



AUSOM
L2 Dual Motor

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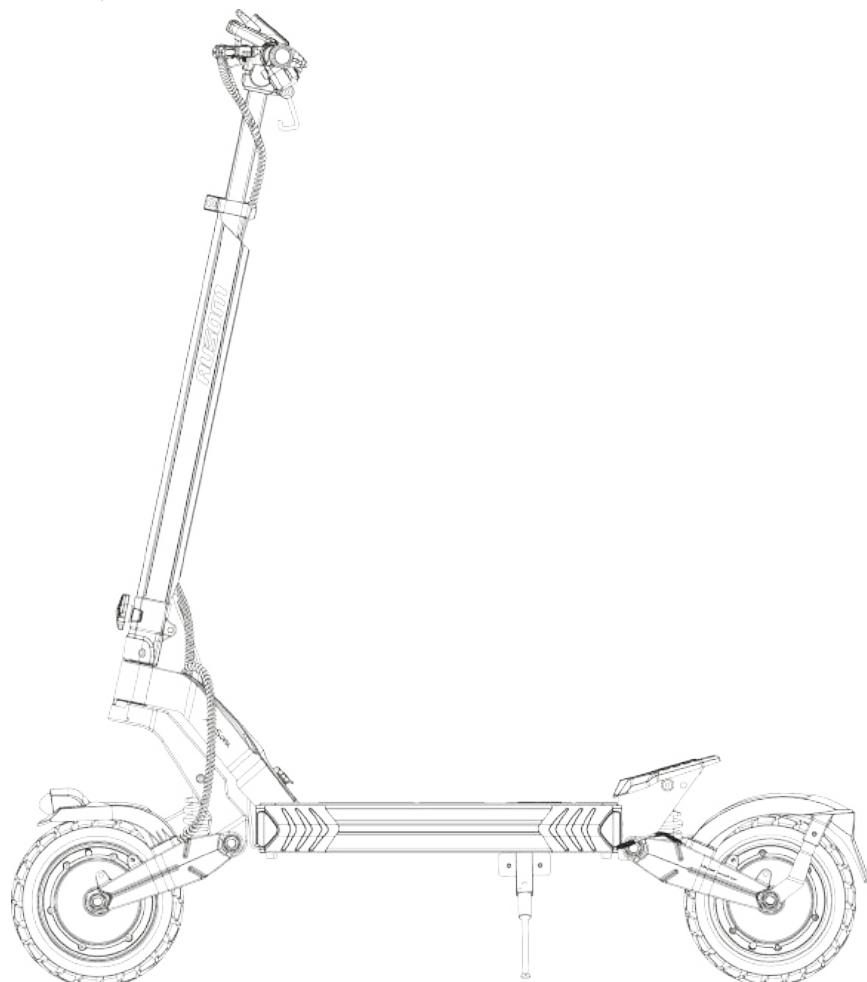
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Made in China



USER MANUAL

*Before your first operation, please read the user manual carefully!

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1. Note >>>

Before your first ride, it is important for you to know your new e-scooter well, so that you can get the best performance, comfort, enjoyment and safety from it during your ride. To understand the new scooter and the correct operation, you should first read the manual carefully.

Second, it is significant to take your first ride under a safe and controlled circumstance, like staying away from cars, obstacles and other riders.

Third, scooters are vehicles with certain risks. It's necessary to learn the local traffic rules about riding e-scooters on public roads before your first ride and follow the rules on your each ride. For your own safety, never forget to put on a qualified helmet before getting on the scooter. Protective gear, like elbow guards and knee pads, is suggested for a better protection.

Fourth, the electric scooter is supplied without basic mandatory equipment, which may vary from place to place. Therefore, if you intend to use the e-scooter on public roads, it's necessary to equip the scooter with the basic mandatory equipment, in accordance with the relevant laws and regulations.

In addition, this product is designed for your personal use. Do not use it for commercial or other purposes.

Last, keep this manual safe for reference.

2. Warning >>>

Before each charge, check the charger, cable and plug. If there is any damage, do not use the charger.

Before riding, check the tire pressure and check whether the handlebar are installed correctly and tightly and whether the headlight is clean and not covered by anything.

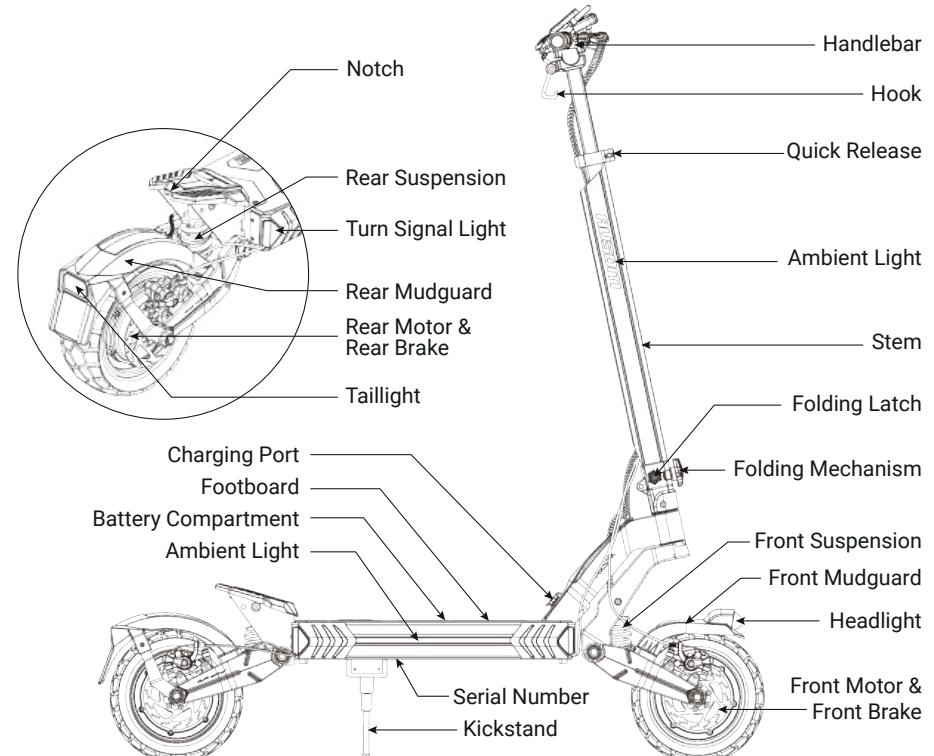
Make sure the battery contains enough power before riding. If the battery level is low during your ride, keep the scooter running at a slow and constant speed and charge it as soon as possible. When braking on a wet road, the braking distance is usually longer than on a dry road. Therefore, brake earlier for a safer stop.

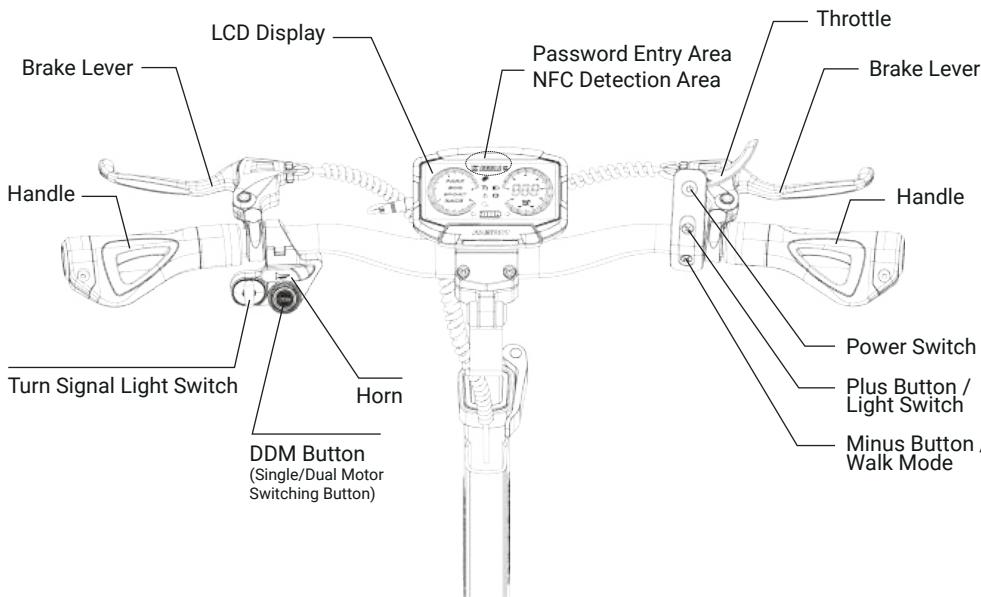
Furthermore, avoid puddles, wet mud, swamps, water, snow or ice. Try not to use the e-scooter on rainy, stormy or snowy days. If the electric parts (control unit, engine and battery) get damp, wet or soaked, it will cause irreversible damage, or even a battery explosion.

This product can only be used by one adult at a time. Do not carry any extra passengers. And don't ride it if you don't feel well or under the influence of alcohol or drugs.

This vehicle is not a toy. Same as other vehicles, it is possible to fall, crash or encounter other dangerous situations. Please don't offer your e-scooter to anyone that doesn't know how to use it correctly. If you let anyone else ride your scooter, it will be your responsibility to ensure that all riders understand all warnings, cautions, instructions and safety precautions, and to ensure that they are able to use this product safely and responsibly and protect themselves and others from injury.

3. Diagram >>>





4. Specification ➤➤➤

L2 Dual Motor	
Basic Spec	Speed Level (Single Motor) 20/33/45 km/h (Eco/Sport/Race)
	Speed Level (Dual Motor) 21/35/55 km/h (Eco/Sport/Race)
	Unfolded Size 1250×680×1380 mm
	Folded Size 1250×680×560 mm
	N.W 32.8 kg
	Length of Handlebar 680 mm
	Footboard Top to Ground 260 mm
	Footboard Bottom to Ground 180 mm
	Size of Footbard 540×195 mm
	Max Load 130 kg
	Waterproof Level IP54
	Material of Frame 6061 Aluminium Alloy
	Max Range 70 km
Motor	Rated Voltage 48 V
	Power 800W×2
	Max RPM 920
	Max Output Torque 27 N.M

Battery	Capacity/Voltage	15.6Ah / 48V
	Power Capacity	748.8 Wh
	Charging Time	10h (by one charger), 5h (by two chargers) (Only one charger included)
	Protection System	Yes
Charger	Input	100-240 V
	Output	54.6V / 1.5A
Brake	Type	E-ABS + Front & Rear Disc Brakes
	Size	10"×3"
	Type, Material	Vacuum Rubber Tires
Tire	Best Tire Pressure	45 PSI
	Type	4.5" LCD
	NFC	Yes
Recommended Rider Heights		1.4-2 m

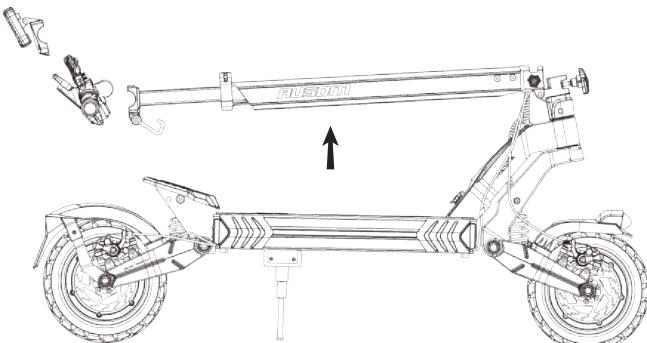
Note: The maximum speed and range data are provided by the Ausom lab. The maximum range is achieved under the following conditions: a full charge, a 65kg load, 20°C temperature, constant speed of 15km/h on flat roads with no strong wind, and no braking.

The actual data may vary based on different road conditions, temperature, humidity, wind speed, and the riders habits (the frequency of braking, speed shifting, etc.) and rider's weight.

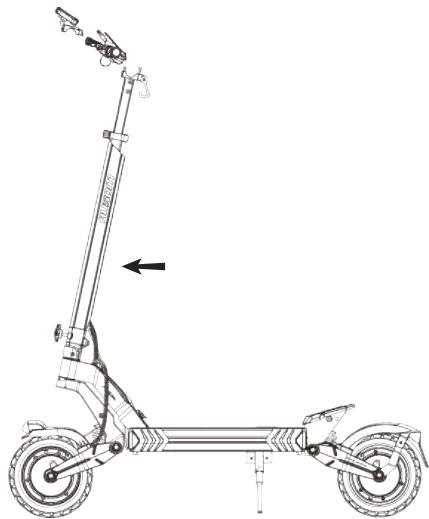
5. Package List ➤➤➤

E-Scooter x 1	3mm Allen Key x 1	NFC Card x 2
User Manual x 1	4mm Allen Key x 1	Spare NFC Card With Lanyard x 1
Charger x 1	Gloves x 2	

6. Assembly Guide ➤➤➤



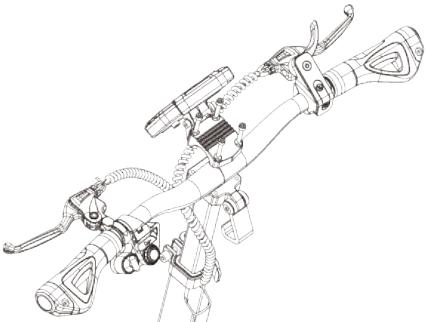
1. Open the kickstand to make it stand up and unfold the stem.



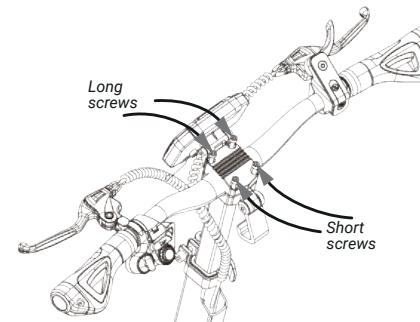
2. Push the stem forward till it is straight.



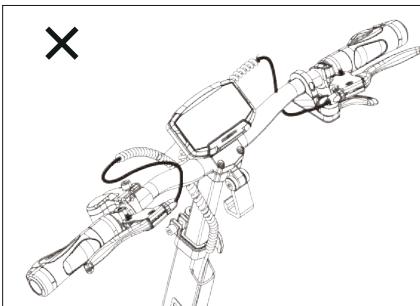
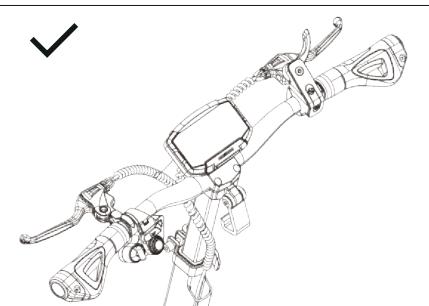
3. Lock the folding mechanism. (Please refer to the folding steps.)



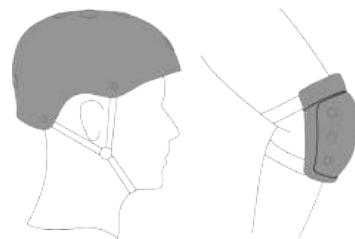
4. Loosen the screws. Place the handlebar on it and make sure the handlebar is in the middle of the stem.



5. Tighten the screws to secure the display and handlebar.



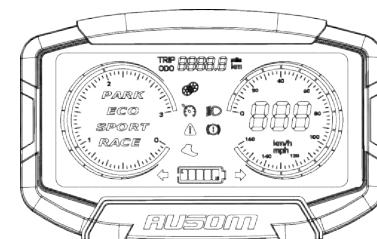
7. Tips for Beginners ➤➤➤



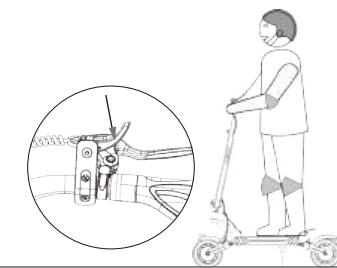
1. Wear protective gear, including a qualified helmet, knee pads, wrist and elbow guards.



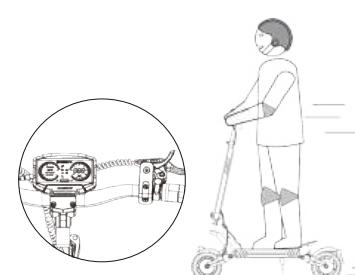
3. Put one foot on the footboard and another foot on the ground. Then, push the scooter forward.



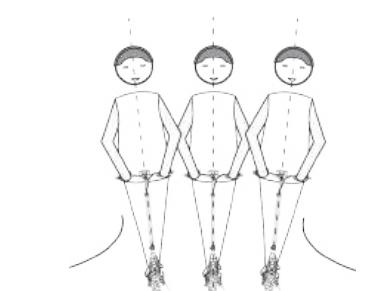
2. Turn the display on and check the battery. For the first ride, make sure the scooter is fully charged and the tires are properly inflated.



4. When the scooter starts to run steadily, make both of your feet stand on the scooter. Accelerate the scooter by pressing the thumb throttle slightly.



5. Decelerate it slowly by releasing the thumb throttle. Grasp the brake lever for an emergency stop, if necessary.

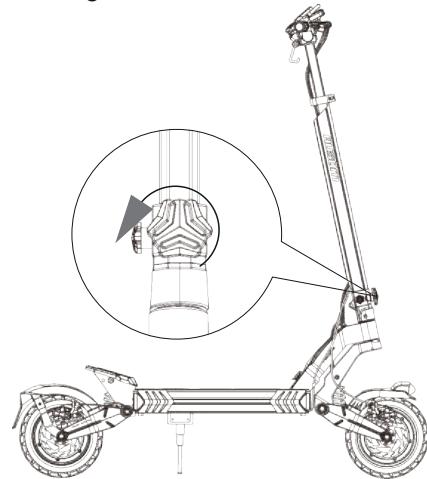


6. Incline your body slightly to the direction of steering and turn the handlebar slowly when making a turn.

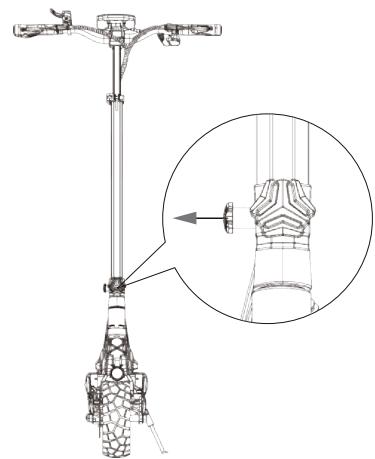
8. Folding & Unfolding ➤➤➤

Note: The folding and unfolding steps can only be done when the power is turned off.

Folding



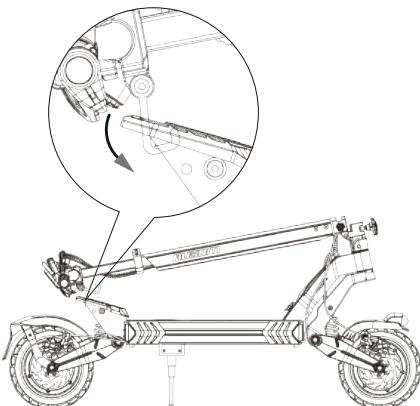
1. Hold the stem with one hand and turn the knob of the folding mechanism counter-clockwise with the other hand.



2. Hold the stem with one hand and pull the folding latch outward with the other hand.

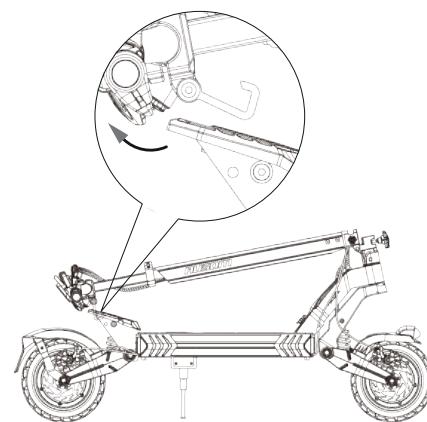


3. Put the stem down.

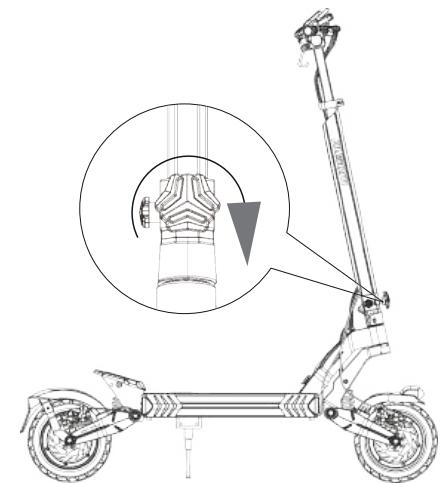


4. Secure the stem by fitting the hook into the slot and snap it into place.

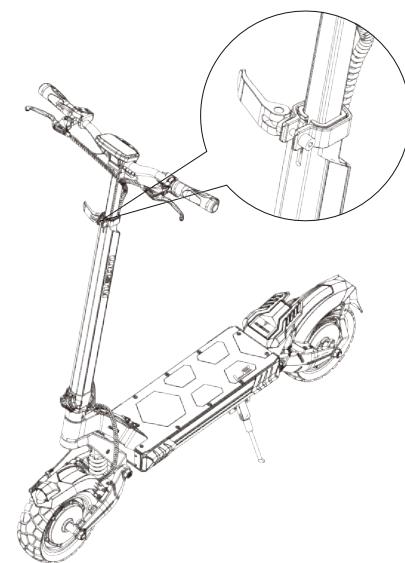
Unfolding



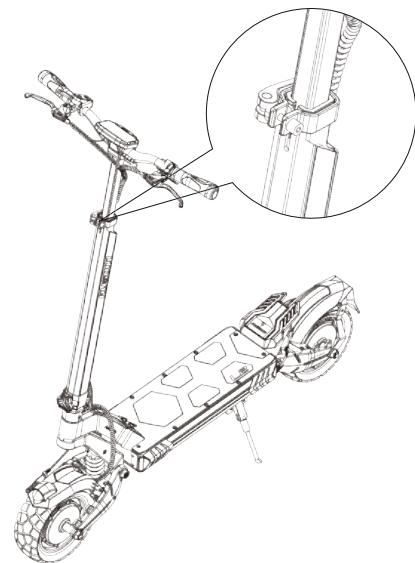
1. Press down the hook with one hand and pull up the stem with the other hand.



2. Pull up the stem till the folding latch buckles up itself and turn the knob clockwise tightly.



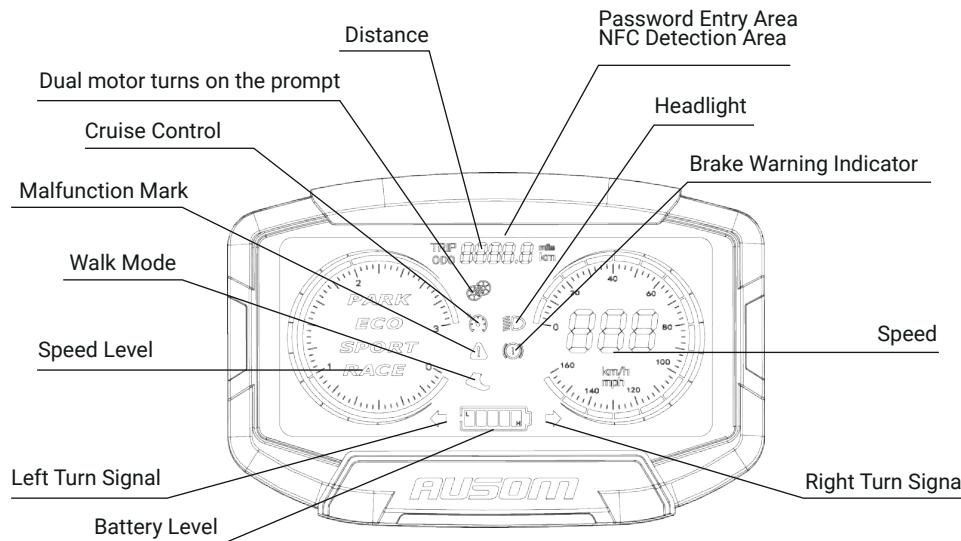
3. Loosen the quick release.



4. Adjust the handlebar height as needed and tighten the quick release.

9. LCD Display Guide ➤➤➤

Contents on The Display



Functions & Operations

1. Turning On/Off the Display

By NFC:

Press for 3 seconds, and the screen will display "____". Then place the NFC card over the NFC detection area. The display will be unlocked after the NFC detection.

By Password:

Press for 3 seconds, and the screen will display "____". To enter the password, press or to select the number for the current digit and press to move to the next digit. After entering all the digits, press for 2 seconds to confirm. The display will be unlocked after confirming the password. The default password is 0000.

To turn off the display, long press for 3 seconds.

2. Shifting Speed Level

Press or to shift among 3 speed levels.

3. Switching between Single-Motor and Dual-Motor Modes

When the power is turned on, short press the DDM button to switch between single-motor and dual-motor modes. When the indicator light of the DDM button is on, it is in the dual-motor mode.

4. Cruise Control

After enabling the cruise control function in P17 of the hidden menu, ride the scooter at a constant speed for 7 seconds to enter the cruise mode. Press the brake lever or throttle to terminate the cruise mode.

5. Walk Mode

When the scooter is not in the Park mode, press and hold to activate the walk mode and release to terminate the walk mode.

6. Park Mode

Enable the non-zero start mode first. When the scooter has been stationary for 30 seconds, it will automatically enter the Park mode. By pressing , it will exit the Park mode.

7. Turning On/off the Headlight

Press for 3 seconds to turn on/off the headlight.

8. Turning On/off Ambient Lights

Quickly double press to turn on/off the ambient lights.

9. Switching Turn Signal Lights

Push the turn signal light switch to the left to activate the left turn signal and push it to the right to activate the right turn signal. Press down the turn signal light switch to turn off the turn signal.

Battery Level Indicator



Hidden Menu

When the display is turned on, long press and to enter the hidden menu.

In the hidden menu, short press the to switch among different parameter pages from P01 to P23. On the parameter page, press or to increase or decrease the value.

To exit the hidden menu, long press and . Alternatively, it will exit the hidden menu automatically after 8 seconds of no operation.

P02: Switching between km and mile. 0 means km and 1 means mile. (Default: 0)

P04: Setting the sleep time between 0-60 minutes. 0 means it never sleeps. (Default: 5 minutes)

P08: Setting the speed limit between 5-100. 100 means 100% of the maximum speed. (Default: 100)

P09: Switching between zero and non-zero start, 0 means zero start, and 1 means non-zero start. (Default: 1)

P11: Setting the EABS brake force level, ranging from 1 to 5. 0 means off, 1 means the weakest and 5 means the strongest. (Default: 3)

P12: Setting the soft and hard start strength, ranging from 1 to 5. 1 means the softest and 5 means the hardest. (Default: 3)

P17: Cruise control: 0 means the cruise mode is off, and 1 means the cruise mode is on. (Default: 0)

P18: Binding and unbinding the NFC card. Long press to bind, and long press to unbind.

P19: Adjusting the backlight brightness. Level 1 is the darkest and level 3 is the brightest. (Default: level 3)

P23: Changing password. Enter the original password first. To enter the password, press or to select the number for the current digit and press to move to the next digit. After entering all the digits, press for 2 seconds till "S23" appears on the display. Then, enter a new 4-digit password and press for 2 seconds to save it.

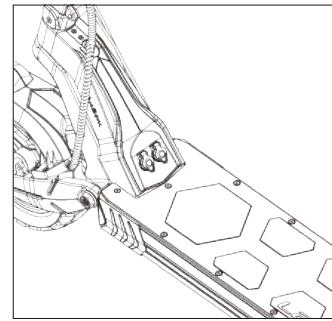
Note: Parameter pages not listed above are not adjustable.

Error Tracking

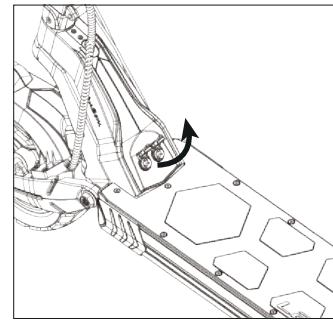
When the malfunction mark shows up on the screen, the number at the center of the screen is the error code. Please check the following problems and solutions.

Error Codes	Problems	Solutions
00	A fault has been found or resolved.	1) Restart the scooter.
6	Battery Undervoltage	1) Fully charge the battery.
7	Motor fault	1) Re-plug the motor and check whether the plug is properly connected. 2) Replace the motor or motor cable.
8	Throttle fault	1) Reconnect the throttle. 2) Check the throttle spring to ensure it's seated correctly. 3) Replace the throttle.
9	Controller fault	1) Check whether the pins of the controller plug are properly connected. 2) Replace controller.
10	Communication receiving fault	1) Reconnect the LCD display. 2) Replace the display or display cable.
11	Communication sending fault	1) Reconnect the controller. 2) Replace the controller or controller cable.

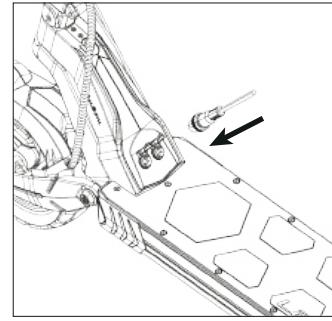
10. Charging ➤➤➤



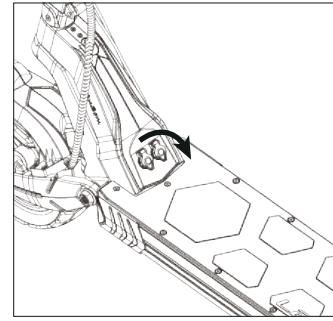
A) The charging port is in the front of the footboard with a cover.



B) Open the cover.



C) Plug in the charger and start charging.



D) Unplug the charger when charging is complete and close the cover.

11. Maintenance ➤➤➤

Cleaning

Turn the power off, unplug the scooter and cover the charging port before cleaning the scooter. Use a soft and dry cloth to wipe the mainframe clean. Do not wash your e-scooter with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of the scooter. Do not soak the scooter or wash it with a pressure washer or hose.

Storage

A) Scooter

1. Do not expose the e-scooter to direct sunlight or rain for an extended period of time, and avoid storing it at a high temperature. It's better to store the scooter in a dry and safe place at

a temperature of 0°C-25°C.

- Avoid corrosive gas, so as to avoid chemical corrosion and damage to the electrical parts and painted surfaces, which may lead to operational failure and accident.
- Don't store it in an explosive or flammable environment or near flammable liquids.
- Don't store it in the car trunk for a long term on scorching days.

B)Lithium-ion Battery

- Charge the battery in time and avoid draining the battery completely. Because completely draining the battery may cause permanent damage to it. Never keep the lithium-ion battery discharged for a long time. If the voltage of the cell drops under allowed limit due to self-discharge, it will cause damage. For maximum durability, store the battery charged up to 50% of the maximum capacity. Charge the battery once or twice a month when the scooter isn't used for a long term.
- Never charge the battery in an explosive or flammable environment or near flammable liquids.
- Do not charge the battery on a flammable substrate, such as paper, textiles, etc., when the battery is detached from the vehicle. Charge it at a safe place away from flammable items.
- Never charge a battery which is already damaged or is leaking.
- Don't charge the battery too long. Stop charging when it gets full.
- Charge or discharge the battery at a temperature within 0~45°C.

It is better to store the battery indoors within 20°C~25°C temperature while it is not being used for a long time. (When used at 25°C, the battery range and performance is at its best. But using it at a temperature below 0°C can decrease its mileage and performance.)

- Do not store the battery at a too high or too low temperature.

The humidity of the storage place should be 60±25%RH. As for the working place, the humidity should be 5~85%RH.

- Do not puncture, hit or crash the battery.
- Don't try to disassemble the old or damaged battery or throw it away.
- Please take it to the local professional battery recycling facility.

Warning: Please try not to charge indoors.

12. Troubleshooting ➤➤➤

Please check the following issues and solutions before sending the product to designated repair offices.

Problem	Possible Causes	Solutions
The scooter can't be turned on.	a.The battery is dead. b.The electric wire is not plugged in properly or tightly.	a.Charge the battery. b.Reconnect the electric wire properly and tightly or contact the re-seller for help.
Brakes are not responsive.	a.Brake cables are not tight enough. b.Worn brake pads; c.The brake caliper screws are loose.	a.Tighten the brake cable and try again. b.Replace the brake pads. c.Tighten the brake caliper screws.

Problem	Possible Causes	Solutions
The battery fails to charge.	a.The charger isn't properly plugged in. b.It is out of the recommended temperature range. c.The battery is charged below rated voltage. d.It is damaged.	a.Plug it in properly and charge it again. b.Charge it at a temperature of 0-45°C. c.Charge it at rated voltage. d.Contact the re-seller for help.
The motor fails to work.	a.It's in non-zero start mode. b.The electric wire isn't plugged in properly. c.Motor/controller faults;	a.Slide the scooter forward above 5km/h and then try the throttle. b.Plug in the electric wire properly. c.Contact the re-seller for help.
Insufficient Riding Distance	a.The battery isn't fully charged. b.Low tire pressure. c.Frequent braking; d.Battery aging or battery capacity attenuation; e. Low ambient temperature;	a.Fully charge the battery. b.Pump up the tires. c.Develop good riding habits. d.Replace the battery. e.It's normal.

Attention: if any other failures occur and you can not find any solution from the chart above, please contact the re-seller to solve it. Any other maintenance and repair that need to be done by using professional tools and techniques, should be performed by a qualified scooter mechanic designated by manufacturer or the maintenance center.

13. Warranty ➤➤➤

Ausom provides an easy, reliable and efficient service for all products under our warranty. Please refer to the chart below for the warranty periods of various products and accessories starting from the date of purchase.

Our distributors, partners, sellers and re-sellers should provide after-sale services directly to their customers. If your Ausom product has a warranty-related issue, please contact the seller from whom you purchased the product. You should provide all relevant order information, such as order numbers, invoices, receipts, etc.

Model	Components	Warranty	Components	Warranty
L2 Dual Motor	Frame	1 year	Brake Assembly	6 months
	Motor	1 year	Folding Assembly	6 months
	Controller	1 year	Headlight	6 months
	Throttle Control	1 year	Taillight	6 months
	LCD Display	1 year	Handlebar	6 months
	Battery	6 months	Wheel	30 days
	Charger	6 months	Handlebar Grip	14 days
	Disc Brake	6 months	Others	14 days

WARRANTY PROCESS

- ❖ Buyers have to provide sufficient proof of purchase.
- ❖ A description of the defect needs be provided in order to issue a warranty claim.
- ❖ Visible proof of defect must be provided along with the item's serial number (if any).
- ❖ Ausom must document what happens when buyers troubleshoot the products.
- ❖ You may need to return an item for quality inspection.
- ❖ When you return the defective product, you should put it in the original packaging or the packaging approved by the dealer.

VALID PROOF OF PURCHASE

- ❖ The order number of your online purchase from the Ausom's authorized reseller. (Check the resellers from where to buy page.)
- ❖ Sales invoice.
- ❖ Dated sales receipt from the authorized Ausom's reseller.

Please note that more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address that the item was originally shipped to).

WARRANTY WILL BE VOID IN THE FOLLOWING SITUATIONS:

- ❖ The product is out of the warranty period.
- ❖ The product is lost or stolen.
- ❖ The product is free or complimentary.
- ❖ The product is used in inappropriate ways or conditions, including but not limited to: falls, extreme temperatures, water, improper operations.
- ❖ The product is not in its original state, such as modifications.
- ❖ The product has been used in combinations with accessories that is not compatible with the product.
- ❖ Buyers have no sufficient proof of purchase of products.
- ❖ Unsupported software or firmware has been installed to the product.
- ❖ When a damage is caused by the customer, the customer is responsible for the costs for the repairs and shipment.
- ❖ Customers' personal items are sent to Ausom, instead of the Ausom products.
- ❖ The product is purchased from an unauthorized re-seller.

14. Compliance Statements >>>

	This symbol indicates that the product is capable of being recycled.
	This symbol indicates that the product should not be disposed of as household waste. The product must be sent to separate collection facilities for recovery and recycling of electrical and electronic equipment.
	This symbol indicates that the product inside the packaging could be easily damaged if dropped or handled without care and attention. The contents are fragile!
	This symbol indicates that the product should be kept away from rain and in dry conditions.
	The warning sign indicates a potential hazard, danger, obstacle, or condition requiring special attention.
	This product is in compliance with the standards of the European Community.