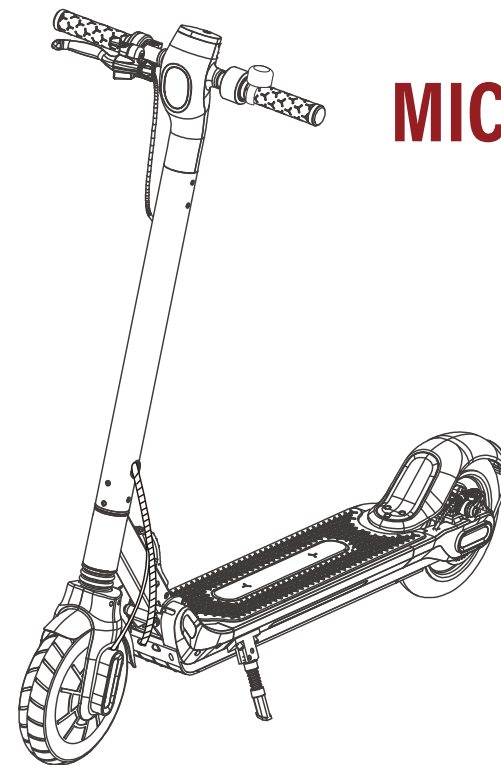


MICROGO
MICROGO Electric Scooter

Model No. M5



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Contact Us

If you encounter questions about MICROGO M5 including but not limited to riding, maintenance, safety or errors/troubles, please contact us.



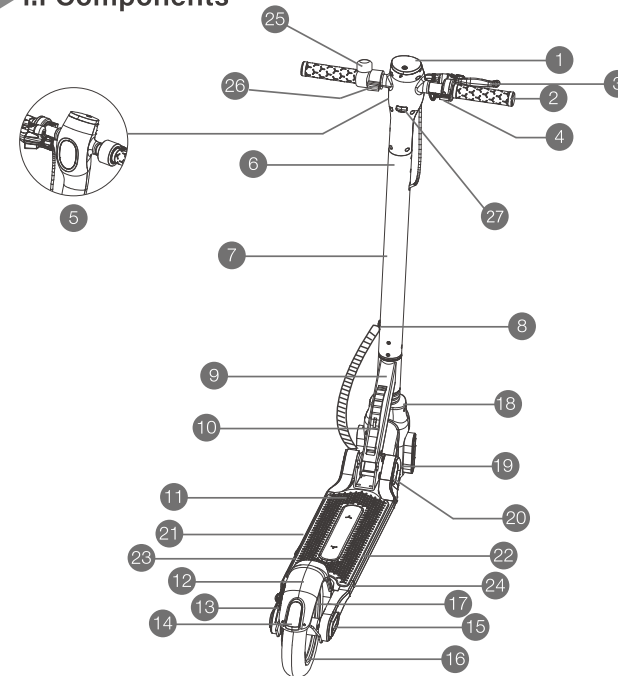
Q8: What if the charging time is getting longer and longer?

- A8: 1. Check whether the charging voltage is normal and meets the requirements.
2. Replace with a new charger and see whether the situation has improved.
3. If the above methods do not solve the problem, please contact the after-sales service to check whether the battery normally functions.
4. Check whether the battery is insufficient when the scooter is normally turned on.
5. If the display shows "02" error code, the accelerator needs to be replaced with a new one.

Before Use

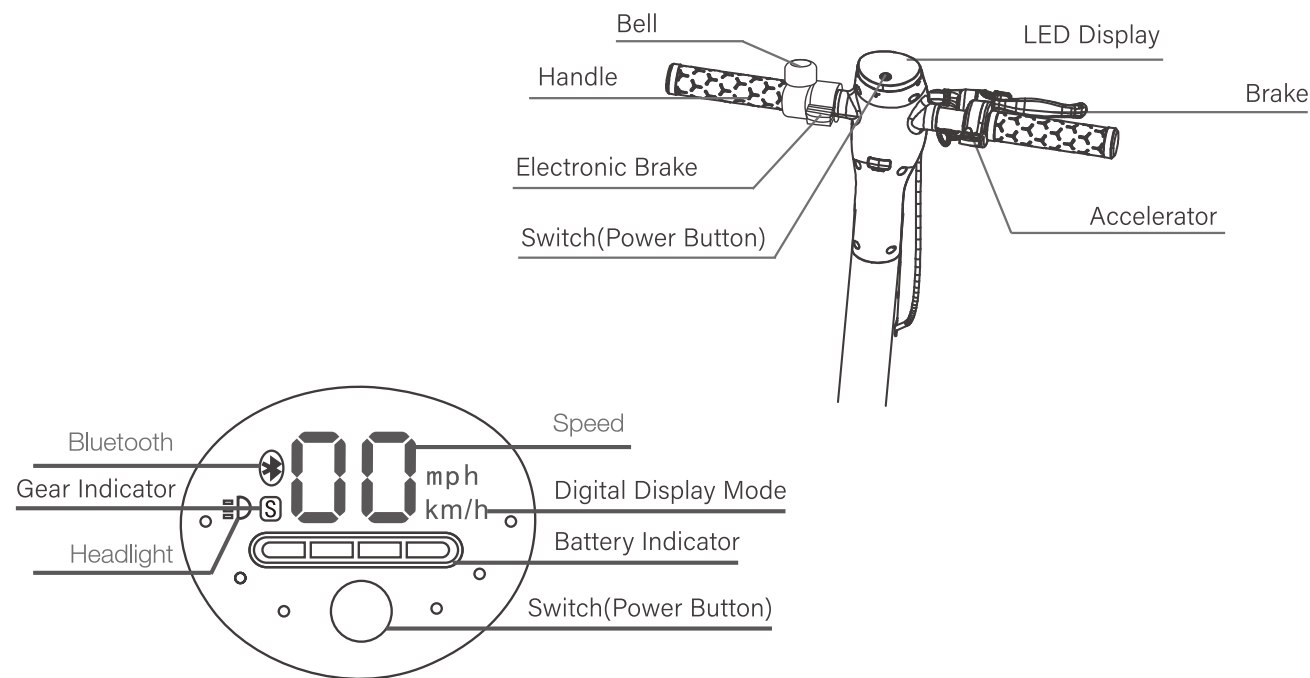
1. About the Product

▶▶▶ 1.1 Components



1. LED Display	14. Tail Lights
2. Handle	15. Reflective Sticker
3. Brake	16. Rear Wheel
4. Accelerator/ Throttle	17. Disc Brake Disc
5. Headlight	18. Front Fender
6. Lever Bar	19. Motor
7. Fixed Leg	20. Reflective Sticker
8. Rubber Flap Hole	21. Kickstand
9. Folding Bar	22. Bottom Cover
10. Folding Spanner	23. Side LED Lights
11. Anti-slip Pedal	24. Frame
12. Rear Fender	25. Bell
13. Disc Brake	26. Electronic Brake
27. USB Port	

▶▶▶ 1.2 Operation Panel



you need to first push the scooter forward to raise speed, then you can press the accelerator to ride normally. Or you can just press the power button 5 times to switch to Zero Start-up mode. Confirming whether the mode is switched successfully by pressing the accelerator.

Q6: How to operate the folding mechanism?

- A6: 1. To unfold, first press the small red button in the middle of the folding spanner, then pull the folding spanner downward, and lift the folding bar, pushing with strength until hear a "click".
2. To fold, first press the small red button in the middle of the folding spanner, then pull the folding spanner and push the folding bar down until you hear a "click".
3. If the problem remain, please contact MICROGO after-sales service for help.

Q7: What if the accelerator fails and is not powered on?

- A7: 1. Check whether the scooter is in the Non-Zero start mode. If it is, you need to first push the scooter forward to raise speed, then you can press the accelerator to ride normally. Or you can press the power button 5 times to switch to Zero start-up mode and test by pressing the accelerator.
2. Check whether the battery is insufficient when the scooter is normally turned on.
3. If the display shows "02" error code, the accelerator needs to be replaced with a new one.

Troubleshooting

Q1: What if the E-Scooter arrived missing accessory or broken part?

A1: 1. Please take a photo and send to our Support Team.

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

Q2: Is that possible to replace some components for example the rear cover?

A2: 1. Yes, please take a photo and send to our Support Team. And the Support Team will reply you soon.

Q3: What operating temperatures are recommended? Is it waterproof?

A3: 1. Operating temperatures: 14°F-104°F; Storage temperature: -4°F-113°F;

2. Waterproof: IP54 resistance, which means that it is protected from water spray from any direction.

Q4: What if crunching sound is heard during use?

A4: 1. Please check to make sure the screws are tightened.

Q5: What if it dose not work in the first use?

A5: 1. Please confirm whether the connection line between the scooter body and the front of the scooter is properly connected.

2. Check whether the battery is insufficient.

3. Check whether the scooter is in the Non-Zero start mode. When the scooter is in the Non-Zero start mode,

▶▶▶ 1.3 Product Specifications

Items	Specifications
Motor	350W
Battery	36V/7.5AH
Charging Time	4-6H
Display	LED
Frame Material	Aluminum Alloy + ABS + PC
Tires	Rubber Tubeless
Wheel Size	8.5inch
Climbing Degree	15°
Riding Modes	Beginner Mode: 9.3mph (15km/h) Normal Mode: 13.6mph (25km/h) Sports Mode: 18.5mph (31km/h)
Double Braking System	Front: Electric Brake Rear: Disc Brake
Voltage	36V
Load Range	55-220lbs (25-100kg)
Age	16-50

Items	Specifications
Dimensions	46.5*19.7*43.7inches (118*50*111cm)
Dimensions(After Folding)	44.1*13.0*16.9inches (112*33*43cm)

▶▶▶ 1.4 Accessories

Product Contents	Quantity
Electric Scooter	1
Charger	1
User Manual	1
Tool Kit (Including screws and hex wrench)	1

Note:

Please check out all the items in the package carefully. If there is anything missing or damaged, please contact us.



▶▶▶ 1.5. E-scooter APP

Download“MICROGO“App Store“(iphone) or“Google Play“(Android), or scan the QR code as below to install the App, then connect to your scooter.



PASSWORD: 000000



- 2) Express shipping costs are non-refundable. For return requests, MICROGO is not responsible for package loss caused by the carrier or unverified products received. Products that have been determined to be damaged by the user may be rejected for return requests.
- 3) If you need to ride in the rain under special circumstances, in order to avoid short circuit, please be sure to cover the rubber flip of the charging port. If the charging port enters water and the charging port is short-circuited due to personal reasons, the company will not be responsible for this situation and will not provide after-sales service.
- 4) Do not ride a scooter through large road pits or hit it on bumps, otherwise the connecting part of the folding mechanism may be damaged. The company will not be responsible for this situation and will not provide after-sales service.

How to Get Warranty Service

A warranty service order must be requested from MICROGO within the warranty period from the date of receipt of the products. Claiming for a warranty service order, please contact us.

To receive a warranty service order, you must return the product either in its original packaging or in a packaging that entails the same protection to the address specified by MICROGO. Under the applicable law, MICROGO may require the proof of purchase details from customers and/ or comply with the registration requirements before providing the warranty service.

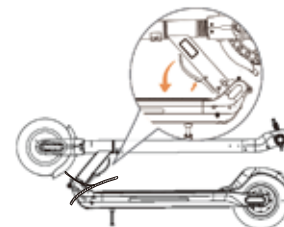
3. Disclaimers

Except for the scope prohibited by the applicable laws, MICROGO is not responsible for any incidental, indirect, special or consequential damages, including but not limited to the loss of profits, income or data due to the violation of explicit or implied warranties or conditions mentioned in this user manual.

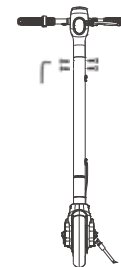
Notes:

- 1) Please strictly follow the safety instructions in the manual. MICROGO is not responsible for any financial losses, personal injuries, accidents, legal disputes and other conflicts of interest caused by operations that violate the user instructions.

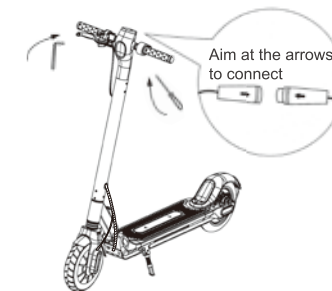
2. Assembly



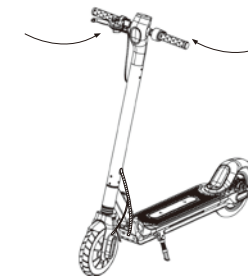
To unfold, first press the small red button in the middle of the folding spanner, then pull the folding spanner downward, and lift the handle, pushing with strength until hear a "click". Then put the kickstand down.



Install four screws (two for each side) with the attached hexagon wrench.



Attach the handlebar to the stem.

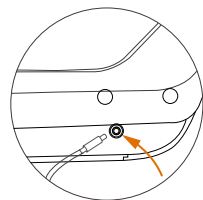
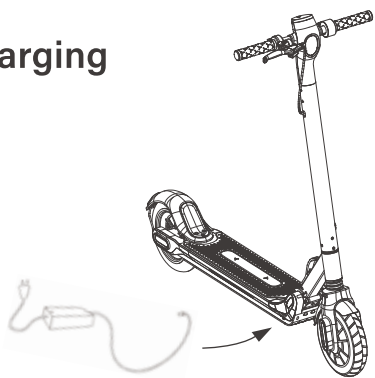


After the assembly, press the power button to check if it works normally.

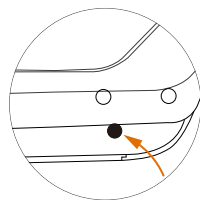
Notes:

- 1) Do not allow children to install the product, and keep them from eating the items keep them from swallowing items accidentally or installing the scooter incorrectly.
- 2) When installing the handlebar, please be aware to align the screws to corresponding positions. There are 2 screws for each side. Find out the holes and twirl the screws into the holes correctly to avoid the installation error.
- 3) Do not touch and probe the power supply with your hands or with conductive objects (such as iron wires, nails, pins, etc.), and keep your hands dry.

3. Charging



Remove the rubber flap.



Insert in the charging plug.

It is strictly forbidden for children to approach the scooter and touch the charger while charging.

2. Limited Warranty Statement

Compensation Measures

In the event that a failure of the hardware of MICROGO product is found and a valid claim is received by MICROGO within the warranty, MICROGO will, at its sole discretion and on legal grounds, (1) repair the product free of charge with new or refurbished replacement parts, or (2) replace the product with new or refurbished products.

The following situations are not covered by the free warranty.

1. The free replacement and warranty has expired.
2. Faults caused by private transformation, disassembly or repairing done by the user are not covered by the warranty.
3. Damages caused by natural disasters and other force majeure factors are not covered by the warranty.
4. Damages caused by failure to use, maintain and keep the product in accordance with the instructions are not covered by the warranty.

Warranty Information

1. Statement of Limited Time for Return

30-day Guarantee of Return Policy for Satisfaction

If you are not satisfied with your purchase, MICROGO's return policy allows you to return the products purchased on authorized channels within 30 days from the date of receipt of the goods. For any problem of the product itself, refunds from authorized channels can be requested within 30 days.

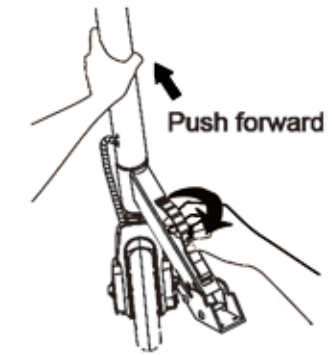
To ask for a refund for your product, all of the following conditions must be met.

1. You must apply for a Return Material Authorization (RMA) to MICROGO within 30 days from the date of receipt of the products.
2. The customer is responsible for the return freight.
3. For warranty service, please keep your receipt and/ or invoice to verify the proof of purchase.
4. The returned product must be in good condition and not be damaged. (The damage caused by disassembly of the product done by the user or other behaviors can not be refunded.)
5. All accessories attached about the product in the package must be included in your return.
6. If you return the product to MICROGO without the RMA received from MICROGO, and not all the parts are included in the original packaging, MICROGO reserves the right to refuse such returns.

Notes:

- 1) Remember to fix the rubber flap after charging.
- 2) Do not turn on the scooter when it is charging.
- 3) Do not wet the charger, otherwise there is a danger of short circuit or even fire.
- 4) Do not connect the charger if the charging port is wet.
- 3) The scooter is fully charged when the LED on the charger changes from red (charging) to green (trickle charge). Cover the charging port when not in use.
- 4) Under no circumstances should users use any charger other than the one provided to charge the scooter. In addition, the attached charger can only be used to charge this scooter.

4. Folding and Carrying



Make sure that the scooter is turned off.

- ① To unfold, first press the small red button in the middle of the folding spanner, then pull the folding spanner downward, and lift the folding bar, pushing with strength until hear a "click".
- ② To fold, first press the small red button in the middle of the folding spanner, then pull the folding spanner and push the folding bar down until you hear a "click".



After the scooter is folded, simply lift it by the stem to carry.

Note:

Do not lift the rear fender when carrying the scooter, or it will be broken. The company will not be responsible for this situation. After folding the scooter, please carry the scooter by lifting the stem.

2. Battery Maintenance and Disposal

- 1) Use original battery packs, use of other models or brands may bring about safety issues.
- 2) Do not touch the contacts. Do not dismantle or puncture the casing. Keep the contacts away from metal objects to prevent short circuit which may result in battery damage or even injuries and deaths.
- 3) Use original power adapter to avoid potential damage or fire.
- 4) Mishandling of used batteries may do tremendous harm to the environment. To protect natural environment, please follow local regulations to properly dispose used batteries.
- 5) After every use, fully charge the battery to prolong its lifespan.

3. Storage

- 1) Please try to store the scooter in a cool and dry place between 14°F and 104°F. In extremely humid environments, the interior of the scooter may suffer condensation or even water accumulation, which may damage the battery rapidly. (The equipment is not designed for use at places where they are 2000m above the sea level. Excessive exposure to UV rays, rain and other weather elements may damage the outer parts of the scooter.)
- 2) In daily use, try to avoid charging the scooter after completely exhausting the battery. If the battery is low, charge it as soon as possible.
- 3) Please charge the scooter every other month to preserve the battery.

Care and Maintenance

1. Cleaning and Maintenance

If you see stains on the scooter's body, wipe them off with a damp cloth. If the stains cannot be scrubbed off, put on some toothpaste, and brush them with a toothbrush, then wipe them off with a damp cloth.

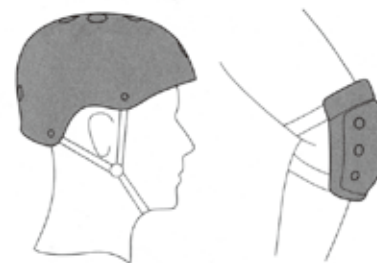
Notes:

- 1) Do not clean the scooter with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage.
- 2) Do not wash the board with a high-pressure water spray. During cleaning, make sure that the scooter's turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems. When the scooter not in use, keep it indoors where it is dry and cool.
- 3) Do not put it outdoors for long time. Excessive sunlight, overheating and overcooling accelerate the battery pack's lifespan.

Safety Precautions

Please read this manual carefully before using the product.

1. Preparations Before Use



Before riding: Wear helmets and knee pads in case of falls and injuries while learning to ride the scooter.

2. Riding Notice

- 1) Helmet and other protective equipment are strongly recommended.
- 2) It is forbidden to use this product on vehicle driving routes or dangerous terrain. Respect current laws and regulations.
- 3) Drive slowly or reduce speed on poor-quality sidewalks.
- 4) Not suitable for minors under 16 years old.

- 5) Do not step over sidewalks or stairs more than 3cm high.
- 6) Do not flush scooter with water, use damp cloth to clean.
- 7) Do not use on oily ground or snow.
- 8) Do not use if the temperature is below or equal to 23°F.
- 9) Do not use the scooter with one hand.
- 10) Do not step on the rear fender.

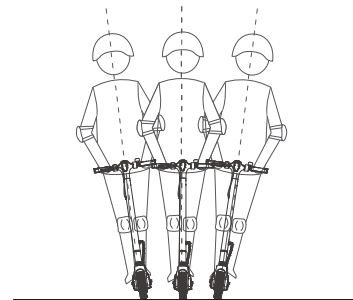
3. Warnings and Prohibitions



- 1) Do not ride in the rain.



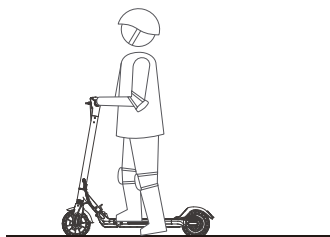
- 2) Do not ride in ponding above 0.78 inches or puddles more than 4cm deep.



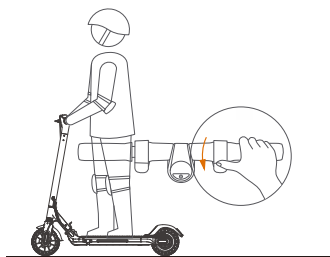
Step 5: Tilt your body to the steering direction as you turn, and slowly turn the handlebar.

2. Operation Guide

- 1) **Turn on/ off:** Long press the power button to turn the scooter on or off.
- 2) **Acceleration:** When the scooter starts to coast, put both feet on the deck and press the accelerator.
- 3) **Braking:** Release the accelerator and squeeze the brake lever to prevent sudden braking.
- 4) **Mode switching:** Press the power button to switch between different speed modes.
Beginner mode: "S" character is displayed in blue
Normal mode: "S" character is displayed in yellow
Sport mode: "S" character is displayed in red
- 5) **Turn on/ off the headlight:** Double click the power button.
- 6) **Switch (Km/h) and (Mph):** Press the power button 3 times.
- 7) **Cruise control:** Maintain the current speed for 6 seconds to activate cruise mode. Disable cruise mode by pressing the accelerator or brake again.



Step 2: Step on the deck with one foot, and slowly kicks off the other on the ground.



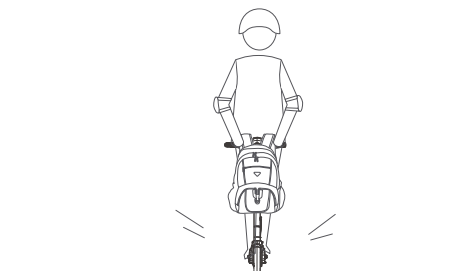
Step 3: When the scooter starts to coast, put both feet on the deck and press the accelerator.



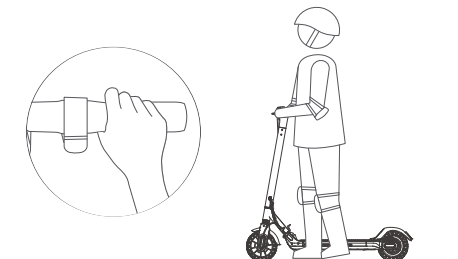
Step 4: Release the accelerator and squeeze the brake lever to prevent sudden braking.



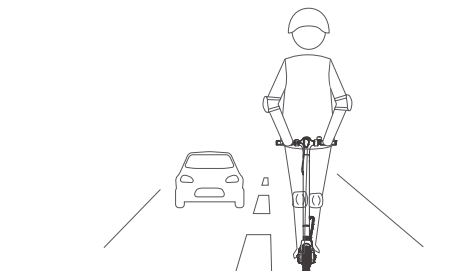
3) Do not accelerate when you go downhill.



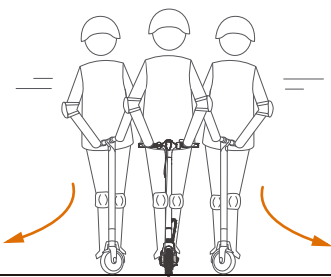
5) Do not hang bags or other heavy stuff on the handlebar.



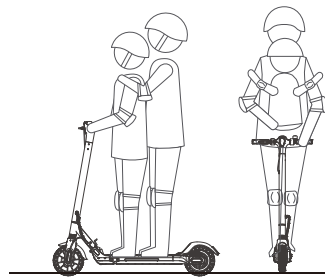
4) Do not press the accelerator when you're walking alongside the scooter.



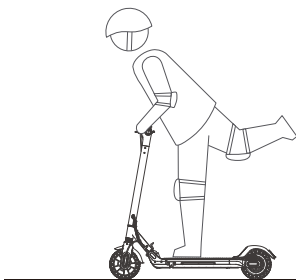
6) Do not ride in traffic lanes or residential areas where vehicles and pedestrians are both allowed.



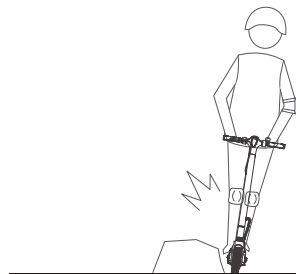
7) Do not turn the handlebar violently during high-speed riding.



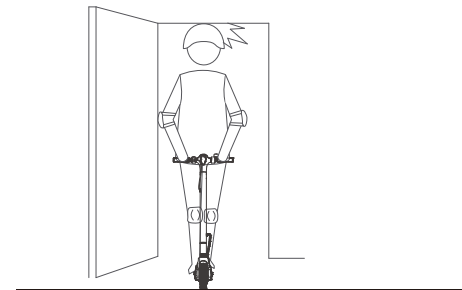
8) Do not ride with anyone else, including children.



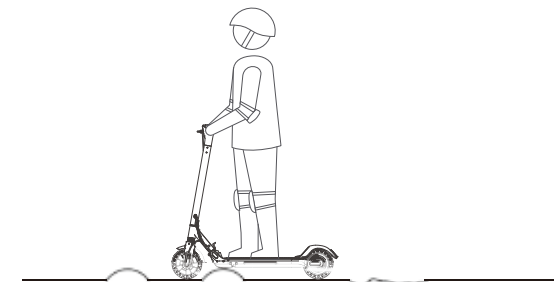
9) Keep both feet on the deck all time.



10) Always steer clear of obstacles.



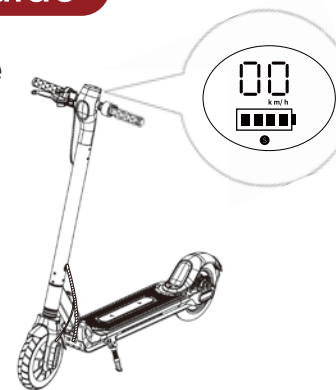
11) Look out for doors, elevators and other overhead obstacles.



12) Keep your speed between 3.1-6.2mph when you ride through speed bumps, elevator door sills, bumpy roads or other uneven surfaces. Slightly bend your knee to better adjust balance.

Use Guide

1. First Use



Step 1: Turn on the scooter, and check the power indicator.