



# **UrbMob F9+**

## **User**

## **Manual**



# Cautions

Electric scooter is a recreational personal transporter. Before mastering riding skills, you need to do practice. You will be responsible for any injuries or damage caused by a rider's inexperience or failure to follow the instructions in this manual.

Please understand that you can reduce the risk by following all the instructions or warnings in this manual, but you cannot eliminate all the risks.

Please following the local traffic laws or restrictions when riding into public areas.

Please always wear a helmet properly when riding to protect your head, as well as other necessary protectors, such as elbow pads, kneecap.

Please slow down the riding speed when riding on crossing, going across the crowd, making a turn, climbing or downing a hill, passing a school and other place that high speed may bring damage to people.

Please do not allow kids of age below 12 to use the scooter on public area. Riders under the age of 18 years old should ride under adult supervision.

Please do not use the scooter in serious environments, to avoid scooter

malfunction, which may cause damage to body or property, such as Rainy, Snowfield, Grassland, Muddy, Fog, Smoke and so on.

Please do not use the other chargers to charge E-scooter, Only use UrbMob supplied charger.

Please do not charge E-scooter, if the charger or power outlet is wet.

Please do not disassemble the scooter body or other modify without professional person from distributors.

Please do not allow others to ride your e-scooter unless he/her has carefully read and follow the instructions in this manual.

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# 1. Product Details

## 1.1 Diagram: UrbMob F9+



### Accessories

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Screws

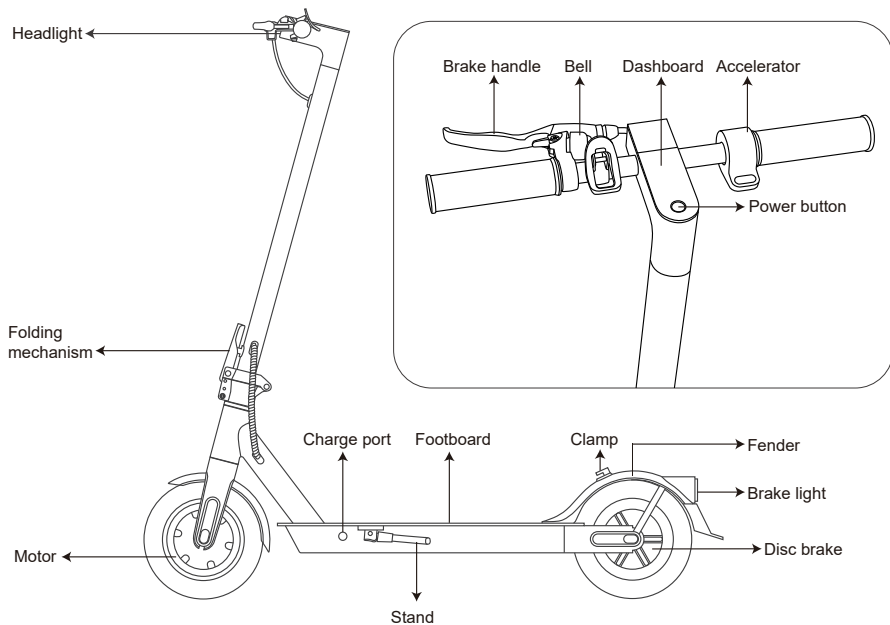


Hex Wrench



Charging Adapter

## 1.2 Functions



### 1.3 Specifications

Model No	UrbMob F9+
Tire Size	8.5 inch Honeycomb Tire
Top Speed	25 km/h
Mileage	Around 15-30km
Grade-ability	Around 20°
Battery Capacity	37V, 7.5Ah
Running Condition	-10 ℃/+45 ℃ ; 0-75% Humidity
Storage Condition	-20 ℃/+50 ℃ ; 0-75% Humidity
Max Load	120kg
Charger	Input: 100-240V; Output: 42V/1.5A
Charging Time	Around 4-5hrs.
Motor	350W
Port	Charge Port *1
Headlight	4W
Brake Light	LED
Applicable Height	1200-2000mm



Parking Mode	Kick-stand
Cruise Control	YES, by APP
Optical Signal	Mechanical Bell
Accelerator	Throttle Button
Brakes	EABS front & Disc Brake rear
Display	LED
Battery Display	5 Bars in monitor
Dimension(Unfold)	1090*435*1135mm
Dimension(Folded)	1090*435*520mm
Net Weight	14.2kg
Packing List(pcs)	User Manual*1, Charger*1, Screws *4

## 2. Features


- Superior Aviation Aluminum Alloy.
- Real-time Temperature Monitoring, Short Circuit / Low Voltage / Overcurrent / Overcharging Protection.

- Digital Speedometer Display, Easy to Read Speed.
- Real-time 5 Bars Battery Display.
- 1~4 Speed Gear, Press Button to Switch.
- Malfunction Display.



### 3. Button Usage

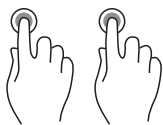
- Power ON/OFF: Long press the button for 3 seconds, all icons are lighting, showing speed & battery.



- Headlight ON/OFF: Click the button (Headlight ON: )

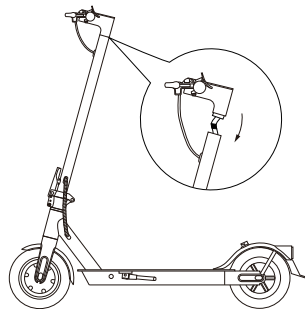
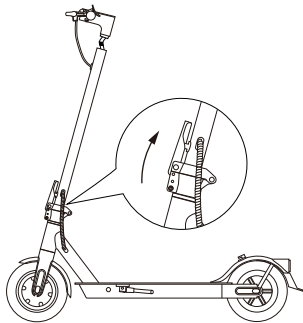


- Click the button for two times to change the speed gear from 1 to 4 levels, LED display ECO / D / S / . Max speed is increasing when LED display from ECO to S. When LED display , it is in pedestrian mode and the maximum speed is 6km/h.

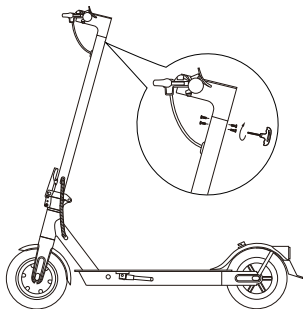


## 4. Assembly and Set-up

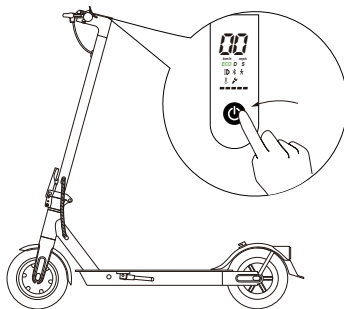
1. Fasten the handlebar stem on the headset, and put the kickstand down.
2. Attach the handlebar to the stem



3. Place the 4 screws by starting 1 screw front, 1 screw back, 2nd screw front and last screw back. **ONLY TIGHTEN THEM FULLY** after all 4 screws have been placed in position!



4. After the assembly, press the power button to check if it's working properly



## 5. APP Usage

### 5.1 First Ride

Mobile device Requirement:

iOS 10.0 or above; Bluetooth 4.0 or above.

Install the APP and register/login.

Android 4.3 or above; Install the APP and register/login.



iOS



Android



**Please give the corresponding permission to scooter APP, to ensure the APP can run normally in your mobile device.**

Open Bluetooth/location (or GPS), Click 'Search' -> Click the corresponding model "UrbMob F9+" in device list to connect. The E-scooter will beep when APP is connected with E-scooter.

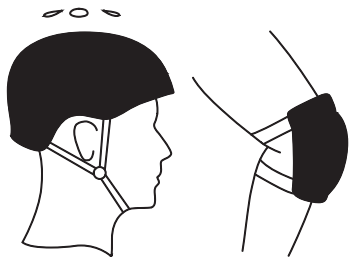
## **6. Learn to Ride**

- Step 1: Check E-scooter Status

Check the environment whether it's safe to ride without hurting yourself or others.

Check the battery level and remain mileage in APP.

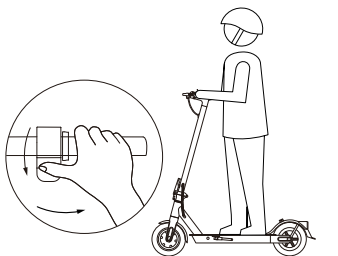
- Step 2: Wear protective equipment.



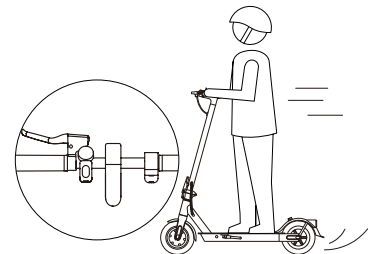
- Step 3: Try to slide with one leg.



- Step 4: Touch the throttle slightly and try to put two leg on the deck.



- Step 5: During riding, try to release the throttle and pull the brake lever.

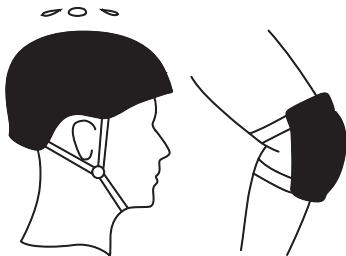


- Step 6: Try to use the headlight.

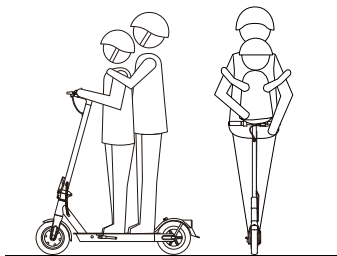


## 7. Safety Instruction

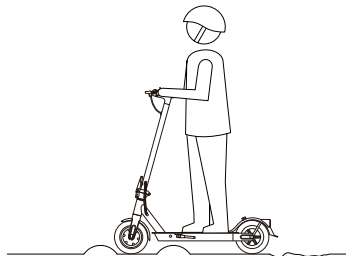
- Wear protective equipment.
- Do not ride in rainy or cross puddles.



- Do not load over 120kg.



- Ride slowly in special cases.



- Do not place one foot on the deck or on the ground when riding.

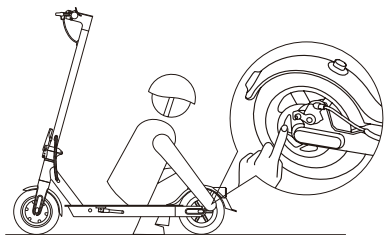


- Do not tread the back of the fender.

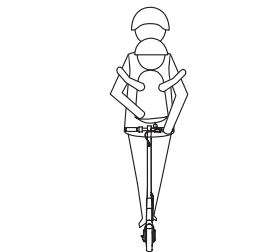
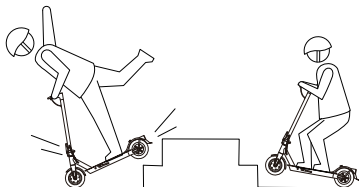




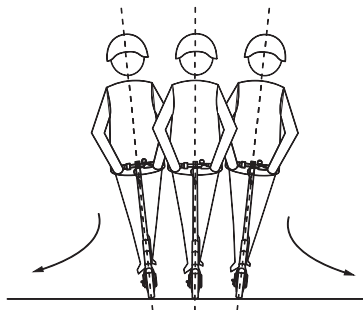
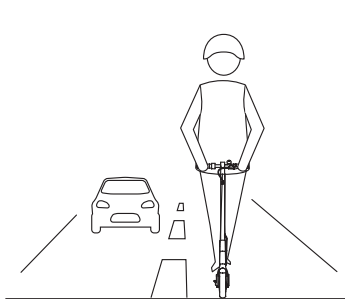
- Do not touch the disc brake
- Do not leave your hands during riding.



- Do not ride upstairs or downstairs, or over obstacles.
- Do not hold a child during riding.



- Do not ride on highway or motor vehicle road.
- Do not ride with sharp turn.



## 8. Cruise Control

Open cruise-control in APP, while you keep the same speed, riding for 3~5 seconds, the E-scooter will be in cruise-control mode(running at constant speed on flat road) Please use cruise-control only on flat road, or you will fall down on other roads.

## 9. Error Description

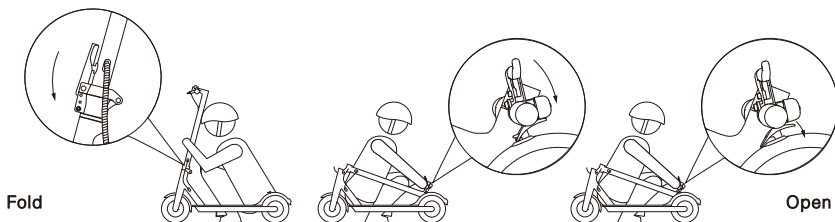
Display	Defect Description	Solutions
EO	Wrong in communication	<ol style="list-style-type: none"><li>1. Check whether the display control board is well connected;</li><li>2. Replace the display.</li><li>3. Replace the control board.</li></ol>
E1	Encounter obstacles that E-scooter can't get over it	<ol style="list-style-type: none"><li>1. Release the accelerator and stop braking.</li><li>2. Restart.</li><li>3. Replace the brake lever.</li><li>4. Replace the accelerator.</li></ol>
E3	Hall is abnormal	<ol style="list-style-type: none"><li>1. Check whether the Hall wire plug of the motor is loose.</li><li>2. Check whether the motor cable is damaged.</li><li>3. Replace the motor.</li><li>4. Replace the control board.</li></ol>
E4	Brake system malfunction	<ol style="list-style-type: none"><li>1. Release the brake.</li><li>2. Restart.</li><li>3. Replace the brake lever.</li></ol>
E5	Throttle fault	<ol style="list-style-type: none"><li>1. Release the accelerator.</li><li>2. Restart.</li><li>3. Replace the accelerator.</li></ol>

BL	Low voltage alarm	<ol style="list-style-type: none"> <li>1. Stop riding and get scooter charged.</li> <li>2. Restart.</li> <li>3. Check if firmware has been wrongly upgraded.</li> <li>4. Replace the control board.</li> </ol>
BH	High voltage alarm	<ol style="list-style-type: none"> <li>1. Check whether scooter has been fully charged, riding the scooter at low speed, avoiding braking suddenly when scooter is fully charged.</li> <li>2. Restart.</li> <li>3. Check if firmware has been wrongly upgraded.</li> <li>4. Replace the control board.</li> </ol>
BP	Over voltage, emergency	<ol style="list-style-type: none"> <li>1. Check whether scooter has been fully charged, riding the scooter at low speed, avoiding braking suddenly when scooter is fully charged.</li> <li>2. Restart. Check if firmware has been wrongly upgraded.</li> <li>3. Replace the control board.</li> </ol>
H1	Motor high temperature	<ol style="list-style-type: none"> <li>1. Stop riding or riding scooter at low speed, avoiding climbing.</li> </ol>

		<ol style="list-style-type: none"> <li>2. Check whether the motor wire is damaged, and whether the temperature signal wire of the motor wire is short-circuited to the ground.</li> <li>3. Replace the motor.</li> </ol>
H2	Control board high temperature	<ol style="list-style-type: none"> <li>1. Stop riding or riding scooter at low speed, avoiding climbing.</li> <li>2. Check the installation of control board radiator.</li> <li>3. Replace the control board.</li> </ol>
H3	Control board super high temperature	<ol style="list-style-type: none"> <li>1. Stop riding or riding scooter at low speed, avoiding climbing.</li> <li>2. Check the installation of control board radiator.</li> <li>3. Replace the control board.</li> </ol>
LR	Over current	<ol style="list-style-type: none"> <li>1. Release the accelerator.</li> <li>2. Restart.</li> <li>3. Replace the control board.</li> </ol>
S1	Short circuit	<ol style="list-style-type: none"> <li>1. Get the motor disconnected and restart up scooter. If this alarm has not been cleared, get control board replaced; otherwise, all-clear, replace the motor.</li> </ol>

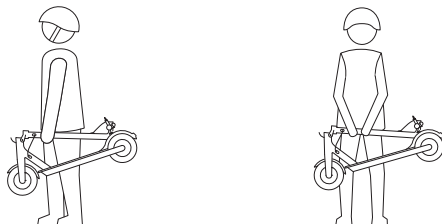
S2	Lack of phase, mos tube drive failure	<ol style="list-style-type: none"> <li>1. Restart and turn scooter on as static, avoiding turning on scooter while advancing.</li> <li>2. Replace the control board.</li> </ol>
SN	Lack of series number	<ol style="list-style-type: none"> <li>1. Check whether the firmware version is correct.</li> <li>2. Reset the serial number.</li> </ol>

## 10. Folding and Carrying



Make sure that the scooter's turned off. To fold, unlock the folding mechanism, and bend the handlebar stem to hook the buckle on the rear mudguard. To open, press the bell trigger to remove from the buckle, erect the handlebar and lock the folding structure.

Carry



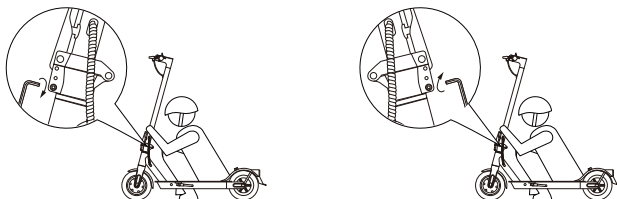
Hold the handlebar stem with either one hand or both hands to carry.

## 11. Adjusting the disc brake



If the brake is too tight, use the hexagon wrench to loosen the screws on the caliper, and slightly send back the brake cable to shorten the exposed length, then tighten the screws. If the brake is too loose, loosen the screws, and slightly pull out the brake cable to lengthen the exposed length, then tighten the screws.

## 12. Adjust the handlebar



If the handlebar and its stem sway during riding, use the hexagon wrench to tighten the screws on the folding mechanism.

## 13. Battery

### 13.1 Temperature Effect on Battery

Battery power will vary with the temperature, mileage per charge will have slight difference under different temperature, and following table is just for your reference.

Temperature( $^{\circ}\text{C}$ )	-20	-10	0	10	20	30	40	50
Range	40%	60%	80%	90%	95%	100%	105%	110%



## **13.2 Charging**

The device has a built-in lithium battery, no extra battery installation is required, just charge the device when it indicates low battery.

Plug in the power source after inserting the charger plug, this can prevent potential risk to ensure a safer charger.

It takes around 4-5hrs to get 100% charged, when the red lights turn into green, indicating the charging is completed.

If not in urgent need, please wait until charging complete before unplugging, for after charging, the protection circuit will perform flow equilibrium.

## **14. Clean and Maintenance**

### **14.1 Clean and Maintenance**

#### **When charging**

- Please place the E-scooter in cool and ventilate places to release heat.
- Please avoid high temperature or moist.
- Please avoid water into the E-scooter to prevent electric shock, especially water drops from the charger cable to the the charging port.

#### **When cleaning**

- Please make sure the E-scooter is off.

- Please use soft cloth to clean the E-scooter.
- Please don't use water to wash the E-scooter or place E-scooter in water.

### **When storage**

- Please place the E-scooter in cool and ventilate places (temperature -10~50 ℃ , relative humidity 0~90%).
- Please don't place subjects on the E-scooter or heavy subjects to squeeze the E-scooter.

## **14.2 Battery Pack Maintenance**

When the E-scooter is fully charged, please check the voltage of the battery in APP. Normal voltage is 31V~42V.

If the voltage is not in this range, please contact the distributor for battery pack maintenance.

Please charge the E-scooter at least one time each month, to extend the battery pack lift time.

Please do not disassemble, assemble or change the battery by yourself.

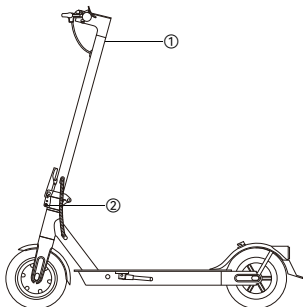
## **14.3 Regular Maintenance**

Please do not disassemble or assemble the E-scooter without the guide or help from professional maintenance from the seller or distributors.

Please make a video or photo to distributors when the

E-scooter run abnormally, as well as providing the serial number.

## Attentions before riding



Check ①② of the scooter before riding. Firm or not. Tighten the screws if there is any sign of loosening.

**Note:**

The fixed screw torque of ① is 4N/m;

The fixed screw torque of ② is 14N/m.

## 15. Warrantee

For the warrantee policy please consult with the point of purchase or sent e-mail to the manufacturers service team:

**info@UrbMob.eu**

Again, we appreciate you purchasing this UrbMob product!

## **Warranty policy**

Electric E-scooter after-sales service is strictly based on the EEC Law to implement the guarantee service, the service content is as follows:

### **I.The warranty period**

- 1.14 days from the date of purchase, the product appears E-scooter Performance Fault Table listed in the performance fault situation, through the millet service center test to determine that is free to enjoy the return or replacement service;
- 2.15 - 30 days from the date of your purchase, the product appears Electric E-scooter Performance Fault Table listed in the performance fault situation, through the millet service center test to determine that is free to enjoy the replacement or repair service;
- 3.12 - 24 months from the date of your purchase, the product appears Electric E-scooter Performance Fault Table listed in the performance fault situation, through the millet service center test to determine that is free to enjoy the replacement service;

NOTE: service to the battery is limited to 12 months from the date of your purchase with purchase proof (receipt)

## II.The warranty content

Category	Maintenance contents	Starting time
Machine body	Frame assembly, wheel drive, controller assembly, handlebar, forehead main body, middle tank instrument board, rear wheel, brake disc, disc brake assembly, folding handle, front fork, front fork tube rotating parts, the control bus and brake line, all in case of factory defaults!	two years
Accessories	Battery charger, brake and finger, switch (in case of factory defaults!)	two years
Wearing parts of appearance	Anti-collision strip, headlight assembly, instrument cover, tires, outer tubes, inner tubes, bell components, fender, rear taillights, decorative cover, foot support components, battery compartment, cover, foot pad, charging port seat and rubber stopper (so-called fast wearing-out)	NO warrantee
Battery	Battery (exception water / fire / non-charging damage)	1 year
Water / humid damages	ALL damages as a result of direct or indirect contact with water, liquid substances, humid conditions are VOIDED from warrantee. This product is NOT waterproof and should therefore be avoided to have any contact with it	NO warrantee

Non-charge of battery	Every battery should be charged minimum 1 time per 4 weeks to keep the battery fit, not charging the battery for a period of 4 weeks or longer can damage your battery with as result not functioning.	NO warrantee
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### **III. Non-warranty regulations**

1. Unauthorized repair, misuse, collision, negligence, abuse, infusion, accident, alteration, improper use of non-product accessories or torn, altered label and anti-counterfeit mark;
2. Has been beyond the period of validity of the guarantees period;
3. Any damage is caused by force majeure;
4. Does not conform to the listed performance situation in the Performance Fault list of E-scooter Performance Table;
5. Due to man-made causes of this product and its accessories produce listed performance fault in the E-scooter Performance Table;
6. Damage caused by man-made reasons (including but not limited to the liquid entering into E-scooters, puncture, impact, the traces and damage of the normal use of the appearance, etc. ):

7.If the product is used for commercial use, it is not guaranteed.

8.The E-scooter product requires regularly maintenance and check-ups by the owner to keep the E-scooter eligible for service & guarantee. The owner is responsible for the following topics like tire pressure, loosen screws, brake system, battery (battery should be regularly charged in a period of non-use, minimum 1 full charge every 4 to 6 weeks in order to maintain a good battery), removing of dirt, etc. Not fulfilling these mandatory regular checks can indirectly cause major defects or end-up in accidents. The owner is responsible for this and does not include in service & guarantee.

9.An E-scooter is NOT waterproof, for this reason any contact with water, liquid substances, humid conditions should be avoided as the battery (+ controller) will stop working (humidity indicator sticker will turn RED when battery & controller have been exposed to humid condition / water or others), when indicator sticker turns red and or when traces of water are found the warrantee will be voided. Corrosion is not always show, this is therefore no mandatory proof of wet battery.

10.ONLY use the factory supplied charger, the use of any other charger will void your warrantee

11.DO NOT open the E-scooter as opening the E-scooter will void your warrantee









## UrbMob by PRO-mounts

Rendementsweg 12a

3641 SK Mijdrecht

The Netherlands

**[www.PRO-mounts.eu](http://www.PRO-mounts.eu)**

**[www.UrbMob.eu](http://www.UrbMob.eu)**

Voor service & garantie richt u zich tot uw aankoopadres of neem contact op met ons:

**[info@UrbMob.eu](mailto:info@UrbMob.eu) & [service@PRO-mounts.eu](mailto:service@PRO-mounts.eu)**

