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› [TopMate](#) /

› TopMate ES12 3-Wheel Electric Scooter User Manual

TopMate ES12

TopMate ES12 3-Wheel Electric Scooter User Manual

Model: ES12 | Brand: TopMate

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, assembly, and maintenance of your TopMate ES12 3-Wheel Electric Scooter. Please read this manual thoroughly before using the scooter to ensure proper handling and to prevent injury or damage. The TopMate ES12 is a lightweight, foldable 3-wheel electric scooter designed for adults and seniors, featuring an ergonomic seat, a removable battery, and a 250W motor with 3-speed adjustability. It is equipped with a basket for convenience.

2. SAFETY INFORMATION

Your safety is paramount. Always adhere to the following guidelines:

- Always wear a helmet and appropriate safety gear when operating the scooter.
- Ensure all components are securely fastened before each ride.
- Do not exceed the maximum weight capacity of 300 lbs (136 kg).
- Operate the scooter only on suitable, flat surfaces. Avoid steep inclines exceeding 10 degrees.
- Be aware of your surroundings and obey all local traffic laws and regulations.
- Keep hands and feet clear of moving parts.
- Do not allow children to operate the scooter without adult supervision.
- Regularly inspect tires, brakes, and battery for any signs of wear or damage.

3. PACKAGE CONTENTS

Upon unpacking, please verify that all the following items are included:

- TopMate ES12 3-Wheel Electric Scooter (main body)
- Removable Lithium Battery (36V 10.4Ah)
- Ergonomic Seat with Backrest
- Detachable Front Basket
- Battery Charger

- User Manual
- Assembly Tools (e.g., Allen wrench)



Image: All components of the TopMate ES12 Electric Scooter laid out before assembly.

4. ASSEMBLY INSTRUCTIONS

Follow these steps to assemble your TopMate ES12 Electric Scooter:

1. Handlebar Installation:

- Insert the handlebar stem into the main frame.
- Secure it by tightening the locking mechanism and any associated bolts with the provided tools.

2. Seat and Backrest Attachment:

- Attach the seat to the seat post.
- Adjust the seat height to a comfortable position and secure it with the quick-release lever.
- Attach the backrest to the seat assembly and tighten the knob.

3. Basket Installation:

- Assemble the detachable front basket according to its specific instructions.
- Mount the basket onto the designated attachment points on the handlebar stem.

Your browser does not support the video tag.

Video: Detailed instructions for assembling an electric scooter, including handlebar, seat, and basket installation.



Image: The detachable basket installed on the scooter, ready for use.

5. INITIAL SETUP

5.1 Battery Installation and Charging

The TopMate ES12 comes with a removable 36V 10.4Ah lithium battery. Ensure the battery is fully charged before first use.

- **Installation:** Slide the battery into its designated compartment, typically located under the seat, until it clicks securely into place.
- **Charging:** The battery can be charged while installed on the scooter or removed for convenient charging. Connect the charger to the battery port and then to a power outlet. The charging time is approximately 5-6 hours for a full charge.
- **Range:** A full charge provides a range of 17-20 miles, depending on terrain and rider weight.



Image: The removable lithium battery being installed into the scooter's compartment.

6. OPERATING INSTRUCTIONS

6.1 Power On/Off and Controls

- **Power On:** Insert the key into the ignition and turn it to the 'ON' position. The display will illuminate.
- **Speed Adjustment:** Use the speed control buttons on the handlebar to select one of the three adjustable speed levels (e.g., 3 MPH, 7 MPH, 15 MPH).
- **Cruise Mode:** Activate cruise mode to maintain a steady speed, typically around 1 MPH, suitable for walking pace or crowded areas.

- **Reverse Function:** Press the reverse button to engage reverse gear for easy maneuvering in tight spaces.
- **Braking:** The scooter features dual drum brakes and parking brakes. Squeeze the brake levers on the handlebars to slow down or stop. Engage the parking brake when stationary.
- **Horn and Lights:** Use the horn to alert pedestrians and the front headlight for improved visibility during night riding.



Image: The handlebar display showing three adjustable speed levels and cruise mode functionality.

Your browser does not support the video tag.

Video: Demonstrates the TopMate ES12 3-Wheel Electric Scooter in use, highlighting features like removable battery, cruise mode, and reverse function.

6.2 Folding and Portability

The ES12 features a quick, one-step folding mechanism for easy transport and storage.

- To fold, locate the folding lever/mechanism on the main frame, typically near the base of the handlebar stem.
- Engage the lever and carefully fold the scooter until it locks into its compact position.
- Once folded, the scooter is lightweight (approx. 52 lbs without battery) and can be easily lifted and stored in a car trunk or other small spaces.



Image: Illustrates the one-step folding process and how the scooter fits into a car trunk.

7. MAINTENANCE

7.1 Battery Care

- Charge the battery regularly, even if not in use, to prolong its lifespan.
- Avoid completely draining the battery before recharging.
- Store the battery in a cool, dry place away from direct sunlight and extreme temperatures.

7.2 Tire Maintenance

- Regularly check the pressure of the 10-inch pneumatic tires. Maintain recommended pressure for optimal performance and safety.
- Inspect tires for wear, punctures, or damage before each ride.



Image: The 10-inch road tires designed for various surfaces like grassland, city roads, gravel, and dirt roads.

7.3 General Cleaning

- Wipe down the scooter with a damp cloth after use. Avoid using harsh chemicals or excessive water.
- Keep the motor and electrical components dry.

8. TROUBLESHOOTING

If you encounter any issues with your TopMate ES12, please refer to the following common problems and solutions:

- **Scooter does not power on:**
 - Check if the battery is properly installed and charged.
 - Ensure the key is fully inserted and turned to the 'ON' position.
- **Loss of power or reduced range:**
 - The battery may need recharging.
 - Battery performance can decrease in cold weather.
 - Check for loose connections.
- **Unusual noises during operation:**
 - Inspect wheels and motor for any obstructions.
 - Check for loose components or worn parts.

For persistent issues or problems not listed here, please contact TopMate customer support.

9. SPECIFICATIONS

Feature	Specification
Product Dimensions	42.13 x 32.28 x 21.65 inches
Item Dimensions (D x W x H)	42.13"D x 32.28"W x 21.65"H
Wheel Size	10 Inches
Turn Radius	36 Inches
Model Name	ES12
Brake Style	Front Braking
Maximum Speed	15 Miles per Hour
Power Source	Battery Powered
Wheel Type	Pneumatic
Color	Black
Material Type	Aluminum
Frame Material	Aluminum
Maximum Weight Recommendation	136 Kilograms (300 lbs)
Motor	36V 250W (Peak 500W)
Battery Capacity	36V 10.4Ah Lithium
Charging Time	5-6 hours
Range per Charge	17-20 miles

10. WARRANTY AND SUPPORT

10.1 Product Warranty

The TopMate ES12 Electric Scooter comes with a **2-year warranty** from the date of purchase, covering manufacturing defects in materials and workmanship. This warranty does not cover damage caused by misuse, accidents, unauthorized modifications, or normal wear and tear.

10.2 Customer Support

For technical assistance, warranty claims, or any questions regarding your TopMate ES12 Electric Scooter, please contact our customer support team:

- **Email:** support@topmate.com
- **Phone:** 1-800-XXX-XXXX (Monday-Friday, 9 AM - 5 PM EST)
- **Website:** Visit the [TopMate Store on Amazon](#) for more information and FAQs.

