

User Manual



UGO

FIVE SRL

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Congratulations on your new e-scooter!

Before using your scooter for the first time, please read this user manual to guarantee safe assembly and operation. It will help you stay safe and keep your scooter in good working order.

The scooters can be used by adults and children of 14 years or more. Please read the Warnings section of this manual to see if any limitations or restrictions apply to you. Before using the scooter for the first time, make sure to also check the instructions for its safe use, maintenance, charging, storage and disposal.

Save the planet – ride a scooter to make our cities less congested and polluted.

The scooter is a means of transportation that you may want to use on your way to work, school, nearby grocery store, or any other destination. By leaving your car at home, you help to make our cities better places to live. Before entering traffic, please practice in a safe area. Please check the local regulations for scooters and helmets and follow the law.

Happy riding!

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1. Safety Instructions

- This scooter is an entertaining vehicle. You need to master the riding skills through practice.

FIVE SRL will not be held liable for any casualties or losses caused by insufficient driver experience or failure to use this product in accordance with this document.

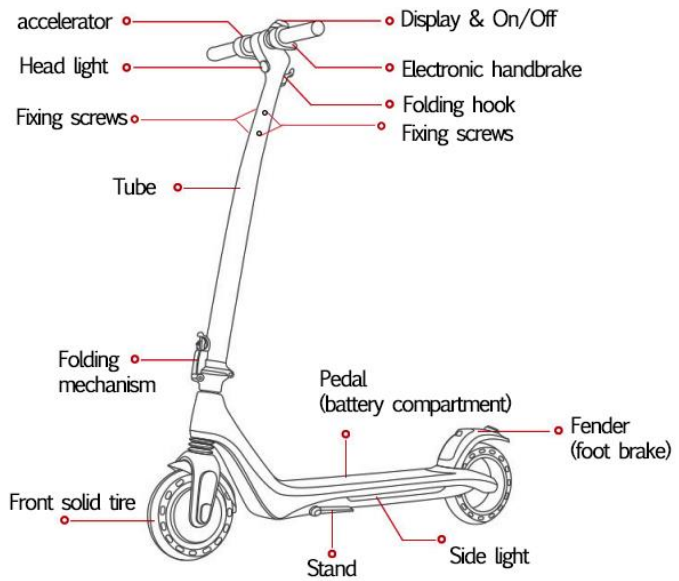
- This product is an electric scooter for adults. It is restricted to one person. Do not carry other people at the same time; minors must be used under adult supervision.
- When riding this product, please wear a safety helmet and other protective equipment.
- Do not ride this product in unsafe or illegal places such as motorway.
- Please practice in the open space before driving.
- Do not make dangerous moves or one-handed riding while driving; keep your feet on the pedal.
- Do not turn off the power while the Scooter is running.
- Please check to see if the fasteners are loose and the parts are damaged before each driving. If this scooter makes an abnormal sound or alarm, please stop driving immediately.

- Do not try to pass directly through the steps with a gap of more than 3 cm, which may subvert the scooter, causing injury to the driver or damage to the scooter, and avoid steps below 3 centimeters as far as possible.
- When encountering rough or uneven road conditions, please slow down or get off.
- Do not ride this product on slippery surfaces such as oil or ice on the surface.
- Do not use this product in an environment below -5° .
- Do not immerse the product in a depth of more than 3 cm to avoid damage to the electrical part of the vehicle.
- Try to avoid riding in bad weather such as rain, snow, strong wind and so on, so as not to cause unnecessary damage due to unnecessary factors.
- If the product is not in use for a long time, please charge it at least once in 30 days.
- Only parts and accessories approved by FIVE can be used. Please do not modify your scooter. The modification of the scooter may affect the operation of the scooter, resulting in serious injury or damage, and will lead to warranty failure.

2. Product and Accessories

In the box:

1. Electric scooter
2. Charger
3. User manual
4. Allen tools (3pcs)
5. Screws (4pcs)



Display & On/Off Button



- Speed display: show the current speed of the scooter and also detect fault.
- Power display: display the remaining battery power. Please note that, it is normal that there will be virtual electricity shows on the display when it is just turned on.

- Mode (After booting, double-click the on/off key to switch the gears,default gear is last used.)
 - Red backlight : Sport mode (higher power or speed , lower battery life).
 - White backlight: Standard mode (medium power or speed ,normal battery life).
 - No backlight : Speed limit mode (smaller power or speed ,longer battery life).

Power switch: Long press the button. When the power is on, click once to turn on or turn off the lights.

3. Product specifications

Model	uGO	uGO with extra battery
Frame Material	Magnesium alloy	Magnesium alloy
Motor	350W	350W
Voltage/ Battery	36V7.8Ah	36V(7.8+5.2)Ah
Performance	Max 30 km	Max 40 km
Max. Speed	20 km/h	20 km/h
Tires	8inch honeycomb tire	8inch honeycomb tire
Display	LCD Display	LCD Display

Bluetooth	YES	YES
Brake	Electronic brake+foot brake	Electronic brake+foot brake
Weight (KG)	12.5kg	14kg
Max Load	100 kg	100 kg
Foldable	YES	YES
Suspension	Front Only	Front Only
Lights	Front & Rear & Side	Front & Rear & Side
packing Size	1050*170*505mm	

** Depends on the temperature, wind, terrain, user's weight and riding style*

4. How to connect APP

What you can do with the APP?

- Remaining battery checking
- Display riding mode
- Driving time
- Cruise function setting
- Display current speed
- TRIP
- Side light color
- ODO



For Android, please use the browser to scan the QR code below to download the app;
For IOS system can search for LENZOD from APP STORE.

Steps

1. After installing the app, please use the email to register and login.
2. Turn on the scooter. Turn on your Bluetooth and restart the App.
3. Click “Find Device” and connect the device with Bluetooth name “ scooter”. Wait for a few seconds until the phone jumps to the control interface or the Bluetooth icon appears on the scooter display, indicating that the Bluetooth connection is successful. For more details, see the APP interface settings.

5. How to fold and unfold

How to Fold

Step1: Press the folding safety clasp, unfold the folding handle button,;

Step2: Pull the handlebar down and press the fender until the folding hook fits into the fender lock. By lifting the the vertical tube to confirm that the folding hook and the lock are automatically locked.



How to unfold

Step1: Press the fender to release the lock from the folding hook, raise the vertical tube.

Step2: Lift the folding handle to make the folding handle close to the vertical tube. Push upward the black buckle ,the yellow button will rebound automatically, make sure there it is fix well before riding.



6. How to charge

Before charging, turn off the scooter. The scooter is equipped with a powerful charger. Charging from 0%-100% takes 3 to 4 hours. Always charge the scooter to 100% if possible. Make sure to charge it to 100% the first three times. For more information, see the Charging section above.

- Find the location of the charging port
- Open the charging port rubber plug
- Plug in the charging plug
- After charging, make sure the charging port is covered with the rubber plug.

Warning:

- Make sure that the e-scooter, the charger, and the charging port of the scooter are dry.
- When your scooter is fully charged, the LED light on the charger will change from red (charging) to green (turbulent charging).
- Use only the original charger. Other chargers damage the device and carry other potential risks.
- The scooter must not be charged over extended periods. Overcharging shortens the battery life.
- Charge the scooter in a dry environment, away from any flammable materials (i.e. materials that may burst into flames), preferably at an indoor temperature of 15-25°C, but never under 0°C or over +45°C.

- Do not charge in direct sunlight or near an open fire.
- Do not charge the scooter immediately after use. Let the scooter cool down for one hour before charging.
- Never leave the e-scooter unattended while charging.
- Risk of arcing! Never bridge the DC charging socket with metal objects.

If all the above steps are completed, the product still cannot be in normally use. Please contact the manufacturer or local distributor.

7. How to Ride the Electric Scooter

For your own safety, you should always wear appropriate protective gear when riding the e-scooter. The helmet needs to be correctly sized, fitted, and fastened according to the manufacturer's instructions. Hand, elbow, knee, and other protections are recommended. Rider assumes all risk related to not wearing a helmet or other protective gear.

- Before the first ride – charge the scooter to 100%. Check the power indicator when you turn on the display, If it is in low battery, please charging in time. The e-scooter is an electric vehicle that requires periodic charging to operate.
- Place the scooter on the level ground.
- Activate the e-scooter by holding the button on the display.

Place your hands on the handlebar. Place one foot on the platform and use the other foot to push off. **(For**

- **your safety, the scooter is initially set to a non-zero start)**

- Then use the throttle on the right of the T-bar and place both feet on the platform. Stay relaxed.
- To stop the scooter, release the throttle, press the electronic brake on the left side of the handle and kick the rear fender for assisting.
- To steer the scooter, turn the handle either left or right and tilt your body in the same direction.

- To get off, first bring the scooter to full stop. Trying to step off the moving e-scooter may result in injuries.
- To switch off the scooter, press and hold the button.
- When Changing gears, double click the button to change the speed mode.
- When driving at night or in dark places, please click the button once to turn on the lights

8. Brakes

The electric brake lever is on the left side of the handlebar. The scooter has a foot brake on the rear fender. When riding on a slippery road, and while making turns, we recommend using the brake cautiously. Otherwise you might lose control of the scooter and fall. As with other vehicles, faster speeds require longer braking distances. Sudden braking on low traction surfaces could lead to accidents. Be cautious and always keep a safe distance between you and other people or vehicles when riding.

9. Maximum Driving Range

Maximum riding range depends on several variables:

- Terrain: driving on smooth pavement gets a higher range than driving on bumpy roads and hillsides.
- User's weight: the heavier the user, the shorter the range.
- Temperature: riding the scooter in a very cold or hot environment impacts the range.
- Riding speed and style: smooth and steady riding extends the range. Accelerating and manoeuvring aggressively decreases the range. Lower speed extends the range.
- Maintenance: timely charging and proper maintenance increase the range.

10. Storing and Cleaning

Charge the scooter to 50%-60% before storing it for off-season or any longer period. Charge it again to 50%-60% every 2-3 months. When not in everyday use, it is recommended to store the scooter at 15-25°C. Do not expose the scooter to low (under 0°C) and high (over 45 °C) temperatures. Avoid leaving it outdoors, as it is not water resistant.

When the scooter gets dirty, clean it with a damp cloth. Before cleaning, make sure the e-scooter is turned off and cover the charging port to avoid problems with the electronics. Do not use alcohol, gas, kerosene, or any other corrosive and volatile chemical solvents. This can damage both the appearance and the internal structure of the e-scooter. Do not use pressurized water-guns or running water for cleaning. The electric kick scooter is not waterproof. Do not expose it to rain or water nor soak it nor wash it with water.

11. Battery

Please read the charging and storing sections above to properly maintain and handle the battery. Keep the scooter away from open flame or other sources of heat to prevent the battery from overheating. Do not leave the scooter at freezing temperatures. Excessive heat and cold can both cause the battery to discharge.

Avoid fully draining the battery. It is best to recharge the battery while there is still some charge remaining. Doing so extends battery life. When the charge gets too low, normal riding cannot be sustained. This may expose the rider to loss of control or falling.

Make sure the battery is charged at regular intervals, even if you do not use the e-scooter for a long period of time. Doing so prevents damage to the battery caused by low voltage over an extended period.

Precautions for the battery:

The battery consists of Li-ion cells and chemical elements hazardous to your health and the environment. Do not use the scooter if it is emitting any odor, substance, or excessive heat. Do not dispose of the e-scooter or the battery together with household waste. As the end user, you are responsible for the disposal of electric and electronic equipment and batteries in accordance with all applicable regulations.

Do not:

- open or disassemble the battery or strike, throw, puncture, or stick objects in the battery,
- touch any substance leaking out of the battery, since it contains hazardous substances,
- let children or animals touch the battery,
- over-charge, over-discharge or short-circuit the battery,
- immerse or expose the battery to water or any other liquid substance,
- expose the battery to an environment containing explosive gases or fire,
- leave the battery in rain or direct sunlight or hot cars under direct sunlight,
- reassemble or refit the battery,
- transport or store the battery together with metal objects such as hairpins, necklaces, etc.,
- ride the e-scooter while charging,
- use any another charger besides original.

Beware of severe damage and deformations of the battery. In this case stop using the e-scooter.

12. Liability

- The rider (or parent of the rider, if rider is under 14 years old) of this e-scooter is solely and fully responsible for the safe operation of the e-scooter at all times.
- The rider is aware that the use of the e-scooter involves both obvious and unexpected risks, dangers, and hazards that may result in injury or death of the rider or others and/or property damage, and that such risks, dangers, and hazards cannot always be predicted or avoided.

The risks, dangers, and hazards include, but are not limited to:

- vehicles and other objects; pedestrians; traffic;
- malfunction of the e-scooter or its components;
- road and weather conditions;
- failure to follow applicable laws regarding the use and/or operation of the e-scooter;
- failure to perform a safety check as described in the Warnings and Recommendations section;
- failure to wear a helmet.
- The rider understands that e-scooters are electrical equipment that may malfunction even if the e-scooter is properly maintained and that such malfunction may cause property damage, injury or death.
- The rider assumes full and complete responsibility for all related risks, dangers, and hazards, and all related damages, injuries, and death.
- By using the e-scooter, the rider expressly waives any claims against the manufacturer, distributor, or retailer of the e-scooter.

Service Manual

How to detect scooter error

Error code

E0: Brake fault, when the brake is disconnected, this error code will appear.

E1: Gas fault, when the gas is disconnected, this error code will appear.

E3: Serial port failure, The controller can't receive the output signal from the display.

E4: Hall failure, motor hall failure is detected.

E5: Phase loss failure, It is detected that one of the motor phase wires is not connected.

E6: Hardware failure, it is detected that the output voltage of the op amp is abnormal, or the bus voltage is abnormal.

E7: Stalling fault, the motor speed is detected to be 0, and the current is very large. Short circuit fault, it is detected that the upper and lower bridges of the MOS tube are straight through. Over current fault, it is detected that the current of a certain phase line exceeds the detection current range.

E8: Low voltage fault, battery voltage detected below 31V. Overvoltage fault, battery voltage detected higher than 46V.

How to detect error from taillight flashing failure

1 time: Low voltage fault, battery voltage is detected below 31V

2 times: Over voltage fault, battery voltage is detected above 46V

3 times: Hardware failure, when detected that the output voltage of the op amp is abnormal, or the bus voltage is abnormal.

4 times: The controller can't receive the output signal from the display

5 times: Hall failure, motor hall failure is detected.

6 times: Phase loss failure.

7 times: Stalled fault, when detected motor speed is 0, and the current is very large

8 times: Short circuit fault, when detected MOS tube up and down bridge through

9 times: Over current fault, detecting that a phase current exceeds the detection current range.

Warranty Card

Model: _____

Warranty valid from: _____

Retailer's stamp, name and signature: _____

The warranty covers all malfunction and issues with the components of the e-scooter or other problems caused by faulty manufacturing. Normal wear and tear, as well as faults caused by the user, are not covered.

The warranty is valid only with the original warranty document or purchase document.

The warranty is void if the e-scooter:

- has been opened, rebuilt, or repaired by the customer or any unauthorized after-sales service;
- has been damaged by humidity, water, other liquids, mud, sand, snow, dust, gases, or temperature;
- has been damaged by inappropriate use, including, but not limited to racing, jumping, mountain riding, stunt or trick riding, drop, hit or concussion, overloading, inappropriate speed, loss of power, accidents, etc.;
- has been charged with any charger other than the original, over-discharged, or if the charge and storage instructions in this manual have not been followed.

Our authorized after sales partners provide original spare parts and make warranty repairs. For more information, please contact the seller of the e-scooter (shown above).

