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STOKRA J-11

STOKRA Electric Scooter J-11 User Manual

Model: J-11 | Brand: STOKRA

Important Safety Information

Before operating your STOKRA Electric Scooter J-11, please read this manual thoroughly to ensure safe and proper use. Failure to follow instructions can result in serious injury or damage to the scooter.

- Always wear a helmet and appropriate safety gear (knee pads, elbow pads, wrist guards) when riding.
- Do not ride in wet conditions, heavy rain, or through puddles deeper than 1 inch. The scooter has an IP56 waterproof rating, but it is not submersible.
- Ensure all bolts and fasteners are tightened before each ride.
- Do not exceed the maximum weight limit of 364 pounds (165 kg).
- Adhere to local traffic laws and regulations.
- Avoid riding on steep slopes exceeding 30 degrees.
- Children should only operate the scooter under direct adult supervision.
- Familiarize yourself with the braking system and practice emergency stops in a safe area.

Product Overview

The STOKRA Electric Scooter J-11 is designed for adults, featuring a powerful 1200W peak motor, 48V 18Ah/21Ah battery, and 11-inch off-road tires. It offers a maximum speed of 35 MPH and a range of up to 37 miles, making it suitable for both daily commutes and adventurous off-road rides. Key features include dual braking systems, double suspension, and integrated LED lights for enhanced safety and comfort.



Figure 1: STOKRA Electric Scooter J-11. This image shows the scooter from a front-side angle, highlighting its overall design, the detachable seat, front headlights, and the colorful LED strip along the deck.

Key Components

- **Handlebars:** Adjustable for rider comfort.
- **Display:** Digital display for speed, battery level, and mode.
- **Brake Levers:** Controls the dual disc brakes.
- **Throttle:** Accelerates the scooter.
- **Headlights & Taillights:** For visibility and safety.
- **Deck:** Standing platform.
- **Folding Mechanism:** For compact storage and transport.
- **Suspension System:** Double suspension and 6-point hydraulic suspension for shock absorption.
- **Wheels & Tires:** 11-inch off-road tires for various terrains.
- **Charging Port:** For battery recharging.
- **Detachable Seat:** Provides an option for seated riding.

Setup and Assembly

The STOKRA J-11 scooter comes largely pre-assembled. Follow these steps for final setup:

1. **Unpacking:** Carefully remove the scooter and all accessories from the packaging. Retain packaging for future transport or storage.

2. **Unfolding the Scooter:**
    - Locate the folding mechanism latch near the base of the handlebar stem.
    - Release the latch and carefully lift the handlebar stem until it locks into the upright position. Ensure it is securely locked.
3. **Handlebar Assembly:**
    - If the handlebars are detached, insert them into the top of the stem and secure them with the provided screws or quick-release clamps.
    - Adjust the handlebar height to a comfortable position using the quick-release lever on the stem. Ensure it is firmly locked.
4. **Seat Installation (Optional):**
    - Insert the seat post into the designated slot on the scooter's deck.
    - Adjust the seat height for comfortable riding and tighten the clamp securely.
5. **Initial Charge:**
    - Before first use, fully charge the scooter's battery. Connect the charger to the charging port and then to a power outlet.
    - The charging indicator light on the charger will change (e.g., from red to green) when fully charged. This typically takes 4-5 hours.
6. **Pre-Ride Inspection:**
    - Check tire pressure (if applicable, though specifications mention solid wheels, some models might have pneumatic).
    - Verify brake functionality by squeezing the levers and ensuring the wheels stop effectively.
    - Confirm all lights (headlights, taillights, turn signals) are working.
    - Ensure all quick-release levers and bolts are securely fastened.



Figure 2: Double Shock Absorption and Durable Off-Road Tires. This image highlights the scooter's robust suspension system and the 11-inch off-road tires, emphasizing their design for various terrains.

Operating Instructions

Starting the Scooter

1. **Power On:** Press and hold the power button on the display panel until the screen illuminates.
2. **Kick Start (if applicable):** For safety, some scooters require a slight kick-off (push with your foot) before the throttle engages.
3. **Throttle Control:** Gently press the thumb or twist throttle to accelerate. Increase pressure for more speed.

Riding Modes and Features

- **Speed Settings:** The scooter features three speed settings. Use the mode button on the display to cycle through them (e.g., Eco, Standard, Sport).



Figure 3: Performance Metrics. This image displays a rider on the scooter with overlaid graphics indicating key performance specifications such as 1200W motor, 35MPH max speed, 365lbs max load, 4-hour charge time, 53lb item weight, 11-inch off-road tires, and 42V 18/21AH battery.

- **Braking:** Apply both front and rear brake levers simultaneously for effective stopping. The dual disc brakes combined with an electronic braking system provide reliable stopping power.
- **Lights:** The scooter is equipped with bright front, rear, and side LED lights for improved visibility, especially at night. Ensure they are on when riding in low-light conditions.
- **Cruise Control:** If equipped, activate cruise control via the display settings for maintaining a constant speed.
- **Folding:** To fold the scooter, release the folding mechanism latch and carefully fold the handlebar stem down until it clicks into place. This allows for easy transport and storage.

Using the STOKAR Mobility App

The STOKRA J-11 can connect to the STOKAR Mobility App for enhanced control and features. Download the app from your device's app store.

- **Bluetooth Connection:** Pair your scooter with the app via Bluetooth.
- **Firmware Update:** Receive and install firmware updates for optimal performance.

- **Activate "Walk mode":** A low-speed mode for walking alongside the scooter.
- **Activate "Cruise mode":** Control cruise control settings.
- **Dashboard:** View real-time riding data and scooter status.



Figure 4: STOKAR Mobility App. This image shows a smartphone displaying the STOKAR Mobility App interface, highlighting features like Bluetooth connection, firmware updates, walk mode, cruise mode, and a dashboard.

Maintenance

Regular maintenance ensures the longevity and safe operation of your STOKRA Electric Scooter J-11.

- **Cleaning:**
  - Wipe the scooter with a damp cloth after each ride. Avoid using high-pressure water jets or harsh chemicals.
  - Do not submerge any part of the scooter in water.
- **Battery Care:**
  - Charge the battery fully before the first ride and after each use.
  - If storing the scooter for an extended period, charge the battery to 50-70% every 30-60 days to prevent deep discharge.
  - Store the scooter and battery in a cool, dry place away from direct sunlight and extreme temperatures.
- **Brake Adjustment:**
  - Periodically check the brake pads for wear. Replace them if they are worn down.
  - Adjust brake cable tension if the brakes feel loose or too tight. Consult a professional if unsure.
- **Tire Inspection:**
  - Inspect the 11-inch off-road tires for any signs of damage, cuts, or excessive wear.
  - While the scooter uses solid wheels, ensure they are free from embedded debris.
- **Fastener Check:**
  - Regularly check all screws, bolts, and quick-release mechanisms to ensure they are tight and secure.

- **Suspension:**
  - Keep the suspension components clean and free of dirt.
  - If any unusual noises or stiffness are observed, consult the manufacturer's support.



Figure 5: See and Be Seen. This image emphasizes the scooter's lighting system, including automatic LED 6W headlights, front and rear turn signals, taillights, and side lights for enhanced safety and visibility.

Troubleshooting

This section addresses common issues you might encounter with your STOKRA Electric Scooter J-11.

Problem	Possible Cause	Solution
Scooter does not power on.	Battery is depleted; Power button not pressed correctly; Loose battery connection.	Charge the battery fully; Press and hold the power button firmly; Check battery connections.

Problem	Possible Cause	Solution
Scooter does not accelerate.	Battery low; Throttle malfunction; Safety kick-start not performed; Motor error.	Charge battery; Check throttle connection; Perform kick-start; Contact support if motor error persists.
Brakes feel weak or too tight.	Brake pads worn; Cable tension incorrect; Debris in brake system.	Inspect and replace brake pads; Adjust brake cable tension; Clean brake calipers.
Reduced range or speed.	Battery not fully charged; Old battery; Riding conditions (uphill, heavy load); Tire pressure (if pneumatic).	Ensure full charge; Battery may need replacement over time; Adjust riding style; Check tire pressure.
Unusual noises during operation.	Loose components; Debris in wheels/motor; Worn bearings.	Inspect all fasteners; Clean wheels and motor area; Contact support for bearing issues.

If you encounter an issue not listed here or if the suggested solutions do not resolve the problem, please contact STOKRA customer support.

Specifications

Feature	Detail
Model Name	J-11
Motor Power	1200W Peak Brushless Motor
Battery Type	48V 18Ah/21Ah Lithium-ion with BMS
Max Speed	Up to 35 MPH (56 km/h)
Max Range	Up to 37 miles (60 km)
Charging Time	4-5 hours
Tire Size	11 Inches Off-Road Solid Tires
Max Load Capacity	364 Pounds (165 kg)
Climbing Ability	Up to 30% Slope
Braking System	Dual Disc Brakes + Electronic Braking System
Suspension	Double Suspension, 6-point Hydraulic Suspension
Water Resistance	IP56
Frame Material	Aluminum Alloy
Special Features	Adjustable Handlebar Height, Cruise Control, Digital Display, Foldable, Detachable Seat, LED Lights

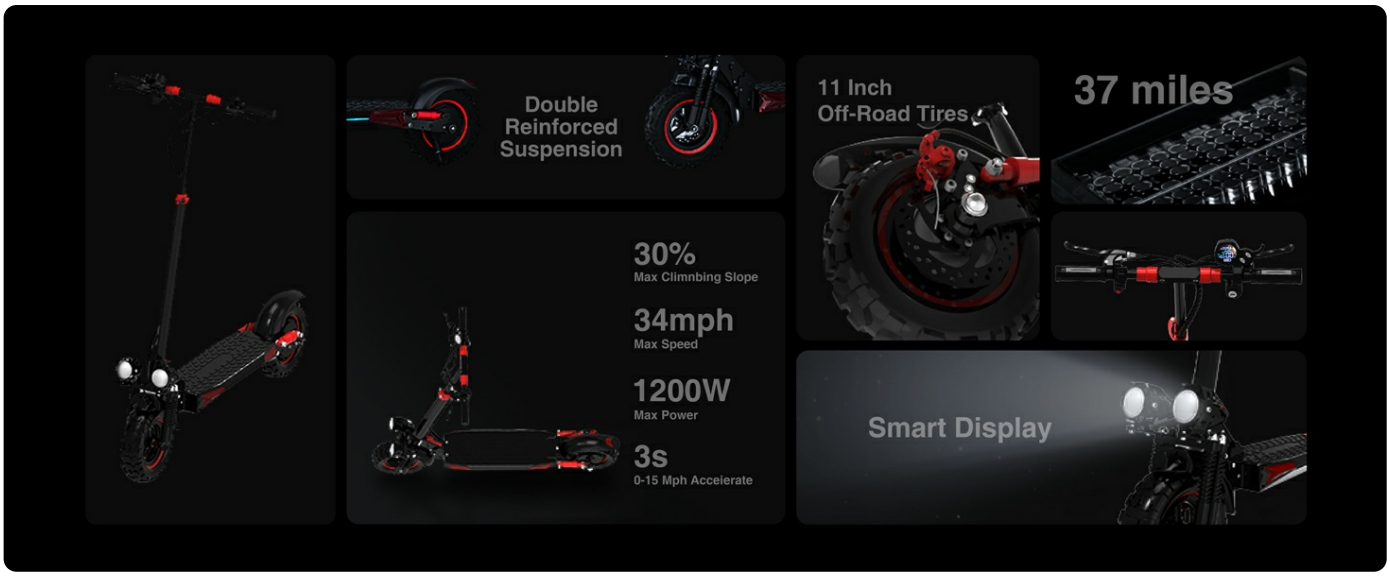


Figure 6: J-11 Key Specifications. This image provides a visual summary of the scooter's features including double reinforced suspension, 11-inch off-road tires, 37 miles range, 30% max climbing slope, 34mph max speed, 1200W max power, 3s 0-15 mph acceleration, and smart display with headlights.

Warranty and Support

STOKRA provides a warranty for your Electric Scooter J-11 to ensure your satisfaction and peace of mind.

- **Warranty Period:** The scooter comes with a 1-year warranty. Key parts are covered by a 180-day warranty.
- **Warranty Coverage:** This warranty covers manufacturing defects and material flaws under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or normal wear and tear.
- **Claiming Warranty:** In case of a defect covered by the warranty, please contact STOKRA customer service with your proof of purchase and a detailed description of the issue.
- **Customer Support:** For any questions, technical assistance, or warranty claims, STOKRA offers 24/7 after-sales service.

For prompt and professional assistance, please refer to the contact information provided with your purchase or visit the official STOKRA website.



Figure 7: Perfect After-sale Service. This image shows a team of customer service representatives, emphasizing the availability of 24-hour support for the product.

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