



The manufacturer reserves the right to make changes to the product,
and update this manual at any time.
www.isinwheel.co.uk

S10 Max **UK**

ELECTRIC SCOOTER

USER MANUAL

QUICK START GUIDE



Step 1: To unfold the scooter, pull the stem upright until you hear a click. Then close the folding latch until you hear a click.

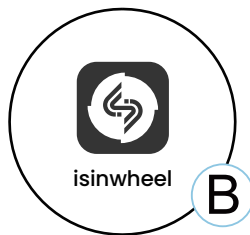


Step 2: Insert the four bolts into the holes at a time and then tighten them.

TIPS



A) If there is noise from the rear brake or the rear suspension (image A), please email us at support@isinwheel.co.uk for assistance.



B) Download the "isinwheel" app in App Store (iPhones) or Google Play Store (Android phones) for more information and functions.

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GENERAL SAFETY NOTICE

Always wear a helmet and protective safety equipment.

Wear closed shoes without heels and ensure your laces are tied.

Only use your scooter in line with its intended purpose.

Check your scooter for any loose parts or screws, flat tires, signs of damage, or excessive wear before every ride. Stop operation immediately and contact your place of purchase if something does not feel right.

Start riding slowly to familiarize yourself with the operation of your scooter. Start in the slowest speed mode and slowly try out the brakes. Always slow down when riding over bumps or on rough road conditions. Slightly bend your knee to better adjust these surfaces.

Keep the scooter away from children. It is not a toy. Riders must be age 18+ only.

Do not use your electric scooter in heavy rain, or on surfaces covered by more than 12 mm (1/2 inch) of water. Do not submerge the scooter in liquid or let any liquid near the battery or electrical components.

Do not lend your scooter to anybody unfamiliar with its operation. Ensure any new riders are familiar with these instructions and are wearing proper safety gear.

Once riding in public space, you are subject to the risks faced by all traffic participants just like when you are riding a bike.

- Other traffic participants may not obey traffic regulations or may ride carelessly.
- The faster you ride your scooter, the longer it will take you to stop.
- The scooter may slip on slippery surfaces leading to subsequent injuries to the rider. Pay special attention crossing train tracks and/or when it is wet.
- Always use caution, adapt your speed to road and traffic conditions and keep distance from other traffic participants.
- Watch out for pedestrians. Do not use your scooter in any way that could harm pedestrians. Slow down when you are passing them to avoid accidents.

You must follow all local traffic rules and regulations.

Do not accelerate when you go downhill.

Do not press the accelerator when you're walking the scooter.

Always steer clear of obstacles.

Do not hang heavy items on the handlebar.

Keep both feet on the deck all time.

Always keep your hands on the handlebar.

Do not ride in traffic lanes or residential areas where vehicles and pedestrians are both allowed.

Do not turn the handlebar violently during high-speed riding.

Do not ride in a ponding that is higher than 38 mm.

No passengers are allowed, including children.

Keep your feet off the rear mudguard.

Do not touch the disc brake rotor after braking.

Do not try riding up or down stairs or jumping over obstacles.

WARNING

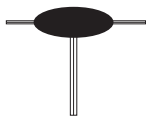
As with any mechanical component, a vehicle is subject to high stresses and wear. The various materials and components may react differently to wear or fatigue. If the expected service life for a component has been exceeded, it may break suddenly, therefore risking causing injuries to the user. Cracks, scratches, and discoloration in the areas subject to high stresses indicate that the component has exceeded its service life and should be replaced.



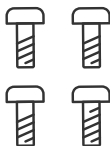
PACKAGE CONTENTS



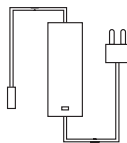
When unboxing your S10 Max electric scooter, please check that all the below items are included in the package. If anything is missing or damaged, please email isinwheel customer service for support.



T-handle
Hex Key x1



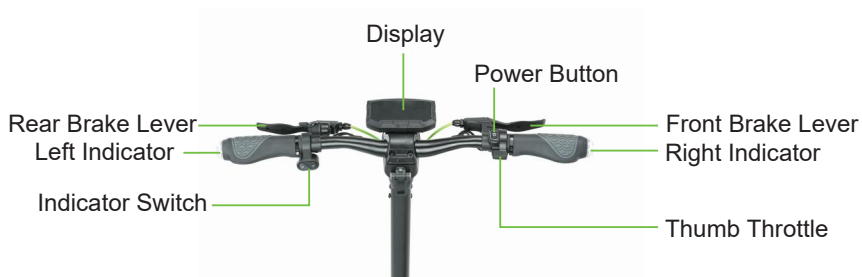
Bolt x4



Charger x1



PRODUCT OVERVIEW





DISPLAY SCREEN & BUTTONS

1. Screen



*** Cruise control is turned on by default. The scooter will move at a constant speed after it maintains a speed for about 10 seconds.**

*** The default unit system is the metric system.**

2 Function Buttons



Power Button

- Press and hold for 2 seconds to power on/off the electric scooter.
- Press once to turn on/off the front light.
- Press twice to switch the riding mode.
- Press three times to switch between the metric and imperial systems.
- Press four times to switch the start mode between zero start (default) and non-zero start.
- Press five times to turn on/off cruise control.



Indicator Switch

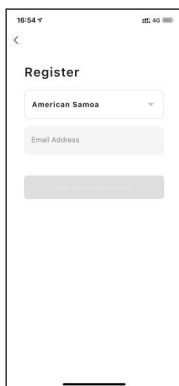
Press the left arrow button to turn on/off the left indicator light.
Press the right arrow button to turn on/off the right indicator light.



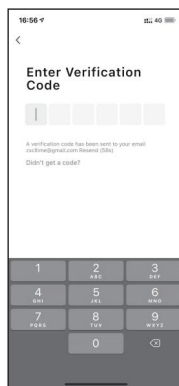
Scan the QR code or search “isinwheel” on App Store (iOS) or Google Play Store (Android) to download the app.



1. Open the isinwheel app and select “Sign up”.



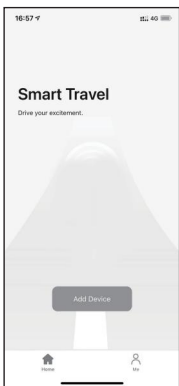
2. Select your country or region and enter your email address.



3. Find the verification code in your mailbox and fill it in.



4. Set a password for your account.



5. Registration is completed. Start your riding right now!



CHARGING

- The battery will be fully charged when the LED light on the charger changes from red to green.
- The charging protection feature will stop charging automatically after a full charge. Even so, charging your scooter for more than 24 hours is not recommended.
- Do not connect the charger if the charging port is wet.
- Close the charging port cover when the scooter is not charging.

Note: The scooter cannot be turned on during the charging period.

Charging Warnings and Battery Safety Warnings

- Use caution when using outlets to prevent electric shock.
- Do not leave the charger plugged in for extended period of times (> 24 hours).
- Only charge your scooter in a safe, clean, and dry environment. Keep the charger and scooter away from inflammable materials as they may get hot.
- Only use the original battery packs and the original charger supplied with your scooter.
- Contact your place of purchase if you need a replacement. Use of other models or brands may not be safe.
- Do not touch any part of the charging port and keep them away from metal objects to prevent short circuiting which may result in battery damage or physical injuries, and/or death.
- Do not place the battery in direct contact with heat or near high temperatures.
- Do not expose the battery to direct sunlight.
- Do not leave the scooter in a car where the battery might get hot.
- Do not pierce the battery with sharp objects. Do not subject it to impact or force.
- Stop charging if the battery fails to recharge within the approximate charging time. This will prevent the battery from overheating, rupturing, or igniting.
- Do not charge the battery in temperatures below 0°C / 32°F or above 40°C / 104°F as this can hamper performance, result in breaking, overheating, rupturing, or igniting and could cause personal injury or property damage.
- Do not charge your scooter if the charging port on the scooter is damaged or wet. Do not charge if there is excessive heat, odor, or leakage coming from the battery or it looks abnormal in any way.
- If the battery leaks and you accidentally get in touch with the liquid, rinse immediately and thoroughly with water and then seek medical care.
- Never attempt to disassemble, modify, or perform repairs or maintenance on the battery. You run the risk of damaging the protective and safety components that prevent incidents, personal injury, or property damage.
- Mishandling or misuse of the battery can result in lower performance, shorter lifespan, rupturing, igniting, or other incidents and could increase the risk of serious personal injury.
- Do not discharge the battery using any other product than the scooter. Doing so could result in damage to other products or the battery and reduced lifespan of your scooter.
- The battery could overheat, rupture, or ignite and cause personal injury or property damage.
- In daily use, avoid recharging the scooter after completely exhausting the battery. If the battery level is low, charge the scooter as soon as possible.
- Please charge the scooter every other month to preserve the battery.



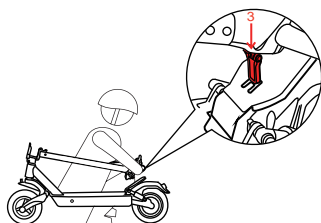
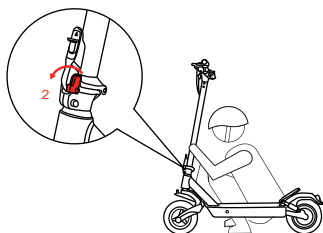
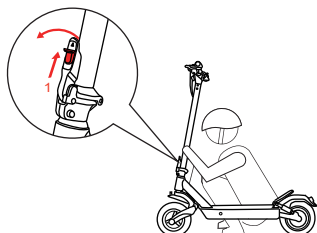
RIDING NOTICE

The isinwheel S10 Max electric scooter is a recreational product. But it will be seen as vehicles and is subject to any risks faced by vehicles once it enters a public area. For your safety, please follow the instructions in this user manual and traffic laws and regulations set forth by government and regulatory agencies.

- Respect pedestrians' right of way. Try not to startle them, especially children, during riding. When you ride from behind pedestrians, ring your bell to give them a heads-up and slow your scooter to pass from their left (applicable to countries where vehicles drive on the right). When you ride across pedestrians, keep to the right at the lowest speed or get off.
- Closely follow the safety instructions in the manual. isinwheel shall not be liable for any financial losses, physical injuries, accidents, legal disputes, or other interest conflicts resulting from actions that violate user instructions.
- Check the scooter before every use. When you note loose parts, low battery alerts, excessive wear, strange sounds, malfunctions, or other abnormal conditions, stop riding.
- **WARNING - Risk of Fire - No User Serviceable Parts.**



FOLDING & CARRYING



Before folding and carrying the scooter, power off the scooter.

- ① Open the folding latch while pushing up the safety switch.
- ② Flip forward the safety lever and fold the stem down.
- ③ Adjust the folding clasp on the stem so that the clasp catches the folding hook.



DISC BRAKE ADJUSTMENT



To adjust the disc brake:

You need a hex wrench to loosen the bolt on the cable clamp.

- If the disc brake is dragging, slide the arm of the clamp backward along the cable while holding the cable in one hand. Then, retighten the bolt on the brake clamp.
- If the disc brake does not work efficiently, the cable is slack. You need to slide the arm of the clamp forward along the cable while holding the cable in one hand. Then, retighten the bolt on the brake cable clamp.

Notice: The disc brake may squeak when in use until it is broken in. This is normal and does not affect the brake's function or performance.

To eliminate braking noises:

For easier operating, we suggest you put the scooter on the desk.



- Turn off the scooter.
- Loosen the two brake caliper mounting bolts (not the bolt on the cable clamp).
- Reposition the brake caliper to ensure the brake rotor is in the middle of the two brake pads.
- Keep the brake rotor not touching the brake pads.
- After repositioning the brake caliper, re-tighten the mounting bolts.



MAINTENANCE & CARE

Cleaning

To clean stains on the scooter's body, wipe them off with a damp cloth. For stubborn stains, brush them with toothpaste and then wipe them off with a damp cloth.

- Do not clean the scooter with alcohol, gasoline, kerosene, or other corrosive and volatile chemical solvents.
- Do not wash the scooter deck with high-pressure water sprays. During cleaning, make sure the scooter is turned off, the charging cable is unplugged, and the waterproof charging port cover is closed to prevent electric shock or other major problems.

Storage

- Store the scooter in a cool and dry place with a temperature of $-10^{\circ}\text{C}\sim 35^{\circ}\text{C}$ when it is not in use. In extremely humid environments, the internal parts of the scooter may suffer from condensation or even water accumulation, which may damage the battery rapidly.
- Store the scooter indoors as prolonged exposure to UV rays and rainwater may damage the enclosure materials and reduce the battery pack's lifespan.
- Charge the scooter every other month to preserve the battery during storage.
- Mishandling of used batteries may do tremendous harm to the environment. Please follow local regulations to dispose of used batteries to protect the environment.

Battery Maintenance

- Only use the original battery pack and charger to avoid safety hazards.
- Fully charge the battery to maximize its lifespan after each use.
- Charge the battery as soon as possible if the battery is low. Avoid charging the battery after completely exhausting it.
- Never dismantle or puncture the battery.
- Keep the battery contacts from metal objects to prevent short circuits that may result in battery damage or even injuries and deaths.

Battery Disposal

- Do not dispose of your battery by way of land filling, incineration, or household trash.
- We recommend disposing your battery through a local recycling program suitable for lithium-ion batteries. Contact your local waste management service for more information.
- Mishandling of used batteries may do tremendous harm to the environment. You must abide by local laws and regulations to properly dispose of used batteries.



SPECIFICATIONS

Model	S10 Max
Scooter Dimensions	Unfolded (Length x Width x Height ¹): 119 x 63 x 128.5 cm
	Folded (Length x Width x Height ¹): 119 x 63 x 56 cm
Scooter Weight	22.1 kg
Range ²	55-60 km
Max Speed	25 km/h
Speed Level	6/10/15/25 km/h
Max Incline	35%
Load Capacity	150 kg
Recommended Age	18+
Wheel	10" puncture-proof inflatable off-road tyres
Brake	front and rear disc brakes + electronic brakes
Motor Power	1,000 W
Battery	48-54.6 V, 15 Ah
Charger	Input: AC 100-240 V, 50/60 Hz
	Output: 54.6 V, 2 A
Charging Time	8-9 h
Operating Temperature	-2°C~35°C
Storage Temperature	-10°C~35°C

(1) About the height: The distance from the ground to the top of the scooter.

(2) About the range: The range is measured under the condition of a full battery, a load of 70 kg, at 25°C, on a flat road without wind, and a riding speed of 15 km/h. The range in the actual use varies depending on different loads, humidity, wind speeds, and riding habits conditions.

(3) The load shall be kept within 150 kg (including the rider and other items apart from the scooter) in any case. Consider the extra weight of the gravity generated by speed.



QUESTIONS & ANSWERS

Question 1: What if the product comes with incomplete package contents or there are damaged parts?

Answer: Please take photos and send them to the isinwheel support team by e-mail. The support team will reply to you soon and then send the missing items or replacement parts.

Question 2: Are the tyres replaceable and how to replace them?

Answer: Yes, the tyres are replaceable. Please contact the isinwheel support team for more information or search "How to replace scooter tyres" on YouTube.

Question 3: What if the disc brakes don't work?

Answer: Please contact us for disc brake adjustment instructions or search "How to adjust scooter disc brakes" on YouTube.

Question 4: What if there are unusual noises from the rear wheel?

Answer: Usually, the noises come from the disc brake rotor. Please see the DISC BRAKE ADJUSTMENT page. If the problem still exists, please contact us.

Question 5: What do the fault codes on the display screen mean?

Answer: If you see any fault codes below on the screen, please contact the isinwheel support team to remove them.

E10	Communication Failure
E14	Accelerator Failure
E15	Brake Lever Failure
E16	Motor Hall Sensor Failure
E50	Over Voltage



CONTACT US

Contact us if you experience problems relating to riding safety, maintenance, or fault codes with your isinwheel S10 Max electric scooter.

✉ support@isinwheel.co.uk

🌐 www.isinwheel.co.uk

1. Disposal of Electrical and Electronic Equipment



The crossed-out garbage can means that you are legally obliged to dispose of these devices separately from unsorted municipal waste. Disposal via the residual waste bin or the yellow bin is prohibited. If the products contain batteries or rechargeable batteries that are not permanently installed, they must be removed before disposal and disposed of separately as a battery.

2. Options for Returning Old Devices (EAR)

Owners of old devices can hand them over within the scope of the options for returning or collecting old devices that have been set up and made available by public waste disposal authorities, so that proper disposal of the old devices is ensured.

3. Data Protection

We advise all end users of waste electrical and electronic equipment that you are responsible for deleting personal data on the old devices to be disposed of.

4. Declaration of Conformity

Shenzhen Xincheng Times Technology Co., Ltd. hereby declares that the device of type "S10 Max" complies with the legal regulations of the EU Directives 2014/30/EU and 2011/65/EU (RoHS).

For the full text of the EU Declaration of Conformity, visit the link:

<https://www.isinwheel.co.uk/pages/declaration-of-conformity>