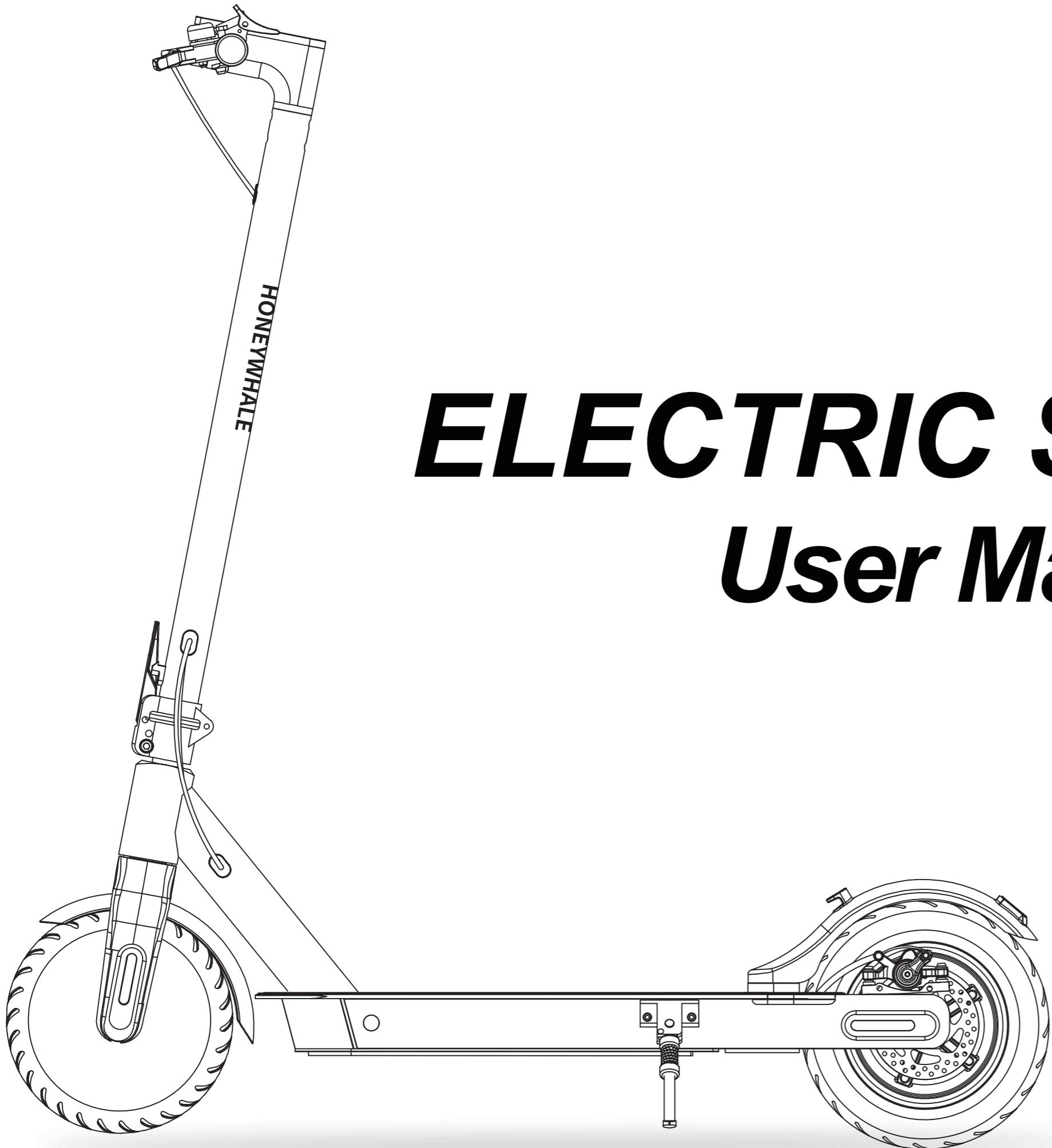


HONEYWHALE



ELECTRIC SCOOTER

User Manual

M2 PRO/E9 PRO

Caution

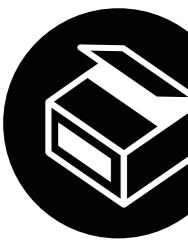
Prior to using the vehicle for the first time, it is essential to carefully review the product manual and adhere to the instructions provided. In the event of any uncertainty regarding the product instructions or if additional assistance is required during installation, please seek guidance from the appropriate dealer.

It is imperative to comply with local laws and regulations when operating the electric scooter. The safe use of the product hinges on strict adherence to the warnings, cautions, and operating instructions outlined in this manual. Any form of aggressive use is strictly prohibited, and any resulting damage or risk stemming from such use is the sole responsibility of the user. We shall not be held liable for any injuries or damages resulting from a failure to heed the warnings, cautions, and operating instructions, or for injuries caused by improper personal operation. Users are required to operate the vehicle at their own risk and responsibility.

Similar to any mechanical component, vehicles are subjected to significant stress and wear. Various materials and components respond differently to wear and fatigue. If a component surpasses its anticipated service life, it may suddenly fail and lead to user injury. Cracks, scratches, and discoloration in highly stressed areas serve as indicators that a component has exceeded its useful life and should be replaced.

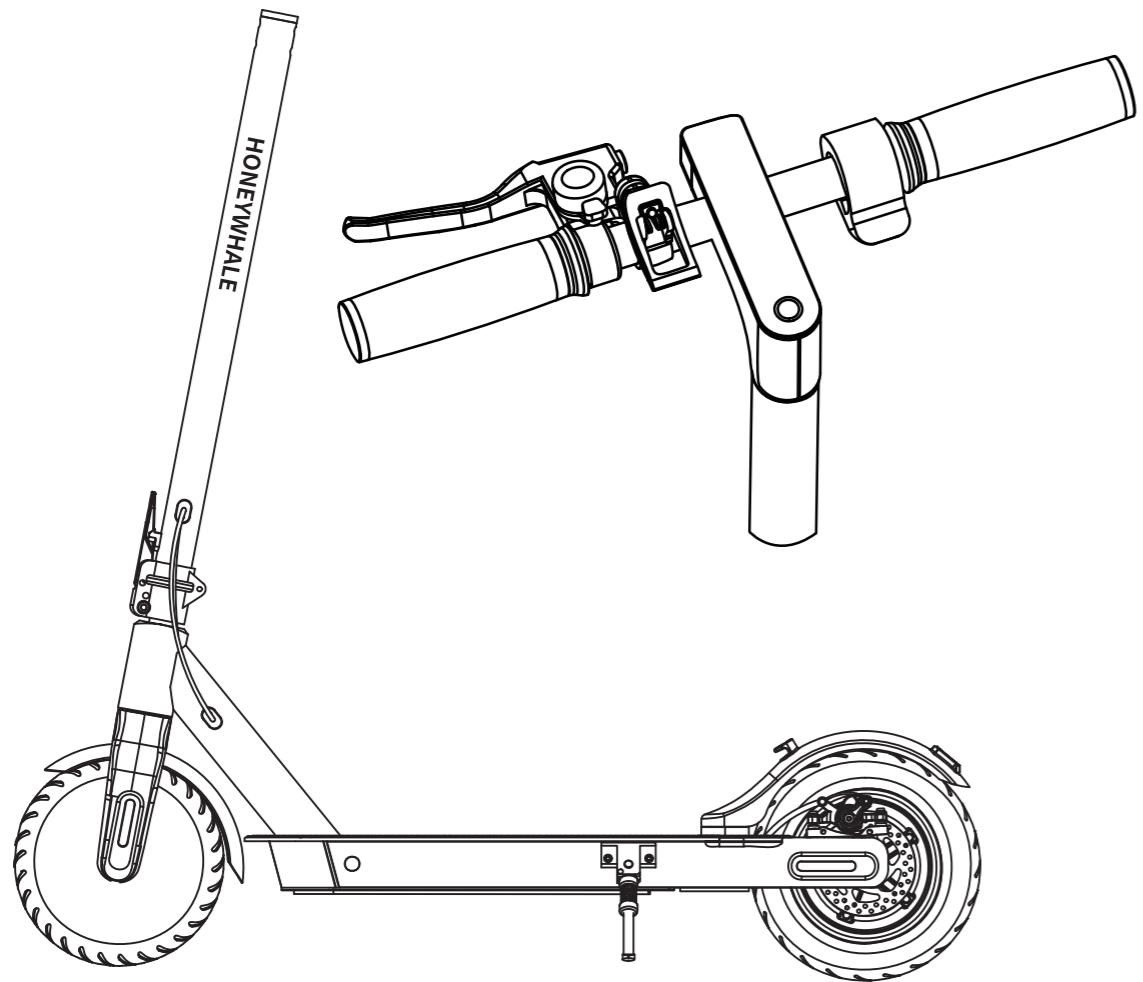
Indice

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Box Contents

01



When you open the package, check that the components listed are complete. If any components are missing, contact your dealer/distributor to obtain the missing components.

After confirming that all components are present and in good condition, you are ready to assemble your new electric scooter.

Please save the box and packing materials for future warranty shipments.

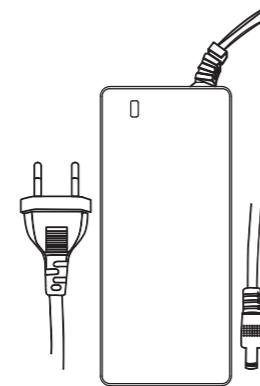
Always turn off the electric scooter and unplug the charger before assembling the product or cleaning it.

The product picture in the instruction manual is for reference only, please refer to the actual product you purchased.

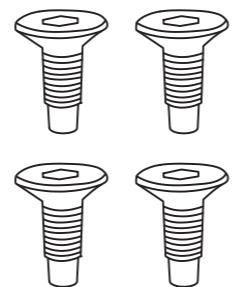
Accessories



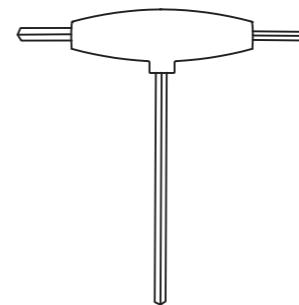
Manual



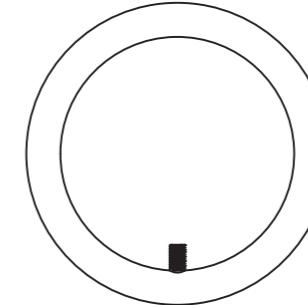
Charger



Screws*4



3in1 tool



Inner Tube



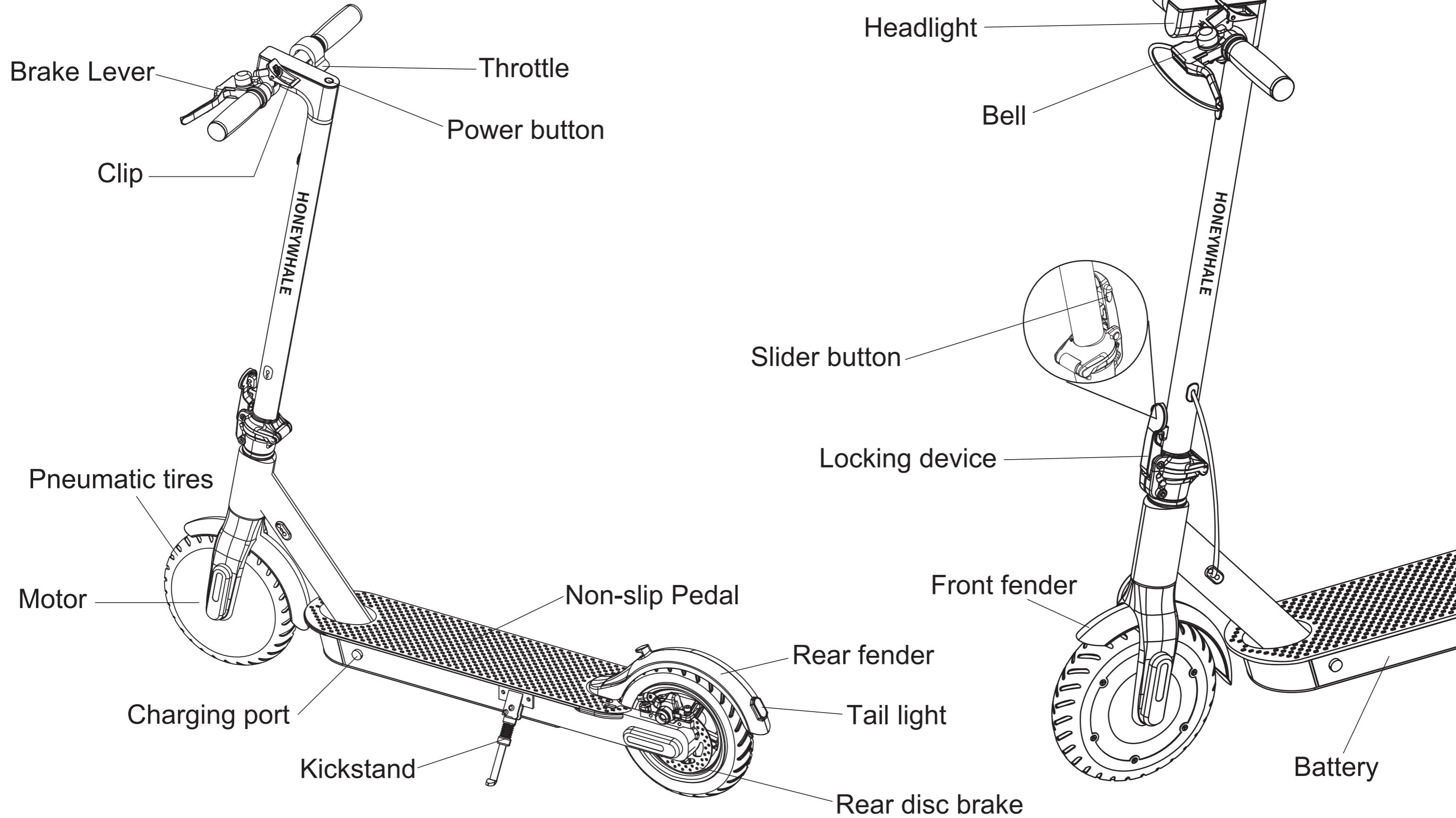
Inflatable extension tube





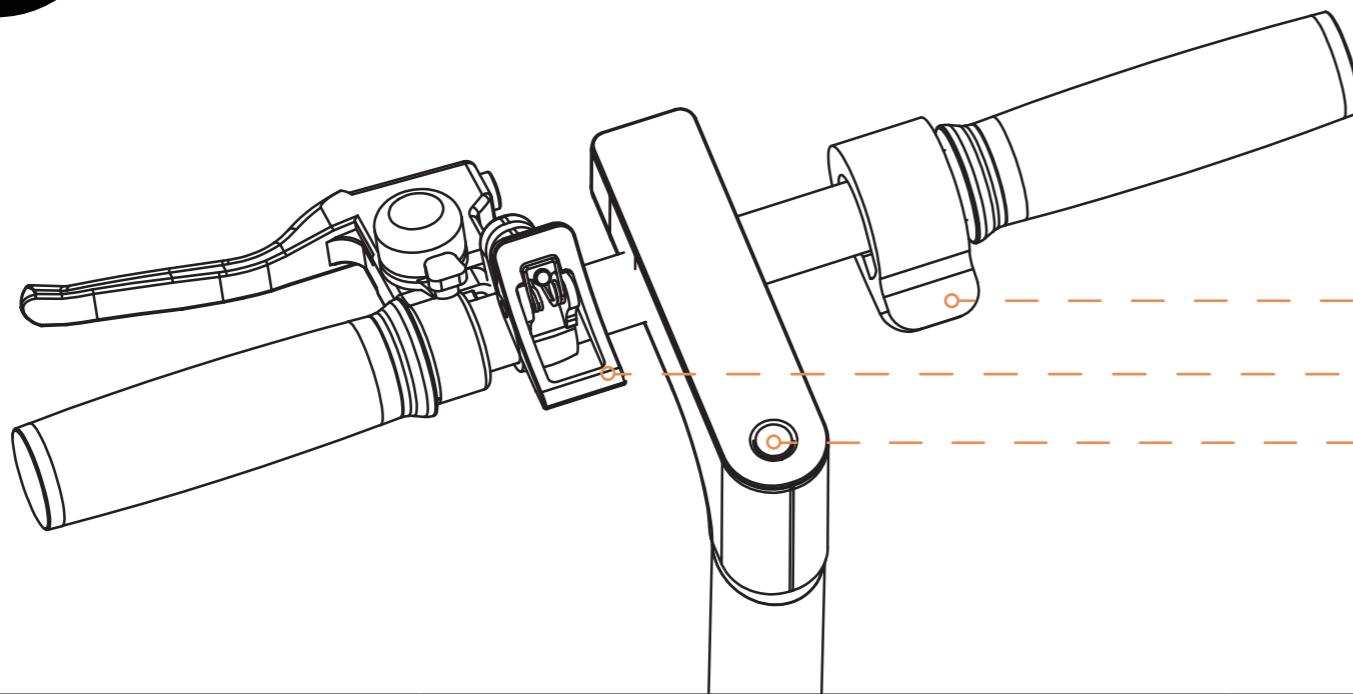
Product introduction

02





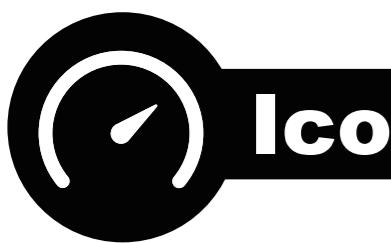
Control panel instructions



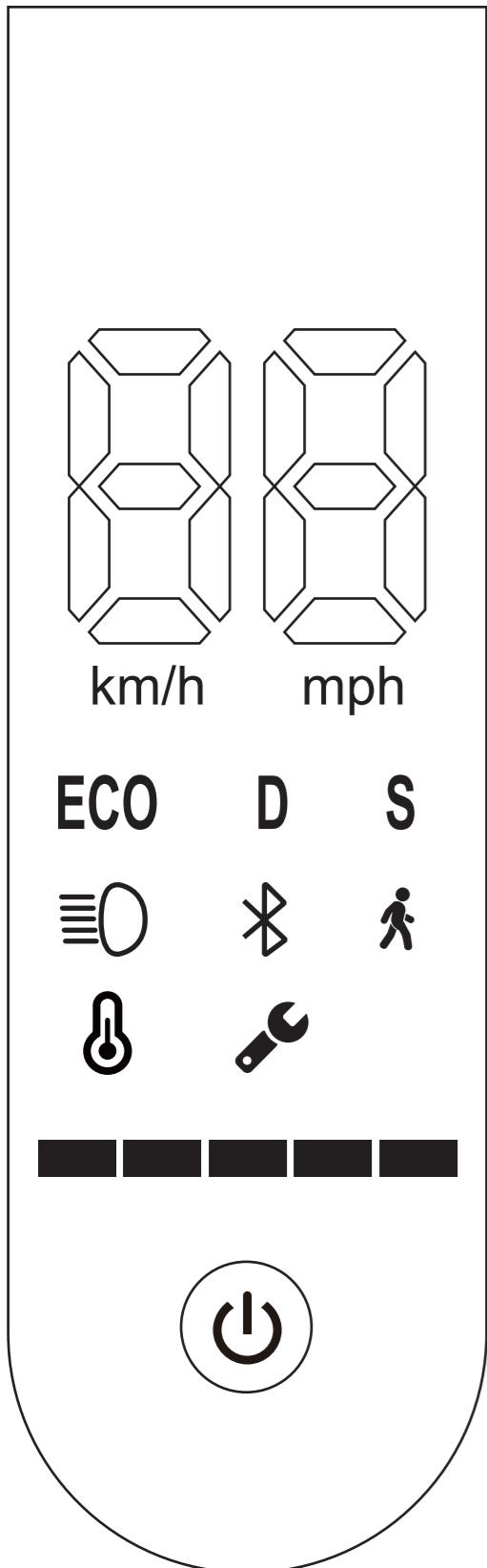
- Electric Throttle
- Power Button
- Clip

| Button/Part Name | Function | How to operate |
|--------------------------|---|---|
| Electric Throttle | Control the scooter speed | Press the throttle and adjust the intensity to achieve different speeds. |
| Power Button | Power On/Off | Press and hold the button for more than 2 seconds and the scooter will turn on and off is the same operation. |
| | Turn the headlight On/Off | Press the button once to turn on the headlights and press the button again to turn them off. |
| | Switch between four speed modes | Press the button 2 times quickly. |
| | Change speed measurement units between mph and km/h | Press the button 3 times quickly. |
| Clip | Used to secure the handlebar after folding, making it easy to transport the scooter | Once the bar is folded down, attach the folding clamp to the raised part of the rear fender. |



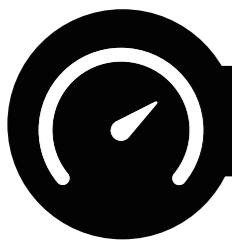


Icon and Data Descriptions

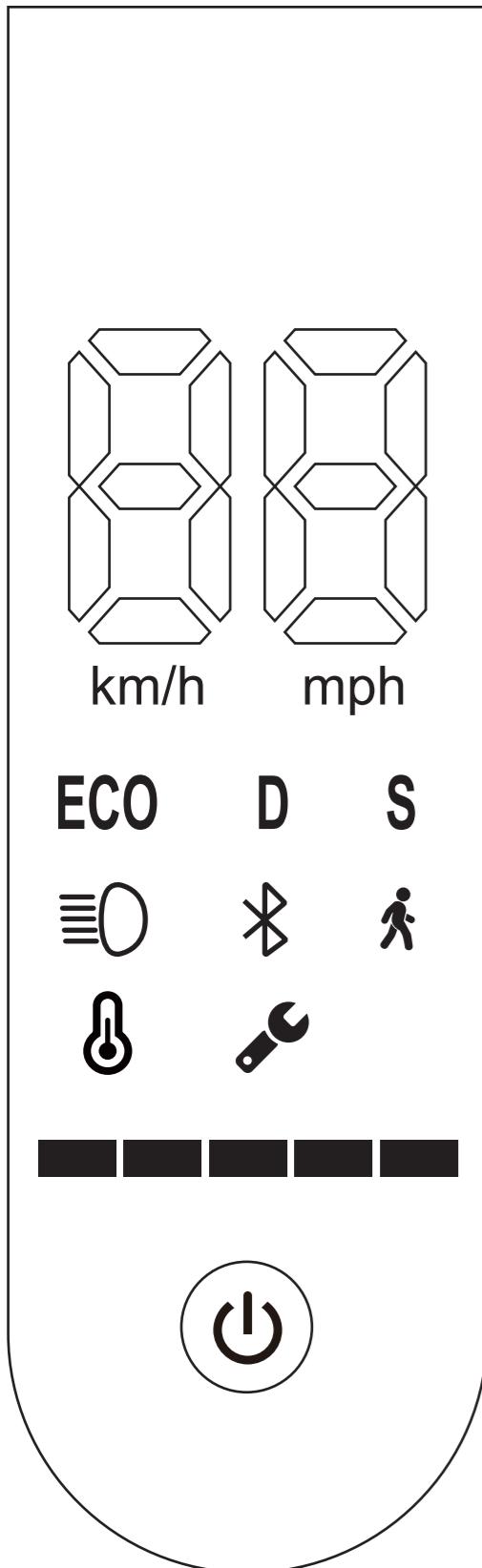


| Display icons | Icon Name | Meaning |
|-------------------|------------------------------------|--|
| | Speed icon | Indicates the current real-time speed of the scooter. When a fault occurs, the fault code will also be displayed in this area, such as E 04. At this time, stop using the scooter and solve the problem according to the fault code table. |
| km/h mph | Speed measurement unit icon | Indicates the unit of measurement used for the current speed value. The value displayed on the display as km/h is calculated in the metric system. The numerical value displayed in mph is calculated in imperial units. You can toggle it by pressing the Power button three times or via of the application. |
| ECO D S | 4 speed mode icons | The corresponding icon indicates the current speed mode of the scooter. There are 4 modes in total ,which can be switched by pressing the Power button twice or via the app. |
| | Headlight icon | This icon illuminates to indicate that the headlight are on. |
| | Bluetooth icon | This icon lights up to indicate that the scooter has successfully connected to the mobile application. |



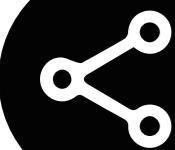


Icon and Data Descriptions



| Display icons | Icon Name | Meaning |
|---------------|-------------------------|--|
| | Temperature icon | This icon illuminates to indicate that the battery temperature has reached 90°C. At this time, the vehicle's ability to accelerate is reduced and it may not be able to charge. Let the scooter reach room temperature before using or charging it. |
| | Icono de falla | This icon lights up to indicate that the scooter is not working properly and the controller will make a sound. The speed value area also displays a fault code, such as E04. At this time, stop using the scooter and solve the problem according to the solution table. |
| | Battery icon | Indicates the current remaining battery power. There are 5 bars in total and each bar represents approximately 20% of the battery. Please note that to slow down the aging of the battery, you must charge it quickly when there is only one bar of power left. Do not wait for the battery to drain completely before charging. |





Descripción del modo de velocidad

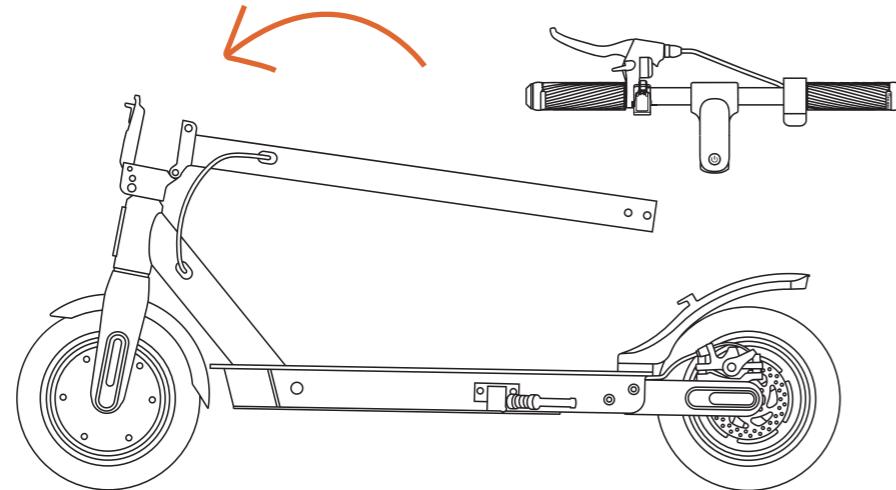
| Mode | Speed limit in this mode | How to activate each mode |
|------------|--------------------------|---|
| Pedestrian | 3 mph (6km/h) | Press the Power button twice to switch between 4 speed modes. |
| ECO | 9 mph (15 km/h) | Press the Power button twice to switch between 4 speed modes. |
| D | 15 mph (25km/h) | Press the Power button twice to switch between 4 speed modes. |
| S | 19 mph (32km/h) | Press the Power button twice to switch between 4 speed modes. |



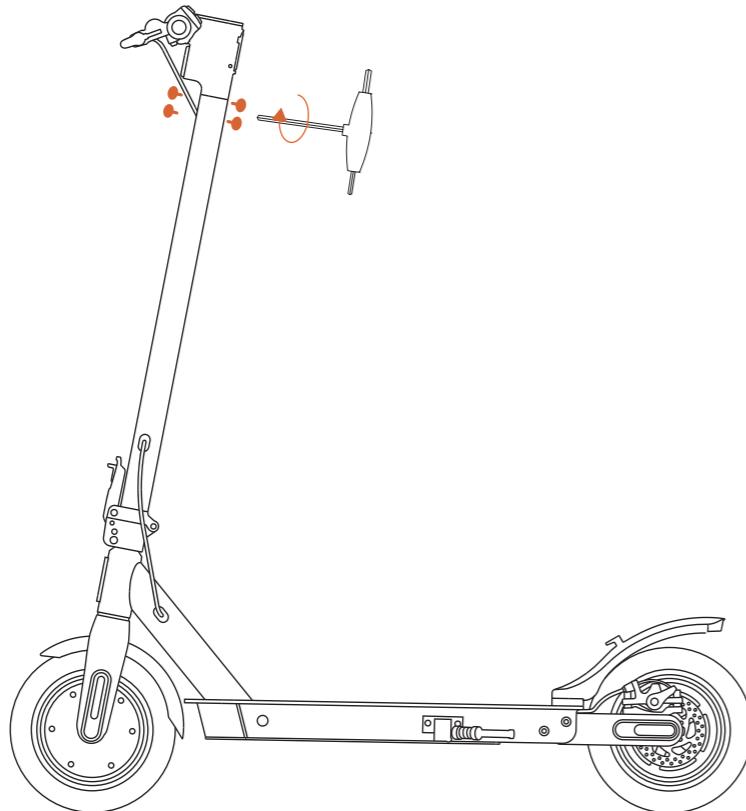


Installation instructions

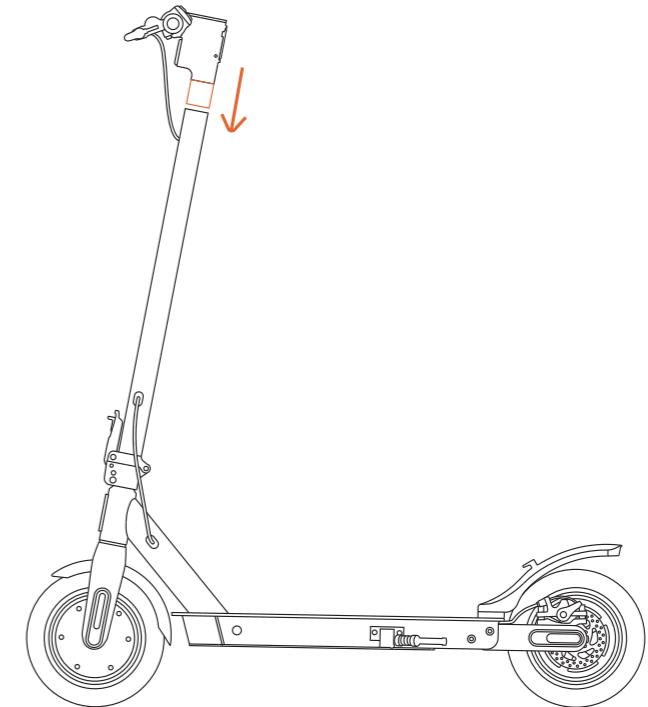
1. Unfold the scooter body and secure it with the locking device.



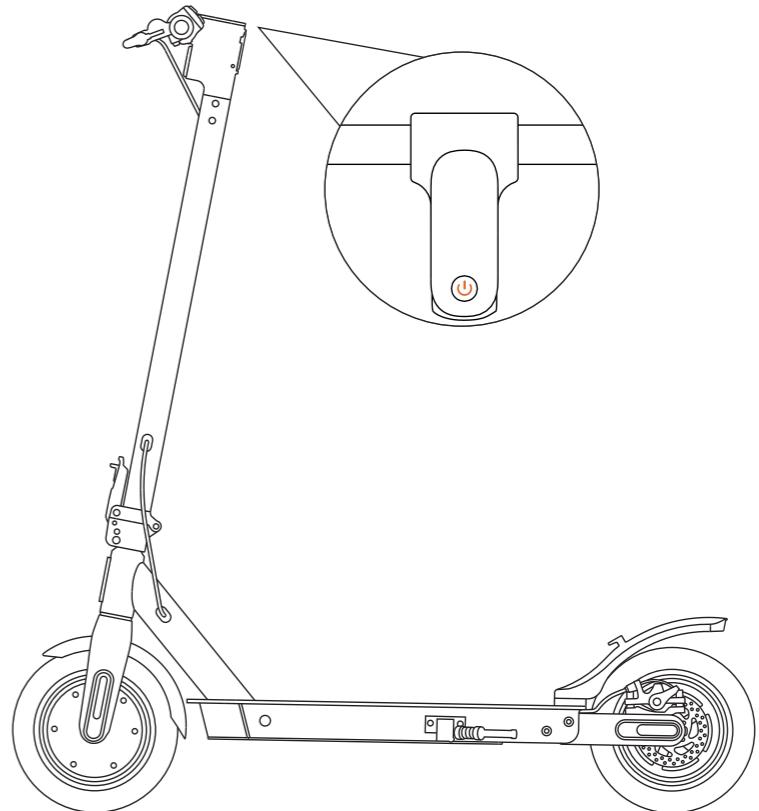
3. Insert the four screws into the designated holes and use the included three-in-one tool to tighten the screws and complete the installation.



2. Align the handlebar part of the scooter with the body and insert it.



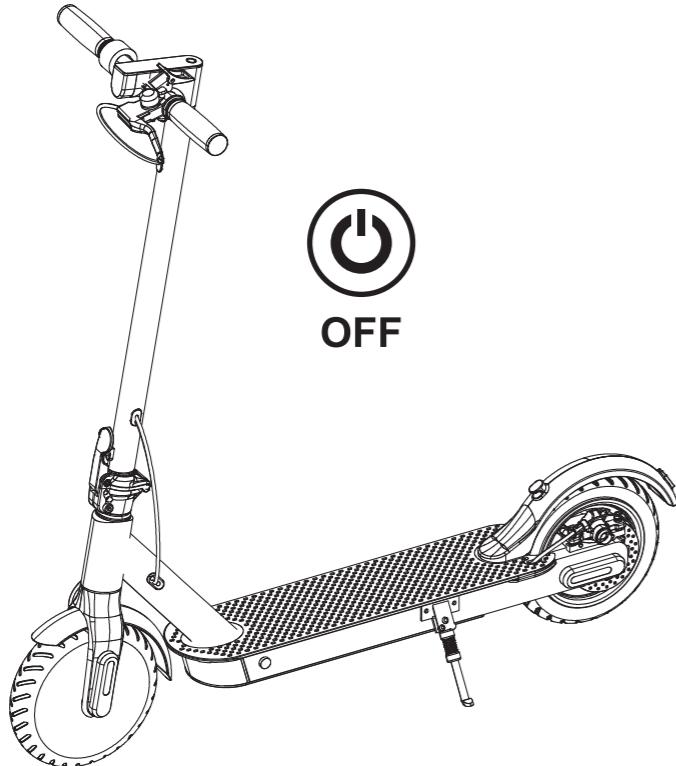
4. Press the power button to ensure it starts normally.



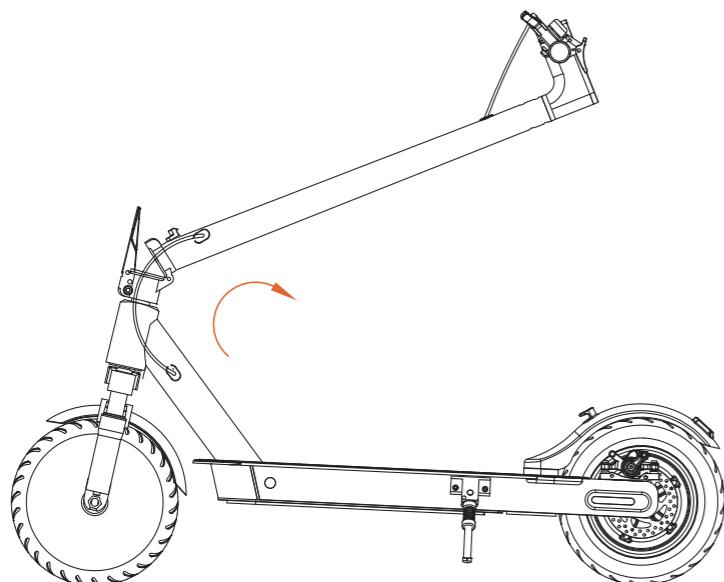


Folding instructions

1. Make sure the scooter is turned off to avoid accidentally touching the throttle with your thumb.



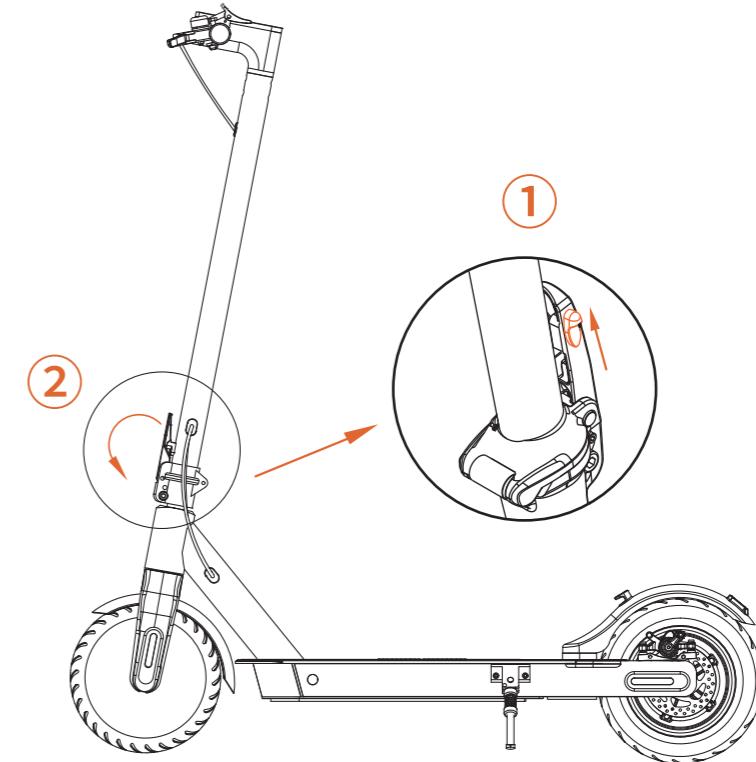
3. Fold the scooter bars towards the rear wheels.



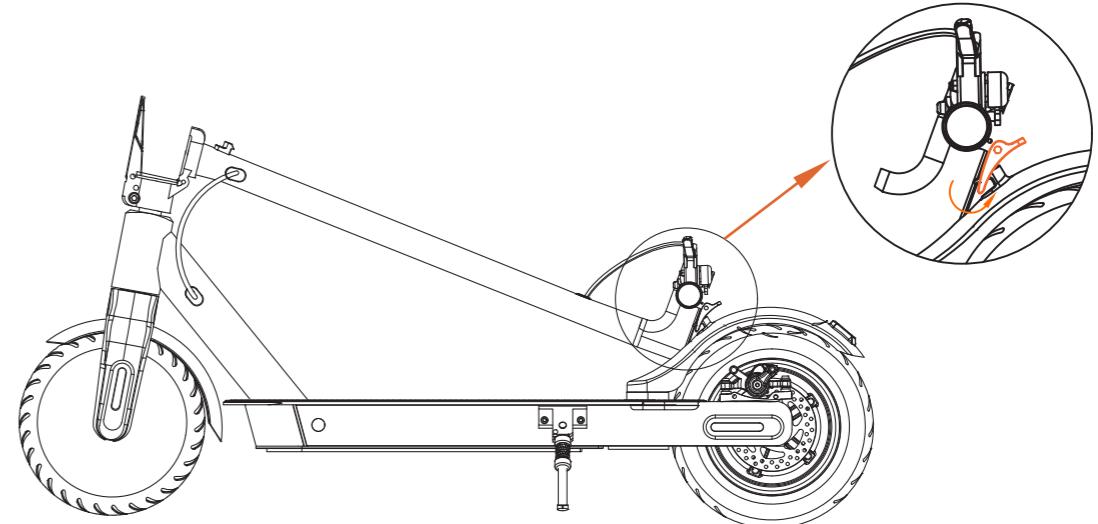
Using the folding clip to secure the handlebar allows you to lift the scooter for easy transportation.

How to unfold: Remove the folding clip, lift the pole and use the locking device to lock the folding part to fix the body.

2. Push the slider up with your thumb to open the locking mechanism.

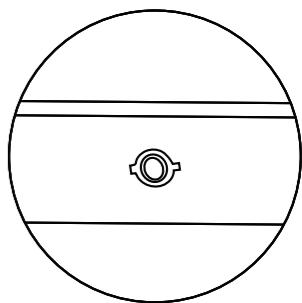
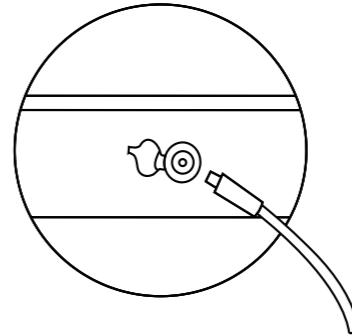
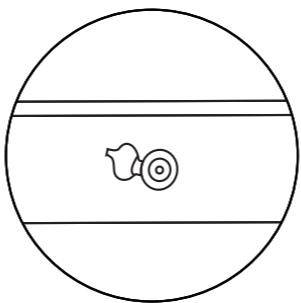
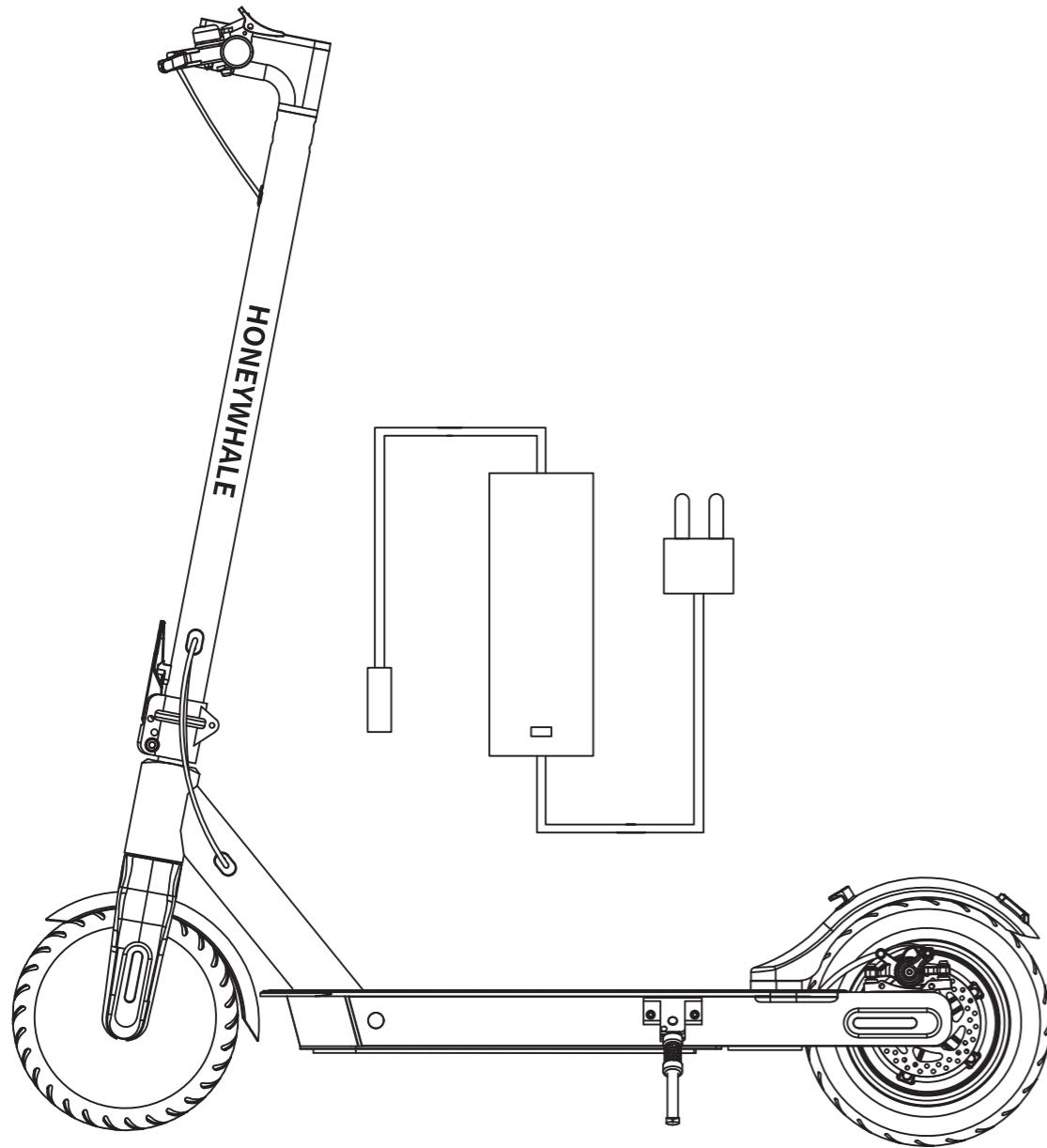


4. Attach the folding handlebar clamp to the raised part of the rear fender.





Charging instructions



1. Make sure the scooter is turned off to avoid accidentally touching the electric throttle.
2. Open the charging rubber protective cover and insert the charger connector into the charging hole of the body.
3. Insert the charger plug into the power outlet.
4. When the indicator light on the charger is red, it means it is charging, and when the indicator light on the charger turns green, it means the battery is fully charged.
5. After charging is finished, please plug the rubber plug into the charging port to prevent dust and water from entering.

⚠ If the scooter is almost out of power, please charge it in time. If the scooter is not used for a long period, charge it once a month. The user is solely responsible for battery protection failure caused by long-term power loss and excessive discharge.

Each electric scooter is equipped with an exclusive lithium battery and an exclusive charger. Do not use other brands' chargers to charge. Other types of products are not suitable for use with our chargers. If the battery or charger is damaged as a result, the user is responsible.





Pre-driving inspections and precautions

To ensure safety, be sure to wear protective equipment (helmet, elbow pads, knee pads, gloves, etc.) when riding.

Check if the parts are installed securely. If the screws and nuts are loose or missing, they should be tightened in time or installed with new screws or nuts.

Check if the scooter body is intact. If the frame is cracked or the parts are damaged, repair or replacement of parts should be carried out in time to

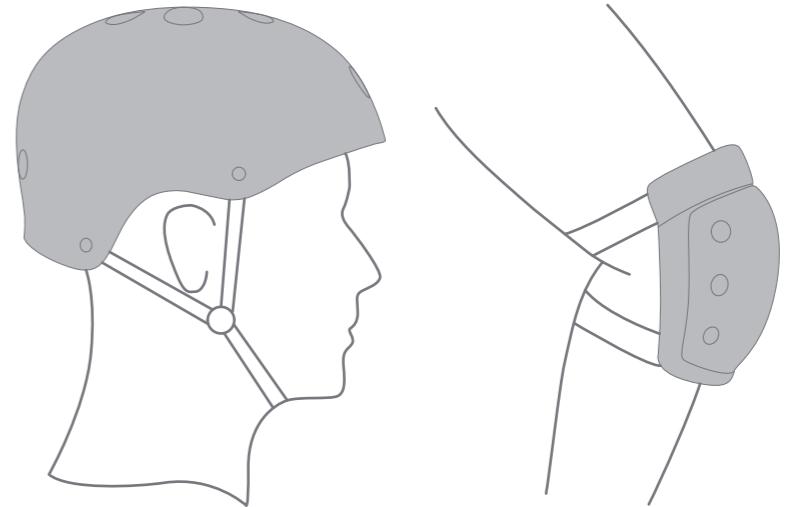
prevent small problems from accumulating and developing into major failures. How to check whether the braking performance is sensitive, whether the braking distance braking is long, the tightening of the brakes on the rear wheels must be adjusted quickly.

Check that the folded parts are locked and stable

Check if the battery charge is sufficient. Calculate the distance you need to travel in advance to

Prevent the battery from running out suddenly on the road.

Check if the tires are in good condition. If the wear is serious, it should be replaced in time. If cracks or holes caused by nails appear, go to a repair shop to repair or replace the tires as soon as possible.





Pre-driving inspections and precautions

Check and maintain proper tire pressure to improve handling and ride comfort.

Check whether the scooter's handlebar throttle is secure and operates sensitively. If there is any sign of slack, tighten it.

Check that the headlights and taillights are working properly.

Check that the handlebar buttons work correctly.

Check whether all the icons on the screen are displayed normally. If an error code appears on the screen, refer to the troubleshooting table to resolve the problem before using the scooter.

If you are a beginner, you will need an experienced assistant to teach you. The assistant must be able to operate the scooter and understand all precautions and riding methods in this manual. You should find a relatively open place to practice driving, at least 4 meters * 20 meters

Familiarize yourself with your surroundings. Make sure there is no interference from cars, pedestrians, pets, bicycles or other obstructions.





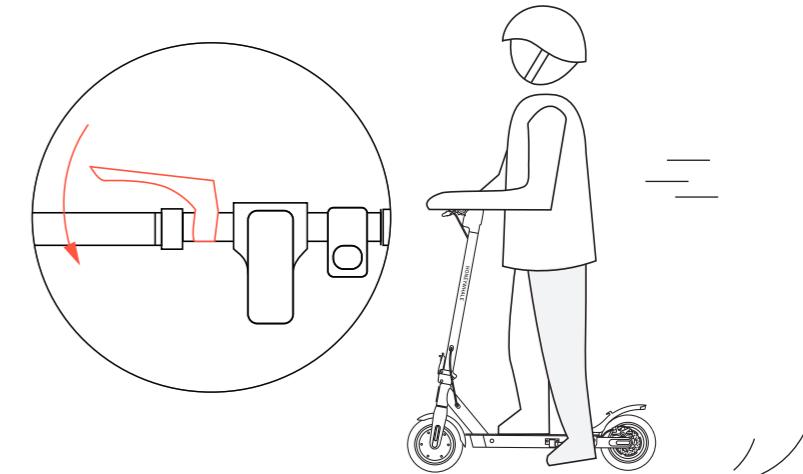
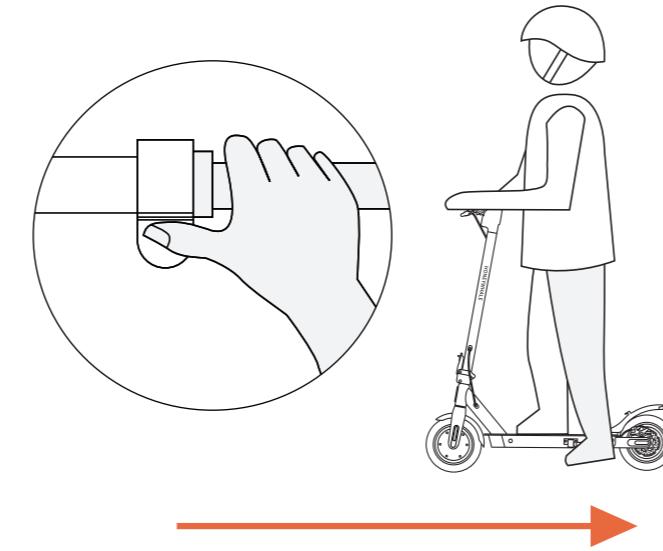
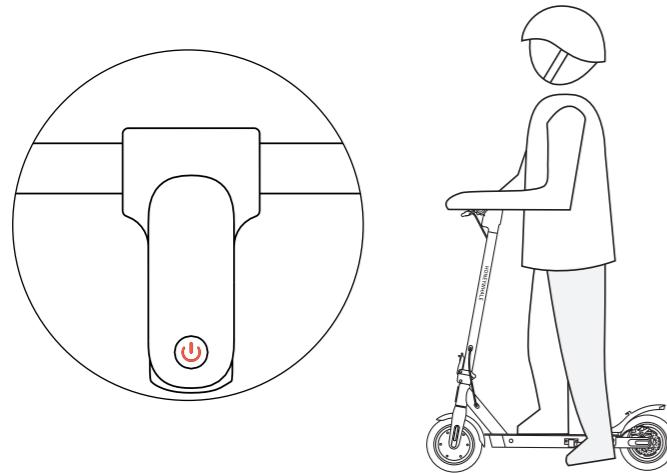
Driving instructions

The default boot mode is "non-zero speed boot mode". That means you have to slide the scooter with the plies to give it some forward momentum. (This mode is safer and there is no danger of accidentally touching the throttle when stopped).

Driving instructions

1. Press and hold the power button for two seconds to turn on the scooter.
2. Hold the handlebars on both sides with both hands, step on the pedal with one foot and slide the other foot on the ground.
3. When the speed of the scooter reaches 5 kilometers per hour, step on the pedals with both feet. Keep the balance.
4. Gently press the throttle with your right thumb and the scooter can move forward independently.
5. To stop or slow down, release the throttle and then press the brake lever with varying degrees of force as necessary.

The scooter's taillight flashes when braking.





Driving instructions

Depending on your scooter domain, you can change the start mode to "zero start mode". To make changes, connect the scooter to your phone via Bluetooth and make changes through the app. Clicking the "Start mode" button can switch the initial startup mode to zero start mode.

Zero speed start mode: after starting the vehicle, simply press the throttle to move forward. This mode is suitable for experienced scooter users. (This mode is more convenient to start and requires no external force, but has certain risks. Be careful not to accidentally touch the throttle when you are not ready to drive.)

The status of the taillight in different speed modes

- (1) In pedestrian mode, the taillight flashes slowly and quickly when braking;
- (2) In other modes, when the headlight are not on, the taillights do not turn on and flash quickly when braking. When the headlight are on, the taillights illuminate slightly and flash rapidly when braking.

Cruise control mode

The cruise mode is enabled by default in the initial state, but it is necessary to activate it. After activating the cruise control mode, the scooter will drive at a steady speed without pressing the throttle. If you don't want to accidentally activate this mode while driving, you can disable it completely in the app. This mode is suitable for situations where there are no pedestrians or vehicles around. Do not use it when there are too many vehicles on the road.

How to activate the cruise mode: While driving, hold down the throttle and let the scooter drive at a constant speed at the desired speed for about 6-8 seconds. When the cruise mode is activated successfully, the controller will beep. When you release the throttle at this time, the scooter will advance automatically without reducing speed. Press the brake or throttle to exit cruise control mode.

For other button controls, you can see them in detail on the control panel description page.

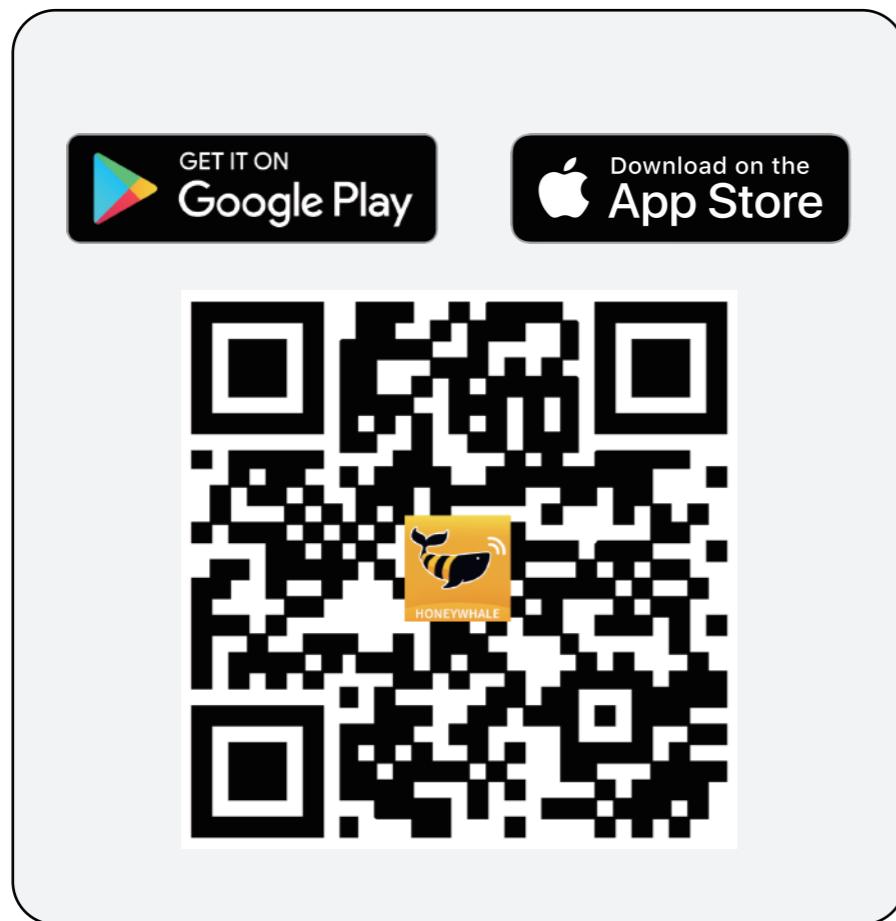




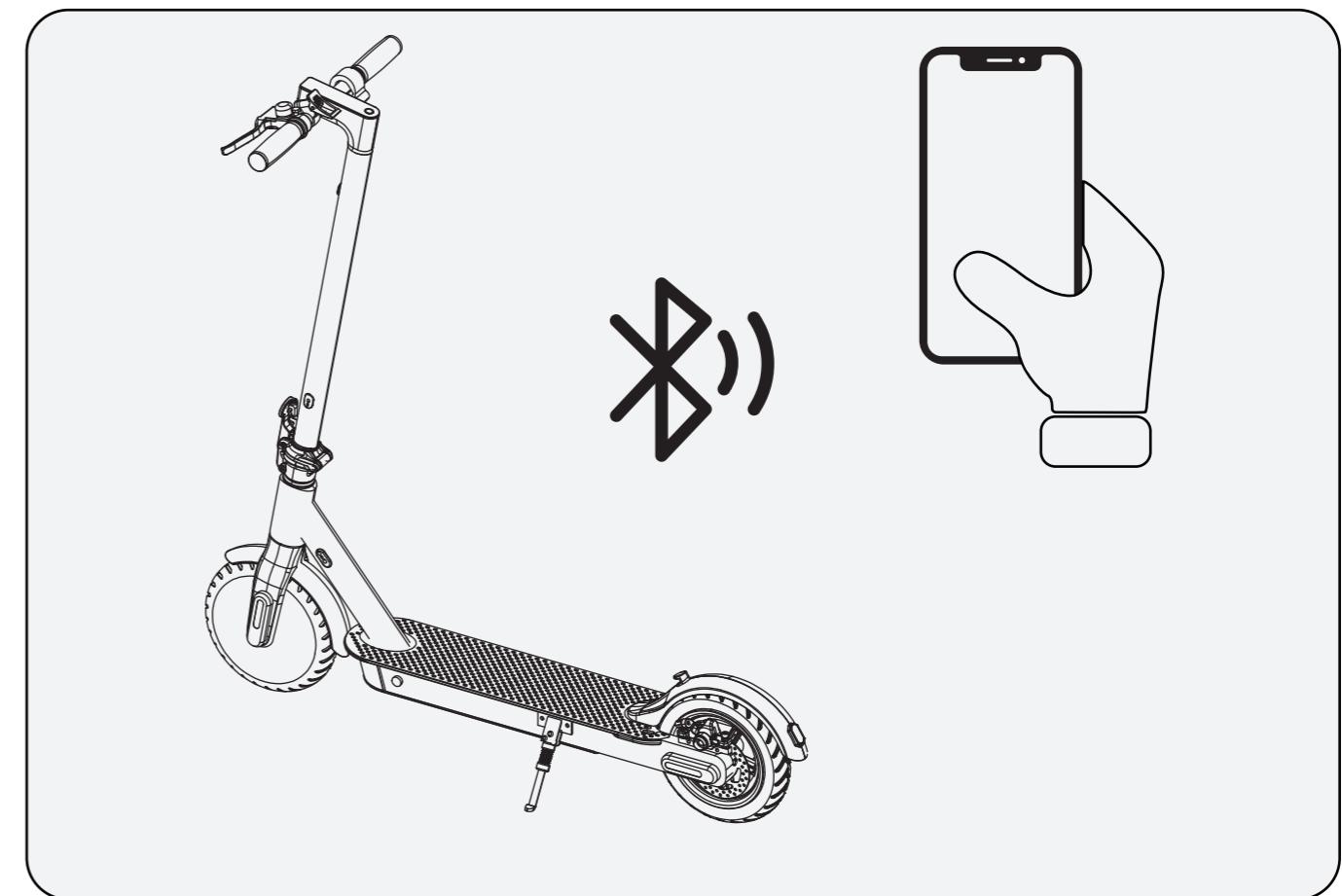
Bluetooth Application Control

We understand the importance of user experience and constantly inject new features into the application, so the application interface may change with version updates. The following content is mainly based on the basic app and is for reference only, Specific functions are subject to downloading the app by scanning the QR code.

1. Scan the QR code to download the app. You can also download the app by searching "HONEYWHALE" on the App Store.



2. Turn on the electric scooter, activate Bluetooth on telephone and open the app. The Bluetooth name of this scooter is "M2 PRO".

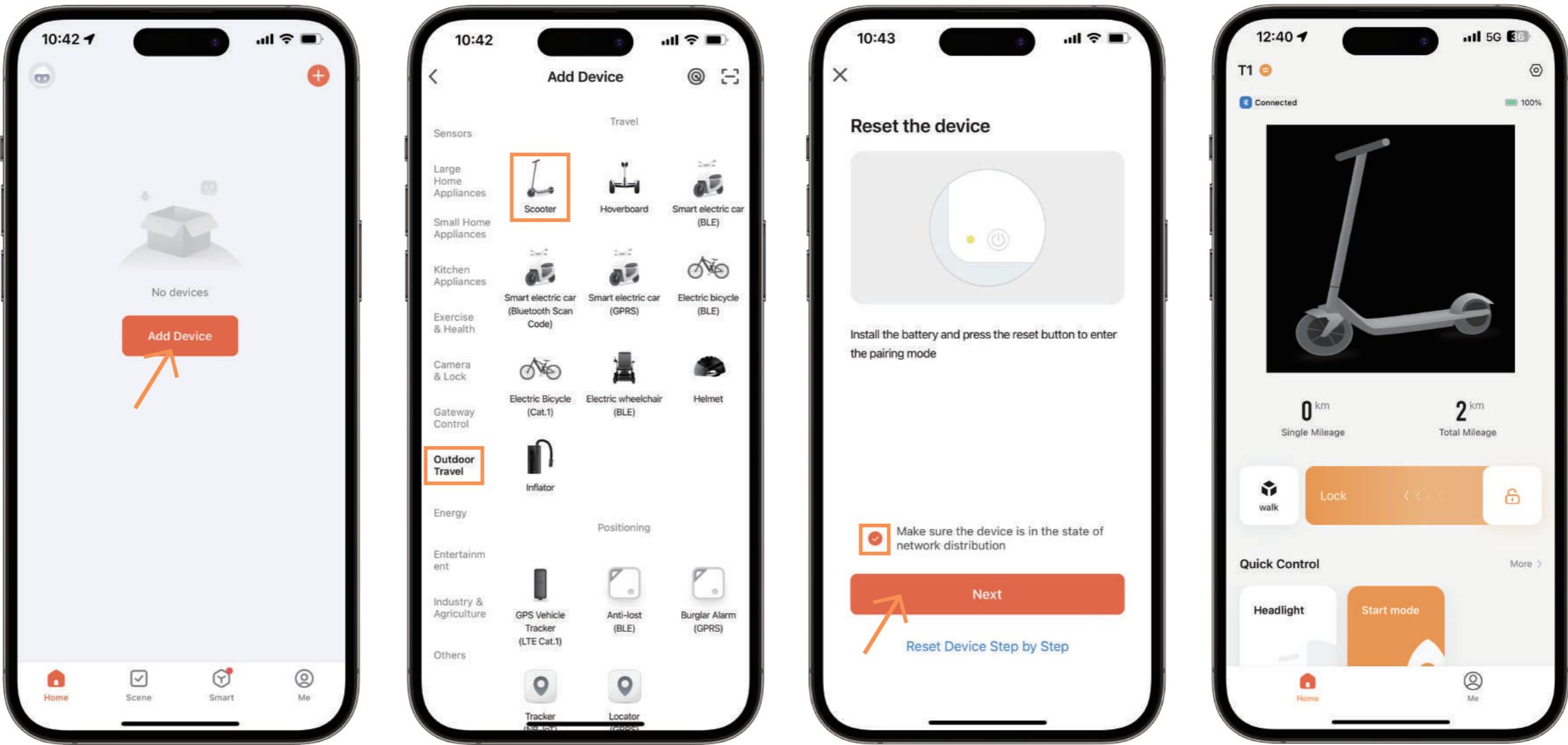




Bluetooth Application Control

15

3. Click "Add Device" and select the "Scooter" category under "Outdoor Travel."
4. Click the small circle, click Next, wait for the device to scan, and select the device to connect after the scan is completed.



You can use the app to activate functions such as headlights, change speed mode, change start mode, enable / disable cruise control and lock the vehicle.

If the scooter cannot connect to the app, please turn on the electric scooter, Bluetooth and the app again and connect again. Note: A scooter can only be connected to one mobile phone app at the same time. If you need to connect the scooter with another phone, you will have to disconnect it in the original phone application.





Bluetooth Application Control

This page is an introduction to the interface and usage of iOS devices. The interface and usage of this application are exactly the same in iOS and Android systems.

| Icon | Icon name | Meaning |
|---|--|---|
|  WALK | Speed mode switching button | Click to switch the speed mode and display the current speed mode: ECO/DRIVE/SPORT/WALK. |
|  | Motor and power switch control button | After the scooter is powered on and connected to the phone app, slide the button to the right and the motor will be in a locked state, the screen displays P, meaning that the screen is also locked and all buttons are not available at this time. If you move the scooter, a ticking warning sound will sound. When you reconnect the scooter with the app and slide the button to the left, the motor will be unlocked and the screen will be unlocked and you can continue to use the scooter. |
|  | Headlight switch button | Click to switch the headlights. Orange means on, white means off. |
|  | Constant speed mode switch button | Enabled/deactivate cruise control mode. orange means enable cruise control mode, white means deactivate cruise control mode. The initial state of the cruise control mode on the app is enabled by default, but must be activated on the scooter for it to function. |
|  | Zero start/non-zero start switching button | Click to select zero start/non-zero start. Orange means zero start, white means non-zero start. |
| Unit Set | Speed/mileage unit switching button | Tap to toggle the speed/mileage unit, miles/kilometers. Note that you must click the "More" button on the screen before you can select a different unit. |

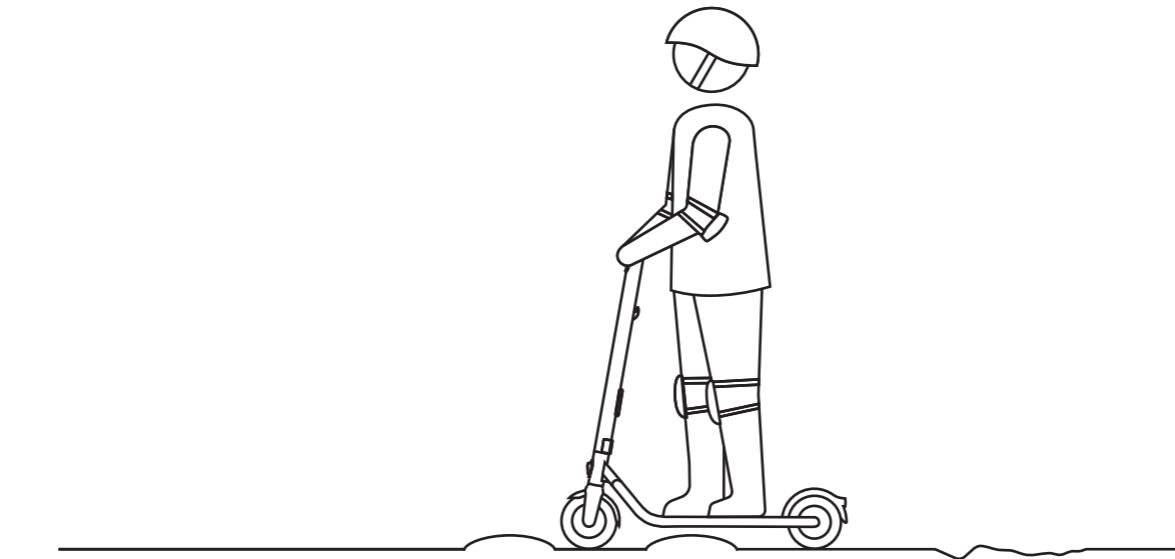




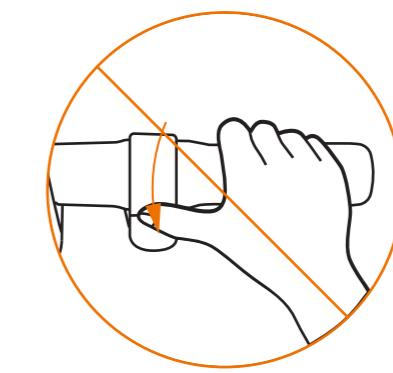
Safety Warnings and Precautions



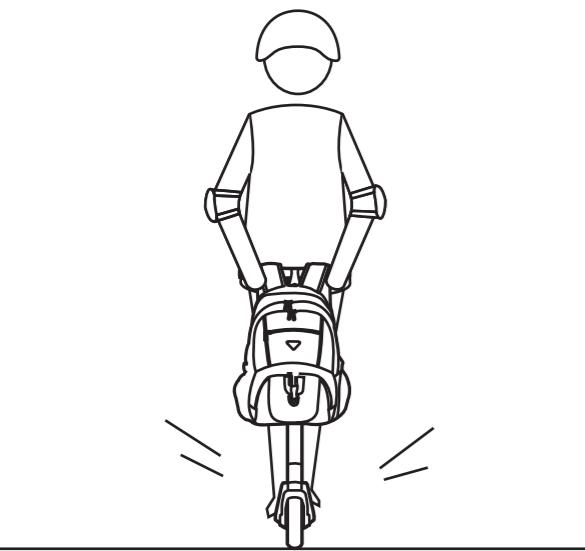
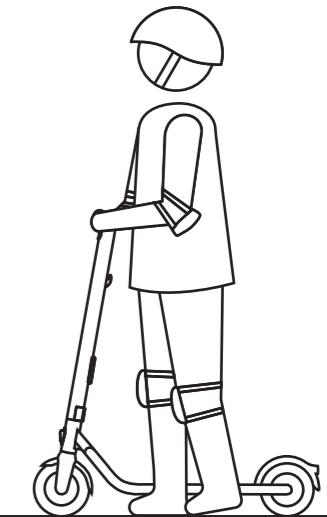
⚠ 1. Don't ride your scooter in the rain.



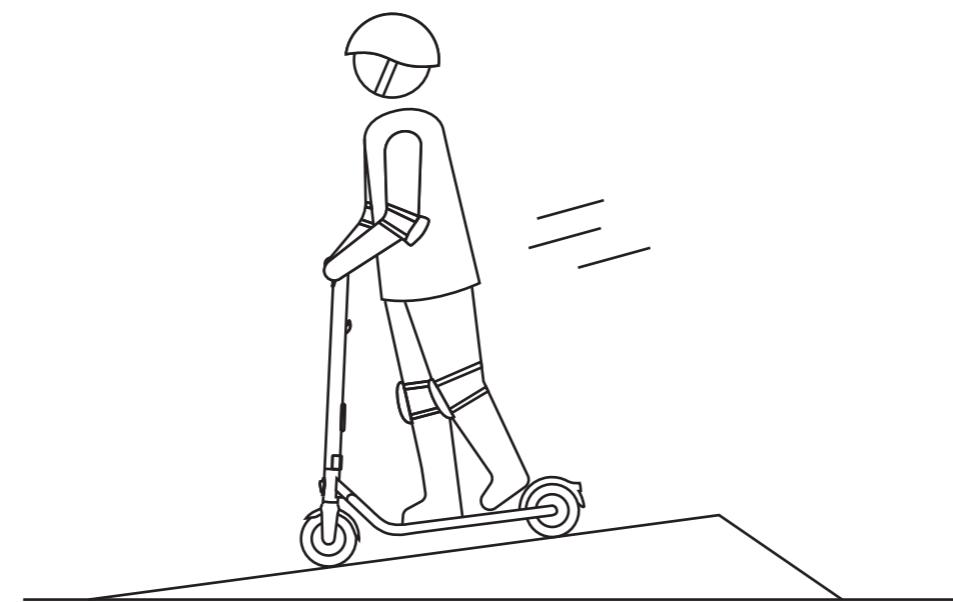
⚠ 2. Maintain a speed of 3.1-6.2 mph (5-10 km/h) when traveling over speed bumps, potholes or other uneven surfaces. Bend your knees slightly to better adapt to the above road surfaces.



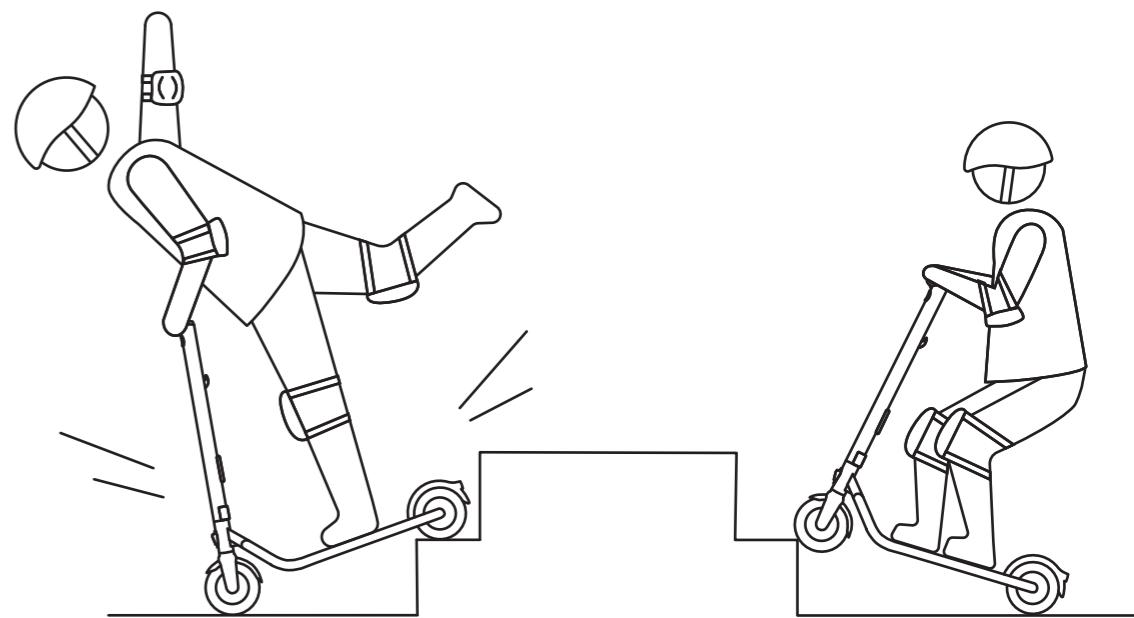
⚠ 3. Don't press down on the electric throttle while walking.



⚠ 4. Do not place heavy objects on the handlebars.



⚠ 5. Control your speed when traveling downhill, when traveling at high speeds and slow down with the brakes.

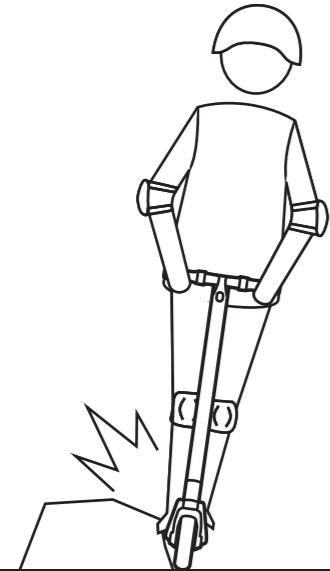


⚠ 6. Never go up or down stairs or jump over obstacles.

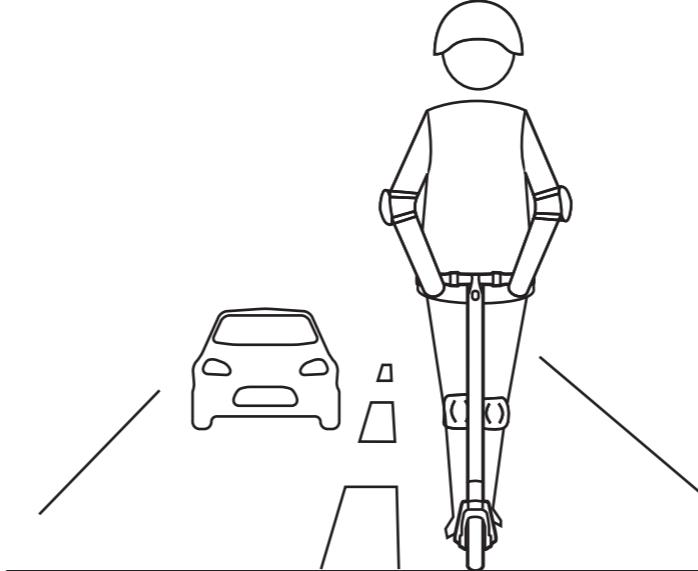




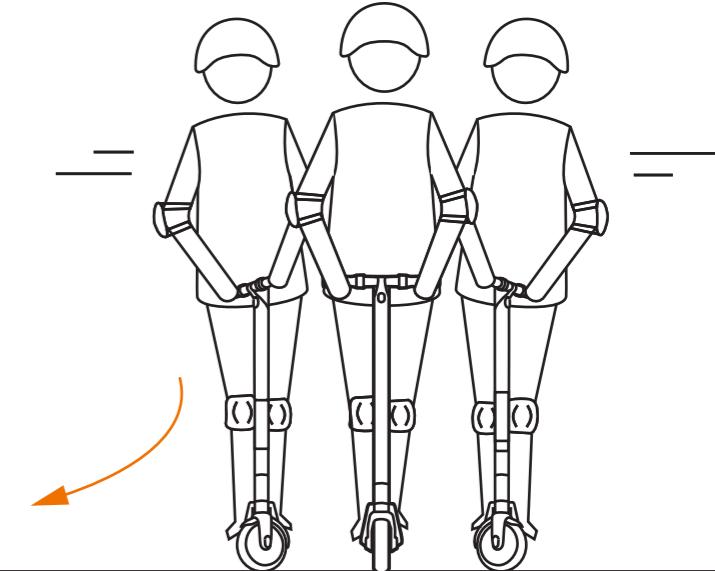
Safety Warnings and Precautions



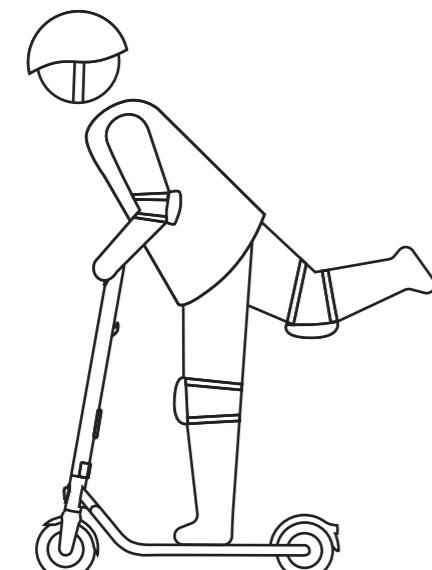
⚠ 7. Prevent tires from hitting obstacles.



⚠ 8. Do not drive on public roads, highways or dual carriageways.



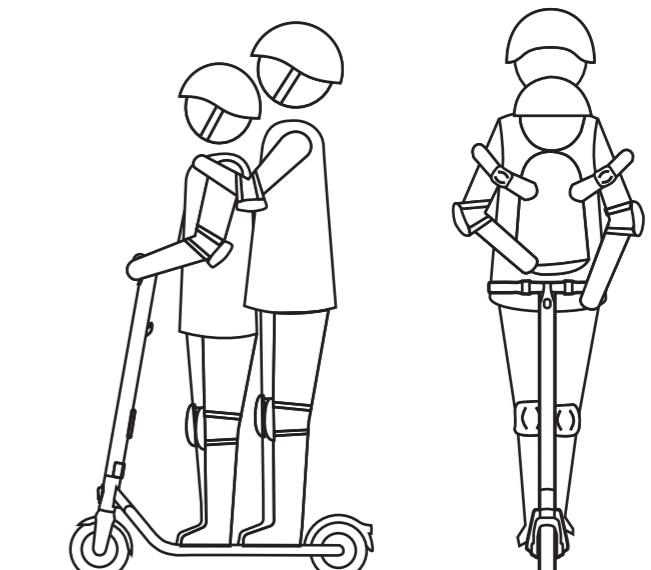
⚠ 9. Do not turn the handlebars violently at high speeds.



⚠ 10. Do not drive the scooter with only one foot when traveling.



⚠ 11. Please try to avoid puddles or slippery roads.



⚠ 12. This product is intended to be driven by one person only. Do not drive with other people or children.





Cleaning and Maintenance

To extend the life of your electric scooter, clean and maintain it regularly.

Cleaning

Periodically cleaning your electric scooter is an important step to keep the vehicle in good condition and reduce mechanical failures.

Follow the steps below to clean:

- 1.Turn off the scooter and unplug the charger, covering the charging port with a protective rubber cover.
- 2.Use a sponge or soft cloth slightly moistened with clean water and gently wipe stains and dust from the surface of the scooter, pedals and tires. If the stain cannot be removed, add a little toothpaste and brush gently with a toothbrush, then wipe with a damp cloth. Be careful to prevent water from entering the battery and electronic components of the scooter.
- 3.After cleaning, use a dry cloth or paper towel to wipe off the remaining water. Prevent oxidation.
- 4.Place the scooter in a cool, ventilated place outdoors to allow it to seal. Avoid direct sunlight.

Precautions

- 1.During the cleaning process, be sure to turn off the scooter, disconnect the charging cable and close the face port. Because these water leaks can cause electrical shocks or other serious problems.
- 2.Do not use alcohol, gasoline, paraffin or other corrosive and volatile chemical solvents to clean the electric scooter to avoid direct damage.
- 3.Do not use a high pressure water gun to wash the scooter.
- 4.Clean with a damp cloth and do not get too much water on it to prevent water from penetrating the battery and electronic parts of the scooter.
5. If you need deep cleaning, you can go to a professional maintenance point and have it cleaned by professionals and maintain.





Cleaning and Maintenance

Maintenance

Maintaining your electric scooter is an important step to ensure the safety and extend the life of your scooter.

1. Clean the mud stains around the tires in time, pay attention to the wheel bearings and lubricate them in time to prevent wear and shorten the life of the car and avoid safety accidents while driving.
2. Please use the original power adapter and do not replace the charger casually. Each electric scooter manufacturer generally has individual charger needs. Do not change chargers at will if you do not know the charger model. Avoid using low quality chargers or improper charging methods to avoid damage to the battery and other components. If the use requires relatively long mileage, try to equip multiple chargers for off-site charging. You can find the distributor that sells the product to you or go to the brand's official website to purchase it.
3. Excessive discharge or overcharging will affect battery life. Therefore, try not to let the battery drain completely or charge it for a long time, as this may cause the battery's capacity to decrease and accelerate its aging. It is recommended to charge in time when the battery level is below 20% to extend the life of the battery.
4. When charging, you should choose a well-ventilated, dry and cool place, and avoid charging in environments with high temperatures, humidity or safety risks.
5. Do not use the electric scooter while charging to avoid safety risks.
6. If it is not used for a long time, please charge the electric scooter once a month to protect the battery.
7. Use original batteries. The use of batteries of other models or brands may cause safety problems.





Cleaning and Maintenance

8. When not in use, keep the scooter in a cool, dry, closed place.
9. In high temperature environments, avoid prolonged sun exposure and overcharging to prevent battery aging.
10. In low temperature environments, try to park the electric vehicle indoors or in a warm place to increase the operating temperature of the battery.
11. Electric scooter batteries should avoid strong pressure and impact to avoid damaging the battery case and internal structure. When using and storing electric scooters, care should be taken to Protect the battery from external damage.
12. Do not disassemble the battery yourself to avoid damage to the battery, personal injury or death caused by short circuit.
13. With the increase in charges and discharges, and also the influence of bad charging habits, the battery will present different degrees of aging. The batteries are consumables and can be replaced with new ones if necessary when autonomy is seriously affected.
14. Improper disposal of used batteries may cause serious damage to the environment. To protect the environment, comply with local regulations and dispose of used batteries correctly.





Parameter table

| | Parameter name | Parameter |
|-------------------------------|------------------------------|---|
| Size | Folded size | 41.7*16.9*18.8inches(106*43*47.8cm) |
| | Expanded size | 41.7*16.9*43.3inches(106*43*110cm) |
| Weight | Net weight | 28.6lbs(13kg) |
| Parámetros principales | Maximum speed with full load | <20mph(32km/h) |
| | Typical Range | <13miles(22km) |
| | Maximum slope | 10° |
| | Maximum load capacity | 264lbs(120kg) |
| | Traversable Terrain | Bicycle lanes, parks, campuses and most of the flat road conditions |
| | Operating temperature | 14-104°F(-10-40°C) |
| | IP grade | IPX4 |
| | Break system | Rear disc brakes |
| Electrical machinery | Maximum power | 500W |
| | Rated power | 350W |
| | Maximum working voltage | 42V |
| | Nominal voltage | 36V |
| Battery | Battery Type | Lithium ion battery |
| | Battery Capacity | 7.8AH |
| Charger parameters | input voltage | 100-240V |
| | Output voltage | 42V |
| | Loading time | <7H |
| Tires | Tire type | Inflatable tires |
| | Tire size | 8.5 inch |
| | Tire pressure | 35-40 PSI |





Troubleshooting sheet

During prolonged use, the circuits may age and fail, causing some malfunctions. Check the speed area on the display before riding to ensure that no fault codes such as E 04 appear. In the event of a breakdown, the scooter will also emit a continuous sound and the fault icon will light up on the screen. When a fault occurs, troubleshoot the problem according to the troubleshooting table. You can also contact your dealer for help.

| Error code | Cause of failure | Repair |
|-------------------|---|--|
| E 4 | Short circuit fault | Check whether the wiring of the entire vehicle is normal. Replace the controller to solve the problem. |
| E 6 | Voltage too low | Check for excessive resistance in the instrument center control cable. |
| E 9 | Secondary motor communication error (ignore for single-drive models) | Check for loose cables connecting the subcontroller to the main controller. If that is not the case. driver problem. |
| E 10 | Communication failure with the instrument panel | Check if the connection cable between the instrument panel and the controller assembly is properly connected. Turn off the vehicle, unplug and reconnect the power plug, then restart the vehicle. If the fault persists, the dashboard or controller will need to be replaced to fix the problem. |
| E 11/12/13 | Anomaly in the motor current sensor | Check for loose or damaged cables connected to the controller and motor. |
| E 14 | Anomaly in the throttle position sensor (Hall sensor) | Check if the throttle has returned to the rest position, if the throttle cable and the throttle itself are working correctly. You can also try to disconnect the throttle wiring and then restart the vehicle to solve the fault. |





Troubleshooting sheet

| Error code | Cause of failure | Repair |
|-------------|--|---|
| E 15 | Anomaly in the brake position sensor (Hall sensor) | Check whether the brake lever has returned to the rest position, whether the brake cable and brake lever are working properly. You can also try disconnecting the electronic brake wiring and then restarting the vehicle to resolve the fault. |
| E 16 | Engine fault (Hal Sensor) | If a failure to start occurs, check the engine Hall sensor connection. If it occurs when braking, check and, if necessary, replace the motor or controller to clear the fault. |
| E 19 | Anomaly in the secondary motor Hall sensor (ignore for single pull models) | Check whether the secondary motor hall wiring is correct. Check and replace the motor or controller to solve the problem. |
| E 21 | BMS /BMS communication anomaly | BMS communication anomaly (ignore batteries without communication) /BMS |
| E 50 | High voltage on the current bus keep going | Excessive voltage in the main circuit, failure to turn on, check if the battery voltage is normal. If the fault occurs while driving, it will be necessary to replace the battery or controller to solve the problem. |
| E 53 | System Overload | System overload, restart the vehicle. After a while, turn it on again. If the fault persists, the controller will need to be replaced to fix the problem. (Related to being overweight) |
| E 55 | Controller high temperature alarm | Controller temperature is too high. Leave the vehicle at rest to cool and then restart. If the fault persists after starting the vehicle again, it will be necessary to replace the controller to solve the problem. |
| E 58 | High battery temperature alarm | The battery temperature is too high, allowing the scooter to cool before starting again. |





Questions and answers

1. After starting the scooter, it cannot start even if the throttle is pressed.

The reason for this situation is that the starting method of the scooter is non-zero starting. You should slide the scooter with your foot to give it some forward momentum and then press the throttle to make the scooter move forward. This acceleration method is safer and can avoid touching the throttle, which can cause danger. Of course, if you don't like this starting method, you can connect the app and change the starting method to zero start in the app. After turning on, press the throttle and the scooter will move forward.

2. During actual use, the speed and range may deviate from the values in the parameter table.

The speed and range are affected by many factors, such as battery power. Road conditions, user weight, ambient temperature, air resistance, tire pressure, etc. The speed and range values in the parameter table are measured indoors with a load of 60 kg, a suitable ambient temperature and a flat road surface. Therefore, in actual driving, speed and range may have certain errors in the values in the parameter table, which is normal. For example, when the load capacity increases or the road conditions are inclined, the speed and range will be reduced. When the battery power is low, undervoltage protection will occur, the voltage cannot reach the normal operating voltage and the maximum speed will also be reduced. Autonomy is reduced when using both colder and warmer temperatures. These are normal phenomena. As the number of charges and discharges increases, as well as the effects of poor charging habits, the battery will deteriorate to a greater or lesser extent and autonomy will decrease.





Contacte con nosotros



Thank you for trusting us and purchasing our products.

HONEYWHALE is committed to innovation and quality while striving to provide consumers with excellent service both before and after purchase. If you encounter any issues while using the product, please contact the retailer who sold you the product. We promise to respond to your message immediately and provide you with assistance. If you would like to purchase original parts, you can also contact us.



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Be the first to know about
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Honey Whale Warranty

Email: support@honeywhale.com

Feedback on Shipping Damage

In rare cases, the received items may be damaged during shipping or parts may be missing. If this occurs, please contact our customer service department (support@honeywhale.com) within 7 days of receiving the product, and provide photo or video evidence. We will provide a solution based on the actual situation (replacement of the product or sending new parts).

Note:

1. Free accessories scratched during shipping will not be replaced or compensated.
2. We will not accept feedback on shipping damage reported more than 7 days after receiving the product.

Warranty Policy

This policy will detail the warranty coverage, warranty period, and warranty process for the product to ensure that you can enjoy high-quality after-sales service during use.

Warranty Conditions

1. This applies to all electric mobility devices sold by HONEYWHALE and is only applicable to genuine products. Products purchased through unofficial channels or repaired or modified without official authorization will not be covered by this warranty service.
2. From the date of purchase, if the product, under normal use, experiences failure or damage due to manufacturing defects (non-human factors) within the warranty period, we will provide free repair or replacement services (with a product of similar condition).

Conditions Not Covered by Warranty:

1. During the warranty period, damage caused by improper use, poor maintenance, natural disasters, or accidents by the consumer will not be covered by the free warranty service. However, we can provide paid repair services.
2. The free warranty service will be void if the device is exposed to water or moisture.

Warranty Period

The overall warranty period for electric mobility scooters is 6 to 12 months from the date of purchase, depending on the purchase receipt or order page. Due to the product containing multiple components with varying durability and wear levels, the warranty period for each component may vary.

The warranty periods for each component are as follows:

Body Frame: Warranty period is 12 months, covering main structural components such as the frame, handlebars, and seat.

Battery: Warranty period is 6 months, covering issues such as performance degradation, inability to charge or discharge properly.

Motor: Warranty period is 6 months, covering issues such as motor damage or performance decline.

Controller: Warranty period is 6 months, covering issues such as controller malfunctions or inability to operate properly.

Lamps and lighting system: Warranty period is 6 months, covering issues such as light damage or failure of the lighting system.

Charger: Warranty period is 6 months, covering issues such as inability to charge the vehicle or incorrect charging indicator lights.

Consumables not covered by warranty include tires and inner tubes, brake pads, mudguards, plastic parts, etc.

Warranty Process

If you have any questions while using the product, please first check the product manual to ensure you are operating it correctly according to the instructions and maintenance requirements. If you still have questions, please contact us at **support@honeywhale.com**. Please provide your purchase receipt or order information, product model, and a description of the issue (including photos or videos). We will promptly assist you with your inquiries.

When the issue with the product cannot be resolved, our customer service department will review your warranty eligibility. If you meet the warranty conditions, our customer service staff will guide you through the next steps, such as sending the product to a designated repair center or bringing it to a specified location (only if the repair center is not far from your address). After the repair is completed, we will notify you and return the product via courier, or you can collect the product from the repair center.

Note:

1. For products eligible for warranty, the seller covers the shipping costs for sending and returning the product.

2. For products not eligible for free warranty, our customer service department will promptly inform you about shipping costs, replacement parts, and other related repair expenses. You may choose to proceed with paid repairs. HONEYWHALE's customer service department provides shipping labels to you at a discounted price.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

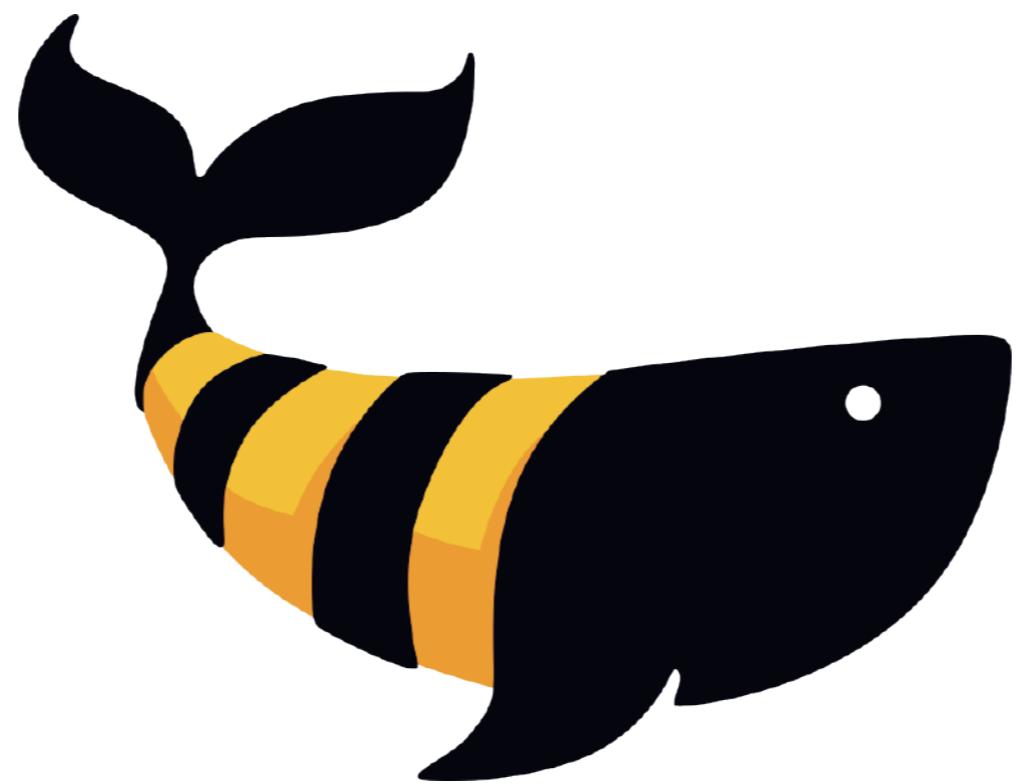
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.



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