STOKRA J11PLUS

STOKRA J11PLUS Electric Scooter User Manual

Model: PLUS-21AH-1200W

1. Introduction and Safety Guidelines

This manual provides essential information for the safe operation and maintenance of your STOKRA J11PLUS Electric Scooter. Please read it thoroughly before your first ride and keep it for future reference. Failure to follow these instructions may result in serious injury or damage to the scooter.

1.1 General Safety Warnings

- Always wear a helmet and appropriate protective gear (knee pads, elbow pads) when riding.
- Do not ride in heavy rain, snow, or icy conditions. The scooter has an IPX6 water resistance rating, but it is not designed for submersion or heavy water exposure.
- Ensure all bolts and quick-release mechanisms are securely fastened before each ride.
- Adhere to local traffic laws and regulations.
- Do not allow children under the age of 16 to operate the scooter.
- Maintain a safe distance from other vehicles and pedestrians.
- Avoid riding under the influence of alcohol or drugs.
- The maximum weight limit for this scooter is 364 pounds (165 kg). Do not exceed this limit.

2. Product Overview

The STOKRA J11PLUS Electric Scooter is designed for adults, offering a powerful and comfortable riding experience with its 1200W motor, dual suspension, and 11-inch off-road tires. It features a foldable design for portability and a detachable seat for versatile riding.

2.1 Key Features

- **Motor:** 1200W brushless motor, capable of up to 35 MPH and 30° climbing ability.
- **Battery:** High-capacity 48V 18Ah/21Ah battery with advanced BMS system, offering 31-35 miles range.
- **Tires:** 11-inch off-road pneumatic tires with puncture resistance.
- **Suspension:** Double suspension system with 6-point hydraulic shock absorption.

- **Braking:** Dual disc brakes and electronic braking system for reliable stopping power.
- **Lighting:** Bright front, rear, and side lights, including turn signals, for enhanced visibility.
- **Portability:** Quick-folding design for easy storage and transport, with a detachable seat.
- **Water Resistance:** IPX6 rated body for protection against wet conditions.

2.2 Scooter Components



Image 1: Overview of the STOKRA J11PLUS Electric Scooter highlighting its 1200W motor, 35 MPH max speed, 365 lbs max load, 4-hour charge time, 53 lbs item weight, 11-inch off-road tire, and 42V 18/21AH battery.



Image 2: Close-up view of the scooter's automatic LED 6W headlights, projecting 10m, and the front, rear, and side lights for safety and visibility.



Image 3: The scooter's double shock absorption system and durable 11-inch off-road tires, designed for a smooth ride on various terrains.

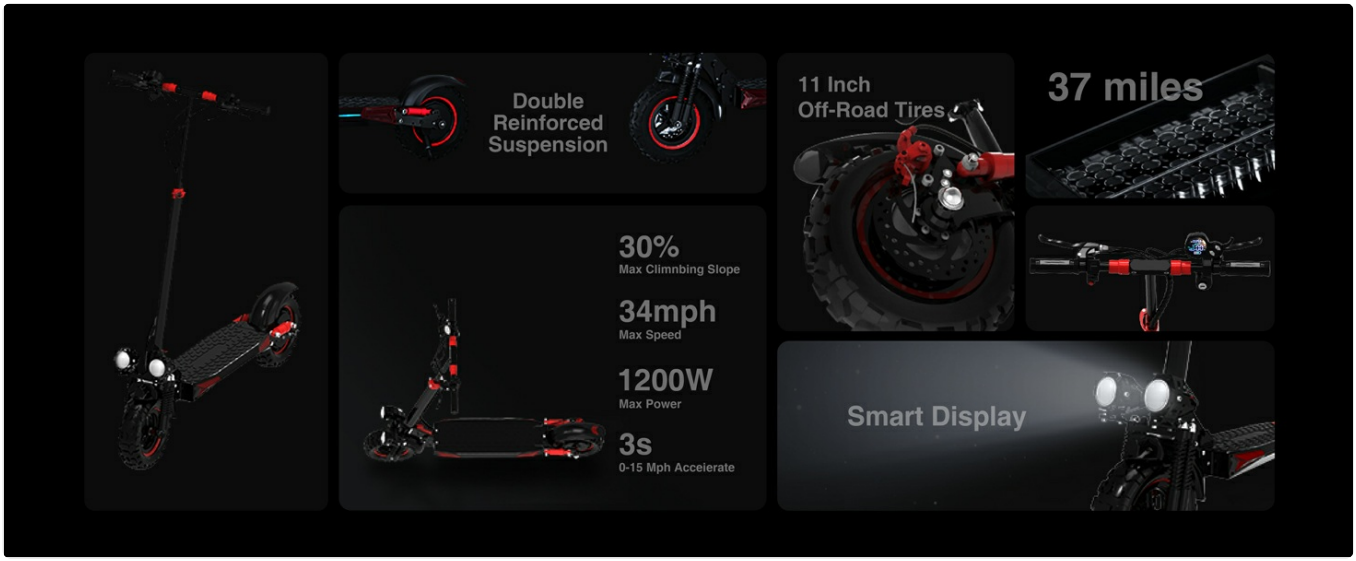


Image 4: A visual summary of the scooter's features including double reinforced suspension, 11-inch off-road tires, 30% max climbing

slope, 34mph max speed, 1200W max power, 3s 0-15mph acceleration, 37 miles range, and smart display.



Image 5: Diagram illustrating the Stability Enhancement System, including ergonomically designed handlebars, a 100mm large tail distance, and the self-developed TCS (Traction Control System) for improved grip and control.

Image 6: Detail of the efficient front and rear disc brakes, featuring double-acting piston disc brakes with oversized brake pads for improved braking efficiency and heat dissipation.



Image 7: Visual representation of the 11-inch ultra-wide self-sealing tires, which contain a jelly layer to withstand punctures and prevent air leakage.



Image 8: The scooter's IPX6 water resistance body, providing protection against wet conditions without compromising performance.

3. Setup

3.1 Unpacking and Initial Inspection

- Carefully remove the scooter and all accessories from the packaging.
- Check for any visible damage during shipping. Contact customer support immediately if any damage is found.
- Verify that all included components are present: scooter, recharger, and any attachments.

3.2 Assembly (Minimal)

The STOKRA J11PLUS Electric Scooter features a one-piece pre-installed design, requiring minimal assembly. Typically, this involves unfolding the scooter and securing the handlebar.

- **Unfolding:** Release the folding mechanism (refer to the specific latch on your model) and raise the handlebar stem until it locks into place.
- **Handlebar Adjustment:** Adjust the handlebar height to a comfortable position and secure it using the quick-release clamp.
- **Seat Installation (if applicable):** If your model includes a detachable seat, insert the seat post into the designated slot and adjust its height for comfort, then secure it.

3.3 Initial Charging

For optimal battery life and performance, fully charge the scooter before its first use.

- Locate the charging port on the scooter.
- Connect the charger to the scooter's charging port, then plug the charger into a standard electrical outlet.
- The charging indicator on the charger will typically show red during charging and turn green when fully charged.
- Charging time is approximately 4-5 hours. Do not overcharge the battery.

4. Operating Instructions

4.1 Power On/Off

- **To Power On:** Press and hold the power button on the digital display until the screen illuminates.
- **To Power Off:** Press and hold the power button again until the display turns off.

4.2 Riding the Scooter

- **Starting:** Place one foot on the deck and push off with the other foot to gain initial momentum. Once moving, gently press the throttle.
- **Acceleration:** Use the throttle lever or button to control your speed. The 1200W motor provides powerful acceleration, reaching 0-15 MPH in approximately 3 seconds in Sports Mode.
- **Speed Modes:** Your scooter may have multiple speed modes (e.g., Eco, Drive, Sport). Refer to the digital display and controls to switch between modes.
- **Cruise Control:** Activate cruise control (if available) by maintaining a consistent speed for a few seconds. Deactivate by applying the brake or throttle.
- **Steering:** Lean your body slightly in the direction you wish to turn and gently turn the handlebars.
- **Terrain:** The 11-inch off-road tires and dual suspension are designed for versatile terrain performance, including urban commutes and off-road paths. The scooter can climb slopes up to 30°.

4.3 Braking

- The scooter is equipped with dual disc brakes and an electronic braking system.
- To brake, gently squeeze the brake levers on the handlebars. Apply both brakes simultaneously for balanced and effective stopping.
- Avoid sudden or harsh braking, especially at high speeds, to prevent loss of control.

4.4 Lighting and Visibility

- Activate the front headlights for riding in low-light conditions.
- The scooter features integrated rear and side lights, along with directional indicators, to enhance your visibility to others. Use turn signals when changing direction.

4.5 Folding and Storage

- To fold the scooter, ensure it is powered off. Release the handlebar stem locking mechanism and fold the stem down towards the deck.
- The detachable seat can be removed for more compact storage.
- Store the scooter in a cool, dry place away from direct sunlight and extreme temperatures.

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Video 1: This video demonstrates the STOKRA Off-Road Electric Scooter in use, showcasing its lights, maneuverability, and ability to handle speed bumps. It highlights the scooter's features in an urban environment.

5. Maintenance

5.1 Battery Care

- Charge the battery regularly, even if the scooter is not in use, to maintain battery health.
- Avoid completely draining the battery before recharging.
- Use only the original charger provided with your scooter.
- Do not expose the battery to extreme temperatures.

5.2 Tire Maintenance

- Regularly check the tire pressure of the 11-inch pneumatic tires. Maintain the recommended pressure as indicated on the tire sidewall or in the specifications.
- Inspect tires for wear, cuts, or punctures before each ride. The self-sealing feature helps prevent air leakage from small punctures.

5.3 Cleaning and Storage

- Clean the scooter with a damp cloth. Avoid using high-pressure water jets or harsh chemicals.
- Do not immerse the scooter in water, despite its IPX6 water resistance.
- Store the scooter in a dry, protected area when not in use.

5.4 Brake System Check

- Periodically check the brake levers for proper tension and responsiveness.
- Inspect the disc brake pads for wear and replace them if necessary.

6. Troubleshooting

If you encounter issues with your STOKRA J11PLUS Electric Scooter, refer to the common problems and solutions below. For more complex issues, contact customer support.

Problem	Possible Cause	Solution
Scooter does not power on	Low battery; loose battery connection; faulty power button	Charge the battery; check battery connections; contact support
Reduced range or power	Under-inflated tires; low battery charge; riding uphill frequently; heavy load	Check and inflate tires; fully charge battery; adjust riding style
Brakes feel weak	Worn brake pads; loose brake cable; air in hydraulic system	Inspect and replace brake pads; adjust brake cable tension; contact support for hydraulic issues
Unusual noises during ride	Loose components; debris in wheels; suspension issue	Inspect all fasteners; clear debris; contact support for suspension inspection

7. Specifications

Feature	Specification
Brand	STOKRA
Model Name	J11PLUS
Color	PLUS-21AH-1200W
Age Range (Description)	Adult
Special Features	Adjustable Handlebar Height, Cruise Control, Digital Display, Dual Braking System, Foldable
Weight Limit	364 Pounds (165 kg)
Number of Wheels	2
Wheel Material	Synthetic Rubber
Frame Material	Aluminum
Handlebar Type	Adjustable
Wheel Size	11 Inches
Wheel Type	Pneumatic
Suspension Type	Dual Suspension
Grip Type	Ergonomic
Brake Style	Front Braking (Dual Disc Brakes)
Charging Time	5 Hours

Feature	Specification
Recommended Uses For Product	Off Road
Maximum Distance Range	35 Miles
Water Resistance Rating	IPX6
Included Components	Recharger, Attachment (e.g., seat)

8. Warranty and Support

STOKRA is committed to providing high-quality products and excellent customer service.

8.1 Warranty Information

- The STOKRA J11PLUS Electric Scooter comes with a **1-year limited warranty**.
- Additionally, a **180-day warranty** is provided on select parts.
- Please retain your proof of purchase for warranty claims.

8.2 Customer Support

Should you encounter any issues or have questions regarding your scooter, our professional after-sales service team is available 24/7 to assist you.

- For support, please refer to the contact information provided on the product packaging or the official STOKRA website.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question