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HONEYWHALE H2 Dual

HONEYWHALE H2 Dual Electric Scooter User Manual

Model: H2 Dual

Setup Operating Maintenance Troubleshooting Specifications Warranty & Support

1. Setup

1.1 Unboxing and Initial Inspection

The HONEYWHALE H2 Dual Electric Scooter comes largely pre-assembled. Carefully remove the scooter and all components from the packaging. Inspect for any visible damage during transit. The package includes necessary screwdrivers and screws for final assembly.

1.2 Handlebar Installation

Attach the handlebar assembly to the main stem. Ensure all cables are properly routed and not pinched. Secure the handlebars using the provided screws and tighten them firmly.



Image 1: The HONEYWHALE H2 Dual Electric Scooter in its assembled state.

1.3 Reflector Attachment

Attach the reflective markers to the designated areas on the front and rear of the scooter. These enhance visibility, especially during low-light conditions.

1.4 Initial Charging

Before first use, fully charge the scooter's 48V-54.6V 18Ah battery. Connect the charger to the charging port and then to a power outlet. The charging indicator on the charger will typically change color (e.g., red to green) when fully charged. This ensures optimal battery performance and range.

2. Operating Instructions

2.1 Power On/Off

To power on the scooter, long press the power button for 3 seconds. To power off, long press the power button again

for 3 seconds.

Image 2: Illustration of the power button and its functions for turning on/off and switching speed modes.

2.2 Speed Modes

The H2 Dual Electric Scooter features three speed modes: ECO, SPORT, and RACE. Double-click the power button or click the 'Mode' button on the touch screen to cycle through these modes. The maximum speed for each mode is approximately:

- **ECO:** 0-15 mph
- **SPORT:** 0-21 mph
- **RACE:** 0-31 mph

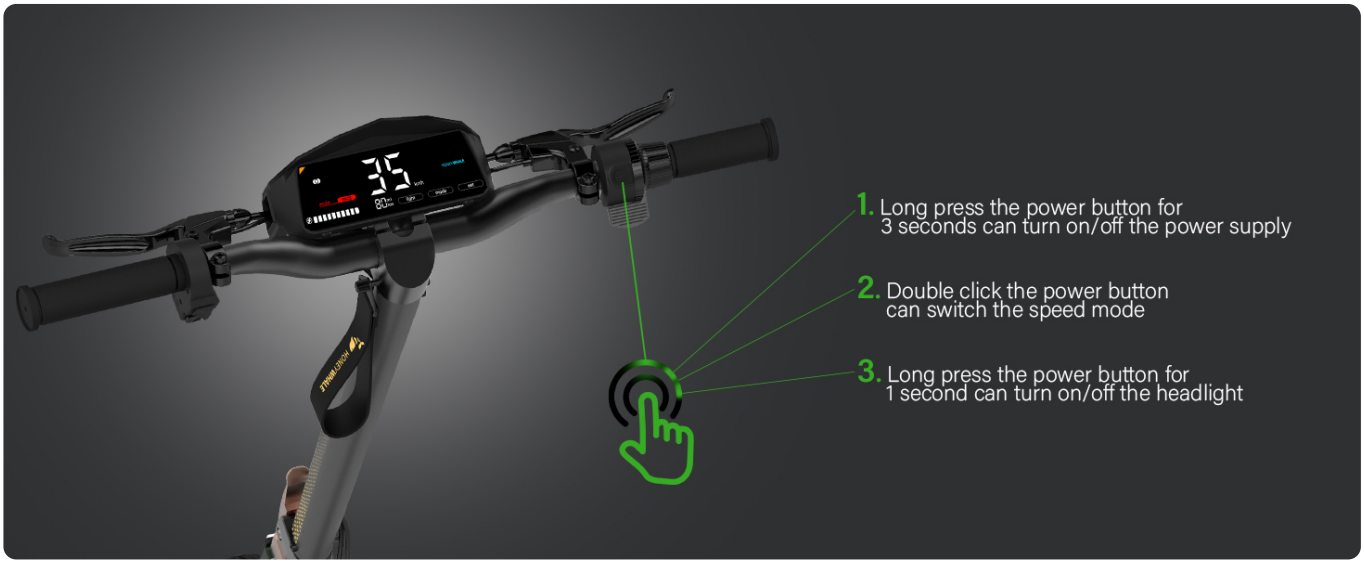


Image 3: Visual representation of the three distinct speed modes available on the scooter.

2.3 Throttle and Braking

Use the electronic throttle to accelerate. The scooter is equipped with front and rear disc brakes for reliable stopping power. Apply both brakes simultaneously for optimal braking performance.



Image 4: Close-up of the dual disc brake system, highlighting its multi-hollow brake pad structure for good heat dissipation.

2.4 Lighting System

The scooter features an advanced LED lighting system for safety:

- **Headlight:** Tap the light button on the screen or long press the power button for 1 second to turn on/off.
- **Tail light:** Press the brake handle to activate the tail lights.
- **Turn signals:** Tap the turn signal button on the left handlebar to indicate turns.



Image 5: Diagram illustrating the LED lighting system, including the headlight, tail light, and turn signals.

2.5 Multi-function Touch Screen

The high-definition touch screen displays essential information and allows control over various functions:

- **Instant Speed:** Displays current velocity.
- **Speed Mode:** Shows the active riding mode (ECO, SPORT, RACE).
- **Battery Life:** Indicates remaining battery charge.
- **Cruise Control:** Can be activated/deactivated via the screen.
- **Unit Switch:** Change between kilometers (km/h) and miles (mph).
- **Headlight Control:** Turn headlights on/off.



Image 6: Detailed view of the multi-function touch screen, showing indicators for speed, battery level, turn signals, and control buttons.

▶ **Watch video online**
H4 touch screen operation method

Video 1: This video demonstrates the operation of the touch screen, including changing units and speed modes. While titled for H4, the functionality is similar for H2.

2.6 Folding Mechanism

The H2 Dual Electric Scooter features a convenient folding design for easy transport and storage. Locate the folding latch on the stem, release it, and carefully fold the handlebar stem down until it locks into place. This allows for compact storage in a car trunk or on public transportation.



Image 7: The scooter in its folded state, demonstrating its portability for transport and storage.

3. Maintenance

3.1 Battery Care

To prolong battery life, avoid completely draining the battery. Charge the scooter regularly, especially after each ride. Store the scooter in a cool, dry place, and if storing for extended periods, ensure the battery is charged to approximately 50-70% and recharged every 1-2 months.



Image 8: Illustration of the 18Ah battery, highlighting its overvoltage, undervoltage, overcharge, overcurrent, and over-discharge protection features.

3.2 Tire Maintenance

The H2 Dual Electric Scooter is equipped with 10-inch off-road tubeless tires. Regularly check tire pressure, maintaining it between 30-33 psi for optimal performance and puncture resistance. Inspect tires for wear and tear or embedded objects.

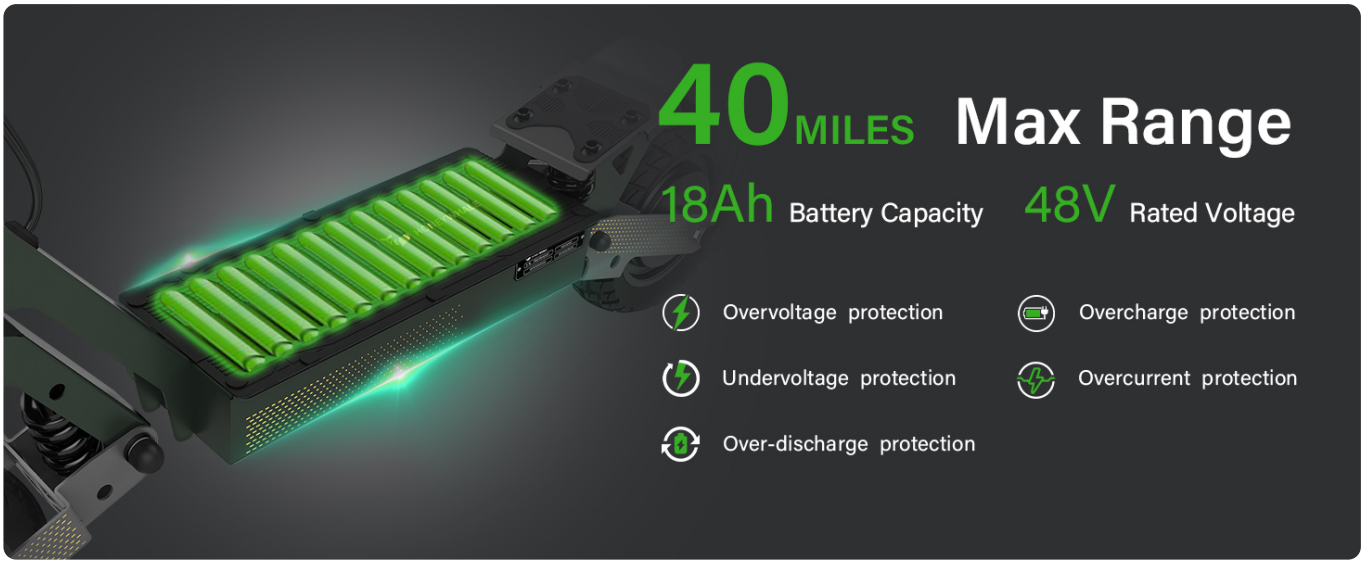


Image 9: Close-up of the 10-inch self-sealing tubeless tire, emphasizing its anti-slip, anti-puncture, and anti-air leakage properties.

3.3 Brake System Check

Periodically inspect the front and rear disc brakes for proper function. Ensure brake levers are responsive and brake pads are not excessively worn. Adjust or replace components as needed by a qualified technician.

3.4 General Cleaning

Clean the scooter regularly with a damp cloth. Avoid using high-pressure water jets directly on electronic components. Ensure the scooter is dry before charging or operating.

4. Troubleshooting

- **Scooter does not power on:** Ensure the battery is charged. Check that the power button is pressed correctly for 3 seconds.
- **Reduced range or power:** The battery may not be fully charged, or it could be experiencing degradation. Ensure proper charging habits.
- **Brakes feel loose or ineffective:** Inspect brake cables and pads for wear. Adjust cable tension if necessary. If issues persist, seek professional assistance.
- **Unusual noises during operation:** Check for loose components, tire issues, or debris. If the noise is from the motor or suspension, contact support.

5. Specifications

Feature	Detail
Model Name	H2 Dual
Motor Power	Dual 1200W Brushless Motors
Max Speed	31 MPH (50 km/h)

Max Range	40 Miles (64 km)
Battery	48V-54.6V 18Ah Lithium
Tires	10-inch Off-Road Tubeless Tires
Brake System	Front and Rear Dual Disc Brakes
Suspension	Front and Rear Spring Suspension
Max Load	330 lbs (150 kg)
Climbing Gradient	20°
Product Dimensions	50"L x 26"W x 50"H
Item Weight	63.7 lbs
Frame Material	Alloy Steel, Aluminum
Certification	UL 2272 (Scooter), CE (Battery)

6. Warranty and Support

6.1 Product Warranty

HONEYWHALE provides a limited warranty for different components of the H2 Dual Electric Scooter:

- **Battery:** 6-month warranty covering performance degradation and issues with charging or discharging properly.
- **Body Frame:** 12-month warranty covering main structural components, including the frame, handlebars, and seat.
- **Controller:** 6-month warranty covering malfunctions and inability to operate correctly.
- **Lamps and Lighting System:** 6-month warranty covering damage to lights and failures in the lighting system.
- **Motor:** 6-month warranty covering motor damage and performance decline.

6.2 Customer Support

For any questions, technical assistance, or warranty claims, please contact HONEYWHALE customer support. We are committed to providing timely and professional after-sales service.
Email: support@honeywhale.com

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Submit question

Answered questions about this manual

Can you connect to the app and lock the HONEYWHALE H2 Dual electric scooter via Bluetooth?

Based on the provided user manual for the HONEYWHALE H2 Dual, there is no mention of Bluetooth connectivity or a dedicated mobile app for this model. The scooter is primarily controlled via the multi-function...

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