



USER MANUAL



Please read the user instructions carefully before usage.

Manual V.2.0

www.storyoriginal.com



Thank you for choosing **STORY™** E-motion Scooter!

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1. Safety instructions

- 1) The scooter is a recreational transporter. Before mastering riding skills, you need to practice. Neither Story™ Originals nor the retail seller/dealer of this product is responsible for any injuries or damage caused by a rider's inexperience, failure to follow the instructions in this document or not complying to the national regulations of electrical scooter usage.
- 2) Please check and comply to the national rules, laws, regulations, and limitations relating to road safety when using electrical scooters and other (electrical) motorized vehicles.
- 3) Please understand that you can reduce the risk by following all the instructions and warnings in this manual, but you cannot eliminate all the risks. Remember that whenever you ride the scooter you risk injury from loss of control, collisions, and falls. As with other vehicles, faster speeds require longer braking distance. Sudden braking on low traction surfaces could lead to wheel slip or falls. Be cautious and always keep a safe distance between you and other people or vehicles when riding. Be alert and slow down when entering unfamiliar areas.
- 4) Always wear a helmet when riding. Use an approved bicycle or skateboard helmet that fits properly with the chin strap in place and provides protection for the back of your head.
- 5) DO NOT attempt your first ride in any area where you might encounter children, pedestrians, pets, vehicles, bicycles, or other obstacles and potential hazards.
- 6) Respect pedestrians! Comply to national rules, laws, regulations, and limitations in relating to electrical scooters (and other (electrical) motorized vehicles) and pedestrians. Avoid startling pedestrians. When approaching pedestrians, announce yourself and slow down to walking speed when passing. Please obey local traffic laws and regulations if situation is different.
- 7) In places without laws comply with the safety guidelines outlined in this manual. Neither Story™ Originals nor the retail seller/dealer of this product is responsible for any property damage, personal injury/death, accidents, or legal disputes caused by violations of the safety instructions.
- 8) Do not allow anyone to ride your scooter on his/her own unless they have carefully read this manual. The safety of new riders is your responsibility. Assist new riders until they are comfortable with the basic operation of the scooter. Make sure each new rider wears a helmet and other protective gear.
- 9) Before each ride check for loose fasteners and damaged components. If the scooter makes abnormal sounds or signals an alarm, immediately stop riding.
- 10) Be alert! Scan both far ahead and in front of your scooter — your eyes are your best tool for safely avoiding obstacles and low traction surfaces (including, but not limited to, wet ground, loose sand, loose gravel, and ice).
- 11) To reduce risk of injury, you must read and follow all "CAUTION" and "WARNING" notices in this document. Do not ride at an unsafe speed. Under no circumstance should you ride on roads with motor vehicles. The manufacturer recommends riders to be 15+ years old. Always follow these safety instructions:

People who should not ride the scooter include:

- Anyone under the influence of alcohol or drugs.
- Anyone who suffers from disease that puts them at risk if they engage in strenuous physical activity.
- Anyone who has problems with balance or with motor skills that would interfere with their ability to maintain balance.
- Anyone whose weight is outside the stated limits (see Specifications).
- Pregnant women.

Riders under the age of 18 years old should ride under adult supervision.

Comply with local laws and regulations when riding this product. Do not ride where prohibited by local laws.

To ride safely, you must be able to clearly see what is in front of you and you must be clearly visible to others.

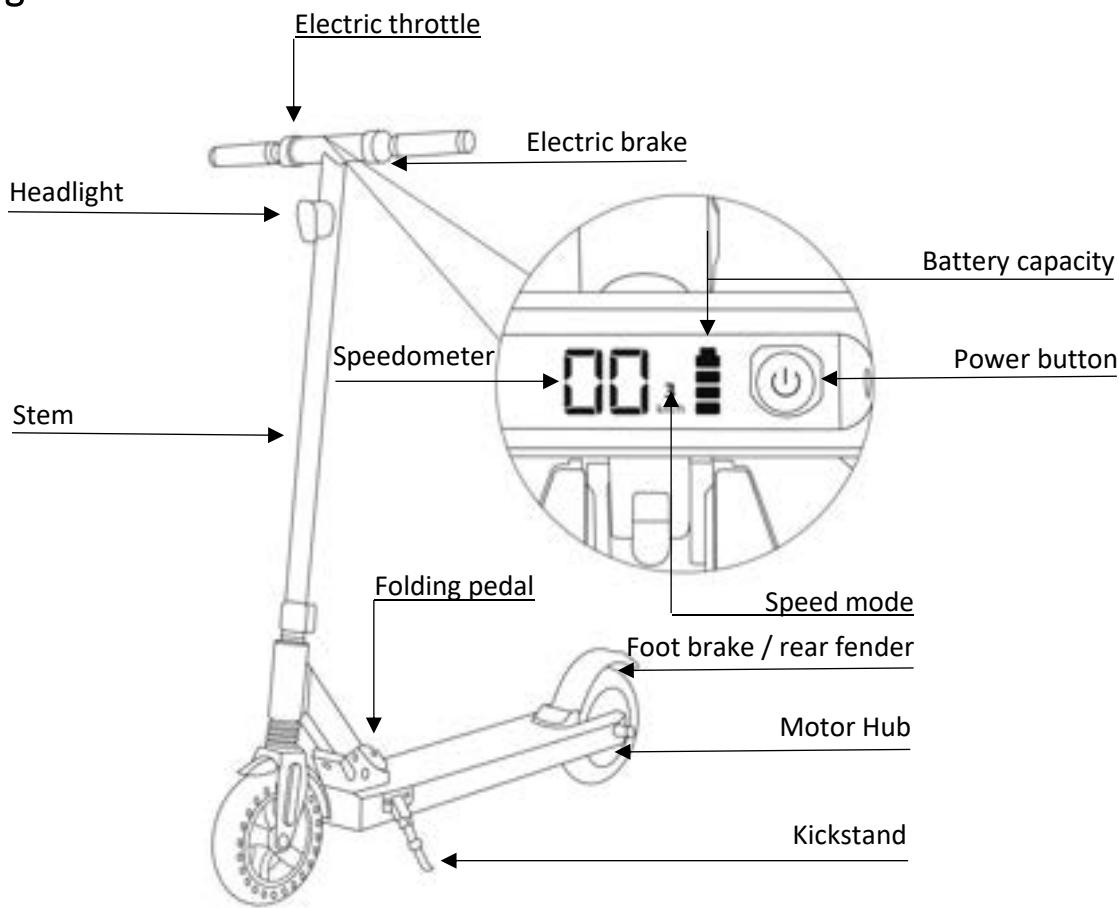
Do not ride in the snow, in the rain, or on roads which are wet, muddy, icy, or that are slippery for any reason. Do not ride over obstacles (sand, loose gravel, or sticks). Doing so could result in a loss of balance or traction and could cause a fall.

- 12) DO NOT attempt to charge your scooter if it, the charger, or the power outlet is wet!
- 13) As with any electronic device, use a surge protector when charging to help protect your scooter from damage due to power surges and voltage spikes. Only use the charger supplied by Story™ Originals. Do not use a charger from any other product or model.
- 14) Use only Story™ Originals approved parts and accessories. Do not modify your scooter. Modifications to your scooter could interfere with the operation of the scooter, could result in serious injury and/or damage, and could void the Limited Warranty.

 **WARNING!**

For emergency stopping you **MUST** use both electric brake and foot brake! If electric brake and foot brake is not used simultaneously for emergency stopping, you risk falling and/or colliding because you do not reach maximum braking capability.

2. Diagram



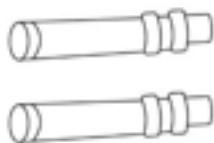
Display and power button

The display/dashboard shows you the following information related to riding and when parked.

- **Speedometer**: Indicates the current speed and displays error code when faults are detected (see section 11 for more about troubleshooting and error codes)
- **Speed mode**: 1 to 3 (click the power button once to switch the mode)
 1. ECO mode (minimum power/speed and increased range)
 2. Everyday use-mode (moderate power/speed and range)
 3. Sport mode (Maximum power/speed and reduced range)
- **Battery capacity**: Indicates the remaining battery level with 4 bars. Each bar equates to approximately 25% capacity.
- **Lights on/off**: To turn on/off lights, press the power button twice (double click).
- **Power button**: The power button is multi-functional. Press 0.5 sec. to power on and 1.5 sec. to turn off. When powered on, fast double-click to turn on/off the head and rear lights. Single click to change speed mode (see above or section 4 (about dashboard/display setting for more detailed instructions).

3. Packing list

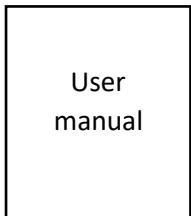
Grips/handles x2



Mainframe



User Materials



User manual



Quick start

Accessories



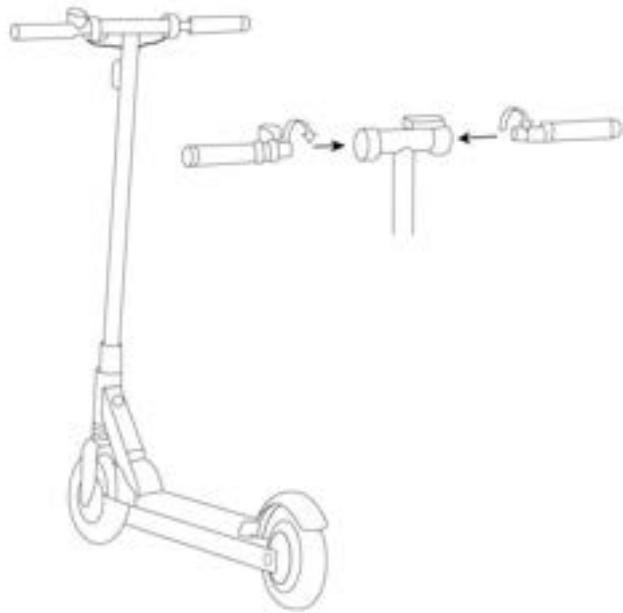
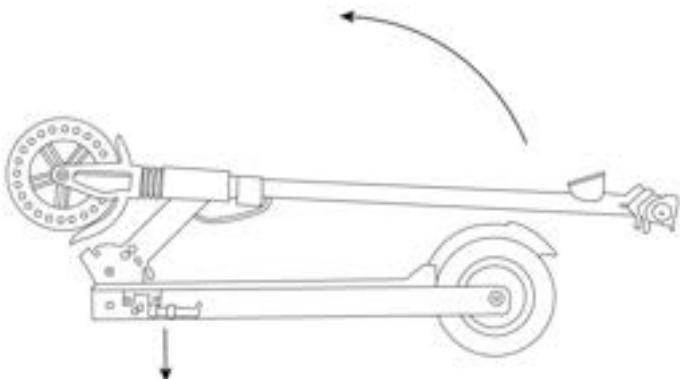
Umbraco key x2

Battery Charger

When unboxing your scooter, please verify that the above items are included in the package. If you are missing any components, please contact your dealer. After verifying that all components are present and in good condition, you can assemble your new scooter.

Please retain the box and packaging materials in case you need to ship your scooter in the future. Remember to power off your scooter and unplug the charge cable before assembling, mounting accessories, or cleaning the mainframe.

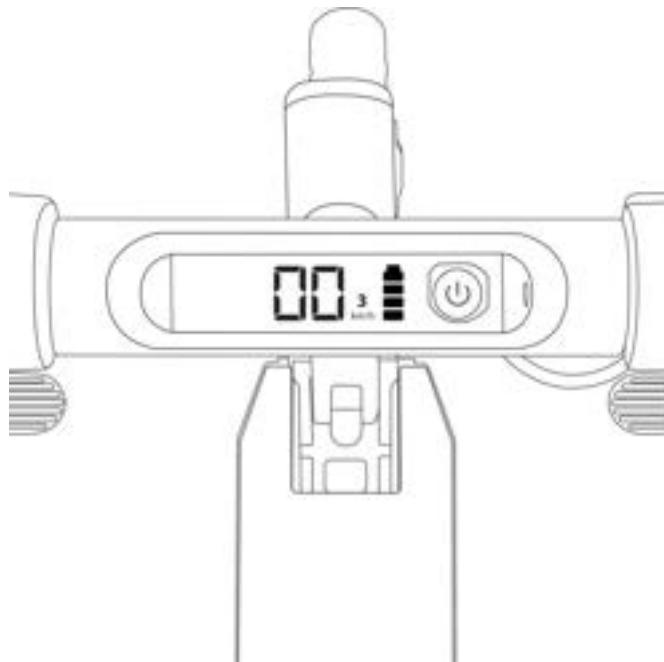
4. Assembling your scooter



1. Unfold the scooter by pushing the stem forwards until you hear a click. Afterwards, unfold the kickstand to support the scooter.

2. Install the handlebars by turning each handle towards the rider (see illustrations). Left (L) handlebar must be turned clockwise, whereas the right (R) handlebar must be turned counterclockwise.

NOTE! You risk damaging the thread of the handlebars if you force the initial alignment. The handlebars should turn smoothly and fit snugly.



3. Verify that your scooter powers on and the battery capacity is high.

Dashboard (Display) Settings:

The power button is multi-functional. You switch between functions by pressing the power button for a certain time or short clicking interval.

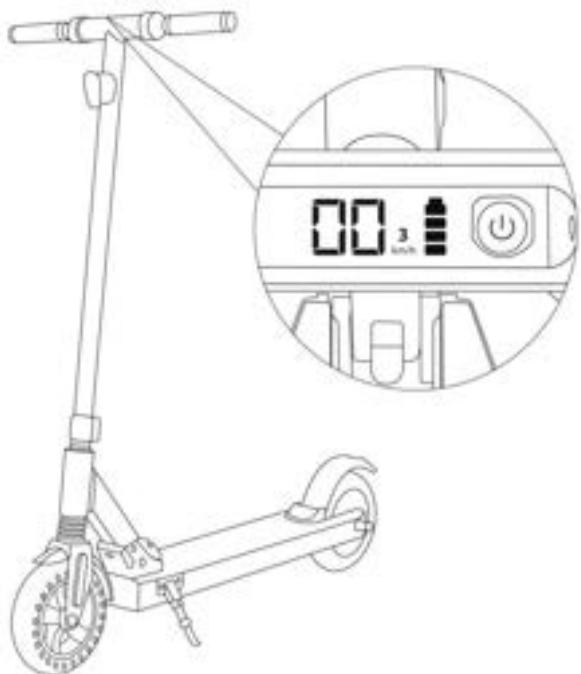
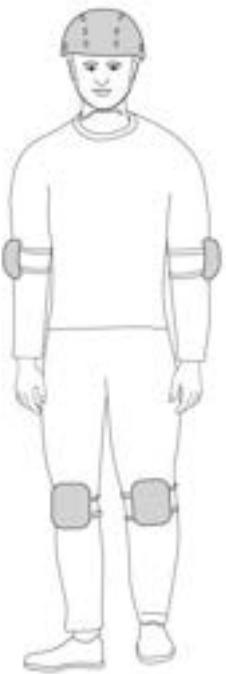
Power on: Press and hold the power button for 0.5 seconds.

Power off: Press and hold the power button for 2 seconds.

Switch speed modes: Single click the power button.

Lights (front and rear): Double click the power button.

5. How to Ride?



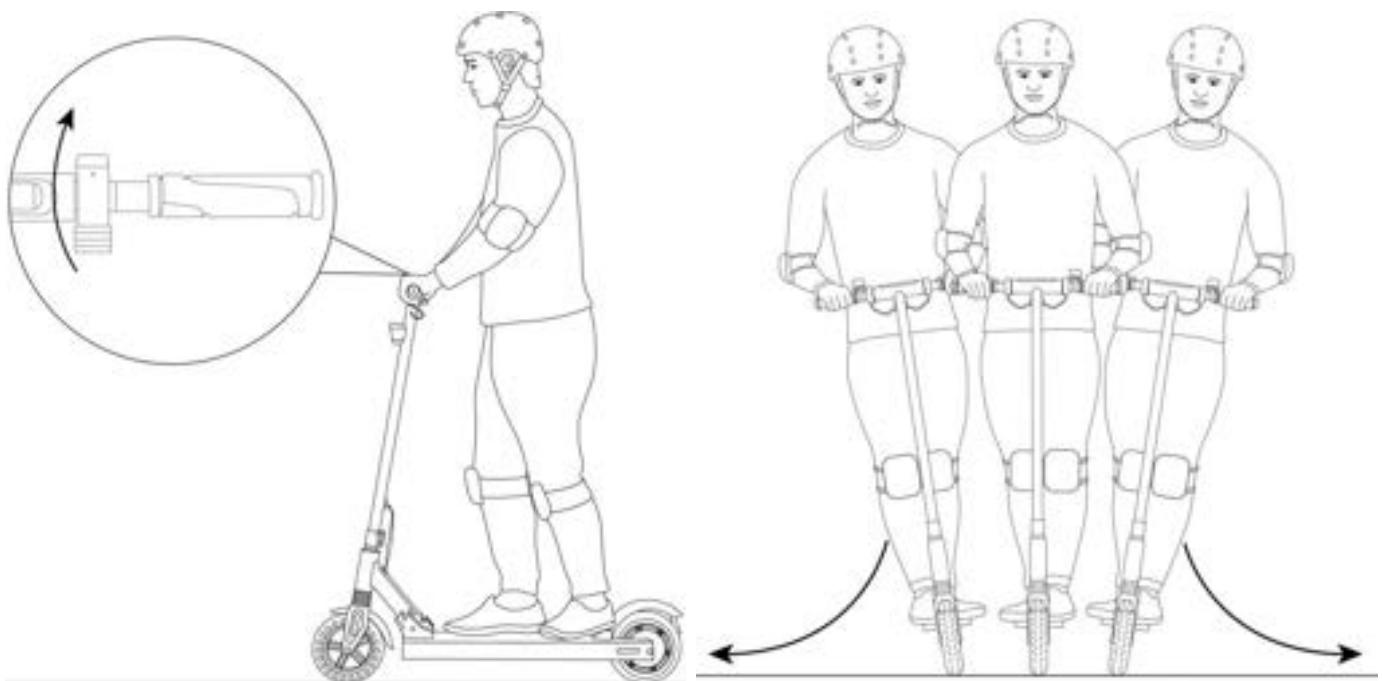
Always wear approved helmet and protective gear to decrease the risk of injury.

1. Power on the scooter by holding power button 0.5 sec. Check the display and charge the scooter if battery capacity is low. Switch speed mode to 1 (1=ECO mode should be used by beginners learning to ride the scooter) by clicking the power button once.



2. Place one foot on the platform and push off with the other foot to start rolling.

3. Place the pushing foot on the platform and simultaneously press the throttle on the right hand to speed up. The motor will engage when you reach 3 km/h.



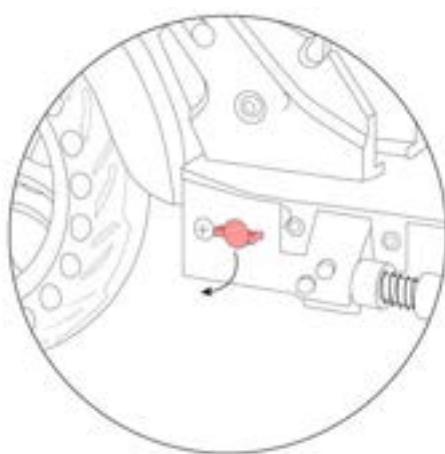
4. Slow down by releasing the throttle and press the electrical brake on the left hand side. Simultaneously, step on the brake fender to engage the mechanical brake.

5. To turn, shift your body weight and turn the handle slightly.

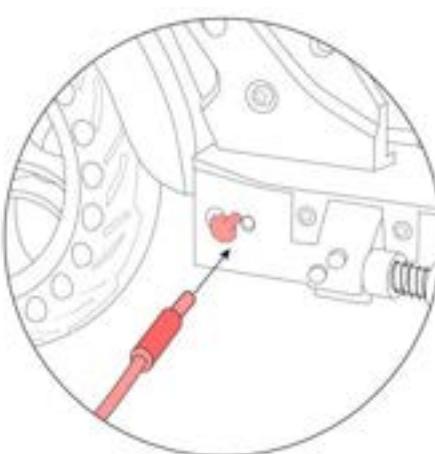
⚠️ WARNING! When releasing the throttle suddenly or heavy braking you risk serious injury due to loss of traction, balance and/or fall. Maintain a steady speed and look out for potential hazards.

6. Charging

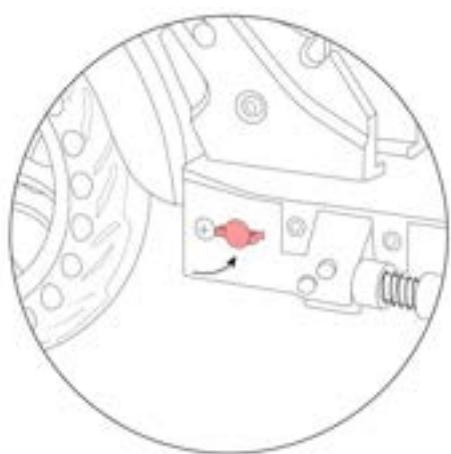
The charging port is located on the left front side of your scooter platform. The battery is fully charged when the LED-indicator changes from red to green.



Open the charge port cover



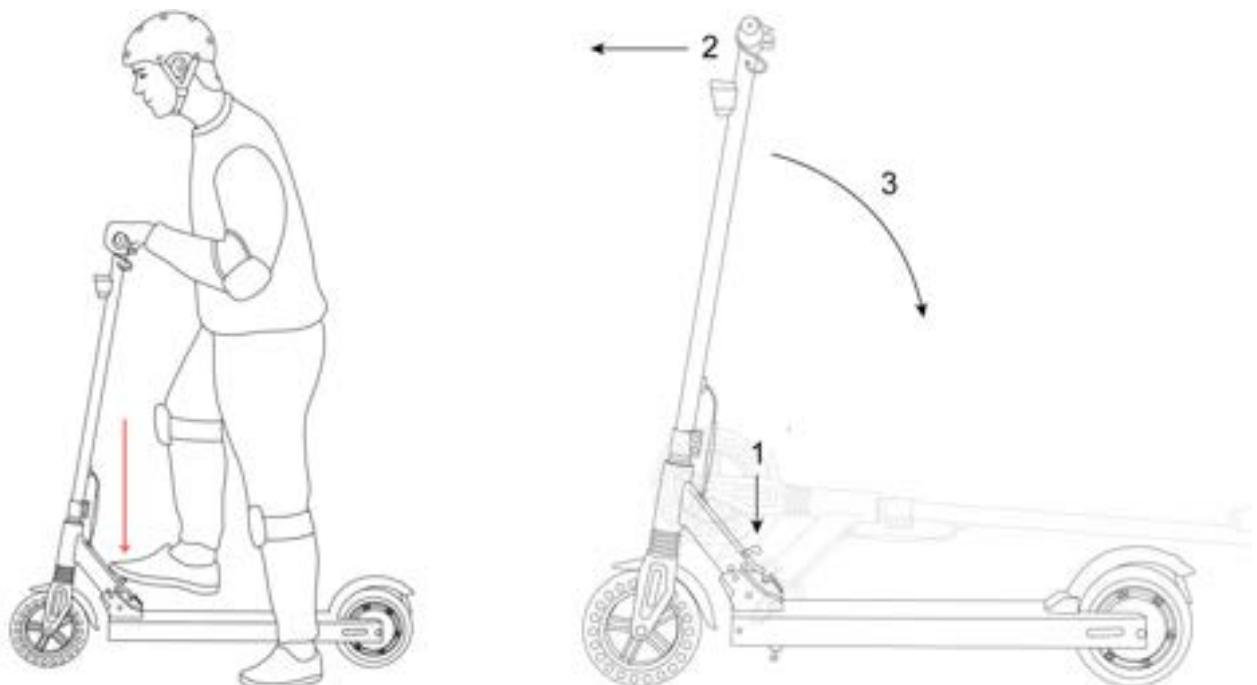
Insert the charge plug



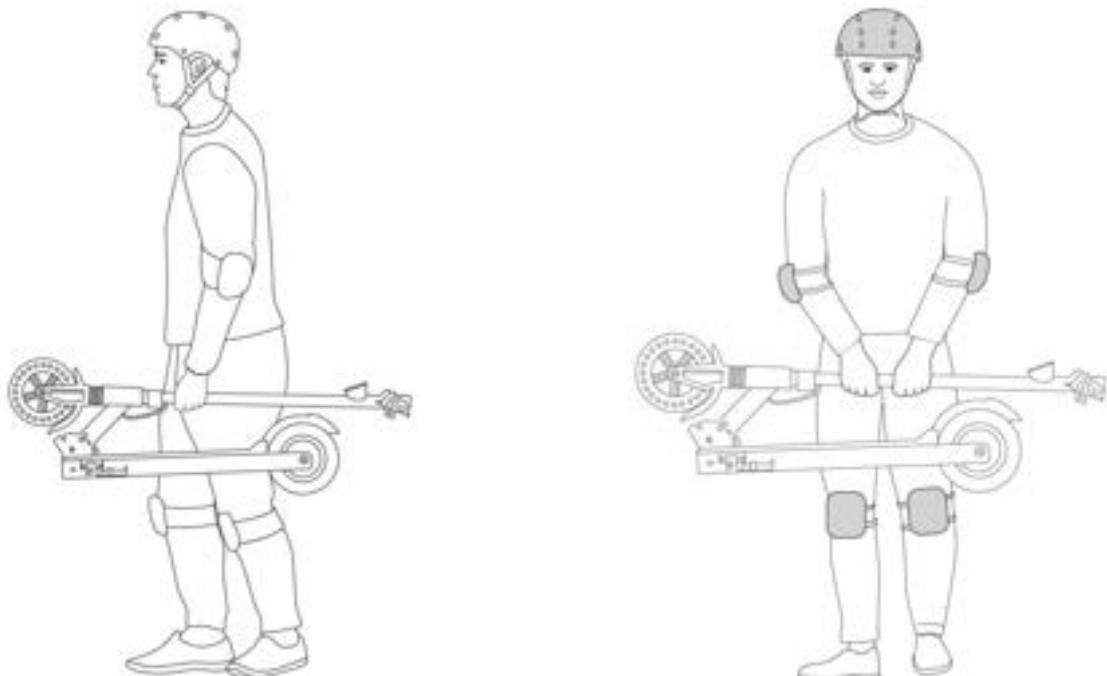
Close the Charge port cover when finished

⚠️ WARNING! Do not connect the charger if the charge port or charge cable is wet.

7. Folding and carrying



Step on the folding pedal (1) and simultaneously push the handlebar forwards (2). Then fold the handlebars (3) backwards until it locks into place.



When your scooter is folded simply lift the scooter by the stem and carry it along.

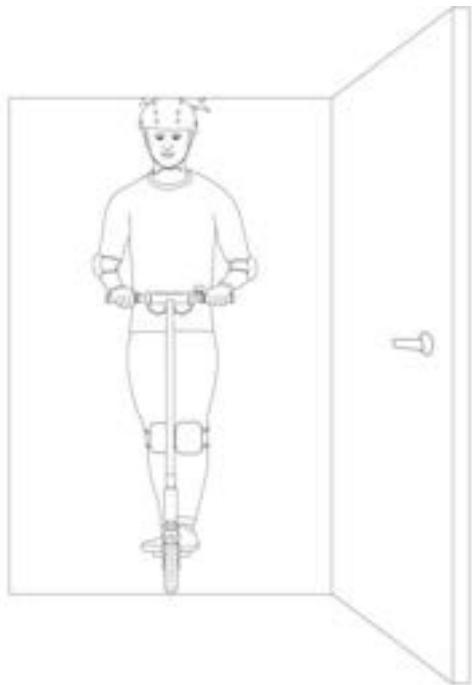
8. Warnings



WARNING! DO NOT ride the scooter in rain.



WARNING! DO NOT ride over speed bumps, thresholds, or other bumps at HIGH SPEED.



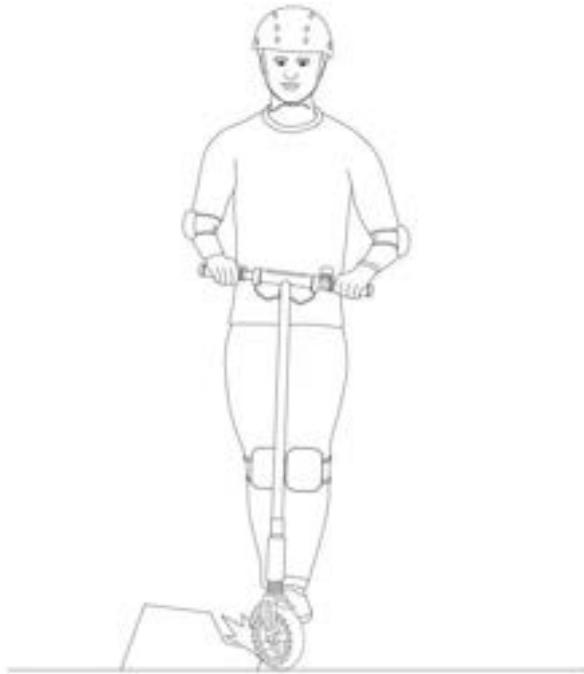
WARNING! Watch your head when passing through doorways.



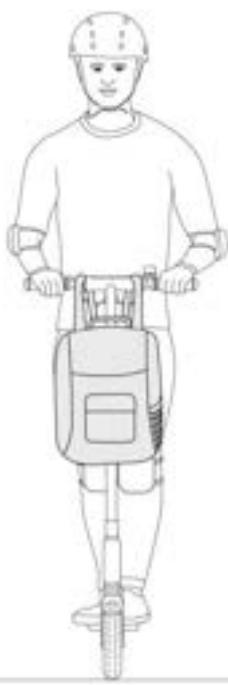
WARNING! Watch your speed when traveling downhill. Use both brakes together when traveling at high speed.



WARNING! DO NOT press the throttle when walking with the scooter.



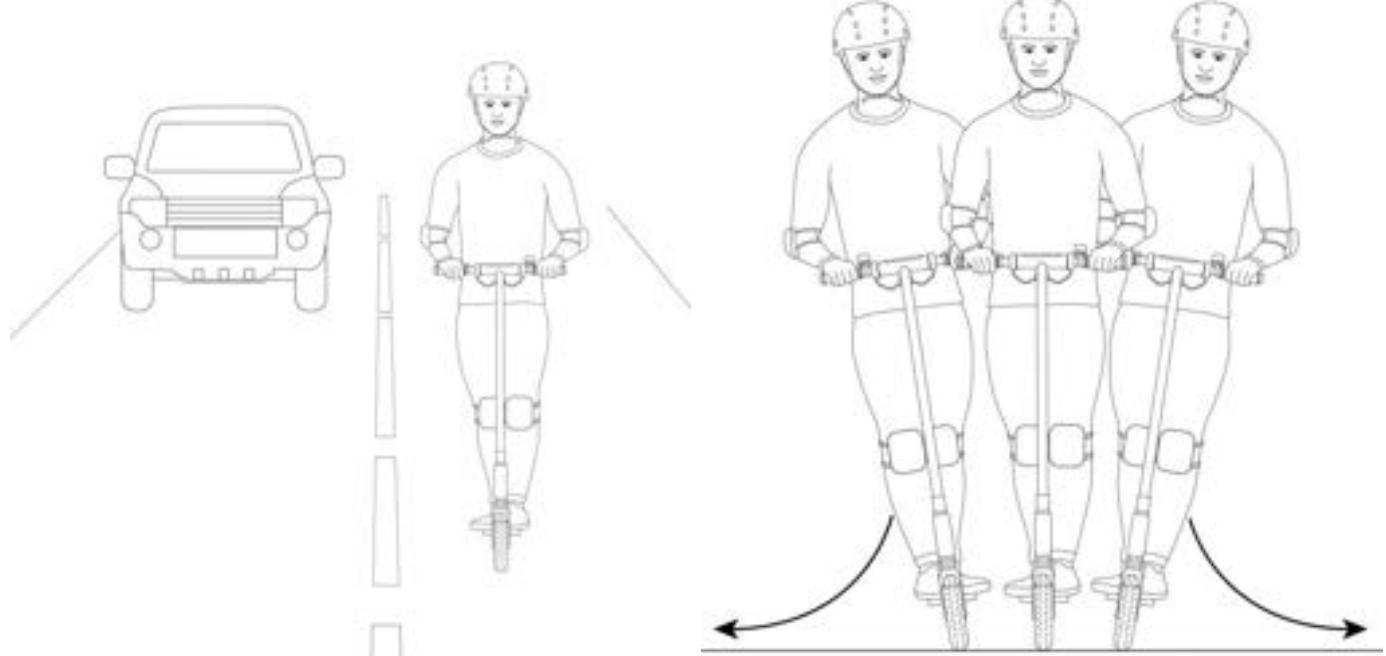
WARNING! Avoid contacting obstacles with the wheels.



WARNING! DO NOT carry objects on the handlebar.



WARNING! DO NOT ride the scooter only one foot.



WARNING! DO NOT ride on public roads, motorways, or highways.



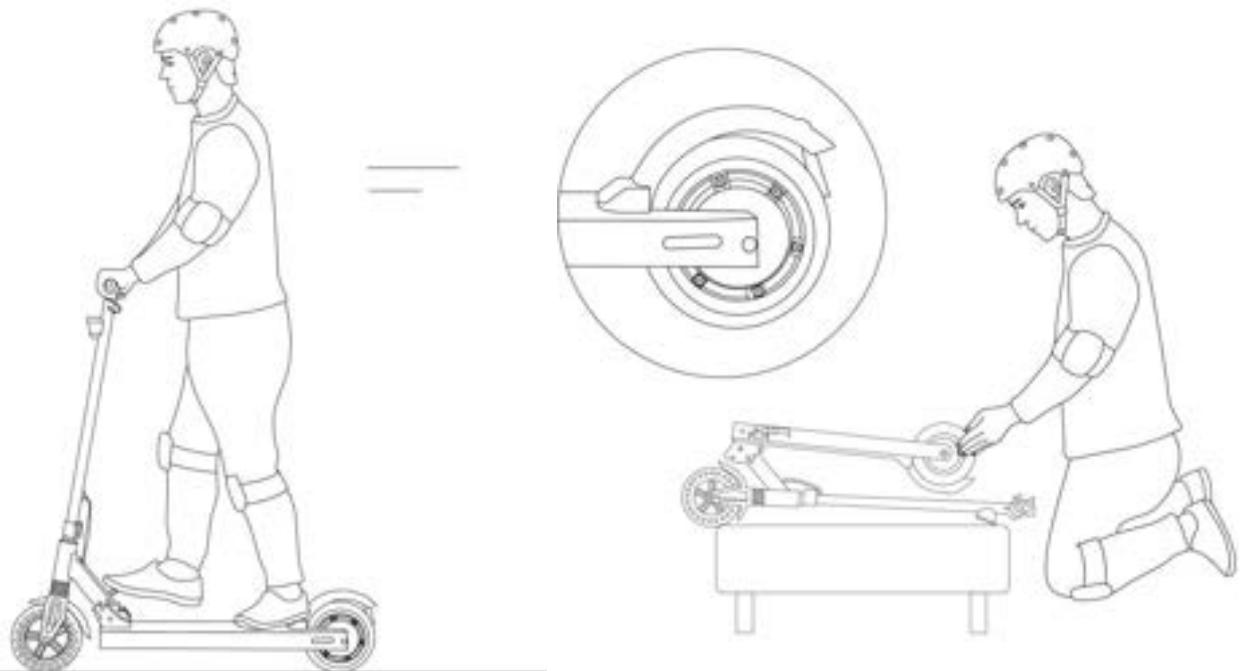
WARNING! DO NOT rotate the handlebar violently while riding high speed.



WARNING! DO NOT ride through puddles or other water masses deeper than .08 inches (2 mm).



WARNING! The scooter is for one rider only! DO NOT ride the scooter with multiple passengers nor children in any ways.



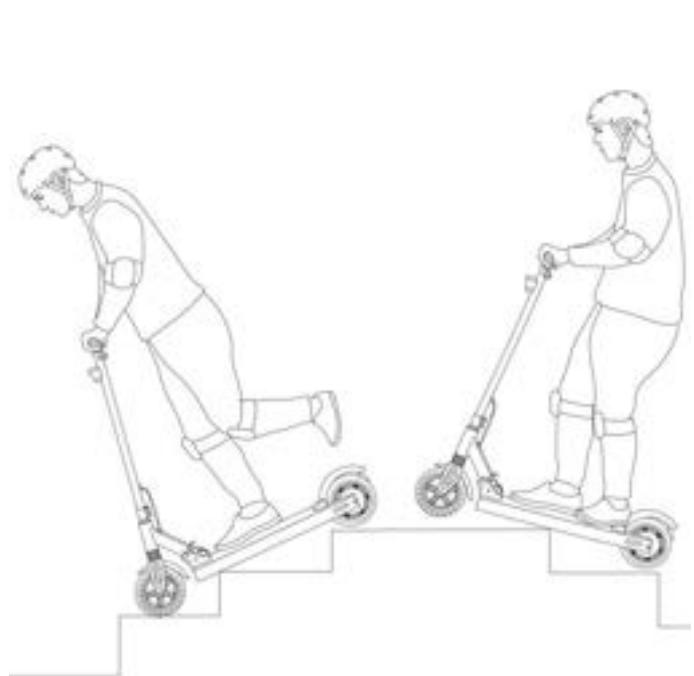
WARNING! DO NOT step on folding pedal while riding.



WARNING! DO NOT touch the motor hub after riding - the motor hub can be hot.



WARNING! DO NOT take your hands off the handlebars while riding. Do not ride with one hand only.



WARNING! DO NOT attempt to ride up and down stairs nor jump over obstacles.



WARNING! Always keep both hands on the handlebars or you risk serious injury due to loss of balance - ultimately leading you to fall.

9. Maintenance

Cleaning and Storage

Use a soft, wet cloth to wipe the mainframe clean. Hard to remove dirt can be scrubbed with a toothbrush and toothpaste, then cleaned with a soft, wet cloth. Scratches on plastic parts can be polished with fine grit abrasive paper.

NOTE:

Do not wash your scooter with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of your scooter. Do not wash your scooter with a power washer or hose.

WARNING!

Make sure the Scooter is powered OFF, the charging cable is unplugged, and the rubber cap on the charge port is tightly sealed before cleaning; otherwise you may damage the electronic components.

Store your Scooter in a cool, dry place. Do not store it outdoors for extended periods of time. Exposure to sunlight and temperature extremes (both hot and cold) will accelerate the aging process of the plastic components and may reduce battery life.

Battery Pack Maintenance

Do not store or charge the battery at temperatures outside the stated limits (see Specifications). Do not puncture the battery. Refer to your local laws and regulations regarding battery recycling and/or disposal.

A well-maintained battery can perform well even after many miles of riding. Charge the battery after each ride and avoid draining the battery completely. When used at room temperature (70°F [22°C]) the battery range and performance is at its best; whereas using it at temperatures below 32°F (0°C) can decrease range and performance. Typically, at -4°F (-20°C) range can be half that of the same battery at 70°F (22°C). Battery range will recover when temperature rises. More details are available in the App.

NOTE:

Typically, a fully charged battery should retain charge for 80-160 days in Standby Mode. A low-power battery should retain charge for 30-60 days in Standby Mode. Remember to charge the battery after each use.

CAUTION!

Completely draining the battery may cause permanent damage to the battery. Electronics inside the battery record the charge-discharge condition of the battery; damage caused by over-discharge or under-discharge will not be covered by the Limited Warranty.

WARNING!

Do not attempt to disassemble the battery. Risk of fire. No user serviceable parts.

WARNING!

Do not ride when the ambient temperature is outside the machine operation temperature (see Specifications) because low/high temperature will limit the maximum power/torque. Doing so could cause personal injury or property damage due to slips or falls.

10. Specifications

Product specification	Unfold: Height x width (bars) x length	96 x 50 x 105 cm
	Folded: Height x width (no bars) x length	33,5 x 20 x 108 cm
	Weight	12 kg
Product performance	Max Load	100 kg
	Max Speed	25 km/h
	Climbing ability	20%
	Max Range	Up to 20 km
Battery	Standard voltage	36 V
	Battery type	Lithium battery
	Battery capacity	6Ah
Motor	Engine type	brushless DC hub-motor
	Rated output power	300W
	Rated speed	680±20rpm
	Rated voltage	36V
	Max torque	11Nm
Charger	Input	110V-220V 50/60Hz 1.8A
	Output	42V 1.5A
	Charging time	Approximately 4 hours

11. Troubleshooting and Error Codes

My scooter is not charging when plugged in:

Problem: Most possible cause of this problem is LOW VOLTAGE of the battery due to not charging the scooter after usage. This problem occurs more often if the scooter was not charged before storage for a period of time - more than 7 days. This problem can also occur when storing the scooter for a longer period when fully charged.

How to solve? By riding the scooter without using the throttle, you will be able to generate power to the battery. This might be enough for the battery to reach the min-voltage for the charger to work. Plug in the charger and verify if the battery is charging.

CAUTION!

Draining the battery underneath the min-voltage may cause permanent damage to the battery. Electronics inside the battery record the charge-discharge condition of the battery; damage caused by over-discharge or under-discharge will not be covered by the Limited Warranty.

Error Code	Reason	Possible problem(s)	Possible solution(s)
E1	Display Error	1. Plug of the display is poorly connected.	Check plugs and connections: 1. Check the connection near the folding mechanism. The plug is protected in thin black plastic - cut open and check plug connection. 2. Unscrew the 2 screws for the display from underneath the handlebars. Remove the dashboard/display from the top of the handlebars. More plugs and connections will be exposed. Unplug and reconnect the plugs again to solve the problem.
		2. Display is damaged	Replace the Display
E2	Electric Brake Lever Error	1. The Electric brake lever is poorly connected	Check the plug and connection: Pull the left (L) wire slightly out (approx. 5cm) of the stem to expose the plug. The plug is protected in thin black plastic - cut open and check plug connection by unplugging the connection. Complete the check by reconnecting the plug.
		2. Electric brake lever is damaged	Replace electric brake lever
E3	Throttle Error	1. The Throttle is poorly connected	Check the plug and connection: Pull the right (R) wire slightly out (approx. 5cm) of the stem to expose the plug. The plug is protected in thin black plastic - cut open and check plug connection by unplugging the connection. Complete the check by reconnecting the plug.
		2. Throttle is damaged	Replace the Throttle
E4	Motor Error	Wrong motor	Check plug and connection: Unscrew 4 screws on the bottom rear deck/platform to reveal a wire running on the side. Pull the wire to unplug and reconnect plug afterwards. If not solved, replace the motor
E5	Controller Error	Wrong controller	Replace the controller. The Controller is located in the front end of the deck/platform and can be accessed by unscrewing 2 screws on the sides and removing front deck cover.

12. Certification

EC DECLARATION OF CONFORMITY (EC DoC)

As an importer and authorized representative within the EU responsible for the electrical scooter identified as Story E-motion YTE-F02 (*product name and model*), Boarddistribution ApS hereby declare that the specified product(s) conforms with all requirements in the particular directives and standards in the European Community (EC) which applies to the product. The specified product(s) are therefore labelled with the CE-marking.

Specifically, Boarddistribution ApS declares that the product(s) is in conformity with the following European directives and harmonized European standards:

Directives	Standards
2006/42/EC Annex I Machinery Directive	EN ISO 12100:2010
2014/35/EC Low Voltage Directive	EN 60335-1:2012 + A11:2014 + A13:2017 + A1:2019 + A14:2019 + A2:2019 EN 62233:2008
2011/65/EU amending 2015/863 “RoSH”	EN 62321-2:2013 + EN 62321-1:2013 + EN 62321- 3:2013 + EN 62321-5:2013 + EN 62321- 4:2013+AMD1:2017 + EN 62321-7:2015, EN 62321- 7-2:2017 & ISO + 17075-1:2017 EN 62321-6:2015 + EN 62321-8:2017

B2B@boarddistribution.com

Date: 15-04-2021



Battery recycling information for the European Union



Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC concerning batteries and accumulators and waste batteries and accumulators. The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per this Directive.

In accordance with the European Directive 2006/66/EC, batteries and accumulators are labeled to indicate that they are to be collected separately and recycled at end of life. The label on the battery may also include a chemical symbol for the metal concerned in the battery (Pb for lead, Hg for mercury, and Cd for cadmium). Users of batteries and accumulators must not dispose of batteries and accumulators as unsorted municipal waste, but use the collection framework available to customers for the return, recycling, and treatment of batteries and accumulators. Customer participation is important to minimize any potential effects of batteries and accumulators on the environment and human health due to the potential presence of hazardous substances.

Restriction of Hazardous Substances Directive (RoHS)

Story™ Original products sold in the European Union meet the requirements of Directive (EU) 2015/863 (amending 2011/65/EU) on the restriction of the use of certain hazardous substances in electrical and electronic equipment (“RoHS recast” or “RoHS 2”).

By **STORY**

The manufacturer reserves the right to make changes to the product, release firmware updates, and update this manual at any time. Visit www.storyoriginal.com to check for latest user materials. You must obtain the latest updates and safety instructions.

www.storyoriginal.com