

Q&A

Question: What's the different among different iScooter electric scooters?

Answer:

	iScooter Max	iScooter i9Max	iScooter i9	iScooter 1S
Max Speed	21MPH	21MPH	18MPH	18MPH
Max Long Range	22Miles	22Miles	12-15Miles	17Miles
Tire	10" Honeycomb Solid Tires	10" Honeycomb Solid Tires	8.5" Pneumatic Tires	8.5" Honeycomb Solid Tires
Battery	36V/2A/10.4AH	36V/2A/10.4AH	36V/1.5A/7.5AH	36V/1.5A/7.5AH
Suspension	Quadruple suspensions	Quadruple suspensions	Automatically	Rear dual suspension
Weight	33LB	34LB	24LB	28LB
Front lights	Single	4 in 1	Single	Single
LCD Screen	Long rectangle	Wide triangle	Long rectangle	Long rectangle

Question	Answer
What if there is any problem of the scooters	<p>Feel free to contact us. We will provide a satisfied solutions with 24 hours.</p> <ul style="list-style-type: none"> ● 180-day Quality Assurance for Motor and battery ● 12-month Quality Assurance for other else
Scooter seems to make noise	<p>It may be the disc brake noise-</p> <p>To remove the disc brake noise:</p> <p>First make sure the scooter is turned off.</p> <ol style="list-style-type: none"> 1. Loosen two screws on the pump (not the screw on the rocker). 2. Adjust the position of the disc brake pump to ensure that the brake disc is in the middle of the two brake pads. 3. Keep the brake disc and brake pad not touching each other. 4. Hold the disk brake pump in the desired position, then retighten the screws to the pump. <p>Or contact customer service to get an operation video.</p>
The speed and range are not as same as described?	<p>The speed and range will be effected by temperature of environment, the condition of road, the weight of rider(including all belongings)</p>

The front light and screen will be automatically shut off?	To save and protect the battery, when the scooter is stationary for 5-10 minutes, it will automatically enter power-save modes and turn off.
Unable to accelerate	<ol style="list-style-type: none"> 1. For your safety, by default, we designed for this, "Non-zero startup", it only needs one initial speed to start. Or you can connect "Minibot" APP, then, if you turn on Zero Start. 2. Error code (visible on LCD), please contact us to replace a throttle.
Motor hall Faults	Take off the screws on the bottom of the scooter, then check the controller and replug the hall wire connecting terminal.
Controller Faults	Take off the screws on the bottom of the scooter, then check and replug the controller connecting terminal.
Unable to power on	<ol style="list-style-type: none"> 1. Unplug your charger from the port, then click the power button to turn on your scooter. 2. Use the multimeter to measure the voltage of the battery, if the voltage is from 30-42V, it means there is no problem with the battery. If the voltage is lower than 30V, the scooter maybe not be turned on.
9. Not charging	<ol style="list-style-type: none"> 1. Check your charging cable and charging port for signs of damage, like breakage. Don't use damaged accessories. 2. Use the 220V ACA of the multimeter to measure the voltage of the charger and charger port, if there isn't reading, your scooter probably needs to replace the charger or charger port. if there is a reading, it probably needs to replace the battery.

About the error code:

E04	Short Circuit Failure	E13	Motor Phase C Current Sensor Failure
E10	Controller/Instrument Communication Failure	E14	Accelerator Failure
E11	Motor Phase A Current Sensor Failure	E15	Brake Failure
E12	Motor Phase B Current Sensor Failure	E16	Motor Hall Failure