



[Manuals.plus](#) /

› [Hapali](#) /

› Hapali A11 Electric Scooter User Manual

Hapali A11

Hapali A11 Electric Scooter User Manual

Model: A11

1. IMPORTANT SAFETY INFORMATION

Before operating your Hapali A11 Electric Scooter, please read this manual thoroughly. Failure to follow instructions and safety warnings may result in serious injury or property damage. Always wear a helmet and appropriate safety gear.

- **UL2272 Certified:** This scooter features UL2272-certified electrical safety for your peace of mind.
- **Dry Weather Use:** For optimal safety and to prevent damage, we recommend using the scooter in dry weather conditions only. Avoid riding in rain or through puddles.
- **Weight Limit:** Do not exceed the maximum weight limit of 220 pounds (100 kg).
- **Age Range:** This scooter is designed for adult use.
- **Pre-Ride Check:** Always check brakes, tire pressure, and battery level before each ride.

2. PRODUCT OVERVIEW

The Hapali A11 Electric Scooter offers a versatile and efficient urban commuting solution with a detachable seat and ample storage.

Key Features:

- **Dual Riding Modes:** Ride comfortably seated or standing.
- **Detachable Seat & Storage Bag:** Includes an 11L lockable storage bag for essentials.
- **Performance:** Up to 19 MPH top speed and 21-mile range with a 550W peak motor and 36V 7.5Ah battery.
- **Braking System:** Engineered rear disc brake for responsive stops.
- **Tires:** Wide 8.5-inch solid tires for stability and vibration absorption.
- **Portability:** Easy one-step folding system for convenient transport and storage.
- **Visibility:** Manual headlights and high-luminance rear lights for 360° visibility.
- **Smart Connectivity:** LED dashboard and companion app for monitoring speed, battery, and ride data.

Included Components:

- Hapali A11 Electric Scooter
- Charger
- Detachable Seat
- 11L Storage Bag
- Tools for assembly
- Instruction Manual (this document)



Figure 2.1: The Hapali A11 Electric Scooter can be ridden seated or standing. For standing rides, remove the seat for optimal foot space.



Figure 2.2: The detachable seat and 11L storage bag provide convenience and versatility.

3. SETUP AND ASSEMBLY

Your Hapali A11 Electric Scooter comes partially assembled. Follow these steps to attach the seat and prepare for your first ride.

3.1 Seat and Storage Bag Assembly

1. **Step 1: Secure Part A to the Seat Cushion.** Align and attach the metal frame (Part A) to the underside of the seat cushion.
2. **Step 2: Place Part B at the Bag-Seat Joint.** Insert the connecting piece (Part B) into the designated slot

where the bag meets the seat.

- Step 3: Assemble All Parts to the Bag.** Connect the seat cushion assembly to the storage bag, ensuring all components fit securely.



Figure 3.1: Steps 1-3 for assembling the seat and storage bag components.

- Step 4: Install Part E between the Base and Seat Cushion.** Position the support pole (Part E) between the scooter's base and the seat cushion assembly.
- Step 5: Slide the Seat Cushion into the Base.** Carefully slide the assembled seat cushion onto the support pole and into the scooter's base.
- Step 6: Tighten Screws & Press Clip to Secure.** Use the provided tools to tighten all screws and press the securing clip to ensure the seat is firmly attached.



Figure 3.2: Steps 4-6 for securing the seat to the scooter frame.

- Step 7: Install the Seat onto the Scooter.** Align the entire seat assembly with the mounting points on the scooter.
- Step 8: Secure the Frame with Bolts (F) and Nuts (G).** Insert bolts (F) through the frame and secure them with nuts (G).
- Step 9: Tighten All Nuts.** Ensure all nuts are fully tightened to prevent any wobbling during use.



Figure 3.3: Steps 7-9 for final installation and tightening of the seat.

3.2 Initial Charging

Before first use, fully charge the scooter's battery. Connect the charger to the charging port on the scooter and then to a power outlet. The charging indicator will change when fully charged (approximately 4-5 hours).

4. OPERATING INSTRUCTIONS

4.1 Powering On/Off

Press and hold the power button on the handlebar to turn the scooter on or off. The LED dashboard will illuminate upon power-on.

4.2 Riding Modes

The Hapali A11 features multiple speed modes to suit your riding preference and extend battery life.

- **ECO Mode:** Up to 12 MPH, offering the maximum range of approximately 21 miles. Ideal for leisurely rides and conserving battery.
- **DRIVE Mode:** Up to 15 MPH, with a range of approximately 16 miles. A balanced mode for everyday commuting.
- **SPORT Mode:** Up to 19 MPH, with a range of approximately 13 miles. For faster travel and dynamic riding.

Note: Actual range and speed may vary based on rider weight, terrain, temperature, and riding style.

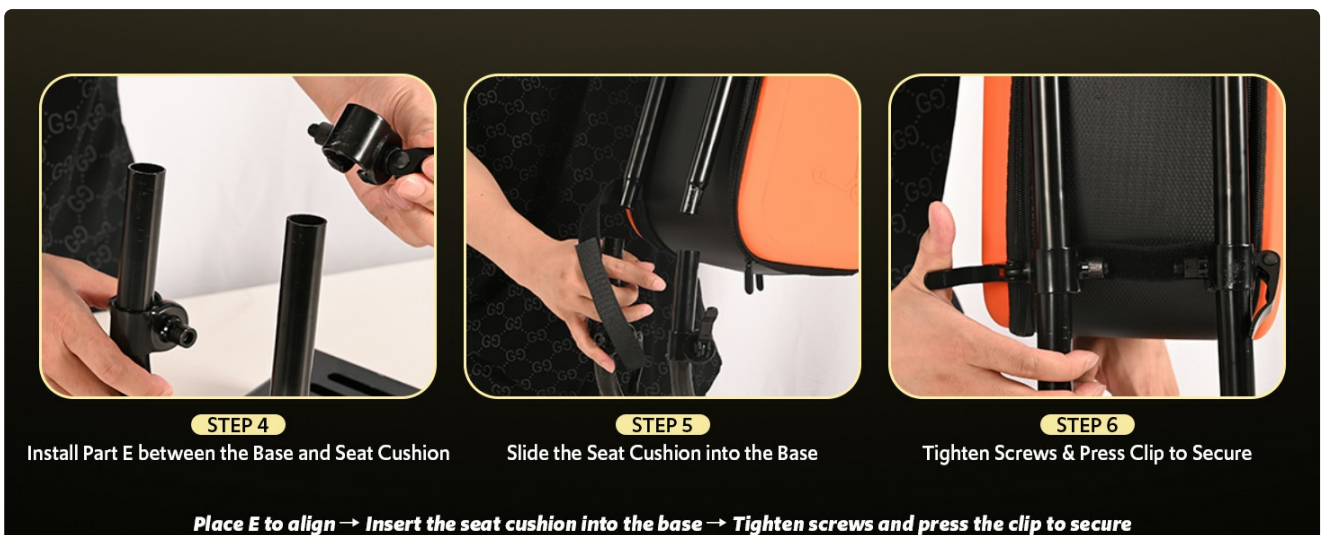


Figure 4.1: Range estimates for different riding modes.

4.3 Braking

The scooter is equipped with a rear disc brake. Apply the brake lever gently to slow down and firmly for emergency stops. Practice braking in a safe, open area before riding in traffic.

4.4 Smart App Connectivity

Connect your Hapali A11 to the companion app via Bluetooth to access additional features and monitor ride data.

- **Bluetooth Connection:** Pair your scooter with your smartphone.
- **Firmware Update:** Receive updates for improved performance and features.
- **Riding Status:** View real-time speed, distance, and other metrics.
- **Cruise Mode:** Activate cruise control for consistent speed on long rides.



Figure 4.2: Manage your ride and settings using the Hapali smart app.

5. MAINTENANCE

Regular maintenance ensures the longevity and safe operation of your Hapali A11 Electric Scooter.

5.1 Battery Care

- **Charging:** Charge the battery fully after each use. Avoid completely draining the battery.
- **Storage:** If storing for extended periods, charge the battery to 50-70% every 30-60 days. Store in a cool, dry place.
- **Safety:** The battery system is UL-certified with overcharge and short-circuit protection. Use only the provided charger.

5.2 Tire Maintenance

The scooter uses solid 8.5-inch tires, which require minimal maintenance. Regularly inspect them for wear or damage. While solid tires do not require air pressure checks, ensure they are free from debris that could affect grip.

5.3 Cleaning and Storage

- **Cleaning:** Wipe the scooter with a damp cloth. Avoid using high-pressure water jets or harsh chemicals. The water-resistant casing repels light splashes.
- **Storage:** Store the scooter in a dry, indoor environment. The easy folding system allows for compact storage.

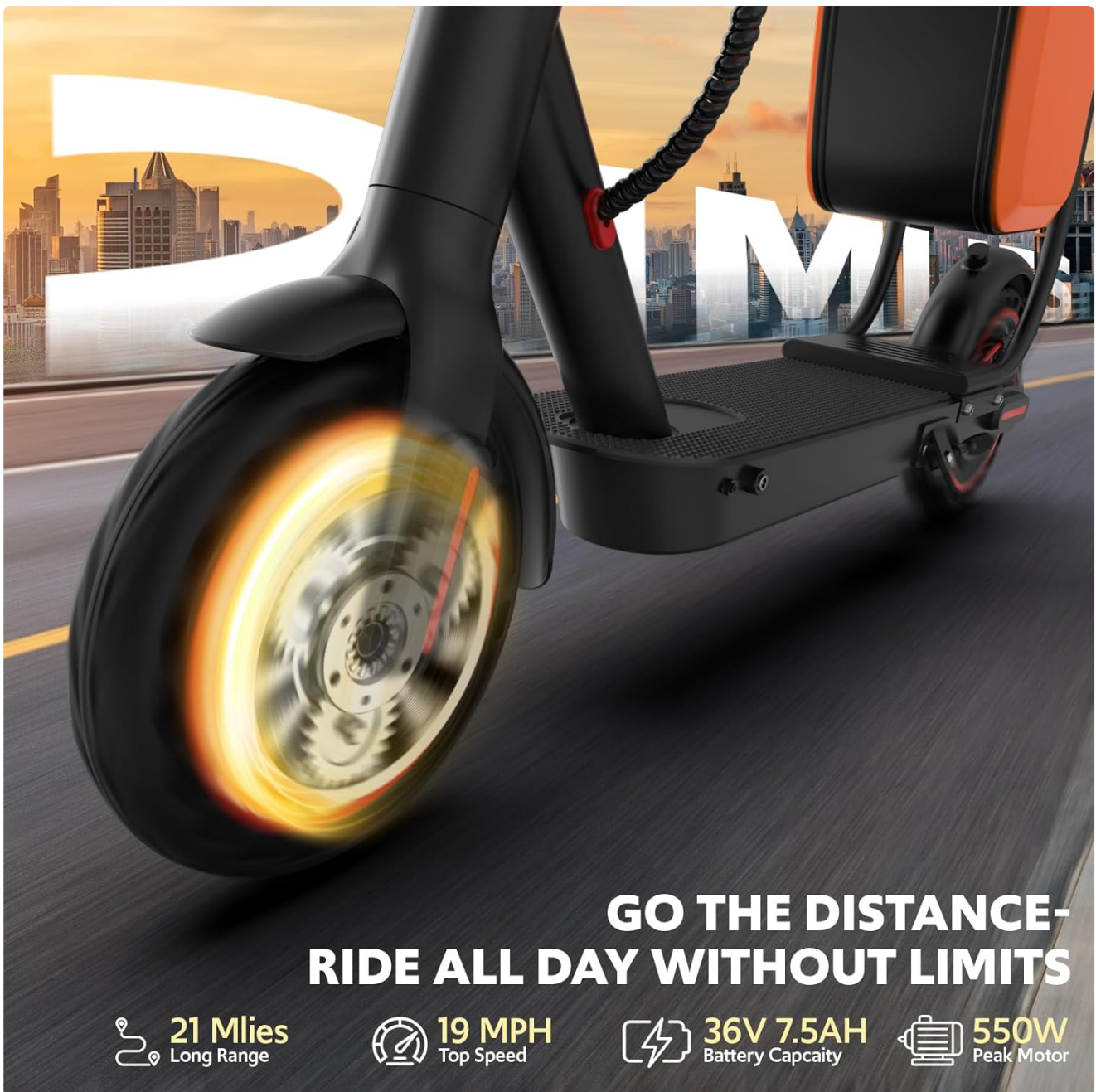


Figure 5.1: The scooter's compact folding design makes storage and transport easy.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Hapali A11 Electric Scooter.

Problem	Possible Cause	Solution
Scooter does not power on	Low battery; Loose connections	Charge the battery fully; Check all visible cable connections.
Reduced range or speed	Low battery; Heavy load; Uphill terrain; Cold weather	Ensure battery is fully charged; Reduce load; Ride on flatter terrain; Note that performance decreases in cold temperatures.

Problem	Possible Cause	Solution
Brakes feel loose or ineffective	Brake cable needs adjustment; Worn brake pads	Adjust the brake cable tension; Inspect and replace brake pads if worn. Consult a professional if unsure.
App not connecting	Bluetooth off; App not updated; Scooter not powered on	Ensure Bluetooth is enabled on your device; Update the app to the latest version; Power on the scooter.

If you encounter issues not listed here or require further assistance, please contact Hapali customer support.

7. SPECIFICATIONS

Feature	Specification
Brand	Hapali
Model Name	A11
Motor Peak Power	550W
Battery	36V 7.5Ah
Max Speed	19 MPH (30.5 km/h)
Max Range	21 Miles (34 km)
Charging Time	4-5 Hours
Weight Limit	220 Pounds (100 kg)
Item Weight	27 Pounds (12.2 kg)
Product Dimensions (LxWxH)	41" x 5.7" x 40" (104cm x 14.5cm x 101.6cm)
Wheel Size	8.5 Inches
Brake Style	Rear Disc Braking
Frame Material	Metal (Aluminum)
Special Features	Detachable Seat, Foldable, 11L Storage Bag, Non-Slip Deck, Headlights, Taillights

8. WARRANTY AND SUPPORT

8.1 Limited Warranty

Hapali provides a limited warranty for the A11 Electric Scooter. The warranty covers manufacturing defects under normal use conditions.

- **12 Months:** Frame, motor, controller, steering, display, brakes, folding system, fork, and governing system.
- **6 Months:** Battery, charger, brake lever, and gears.
- **1-3 Months (model-dependent):** Lights, bell, fender, kickstand, pads, covers, and other accessories.

Exclusions: The warranty does not cover damage resulting from misuse, such as punctures, crashes, water exposure, or unauthorized modifications. Consumable parts like hex wrenches, pipes, and inner tubes are generally excluded unless defective upon receipt.

8.2 Customer Support

For warranty claims, technical support, or any questions regarding your Hapali A11 Electric Scooter, please contact Hapali customer service through the retailer where you purchased the product or visit the official Hapali website for contact information.