

REID **HORIZON** **OWNER'S PACK**



**SCAN HERE TO
REGISTER YOUR
REID eSCOOTER**



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REID eSCOOTER**



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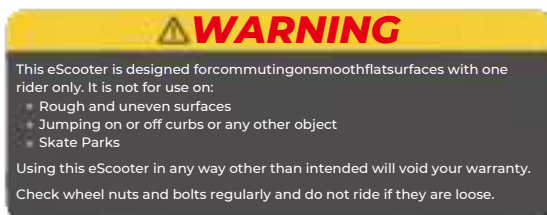


BUILD ME

About The Manual

This manual applies to your Reid Horizon electric scooter. Please read the manual carefully to ensure that:

1. This appliance can be used by riders 14 years and above only. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
2. This manual can also be downloaded from the website: www.reidbikes.com
3. **WARNING:** For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance.
4. When product is discarded:
 - (1) the battery must be removed from the appliance before it is scrapped;
 - (2) the appliance must be disconnected from the supply mains when removing the battery;
 - (3) the battery is to be disposed safely
5. This appliance contains batteries that are non-replaceable.



1. You quickly grasp the basic operating procedures and riding methods of your Reid Horizon electric scooter.
2. You familiarise yourself with safe driving rules for a safe and enjoyable scooter experience.
3. You understand the composition and safety of your Reid Horizon electric scooter.

If you have any questions or need more information, please visit www.reidbikes.com

Please pay attention to the following signs and relating content:



Dangers!
Could cause serious property damage or personal injury



Warnings!
Improper operations can lead to the malfunction of the product



Information tips

What Comes In The Box

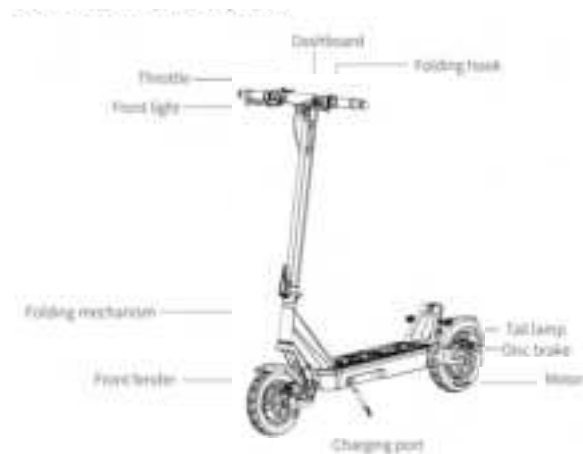


Components



*Please check carefully that the parts in the package are intact.

Components



Control Panel



- 1.Current Speed
- 2.Speed shown in Km/h
- 3.Speed can be switched to MPH by pression power button quickly 3 times
4. Speed mode
- 5.Light indicator
- 6.Battery capacity
7. Cruise Indicator

Control Instructions:

- The LED display is on top of the handlebar, in front of the user. Long press the power button to turn on/off the e-scooter.
- Short press the power button one time to switch from Gear 1 (P, pedestrian mode) to Gear 2 (ECO mode).
- Short press again to switch from Gear 2 to Gear 3 (S mode).
- Quickly press the power button two times to turn on/off the front LED light.
- Quickly press the power button three times to switch from Km/h to MPH.
- The unit will automatically turn off when not in use for 10 minutes.

Folding/Unfolding Guide

How To Unfold:

- For the very first use, the e-scooter is folded inside its box.
- Hand pull the handlebar from the rear wheel. Upward the handlebar.
- Close the lever of the handlebar.
- Note: after installation is completed, please double check to make sure the interlock button is reset.
- Always check the e-scooter is turned off before being unfolded or folded.



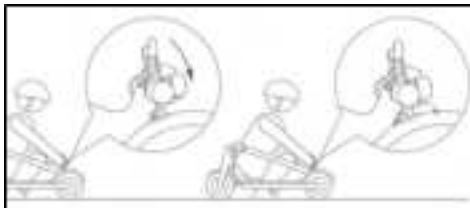
- For first use, assemble the vertical handlebar, use a screwdriver to tighten the 2 screws on the handlebar
- When the installation is done, please test the power switch of the display. If the display turns-on, the installation is well done.
- You can use the easel to keep the kick scooter standing alone.

How To Fold:

- Open the interlock button and pull out the clamp of the handlebar at the same time.



- Fold the handlebar.
- Hook the handlebar to the rear wheel.



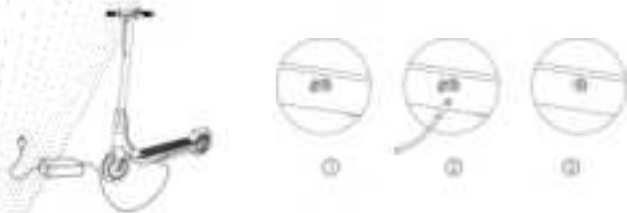
- The folding procedure is now completed.
- The product can be easily carried.





RIDE ME

Charging Instructions



- 1.Ensure the charging port is dry. Open the protective cover and insert the charger into the e-scooter charging port. The other end of the charger must be connected to the mains to activate the charger.
- 2.First connect the cable of the battery charger to the e-scooter. Then, connect the cable of the battery charger to the mains.
- 3.The indicator light on the charger will be red: this grants that the charge is proceeding. Charging should be in a safe, dry, and clean environment.
- 4.When the indicator light is turned to green colour, the battery is fully charged. Please stop charging or the battery life will be reduced. Charging time is around 5-6 hours. Too long charging time will affect the battery life
- 5.Remove the cable of the battery charger. Put the cover back to position. .

Safety Instructions

Your Reid eScooter is a sporting entertainment tool that is not a vehicle. If you drive it into a public area there are multiple safety risks not just to yourself but also to others. Strictly follow the instructions in this manual, to protect yours and others safety and to ensure compliance with national and provincial regulations and traffic regulations. It is important to understand that if you decide to take your Reid eScooter on a public road or other public place, you may be exposed to the risk of unauthorised driving / improper operation of your eScooter, even if you are in full compliance with our safe driving guide. You must strictly follow the safety requirements of this manual where there are no national standards and regulations for electric scooters. Reid shall not be liable for any liability, personal injury, accident, legal dispute and all other unfavourable events resulting from the use of violating the instructions indicated in this manual. The faster the eScooter is driving, the longer the brakes need and on some smooth surfaces, using the left-hand brake can cause the wheels to slip and lose balance or even fall. Therefore it is important to be vigilant and maintain the proper speed during driving, whilst maintaining a reasonable safety distance to others. Please be vigilant and drive at low speeds before entering unfamiliar terrain. Do not lend your Reid eScooter to a person who has never ridden it before to avoid injury. If you do lend your eScooter to someone, be sure to be responsible for the safety of them, you should teach them how to ride and tell them of how to ride safely, wearing the right safety gear. Please check your Reid eScooter every time before driving. If you find that parts are loose, the battery life is minimum or there is abnormal sound or malfunction, then please stop using it immediately and do not force it to drive.

How To Ride



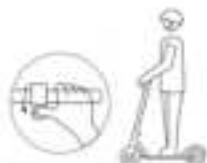
*There are risks of falling and injury when riding, so please wear a helmet and protective gear as shown in the picture.



1. Turn on the power and check the power indicator.



2. One foot stands on the deck, the other foot kicks backward.



3. Once you have the electric scooter moving above 5km, put both feet on the deck and push the throttle to start the electric.



5. When turning, you need to lean your body slightly towards the direction you are turning and turn the handle slowly.



4. Releasing the throttle will slow you down gradually, with an automatic energy recover system coming in. For hard braking pull the lever on the left side.



6. Keep to one speed for approximately 6 seconds to start the cruise control. When you release the throttle, this then means the speed will remain unchanged. To cancel the cruise control, push the throttle or operate the brakes.

Riding Safely



⚠ Please avoid riding in the rain.



⚠ Do not ride quickly over uneven surfaces. Keep a speed between 5km/h and 10km/h and bend your knees slightly to ensure maximum safety.



⚠ Do not press the throttle whilst walking with the eScooter.



⚠ Avoid obstacles when driving.



⚠ Do not ride through doorways.



⚠ Do not accelerate downhill.



⚠ Do not hang any heavy items on the handlebar.



⚠ Keep both feet on the deck whilst driving.

Warning Reminder

Do not try to do any dangerous movements.



✗ Forbidden to drive on the road or in crowded residential areas.



✗ Forbidden to rotate the handle strongly while driving with high speed.



✗ Forbidden to drive through water deeper than 2cm.



✗ Forbidden to drive the eScooter with more than one person and/or holding a child.



✗ Forbidden to step or tread on the back mudguard.



✗ Forbidden to press the disc brake.



✗ Forbidden to drive without your hands holding the handlebar.



✗ Forbidden to go up or down stairs or to jump over barriers when driving.



MAINTAIN ME

Daily Maintenance

Electric scooter cleaning and storage If there is a mark on the body of your Reid eScooter, wipe it with a small amount of water with a soft cloth. If it is difficult to clean, you can use a toothbrush to brush it repeatedly then use a damp cloth to clean in. If the body has plastic scratches, you can use sandpaper or other abrasive materials for polishing.

Note

1. Do not use alcohol, gasoline, kerosene or other corrosive, volatile solvents to clean, otherwise it will seriously damage the body and internal structure. It is forbidden to use a pressure gun spray and flush. Make sure that the charging cable is unplugged and the rubber cap has been tightened when cleaning, otherwise it may cause an electric shock or accident due to water intake.
2. Store your Reid eScooter in a dry and cool room as much as possible to avoid accelerating of ageing. Failure to do so will reduce the usage life of the battery over time.
3. When the scooter is fully charged and not in use, it needs to be recharged every 3 months to avoid battery over-discharge protection.

Electric scooter battery maintenance

1. Do not use other brand of batteries, otherwise there may be security risks.
2. Do not touch the battery contacts and do not open the battery compartment. Any tampering of this may cause a short circuit, potentially damaging the battery and causing personal injury.
3. Only use the original charger for charging, otherwise it may cause damage or a fire.

4. Inappropriate disposal of used batteries may result in serious environmental pollution. Disposal of waste battery packs must be in accordance with local regulations.
5. Do not place the battery in a high temperature environment higher than 50 °C or lower than -20 °C (for example do not expose the eScooter or its battery pack to the car in summer) otherwise it may cause a malfunction, or even a risk of fire. The ideal temperature for maximum mileage and performance is between 20°C and 25°C and riding below 0°C will severely decrease battery life and performance. In some instance, at -20°C the mileage may be only half or less than at optimal temperature.

Note:

It is forbidden for non-professionals to remove the battery pack. Failure to do so may result in serious electrical faults or safety short-circuits.

Disc brakes debug

If you feel the brake is tight when you are riding, you can adjust the disc brake by loosening the screw on the Rotary knob, with a M5 hex wrench (as shown in the picture below). Turn the Rotary knob slightly to the right and tighten the screw with a M5 hex wrench. If you feel the brake is loose, you can turn the Rotary knob slightly to the left, after loosening the screw on the Rotary knob with a M5 hex wrench and then tighten the screw.



Alternatively, take your electric scooter to the nearest service centre for adjustment.

Parameter Table

Parameters	Description	Specifications
Product dimensions	LxWxH(MM)	560 x 545 x 1200mm
	Folding Size LxWxH(MM)	1250 x 545 x 1200mm
	Weight	22,3 KG
Ride limits	Rider weight maximum (KG)	120KG
	Rider weight minimum (KG)	30 KG
	Rider age	16 years plus
Main parameter	Rider height (CM)	150-210cm
	Max speed (KM/H)	25 KPH
	Max mileage (KM)	40 KM
Charger	Max slope	15 degrees
	Road	Load is 75kg, average speed is 20km/h, and the battery is fully charged.
		The road is flat and smooth, temperature is 25°C, and there is no wind.
		-10°C~50°C
	Working temperature	5°C-50°C
	Charging temperature	0°C-35°C
	Stock temperature	IP54
	Waterproof level	

Parameters	Description	Specifications
Battery pack	Battery manufacturer	Huizhou JETECH Energy Technology Co., Ltd
	Battery model name	JT-ESB13-09
	Rated voltage (VDC)	48V
	Maximum charge voltage	54.6V
	Rated capacity	10Ah
	Protection	BMS
	Rated Power [W]	48V/500W
Motor	Max Power [W]	48V/750W
	Charge manufacturer	Guangzhou Ji Yin Power Electronics
Charger	Charge model name	JY-546200
	Rated power [W]	54.6V
	Rated voltage input (VAC)	100Vac-240Vac, 50/60Hz, 2.5A
	Rated voltage output (VDC)	54.6Vdc, 2A
	Rated current output (A)	2A
	Charging time (H)	5-6 hours

Height: The height of the body to the ground.

Endurance: Electric scooters are fully charged, load is 75kgs, ambient temperature is 25°C without wind, maximum speed is 25kph. However, the actual cruising range varies with driving habit, roads, ambient temperature, wind speed and other factors.

Note: Data and parameters vary by mode. Subject to change without notice.

Warning

- To reduce the risk of injury, user must read the instructions manual.
- Prolonged exposure to UV rays, rain and the elements may damage the enclosed materials.
- Store indoors when not in use.
- Risk of fire, no user serviceable parts
- Use only with specified charger in instructions

Error Code Chart

Code	Meaning	How to solve problem?
E0	Communication failure between display and controller	Check display, controller, and the connection cables. After-sales service is required.
E1	Controller failure	Check the controller. After-sales service is required.
E2	Throttle failure	Check accelerator connector. Throttle signal doesn't enter speedometer. After-sales service is required.
E3	Brake failure	Check brake connector. It is because the throttle signal does not enter the speedometer. After-sales service is required.
E4	MOS failure, overcurrent protection	Replace the controller. After-sales service is required.
E5	Hall failure	Replace the controller or motor. After-sales service is required.
E6	Motor stalling	Replace the controller. After-sales service is required.
E8	Overvoltage protection	Check battery voltage or replace the controller. After-sales service is required.
E9	High temperature protection	Replace the controller or motor. After-sales service is required.

Warranty

Your eScooter is covered by a 1-year warranty from the date of purchase, provided by Reid, the manufacturer and brand owner of this product. This warranty is in addition to your rights under the Australian Consumer Law.

Warranty Provider Details:

Reid Bikes Ltd
4 Coy Pond Business Park, Ingworth Road, Poole, Dorset,
England, BH12 1JY
Email: support@reidbikes.com

How to Make a Claim:

In the first instance, please contact Anaconda, the retailer from which you purchased the product. They will assist you with your claim. If you experience any difficulty settling a warranty claim with the retailer, please contact us directly via warranty@reidbikes.com. You will need to provide proof of purchase and the product serial number.

If you notice any fault or something feels loose or unsafe, stop using the product immediately and contact Anaconda or us directly.

What We Will Do:

If your claim is accepted, we will either repair the product, replace it with an equivalent product, or provide a refund. The decision will depend on the nature of the fault. In order to assess a claim made under this warranty, Reid may require the eScooter to be left at an Anaconda store for assessment or be sent to an external assessor

Warranty Duration:

This warranty lasts for 12 months from the original date of purchase.

Warranty

Exceptions:

This does not include general wear and tear items such as but not limited to tyres, brake pads, mechanical cables and grips.

If the scooter shows signs of misuse as outlined in the owners manual such as riding through standing water, stunt riding or off road use, the warranty is null and void.

Expenses:

You are responsible for any expenses incurred in making a claim. However, if your claim is accepted, we will reimburse you for any reasonable costs incurred. Please keep receipts.

ACL

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Product Registration:

Register your eScooter using the QR code below.

This helps us verify your purchase more easily and allows us to assist you if your scooter is ever stolen.



**Register your
eScooter here**

Charging Process

Step 1: Be sure to check your battery charge socket for moisture and debris before recharging.

TIP: If it is dirty please return your bike to your dealer so it can be cleaned without risk of short-circuiting the system.

Step 2: Ensure you connect your charger to the battery charge socket prior to turning on the charger at the wall socket.

TIP: Your battery can be charged while fitted to the bike.

Maintenance of your Battery:

"Fast chargers" with more amperage output are not available or recommended. Replacement chargers can be ordered from your Reid Dealer.

NOTE: If the battery does not fully charge within 8 hours, stop charging and consult with your Reid Dealer.

Charging Lights

Charger Indicator Light

LED Colour	Status
Green (without battery connected)	Charger OK (ready to charge)
Red (with battery connected)	Charging in progress
Green (with battery connected)	Charging complete
No light	Check mains power, charger may be fault

Maintaining Your Battery

Generally there are no user-serviceable features or functions of your battery. Only some batteries have user-serviceable fuses, please check with your Reid Dealer.

Lithium-ion batteries have exceptional abilities, but they are sensitive to heat and both their intended minimum and maximum voltages. Generally it is best to avoid allowing the internal cell temperature above 42 degrees celsius as this will cause damage to the chemistry of the batteries. Avoid charging when the battery is hot.

NOTE: The charging process will cause the battery to warm up and this is normal, while charging the battery should not exceed its safe operating temperatures.

Some Helpful Advice:

- Wait at least 30 minutes after riding before charging.
- Do not leave your battery in direct sunlight, small sheds or in your car.
- If you can feel the battery casing is warm, allow it sufficient time to cool down before recharging or using it.
- Do not leave your battery fully charged or fully flat for extended periods of time.
- If you do not ride regularly, ensure you charge your battery for at least 1 to 2 hours every 90 days, ideally maintaining charge status between 40% and 70% charged.
- Avoid charging your battery to 100% capacity after each ride.

Maintaining Your Battery

- Unplug or disconnect from the battery once charging is complete.
- Do not allow the battery to overheat and ensure it is charged on a hard surface where heat can disperse.
- Regularly monitor and assess for damage to the battery and the charger, following the manufacturer's guidance for replacement or repairs.
- Ensure smoke alarms – preferably interlinked detectors around the property - are fitted where charging is taking place and, if possible, store and charge away from the main living area.
- Disconnect if charge is not completed after 8 hours. Do not use outside & ensure charge socket on battery is totally dry before connecting.
- Ensure the charger is OFF prior to connecting to the battery.
- Do not charge in hot areas. Only charge on a hard surface away from flammable objects.
- Never leave batteries charging in a building that is unattended or overnight when you are sleeping in the property

TIP: Only charging your battery to approximately 80% of its full charge can nearly double the useful lifespan of your battery!

How long does it take to charge the battery?

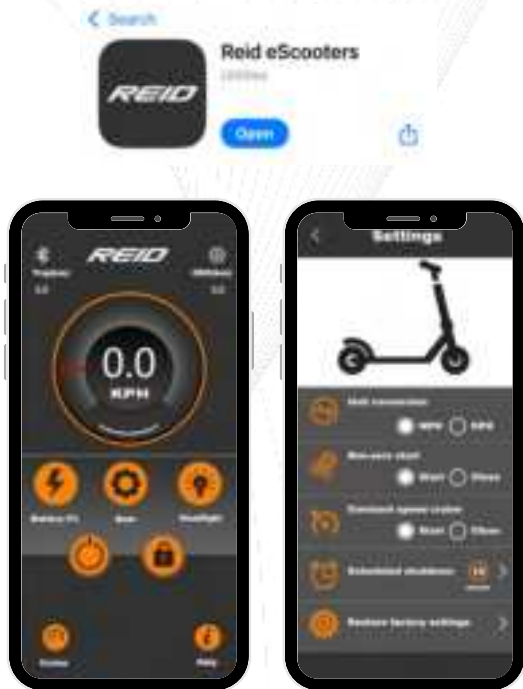
Total time will vary depending on the capacity of your battery and its current charge level. Generally you can expect a full charge of the battery (from 5% charge level) to occur between 4 and 8 hours after charging is commenced.



APP INTEGRATION

APP Download Guide:

The Reid eScooters app is available for IOS and Android phones and can be download in the App Store and Google Play, search for 'Reid eScooters'.



Pairing Your eScooter

To pair your phone to your eScooter, please download the app and follow these instructions:

1. Turn on your Horizon eScooter
2. Open the bluetooth function on the Reid eScooters app, located in the top left corner of the screen and connect to 'Horizon'



***JOIN THE
COMMUNITY***

Instagram

Follow us on Instagram @reidbikes to experience the best of life on two wheels and more. We post everyday with new products, adventures and the latest eScooter news! We love sharing from our community of Reid Riders so use #reidbikes and tag us for your chance to be featured!



FOLLOW US ON INSTAGRAM



Facebook

We have dedicated Facebook pages for many of the countries we're found in. These pages will give you more Reid information specific to your country, so follow us to keep up with the all the latest happenings. We love sharing from our community of Reid Riders so use #reidbikes and tag us for your chance to be featured!



FOLLOW US ON FACEBOOK



TikTok

Follow us on TikTok @reidbikes for awesome eScooter videos and more! We post regularly with new eScooter content, awesome adventure videos and all the latest from the Reid HQ! We love sharing from our community of Reid Riders so use #reidbikes and tag us for your chance to be featured!



FOLLOW US ON TIKTOK



YouTube

On the Reid YouTube channel you will have access to our latest model drops and showcases, viewing our freshest lifestyle content from MTB trail rides in Lake Tahoe, to beach cruises along the Gold Coast. You can also find support and guidance from our quick and easy tutorials, getting you out on your Reid, ready to seize new adventures!

We have created a dedicated video series for our eScooters including everything you need to repair and maintain them. So should you need any help, then make sure to check them out and ask any questions further questions you may have as we monitor these and reply regularly.



SUBSCRIBE TO OUR YOUTUBE CHANNEL



Our Website

You can find everything you need to know about your Reid on our website, from product & lifestyle images, key feature points, product specific FAQs, full spec lists, geometries and user manual downloads. Scan the QR code below to explore your Reid's product page.



LEARN MORE ON OUR WEBSITE



Our Blog

From tips and tricks, advice on maintaining your eScooter and product guides to improve your experience, our blog is all you need to get the most from your Reid.

We regularly write new blog pieces so scan the QR code below to get started.



LEARN MORE ON OUR BLOG





ENVIRONMENTAL PLEDGE

#BUYONEPLANTONE

We believe it is important to be constantly improving our sustainability practices so that the environments we love to ride in stay as healthy as possible.

Which is why we have decided to take an active role in tackling climate change, and have made a pledge to plant a tree for every Reid branded product we sell.

We believe that all businesses have a responsibility to offset the carbon they use. Even though our products already help people live a more eco-friendly lifestyle, we feel an obligation to do more and help make the world a greener place!



SCAN TO LEARN MORE

Our Planting Partner

To make the biggest impact we can with our tree planting, we have partnered with the amazing Veritree, who will be planting the trees on our behalf.

They have planted more than 55 million trees since starting their project and we're honoured to be contributing to this.

Veritree is a mission-driven organisation dedicated to global forest restoration through fair-wage employment, empowering communities to become active stewards of their environment

Their goal is to plant millions of trees each year, bringing not only ecological restoration but also meaningful work opportunities to regions facing severe poverty.



Recycle

Almost everything I'm packed in is recyclable, except a few plastic pieces needed to protect me on my journey to you. However none of this matters unless you take the necessary actions to recycle these, which helps to sustain the environments we love to ride in! Please recycle all you can from our carton.



Reuse

If you can't recycle then you can always reuse! 95% of the packaging we use is recyclable - but if you don't have recycling facilities near you, then you can always repurpose. Our bike carton makes a nice bed for a cat or spaceship for a child!

