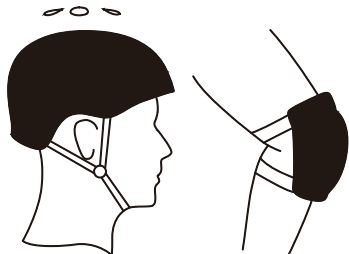
Check the environment whether it's safe to ride without hurting yourself or others.

Check the battery level and remain mileage in APP.

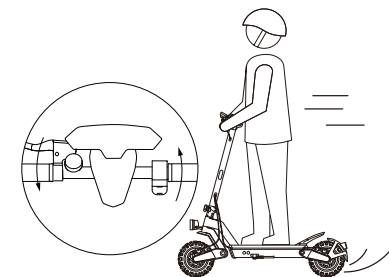
● Step 2: Wear protective equipment.

● Step 3: Try to slide with one leg.

● Step 4: Touch the throttle slightly and try to put two leg on the deck.



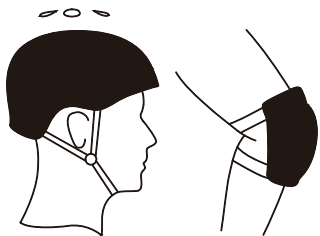
- Step 5: During riding, try to release the throttle and pull the brake lever.



- Step 6: Try to use the headlight.



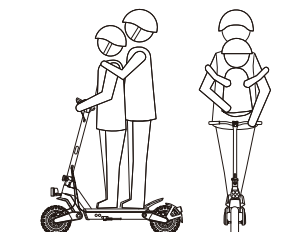
8. Safety Instruction



- Wear protective equipment.



- Avoid riding in the rain when possible.



- Do not load over 150kg.



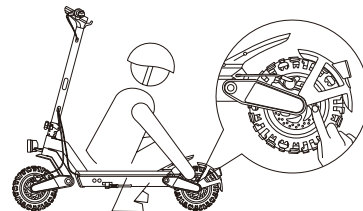
- Ride slowly in special cases.



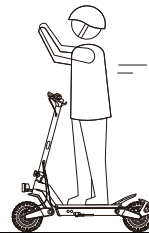
- Do not place one foot on the deck or on the ground when riding.



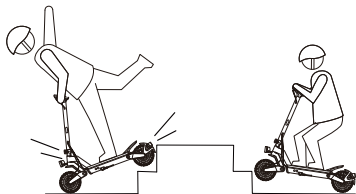
- Do not tread the back of the fender.



- Do not touch the disc brake.



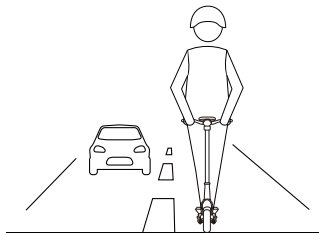
- Do not leave your hands during riding.



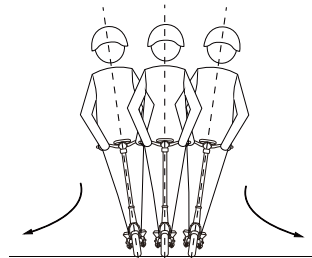
- Do not ride upstairs or downstairs, or over obstacles.



- Do not hold a child during riding.



- Do not ride on highway or motor vehicle road.



- Do not ride with sharp turn.

9. Cruise Control

Open cruise-control in APP, while you keep the same speed, riding for 3~5 seconds, the E-scooter will be in cruise-control mode (running at constant speed on flat road). Please use cruise-control only on flat road, or you will fall down on other roads.

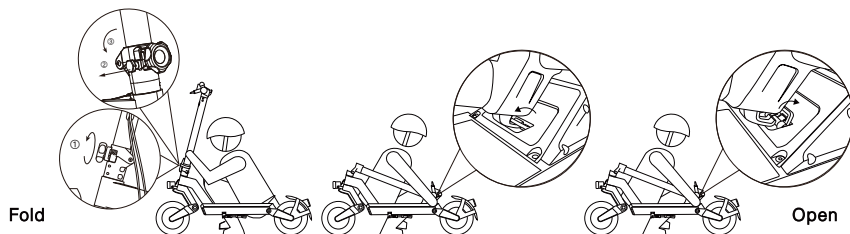
10. Error Description

Display	Defect Description	Solutions
E0	Wrong in communication	1. Check whether the display control board is well connected; 2. Replace the display; 3. Replace the control board.
E1	Encounter obstacles that E-scooter can't get over it	1. Release the accelerator and stop braking; 2. Restart; 3. Replace the brake lever; 4. Replace the accelerator.
E3	Hall is abnormal	1. Check whether the Hall wire plug of the motor is loose; 2. Check whether the motor cable is damaged; 3. Replace the motor; 4. Replace the control board.
E4	Brake system malfunction	1. Release the brake; 2. Restart; 3. Replace the brake lever.
E5	Throttle fault	1. Release the accelerator; 2. Restart; 3. Replace the accelerator.

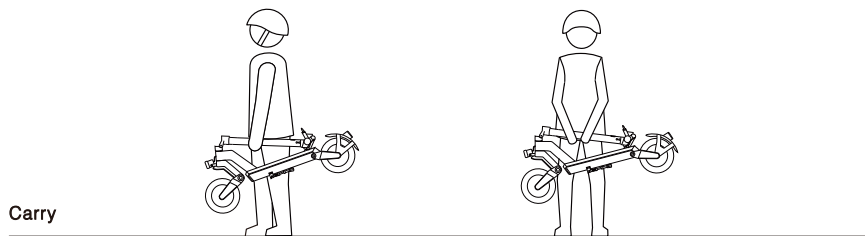
BL	Low voltage alarm	1. Stop riding and get scooter charged; 2. Restart; 3. Check if firmware has been wrongly upgraded; 4. Replace the control board.
BH	High voltage alarm	1. Check whether scooter has been fully charged, riding the scooter at low speed, avoiding braking suddenly when scooter is fully charged; 2. Restart; 3. Check if firmware has been wrongly upgraded; 4. Replace the control board.
BP	Over voltage, emergency	1. Check whether scooter has been fully charged, riding the scooter at low speed, avoiding braking suddenly when scooter is fully charged; 2. Restart. Check if firmware has been wrongly upgraded; 3. Replace the control board.
H1	Motor high temperature	1. Stop riding or riding scooter at low speed, avoiding climbing; 2. Check whether the motor wire is damaged, and whether the temperature signal wire of the motor wire is short-circuited to the ground; 3. Replace the motor.
H2	Control board high temperature	1. Stop riding or riding scooter at low speed, avoiding climbing; 2. Check the installation of control board radiator; 3. Replace the control board.
H3	Control board super high temperature	1. Stop riding or riding scooter at low speed, avoiding climbing; 2. Check the installation of control board radiator;

		3. Replace the control board.
LR	Over current	1. Release the accelerator; 2. Restart; 3. Replace the control board.
S1	Short circuit	1. Get the motor disconnected and restart up scooter. If this alarm has not been cleared, get control board replaced; otherwise, all-clear, replace the motor.
S2	Lack of phase, mos tube drive failure	1. Restart and turn scooter on as static, avoiding turning on scooter while advancing; 2. Replace the control board.
SN	Lack of series number	1. Check whether the firmware version is correct; 2. Reset the serial number.

11. Folding and Carrying

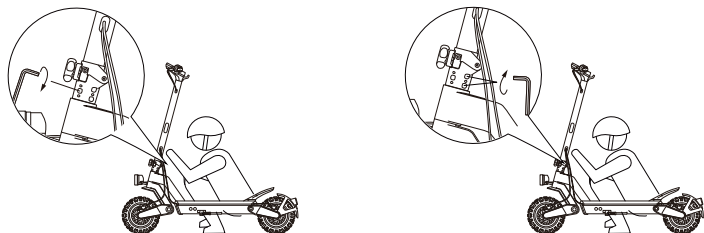


Make sure that the scooter's turned off. To fold, unlock the folding mechanism, and bend the handlebar stem to hook the buckle. To open, remove the hook from the buckle, erect the handlebar and lock the folding structure.



Hold the handlebar stem with either one hand or both hands to carry.

12. Adjust the handlebar



If the handlebar and its stem sway during riding, use the hexagon wrench to tighten the screws on the folding mechanism.

13. Battery

13.1 Temperature Effect on Battery

Battery power will vary with the temperature, mileage per charge will have slight difference under different temperature, and following table is just for your reference.

Temperature(℃)	-20	-10	0	10	20	30	40	50
Range	40%	60%	80%	90%	95%	100%	105%	110%

13.2 Charging

The device has a built-in lithium battery, no extra battery installation is required, just charge the device when it indicates low battery.

Plug in the power source after inserting the charger plug, this can prevent potential risk to ensure a safer charger. It takes around 7-9hrs to get 100% charged, when the red lights turn into green, indicating the charging is completed. If not in urgent need, please wait until charging complete before unplugging, for after charging, the protection circuit will perform flow equilibrium.

14. Clean and Maintenance

14.1 Clean and Maintenance

When charging

- Please place the E-scooter in cool and ventilate places to release heat.
- Please avoid high temperature or moist.
- Please avoid water into the E-scooter to prevent electric shock, especially water drops from the charger cable to the charging port.

When cleaning

- Please make sure the E-scooter is off.
- Please use soft cloth to clean the E-scooter.
- Please don't use water to wash the E-scooter or place E-scooter in water.

When storage

- Please place the E-scooter in cool and ventilate places (temperature -20~50°C, relative humidity 0~75%).
- Please don't place subjects on the E-scooter or heavy subjects to squeeze the E-scooter.

14.2 Battery Pack Maintenance

When the E-scooter is fully charged, please check the voltage of the battery in APP. Normal voltage is 48V-67.2V. If the voltage is not in this range, please contact the distributor for battery pack maintenance.

Please charge the E-scooter at least one time each month, to extend the battery pack lift time.

Please do not disassemble, assemble or change the battery by yourself.

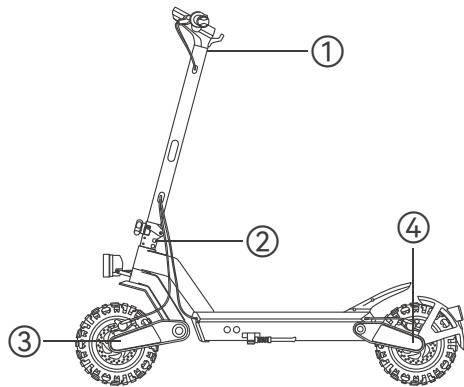
14.3 Regular Maintenance

Please do not disassemble or assemble the E-scooter without the guide or help from professional maintenance from the seller or distributors.

Please make a video or photo to distributors when the E-scooter run abnormally, as well as providing the serial number.

Check the tire pressure before riding; if the tire pressure is insufficient, please inflate it in time; the recommended tire pressure is 250-300kPa, and the maximum tire pressure is 300-350kPa.

Attentions before riding



Check①②③④of the scooter before riding. Firm or not. Tighten the screws if there is any sign of loosening.

Note:

The fixed screw torque of ① is 4N/m;

The fixed screw torque of ② is 14N/m;

The fixed screw torque of ③ is 20N/m;

The fixed screw torque of ④ is 50N/m.

15. Warranty

For warranty policy, please consult with the point of purchase or email to the manufacturer's service team:

support@szkingsong.com

Again, we appreciate your purchasing of Kingsong products.

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

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



KINGSONG TECHNOLOGY CO., LTD.

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E-mail: info@szkingsong.com