

Mi Electric Scooter FAQ

1. What kind of travel distance can we expect?

The maximum travel range is up to 18.6 miles, which is measured under the following conditions: 165.3 pounds load, 77°F weather temperatures, flat road without strong winds, power saving mode, and 9.3 mph constant speeds. Results may vary based on different weight loads, temperature, wind speed, operating habits, and other factors.

2. What operating temperatures are recommended? Is it waterproof?

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

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

3. Can it go up hills?

Yes, the max.climbing angle is about 14° (8 degrees).Results may vary based on different weight loads,wind speed,and other factors.

4. Does the tire ever get flat? If so, how do you fix a flat tire?

The tire has a possibility of getting flat, if it ever does please replace the tires with the two extra replacement tires provided. Instructions on how to do this is in the instruction manual.

5. Do I need to wear a helmet when operating this product?

Yes, we recommend to wear helmets and knee pads in case of falls and injuries.

6. What age is this meant for? Can kids under 5 use this product?

Recommended Age: 16-50 Weight Capacity: 55.1-220 lbs Body length: 47.2-78.7 inches. Note, the height of the bar cannot be adjusted, therefore the scooter is not recommended to be used by kids.

7. Is there an Android/iOS app? If so, what does it do?

Yes, the app is Mi Home app. Turn your smartphone into your dashboard. Simply pair Mi Electric Scooter via Bluetooth and use the app to view current speed, remaining power, and other real-time riding statistics. Firmware updates ensure that you always have the best riding experience possible. Using the core cruise control technology in cars, Mi Electric Scooter uses a unique algorithm that receives signal input from speed sensors to maintain smooth and stable cruise control. This reduces tension and fatigue for riders, as well as optimizes battery for longer rides.

8. The handlebar is squealing, what do I do?

This is a normal phenomenon due to long-term use. You can refer to the video link <https://drive.google.com/file/d/1ovNi8DSmd8Qlkv3abehEJ6s4wEFO-r7f/view?usp=sharing> or follow the below steps to solve this problem.

1. Pull up the vertical handle lever, and wiggle it a bit, then observe and find out where is the shaking is happening.



FIG 1

2. Most common place for shaking is at the Arrow 1 (Figure 1), If it is, the repair method is:
<1> Pull up the vertical lever, unscrew the top screw with a 4mm hexagon key, See figure 2.



FIG.2

- <2> Use 10mm open wrench to screw down the nut on the lantern ring in half-turn, use 8mm open wrench to screw down the coupling nut in half-turn.



FIG.3



FIG.4

<3> Use 4mm open wrench to screw back the screw. If the screw cannot be tightened after adjusting, you can add a gasket or apply for replacement.



FIG.5

3. If the shaking position is at the arrow 2 (Figure 1), the repair method is:

<1> Use the 5mm hexagon key to loosen the two screws on the side. (FIG.6&7)



FIG.6

FIG.7

<2> Use the 5mm hexagon key to tighten the middle screw. (FIG.8)



<3> Use the 5mm hexagon key to tighten the two screws on the side. (FIG.8)