



EGRET

ORIGINAL BETRIEBSANLEITUNG

ORIGINAL OPERATING INSTRUCTIONS

CONSIGNES D'UTILISATION

TRADUCCIÓN DEL MANUAL ORIGINAL DE USO

EGRET EIGHT



EGRET-TEN





ENGLISH

ORIGINAL OPERATING
INSTRUCTIONS

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COMPONENTS



EGRET-TEN

- 1 Handlebars
- 2 Telescopic rod
- 3 Main steering rod
- 4 Scooter folding mechanism
- 5 Securing lever
- 6 Charging port
(not shown, on the other side of the scooter)
- 7 Disc brakes
- 8 Rear light
- 9 Footboard
- 10 Kickstand
- 11 Handlebar folding mechanism
- 12 Bayonet lock



EGRET EIGHT

- 1 Handlebars
- 2 Telescopic rod
- 3 Main steering rod
- 4 Scooter folding mechanism
- 5 Securing lever
- 6 Charging port
- 7 Brakes
- 8 Rear light
- 9 Footboard
- 10 Kickstand
- 11 Handlebar folding mechanism
- 12 Folding latch

THROTTLE



INTRODUCTION

Welcome to the club of EGRET riders!

We are sure that you will have lots of fun with your new electric scooter!

These instructions provide an overview of the functions, care, maintenance and operation of your new vehicle. Please read it carefully to ensure your electric scooter has a long service life and yourself a safe ride.

Make sure to follow the recommended charging intervals to prevent battery damage and greatly increase your scooter's service life.

A list of authorised repair shops and dealers near you is available on our website at www.my-egret.com or from our service hotline.

EGRET SERVICE-HOTLINE

Phone +49 180 580 380 180*

E-Mail info@urban-electrics.com

Internet www.my-egret.com

* 14 Cent €14/min from the German fixed-line network, mobile phone price: max. €42/min.

GENERAL INFORMATION

- The scooter has not yet been approved for use on public roadways and for this reason may only be used on private property. If you want to use your scooter outside Germany, you'll first have to find out whether your EGRET may be used in the particular country.
- The scooter is designed to transport one person only.
- Any modifications made to increase performance or speed and any modification of the scooter's characteristics in general, as well as opening the battery compartment, will void the warranty.
- The scooter's chassis identification number can be found on the bottom (EGRET-TEN) or the side (EGRET EIGHT) of the battery compartment. Please note this number on the back of these operating instructions, so that you'll have it available should you need it, e.g. for servicing.
- As part of quality assurance, each EGRET goes through several test drives and charging cycles. You should however check all parts are properly working and screws tighten prior to first-time use. In particular the folding mechanism has to be checked. The locking of the folding mechanism must be accompanied by a clearly audible „click“ noise - only then the folding mechanism is correctly blocked. If this is not the case please contact your dealer. After the first 50 km have your vehicle checked by your dealer or a bicycle repair shop with respect to brakes, tightness of all bolts, and the scooter folding mechanism and the handlebar folding mechanism in particular. Every 500 km we recommend having another check of these components carried out.
- The battery is not delivered fully charged, but your EGRET can be used right away without charging it first.

CAUTION

- If at all possible, avoid using the EGRET on wet surfaces or in the rain. For one, slippery road surfaces increase the risk of accidents (longer braking distances, slipping in curves) and splashing water may affect how the brakes work.
- Don't use the EGRET for jumping as this puts a lot of stress on the chassis and may result in damage.
- Only use the EGRET on even surfaces. The EGRET is not designed for use off-road or on steep inclines.
- Never charge your EGRET unattended and ideally place it on a fireproof, non-conductive surface.
- Note the maximum payload of 100 kg.

THE SCOOTER SHOULD BE INSPECTED FOR ROAD SAFETY PRIOR TO EACH USE.

Inspection includes:

- Proper functioning of the brakes
- Securely locked scooter folding mechanism and the handlebar folding mechanism
- Overall functionally safe condition
- Light and braking light function

NOTE

The EGRET EIGHT and EGRET-TEN are intended for use by one person riding on non-public property and dry surfaces.

If riding in poor weather conditions (rain, snow, ice) cannot be avoided, be especially careful and go slowly. The EGRET is not designed for use in wet weather, because slippery roadways greatly increase the distance needed to brake.

After scooter maintenance, moisture may cause a delayed response in the braking system. For this reason, after cleaning the scooter you should carefully “brake the brakes dry” somewhere away from traffic or carefully apply the brakes more often when riding in the rain to maintain the proper braking effect.

NOTE

If your scooter fails to reach full speed or range even with a fully charged battery, this may be due to an unusual use of your scooter, tyre pressure that is too low or a problem with the battery.

Extreme temperatures, steep inclines, heavy loads, advanced battery age and longer periods of storage without charging have a major effect on battery performance.

Please note that regular use and charging (a full charge at least once every 60 days) is required to maintaining the service life of battery.

TECHNICAL DATA	EGRET EIGHT	EGRET-TEN
Duration for 70% charge	approx. 2 hours	approx. 2 hours
Duration for 100% charge	approx. 4-6 hours	approx. 4-6 hours
Max. payload	100 kg	100 kg
Total weight	14 kg	17.5 kg
Motor output	350W	500W
Max. Output	650W	800W
Battery	LI-ION • 36V • 10.5AH	LI-ION • 48V • 11.6AH
Wheel size	8 inches	8 inches
Brakes	Front and rear	Front and rear
Throttle	Thumb	Thumb
Light	Front and rear	Front and rear
Size	110 x 55.5 x 90-115 cm	115 x 55.5 x 89-114 cm
Size folded	109 x 14.5 x 38 cm	103 x 18.5 x 38 cm
Top speed	up to 28 km/h	up to 30 km/h
Range	up to 30 km	up to 42 km
Ideal tyre pressure	36 PSI	36 PSI

PRIOR TO FIRST-TIME OPERATION

Please note that the EGRET EIGHT and EGRET-TEN are not approved for use on public roadways in Germany.

For your own safety you should always wear a helmet and suitable clothing. Wear bright and light colours to ensure that the operators of other vehicles can see you better and faster.

Your scooter is delivered by the manufacturer ready for use. Reflector stickers are included with the vehicle. For your own safety, we recommend attaching them to the sides of the fender next to the rear light. The EGRET EIGHT and EGRET-TEN come with a low basic charge and can be used straight away.

Prior to first time use and every ride, we request that you do the following:

- Check that the scooter folding mechanism and the handlebar folding mechanism are secured and firmly adjusted.
- Check that the kickstand is in raised position.
- At walking speed, check that the brakes work properly.
- Check whether the rear and brake light go on when briefly pressing the power button on the throttle.
- Attach the enclosed front light to the scooter.

Front suspension EGRET EIGHT: From time to time, the front suspension needs to be maintained. In case intensive use causes tolerance of the suspension, this part of the scooter needs service!

Check that the brakes work.

- The brake lever for the back wheel brake is located on the left side of the handlebars, on the right for the front wheel brake.
- Engaging one or both brakes at the same time interrupts power to the rear wheel and deactivates the throttle. This is why the motor does not respond to the throttle when the brakes are engaged. Note that the EGRET EIGHT has a power interruption when the left brake handle is pressed.

BATTERY AND CHARGER

Warnings about the battery and charger

- The EGRET EIGHT and EGRET-TEN come partially charged on delivery. Although you can unpack and start using it right away, you should expect a shorter range.
- Initially charge the EGRET EIGHT and EGRET-TEN for approx. 6 hours.
- Regular charging will protect your battery. Prolonged periods of storage without charging may cause damage (a depth discharge) to the battery, resulting in irreparable damage.
- Never store the EGRET EIGHT and EGRET-TEN uncharged. Storage without being charged will result in a depth discharge of the battery. Once depth discharged, the battery will be irreparably damaged.
- When not in use, batteries lose some charge every day. In winter, low temperatures may cause battery capacity to drop off much faster.
- Storing the scooter for more than 24 hours with the charger connected to it will result in a broken charger and battery.

- Use only the integrated battery provided or original spare parts. Use only the original charger from the manufacturer to charge the battery.
- When charging the battery, make sure of the following:
 - The charger is properly connected to the charging socket provided
 - The area is well-ventilated
 - It is a dry environment
- Do not carry out any repairs on the battery or charger yourself. Improper handling of the battery may result in life-threatening injuries.
- Never allow the charger, mains or connection cable to come into contact with water as this poses the hazard of electric shock. Never touch it when your hands are wet.
- Carry out regular inspections of the connection plug and charger. Replace the charger if damaged in order to avoid injury and property damage.
- Mains and connection cables must not be damaged or crushed by sharp edges or heat.
- Do not use the charger if there is visible damage to the mains cable or connection cable, or to the charger itself.
- Pull out the plug (not the cable)
 - When a problem occurs during operation
 - Following use or before cleaning

In normal use, the battery should lose no more than 20% of its capacity within the first 300 charging cycles (within the first year). After 600 charging cycles (in the second year) the battery should lose no more than 40% of its capacity. Not being regularly charged or use in different temperatures may greatly affect the service life of the battery. Performance and service life is reduced at low temperatures. Also charged the battery every two months when not in use.

Information on disposal/battery directive

You are already making a major contribution to environmental protection by driving an EGRET EIGHT or EGRET-TEN. Heed the following information about battery disposal:

Dispose of the EGRET EIGHT and EGRET-TEN and all associated components (such as batteries) through an authorised disposal facility or your communal disposal point.

Observe the regulations currently in effect. If in doubt, ask about environmentally-friendly disposal at your local disposal facility.

Batteries and electric equipment may not be disposed of as household waste.

CHARGER LED DISPLAY

EGRET-TEN: The left LED goes on when the charger has power. When the right LED is red, the charger is charging. The right LED turns green when charging is completed. You can pull out the mains plug and then remove the charger plug from the scooter.

EGRET EIGHT: The charger has only one LED. At the beginning of the charging process it turns from green to red. The LED turns green again when the charging process is completed.

Refer to the battery status display on the throttle for the charging status. More information on the speedometer unit is available in “First steps and getting started”.

CAUTION

Use only the charger provided to charge the battery. The use of an unsuitable charger may result in fire or even cause the battery to explode.

FIRST STEPS AND GETTING STARTED



TEN

1



EIGHT



TEN

2



EIGHT

1. CHARGING THE BATTERY

Note that for safety reasons the scooter is delivered with a low charge. This is why it is a good idea to charge the scooter after receiving it.

To charge, turn the protective cover to the side (EGRET-TEN) or remove the plastic plug from the charging socket (EGRET EIGHT).

The charging socket is located on the front right frame of the EGRET-TEN and on the front left of the EGRET EIGHT.

First connect the charger to the power socket. Then connect the charging cable to the port on the scooter. Make absolutely sure that the scooter cannot tip over on the plug.

Never charge unattended, ideally on a fire-proof, non-conductive surface.

2. UNFOLDING EGRET EIGHT



Place the EGRET EIGHT on the floor so that it is securely standing on the battery compartment.

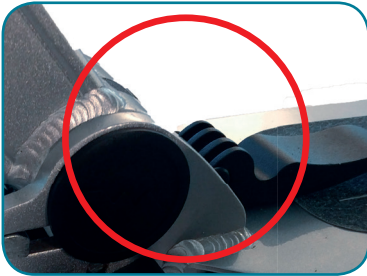
Press the folding latch on the left of the folding mechanism towards the floor and keep it pressed. Carefully moving the main steering rod will help pressing the scooter folding mechanism.



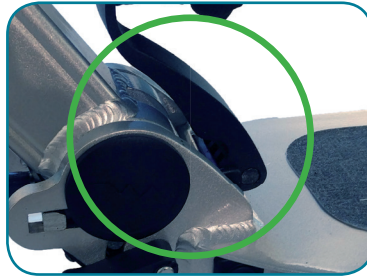
The handlebars can be unfolded now.

The folding catch will now audibly lock into place.

Now close the securing lever so that it firmly lies in the folding mechanism.



NOT CLOSED
DO NOT USE scooter



PROPERLY CLOSED

CAUTION

Do not use the EGRET scooter with an open securing lever. This means that the mechanism is not secured and in the worst case could fold during use.

2. UNFOLDING EGRET-TEN

The folding mechanism of the EGRET-TEN consists of three elements: the safety knob, bayonet lock, and securing lever. To unfold your scooter, please follow the steps as described below and make sure to observe the safety instructions in this chapter.

1. Place the EGRET-TEN on the floor so that it securely stands on the battery compartment.
2. Press the securing lever towards the battery compartment while at the same time pulling the steering rod into an upright position.
-> When the scooter is properly unfolded, the safety knob below the securing lever audibly and visibly snaps upwards into place.



PROPERLY LOCKED
INTO PLACE

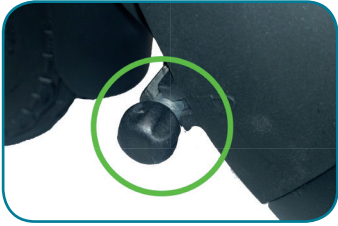


IMPROPERLY LOCKED
INTO PLACE!
DO NOT USE scooter

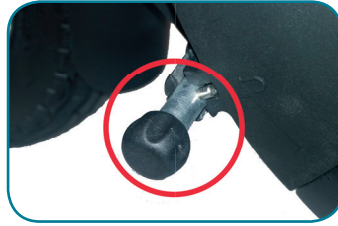
CAUTION

Unfolding is incomplete if the safety knob does not audibly and visibly lock into place when unfolding. The scooter may not be used in this case. There is a risk of accident.

3. Pull the bayonet lock out and let it lock in place by turning it. The bayonet lock needs to be folded completely. The bayonet lock blocks the folding mechanism and prevents an incomplete folding.



READY TO USE



DO NOT USE THE SCOOTER

CAUTION

The EGRET-TEN must not be used with an open bayonet lock. Please make sure the bayonet lock has fully latched.

4. Now close the securing lever by pushing it all the way to the front.



NOT CLOSED
DO NOT USE scooter



PROPERLY CLOSED

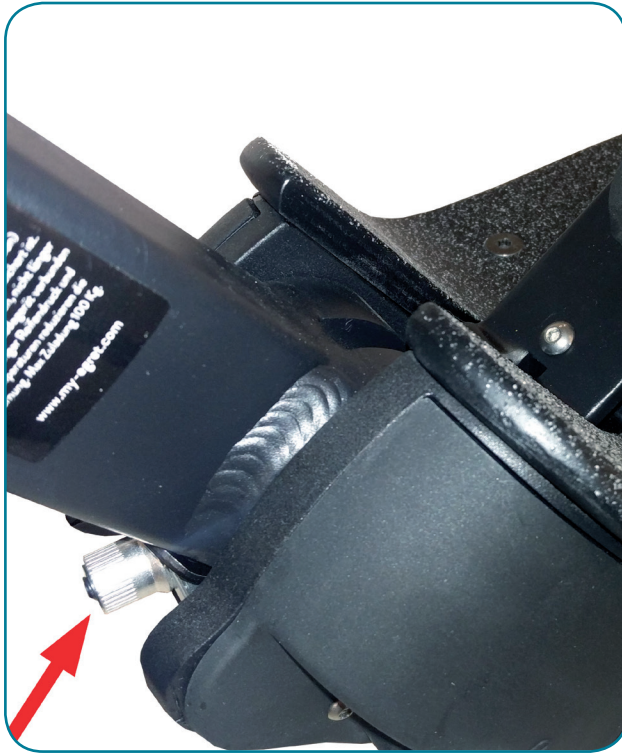
The scooter is only completely unfolded when the safety knob has visibly and audibly snapped into place, the bayonet lock and the securing lever have been closed completely.

CAUTION

Do not use the EGRET scooter with an open securing lever. This means that the mechanism is not secured and in the worst case could fold during use.

ADJUSTING THE SECURING LEVER

On the EGRET-TEN and EGRET EIGHT the resistance of the securing lever can be adjusted via the knurled nut at the front of the scooter. The screw needs to be readjusted prior to every ride. The screw should be adjusted with an opened locking lever and by hand – do not use a tool for this. The locking lever should be tightened hand tight.



2.1 UNFOLDING THE HANDLEBARS



Fold up the left and right side of the traverse steering rod.



Secure them into position by sliding the retaining rings on both sides towards the steering column until the rings noticeably lock into place.



PROPERLY CLOSED



NOT CLOSED
DO NOT USE scooter

The red area below the retaining rings should not be visible or else the mechanism is not secured.

3. ADJUSTING THE STEERING ROD



The handlebars' telescopic mechanism can be released and locked using a quick release. To adjust the height of the handlebars, release the quick release and pull the steering rod to the desired height. Fasten the quick release when the handlebars are at the desired height.

The firmness of the quick release can be manually adjusted on the knurled knob. Make sure that it is always very firmly fixed into place.

CAUTION: Always use care when tightening the quick release bolt. If it is insufficiently fastened, there is a risk of the handlebar being pushed together during the braking process.

This is why you should always check the tightness of the lock in standing position prior to every ride.

3. GETTING STARTED

Find an area without traffic and with enough space for you to get used to the EGRET. Adjust the handlebars to a comfortable height for you.

Make sure that the securing lever on the footboard is firmly affixed and the quick release has been tightened to lock the steering rod into place.

Fold up the kickstand and take a standing position in the middle. Always keep both hands on the handlebars when riding.

Before riding the EGRET for the first time, get used to it by first “rolling” the scooter without support from the motor. Don’t switch on the motor until you feel comfortable just rolling around. Riding without motor support will not damage the scooter.

Briefly pressing the power button is enough to switch the scooter on. The display lights up. The scooter is now ready to go and you can start off! Briefly pressing the switch again when the scooter is turned on turns on the rear light. You can change among speed increments using the “+” and “-” buttons on the throttle. Increase it slowly.

NOTE

For safety reasons, the motor will only switch on after pushing the scooter (kick-start feature).

6. THROTTLE

You can view a variety of information about your vehicle and charge your phone on the throttle of your EGRET-TEN or EGRET EIGHT. We will be presenting the most important features below.

The button on the lower left of the throttle is the on/off switch. Press it to turn the scooter on. After being switched on, briefly pressing the same button switches on the scooter's rear light. Pressing for a longer time turns the scooter back off again.

Pressing the + and – buttons adjusts the scooter's speed increments.

For safety reasons, we have slightly delayed the torque of the motor. This results in you still being able to start off smoothly even if the throttle is pulled all the way.

The display will show you an error code (red flashing E) if the scooter experiences a technical problem.

Please forward this code to our your dealer or our service hotline.

To the left of the throttle there is a USB port for charging your mobile phone. For safety reasons, do not charge your telephone during the scooter charging process.

There is a Service menu / 6 km/h button above the throttle:
you can use this button to travel at walking speed when operational. When not moving you'll be able to enter the service menu.

DISPLAY STATUS



The scooter is switched off.



Enter the password when immobilizer is switched on.



Locked system after repeatedly entering the wrong password.

PLEASE CONTACT YOUR EGRET DEALER.



The scooter is operational (default setting).



Press the ON / OFF switch for less than 2 seconds to switch the rear light off and on again.

ENTERING PASSWORD (Default: 555)



Press „+“ to increase the number,

Press „-“ to decrease the number.

Press the service button above the throttle to confirm the entered number.



Press „+“ to increase the number,

Press „-“ to decrease the number.

Press the service button above the throttle to confirm the entered number.



Press „+“ to increase the number,

Press „-“ to decrease the number.

Press the service button above the throttle to confirm the entered number.

If the password has been entered correctly, the display switches to the „Ready“ mode (page 65, Fig. 4).

If the wrong password is entered, the system switches off first. If you type it in wrongly several times, the system will be locked (page 65, Fig. 3).

IMMOBILIZER ON / OFF



Press the service button for about 2 seconds to enter the service menu.

The start display of the menu is activated if a red „0“ can be seen.



Press „+“ to get to menu point „1“.

Then press the service button again.



Press „+“ or „-“ to turn the immobilizer on (ON) or switch off (OFF).

Then press the service button to save and exit.



The scooter is operational.

ATTENTION

Only the menu items „1“, „2“ and „3“ may be customized by the user. All other menu items are therefore password protected.

SETTING A NEW PASSWORD



Press the service button for about 2 seconds to enter the service menu.

The start display of the menu is activated if a red „0“ can be seen.



Press „+“ to get to menu point „2“.

Then press the service button again.



Press „+“ to increase the number,

Press „-“ to decrease the number.

Press the service button above the throttle to confirm the entered number.



Press „+“ to increase the number,

Press „-“ to decrease the number.

Press the service button above the throttle to confirm the entered number.



Press „+“ to increase the number,

Press „-“ to decrease the number.

Press the service button above the throttle to confirm the entered number and to save.

ACTIVATING CRUISE CONTROL



Press the service button for about 2 seconds to enter the service menu.

The start display of the menu is activated if a red „0“ can be seen.



Press „+“ to get to menu point „3“.

Then press the service button again.



Press „+“ or „-“ to turn cruise control on (ON) or switch it off (OFF).

Then press the service button to save and exit.



The scooter is operational.

ATTENTION

When cruise control is activated the scooter will continue to move even after releasing the throttle. The scooter will only stop once the rear brake is activated.

4. BRAKES

Squeezing the left or right brake lever on the EGRET-TEN disables the throttle, by squeezing the left brake lever on the EGRET EIGHT.

The brakes have to be regularly adjusted. We recommend having the brakes regularly checked by you dealer or a bicycle repair shop.

When being serviced the brakes on the brake calliper should be readjusted. If you are unsure, consult your dealer or a bicycle repair shop.

5. FRONT SUSPENSION EGRET EIGHT

From time to time, the front suspension needs to be maintained. In case intensive use causes tolerance of the suspension, this part of the scooter needs service!

CLEANING AND SERVICING

Cleaning and care

To prevent wear and tear, we recommend thoroughly cleaning and drying the scooter after riding it in the wet weather conditions.

NOTE

- Brush off any loose dirt and wipe off with a damp cloth.
- Use suitable cleaning and maintenance products and a soft sponge.
- Never use solvents.
- Use water sparingly for cleaning, preferably a damp cloth.
- Wipe off using clear water after cleaning to remove any residues.
- Dry with a chamois leather cloth.
- Do NOT rinse off the scooter with running water or high pressure.

AFTER CLEANING:

Use extreme caution to perform some braking processes. Water on the surfaces of the brakes temporarily reduces braking performance.

How to protect your scooter from unnecessary damage:

- Charge the battery fully immediately after delivery.
- Charge the scooter at least every 2 months when stored. Do not leave continuously connected to the charger for more than 24 hours.
- The scooter is protected against splashing water. Nevertheless, you should avoid any unnecessary contact with water.
- Batteries are temperature sensitive. Do not park the scooter in the sun or in very cold environments. Room temperature is ideal for storage.

SERVICE


Take special care with safety-related components such as all electrical components, folding mechanisms and brakes. If you are unsure, consult your dealer or a bicycle repair shop.

After the first 50 km have your vehicle checked by your dealer or a bicycle repair shop relating to brakes, tightness of all bolts, and the scooter's handlebars, scooter folding mechanism and handlebar folding mechanism in particular. Every 500 km we recommend having another check of these components carried out.

Front suspension EGRET EIGHT: From time to time, the front suspension needs to be maintained. The suspension becomes loose after frequent use.

A list of relevant spare parts is available at our website at www.my-egret.com. If a part is not listed here, you are welcome to contact us.





EC Declaration of Conformity

We,

WALBERG URBAN ELECTRICS GMBH
ALTER WANDRAHM 6
20457 HAMBURG

are responsible for technical documents and hereby declare that the product

EGRET EIGHT ELECTRIC SCOOTER

Serial number: WUE IGHT

Is in accordance with the relevant provisions of the following EC directives including all associated modifications:

Maschinenrichtlinie gemäß 2006/42/EG
Richtlinie über die elektromagnetische Verträglichkeit 2014/030/EU
EC Low Voltage Directive 2014/35/EU
Restriction of Hazardous Substances Directive 2011/65/EU

And that the following standards and/or technical specifications have been applied as applicable:

EN 55014-1:2016, EN 61000-3-2:2014, EN 61000-3-3:2013, EN 55014-2:2015,
EN 61000-4-2:2009, EN 61000-4-3:2006+A1:2008+A2:2010, EN 61000-4-4:2012
EN 61000-4-5:2014, EN 61000-4-6:2014, EN 61000-4-11:2004
EN 60335-1:2012+A11:2014
EN 62133:2013, EN 60529:1991+A1:2001+A2:2013
EN 38.3, EN 14619:2015

Year of CE labelling: 2018



Florian Walberg, Geschäftsführer
Hamburg, 15. Jan 2018

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URBAN ELECTRICS
G M B H

HAMBURG HRB 51557 / VAT NR: DE 154 162 969

THE HOME OF

EGRET

BANKVERBINDUNG:
COMMERZBANK
BLZ: 20040000
KTO: 29 85 90 100
IBAN: DE59 2004 0000 0208 0901 00
BIC / SWIFT: COBADEH3333



EC Declaration of Conformity

We,

WALBERG URBAN ELECTRICS GMBH
ALTER WANDRAHM 6
20457 HAMBURG

are responsible for technical documents and hereby declare that the product

EGRET-TEN ELECTRIC SCOOTER

Serial number: WUE TEN

Is in accordance with the relevant provisions of the following EC directives including all associated modifications:

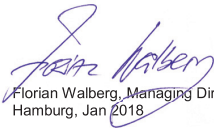
Directive 2006/42/EC (on machinery)
Directive 2014/030/EU (electromagnetic compatibility)
EC Low Voltage Directive 2014/35/EU
Restriction of Hazardous Substances Directive 2011/65/EU

And that the following standards and/or technical specifications have been applied as applicable:

EN 55014-1:2016, EN 61000-3-2:2014, EN 61000-3-3:2013 EMS: EN 55014-2:2015,
EN 61000-4-2:2009, EN 61000-4-3:2006+A1:2008+A2:2010, EN 61000-4-4:2012
EN 61000-4-5:2014, EN 61000-4-6:2014, EN 61000-4-11:2004
EN 60335-1: 2012+A11:2014
EN 62133
EN 60529:1991+A1:2001+A2:2013
EN 14619:2015

Year of CE labelling: 2018




Florian Walberg, Managing Director
Hamburg, Jan 2018

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THE HOME OF



EGRET

BANKVERBINDUNG:
COMMERZBANK
BLZ: 200 40 000
KTO: 20 09 0100

IBAN: DE59 2004 0000 0208 0901 00
BIC / SWIFT: COBADEHHXXX

FREQUENTLY ASKED QUESTIONS

Where can I ride my EGRET scooter?

Although the EGRET has undergone numerous tests conducted by accredited testing institutions, our e-scooter is still not street legal in Germany. For this reason it may currently only be used on non-public property.

How do I charge my EGRET?

Plug the included EGRET charger into a socket and then plug the charger cable into the scooter. The charging port is located next to the folding kick-stand on the left side of the scooter. To charge, turn the protective cover to the side. The right LED turns red when the charging process starts. Once the battery is charged, the right LED turns green and the fan turns off. Remove the charger cable from the scooter and then unplug it from the socket. After charging, remember to put the protective cap back onto the scooter to protect the charging port from dirt and moisture. Always make sure there is plenty of ventilation and a dry environment for the charger and follow these operating instructions:

- Do not leave the scooter connected to the active charger for more than 24 hours.
- Do not leave the charger connected to a socket for more than 24 hours.
- Charge the battery at least once every 60 days and move the scooter around.
- Never store the scooter for more than 24 hours with an empty battery. This prevents a deep discharge with irreparable consequences from occurring.
- Do not use the charger if there is visible damage to the mains cable or connection cable, or to the charger itself.
- After being charged, if the scooter remains connected to the charger, it will turn on and off again in short spurts. This is not a defect. It simply indicates that individual battery cells are being slowly charged. Nevertheless, make sure that the scooter is not connected to the charger for more than 24 hours.

Can I take my EGRET on board of an aeroplane?

Whether you are permitted to take your EGRET along with you on a plane varies from airline to airline. This is why you should clarify this point with the specific airline.

The motor sounds strange, what can that be?

Unusual noises from the motor can have many causes. Is your motor being subjected to severe stress from riding uphill, a heavy load or heat? This may cause your motor to overheat and emit noises that are louder than normal.

You can protect your motor by using one foot to support heavier loads like on a conventional scooter. This also applies to starting off. When starting off on your scooter from a standing position, the motor has to apply significantly more force to get you and the scooter going than when using one foot to pick up a bit of speed before using the throttle. This also reduces power consumption, giving you a longer range!

What should I do if the force of braking is becoming weaker?

The brakes are extremely vital to your personal safety. Any change in how they work must be fully resolved!

The most frequent reason for a change in braking behaviour is when there is moisture on the brake disc.

Water or detergents may have got into the brake. In this case, carefully ride the scooter for a few hundred meters while braking carefully. This will usually cause the water inside to evaporate from the heat caused by braking, causing braking behaviour to return to normal.

The brake pads become worn over time. This can also be a reason why your EGRET's braking behaviour has changed. You can easily re-adjust the brakes via the adjustment bolt on the brake lever.

If these adjustments do not help to satisfactorily restore braking behaviour, contact a bicycle repair shop. Please note that adjusting the brakes is a safety-related matter. We can assume no responsibility for the consequences of improperly adjusted brakes.

My scooter won't turn on or run. What can I do?

First, press and hold down the on/off switch for several seconds. If you only press the button briefly, the scooter will not turn on.

Then check whether the battery is charged. The charger may not have been plugged in correctly or be defective and hasn't charged the scooter at all. For more information, refer to the questions "How do I charge my scooter?" and "The charger isn't charging the scooter. What could be the reason for this?".

The scooter is equipped with a kick-start function. You only have to get the scooter moving with your foot in order for the throttle to be activated.

The charger isn't charging the scooter. What could be the reason for this?

- The charger is not plugged into a socket.
- The socket has no power (sockets in garages often have an additional fuse or have to be turned on from the light switch).
- When properly plugged in, the LED on the charger should turn red when the scooter is charging.
- The cable's socket plug (between the charger and the battery) is not firmly plugged into the charger.
- The cable's socket plug (between the charger and the battery) is not firmly plugged into the scooter's charging port.
- On the EGRET-TEN the plug can be inserted in twisted position. You should check whether the position of the plug is correct.

The bayonet lock of my scooter does not properly latch – the black knob does not rest against the scooter. What can I do?

When the folding mechanism is not fully retracted, the handle bar needs to be moved so the silver bolt can fulfil its function. It might be necessary to clean the folding mechanism to give the bolt the required space to latch.

How can I protect my EGRET from theft?

The EGRET is small and easy to handle, so you can normally take it anywhere you go. If the scooter has to stay outside, simply secure it with a cable or U-lock for bicycles through the spokes of the front wheel or around the handlebars.

Spiral cable locks are best suited, because they are very flexible. Refer to the details from the manufacturer for more information on the security of the lock.

How can I clean/maintain my EGRET?

Just like any other vehicle, you can extend the service life of your EGRET by cleaning it regularly. The EGRET-TEN and EGRET EIGHT are made of aluminium, characterised by robustness, low weight and being rust-free.

Only the footboard of the EGRET-TEN is made of wood and our bolts are made of steel and have a zinc-coating to prevent rust. If the coating is damaged by abrasion, rust may form in these places, which you can prevent by regular maintenance.

The proper interlocking of the folding mechanism is maintained when regularly cleaned. Here are a few cleaning tips:

- Use suitable cleaning and maintenance products and a soft sponge.
- A dish brush (with soft bristles) is also great to get at hard to reach places on the scooter (e.g. the folding mechanism).
- Do not use sponges with a rough surface. This will damage the scooter's paint.
- Do not use solvents.
- Never point a water jet directly at the scooter.
- After cleaning, wipe with a damp cloth to remove any cleaning residues.
- Dry with a chamois leather cloth.
- Fold down the scooter to clean the folding mechanism.
- Regularly grease the folding mechanism with all-purpose spray.

NOTE AFTER WASHING:

Water on the brake surfaces can temporarily reduce brake performance.

For this reason, carry out a few braking operations until you are sure that full braking performance is achieved.

I have a problem with my EGRET – who can help me?

Should you have problems with your e-scooter, consult the dealer you bought your vehicle from or a bicycle repair shop. We of course have a repair shop service. If there's anything we can do for you, we're happy to lend assistance. Together with our technicians, we'll check how we can solve your problem.

CONTACT OUR CUSTOMER SERVICE

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* €14/min from the German fixed-line network, mobile phone price: max. €42/min.