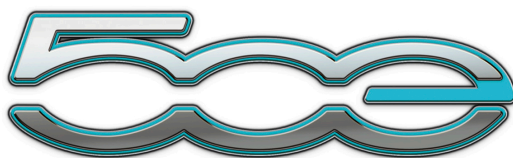
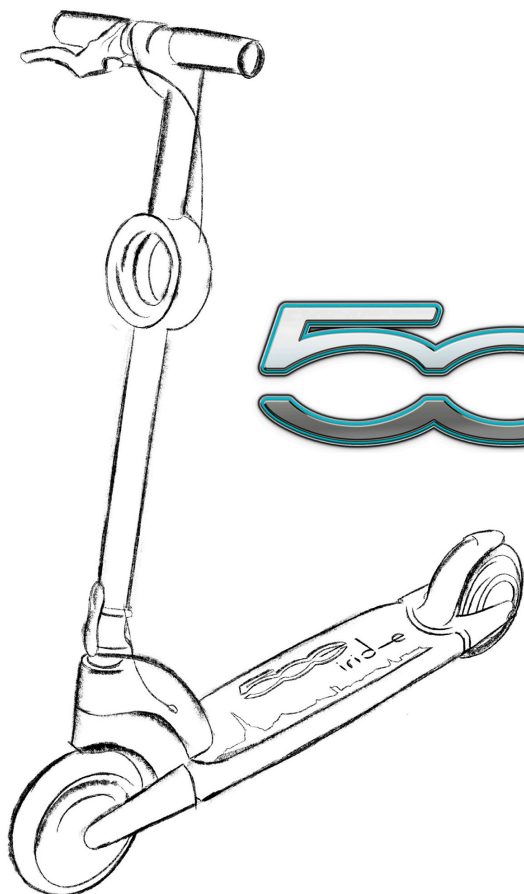


User Manual



iride

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 **CompagniaDucale**

M I L A N O

1. NOTES

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2. GENERAL WARNINGS

Below is an explanation of the symbols used in this manual:

CAUTION



This symbol indicates a possible danger or risk to your scooter or the surrounding environment.

NOTE



This symbol indicates that you should pay special attention to a section of the manual or product information.

DANGER



This symbol indicates a possible danger to the life and health of the user if the prescribed operations are not carried out or if the required measures are not taken.

A scooter is a two-wheeled electric vehicle for people over the age of 16. It can support a maximum weight of 110 kg. For safe operation, a minimum weight of 40 kg is recommended. The scooter is sold not fully assembled and comes with a dedicated power supply unit. The instructions in this manual apply to the 500 Irde scooter. In the manual there is a technical sheet (**See Table 4 - Technical Specifications**), in which you can find the technical specifications of the purchased scooter model. This manual includes basic instructions on how to use your scooter, however, it may not cover all hypothetical situations of danger to yourself or others.

CAUTION



USERS MUST TAKE CARE TO PREVENT AND AVOID RISKS AND HAZARDS that may occur while using the scooter. Any inherent risk related to the use of this product is assumed by the user.

CAUTION



IMPROPER USE OF THE SCOOTER AND FAILURE TO OBSERVE THESE WARNINGS MAY RESULT IN SERIOUS INJURY. USE THE ELECTRIC SCOOTER WITH GREAT AND PROPER CARE FOR SAFE OPERATION!

NOTE



Before using your scooter, carefully read all the instructions in this manual.

NOTE



Pay attention to the chapter 4 RIDING SAFETY.

NOTE



Keep this manual for future reference.

In order to receive assistance under Warranty, your 500 Iride scooter must be registered on the website at the following link: <https://www.compagniaducale.net/Warranty/>. To obtain a repair or replacement under this warranty, you shall ensure that the dealer or online store from which you purchased your scooter has included the date of purchase on the warranty certificate. A copy of the certificate must also be included when writing an email or requesting a repair or replacement for your electric scooter. (Please request a warranty certificate from your dealer if one has not been offered yet! For any warranty issues, please contact your dealer).

3. INTRODUCTION

Thank you for choosing the 500 Iride electric scooter (hereinafter referred to as "the scooter").

The scooter is a recreational vehicle that allows you to get around in an efficient, fun, cost-effective and environmentally friendly way.

The 500 Iride Scooter is a trendy means of transport connected to a smartphone app that allows you to move around more easily; thanks to the countless functions of the App connected to the device you can know kilometres travelled, time taken to travel from one location to another and countless other functions.

The 500 Iride Scooter is a sleek and lightweight vehicle; it is an effective and efficient means of transport perfect for going to work, university, school or for simply going to the city centre. It is an easy-to-use device that can be ridden on the road.

It features a lightweight frame that can be effortlessly folded and carried inside your home or office.

The front and back LED lights allow you to use the device with peace of mind, even at night.

Moreover, the electric and rear disc brake allows you to travel in total safety.

Enjoy your ride!

Your 500 Iride scooter is equipped with a 250W electric motor and a battery to provide power. Through the display on the handlebar and thanks to the connected smartphone app, you can manage your scooter in full autonomy.

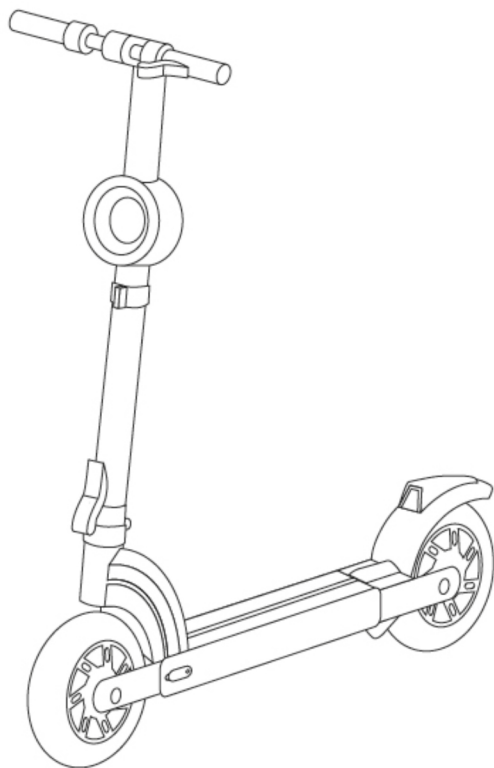


Figure 1 - 500 Irde

4. RIDING SAFETY

The 500 Irde scooter is a two-wheeled vehicle suitable for transporting one person. You will need to practice before you can fully master this vehicle. No responsibility shall be ascribed to Compagnia Ducale S.r.l. for any injury or damage caused by the inexperience of the rider or failure to comply with the instructions contained in this manual or failure to comply with the rules of the road in force in the country where it is used.

If all the instructions contained in this manual are followed, all risks can be reduced but cannot be eliminated. Any time you ride your scooter you can risk injury resulting from loss of vehicle control, falls and collisions.

The scooter is designed for flat, paved and dry road surfaces. Use outside of these conditions is not recommended. The 500 Irde scooter may not be used for acrobatic purposes.


CAUTION




It is essential to always comply with local laws and regulations when entering public spaces. Do not use the scooter where it is prohibited.

It is essential to always comply with local laws and regulations when entering public spaces. Always pay attention and keep an adequate safety distance from others while riding. As with all vehicles, a higher speed requires a greater braking distance. Beware of low or traction surfaces as sudden braking could cause the rider to fall or slip.


DANGER

 ***Be careful of low or poor grip surfaces (e.g. wet roads) as sudden braking may cause the rider to fall or slip***


NOTE

 ***Always wear a helmet during use. The helmet must be used correctly with the strap fastened under the chin to accurately protect the back of the head. The helmet should comply with the same rules indicated for bicycle or skateboard helmets (reference standard EN1078).***

DANGER

 ***Do not accelerate or maintain a high speed near areas where children, pedestrians, pets, vehicles, bicycles or other obstacles or potential hazards may be present.***

NOTE


 ***Do not allow anyone to ride your scooter unless they have read this manual or the instructions in the App. Anything that may happen if the scooter is given to others, especially beginners, is the responsibility of the owner, both in terms of safety and damage to third parties and the inexperienced rider. In any case, if an experienced third party is allowed to use the scooter by the owner, the latter must ensure that he or she are wearing a protective helmet.***

Check that there are no anomalies before using the scooter (this apply to both first and subsequent uses); should you hear anomalous noises, stop using the device immediately.


DANGER

 ***In case of scooter anomalies and/or damage, you must immediately stop using it and contact the dealer or Compagnia Ducale S.r.l. for assistance.***


CAUTION

 ***Ride the scooter paying attention to the surrounding environment: safely avoid obstacles and surfaces with low grip such as wet asphalt or snow, puddles, gravel, ice.***

DANGER


 ***DO NOT RIDE THE SCOOTER: if you are under the influence of alcohol or drugs; if you suffer from illnesses that put your health at risk if you engage in strenuous physical activity; if you have balance or motor problems that interfere with your ability to maintain your balance; if your weight is outside the limits indicated in the manual.***

NOTE

 ***Children under the age of 16 should not ride this scooter.***

In order to ride safely, you need to be able to clearly see what is in front of you. In addition, it is crucial to be highly visible to others as well.

NOTE

 ***It is advisable to use a high visibility jacket especially in the evening hours or in poorly illuminated areas.***

DANGER



Never charge your scooter if the battery charger or power outlet are wet

As with any electronic device, you must use an overvoltage protection when charging your scooter in order to protect it from damage caused by current surges and voltage spikes.

DANGER



Use only the charger supplied with the product. Do not use the charger of another product model.

NOTE



Use only original accessories and spare parts. Compagnia Ducale S.r.l. prohibits the use of unapproved accessories and spare parts.

DANGER



Under no circumstances should you attempt to modify your scooter in any way, as modifications could interfere with its operation and could cause serious injury or damage to either yourself or others. Also, the changes made by you will void the product warranty.

DANGER



Under no circumstances, children should not play with the scooter and its parts; children must not carry out any cleaning or maintenance work on the vehicle.

DANGER



The scooter is not sufficiently stable, therefore it is necessary to avoid parking it on sloping roads, uphill or downhill, in high-traffic areas (in order to prevent injuries or risks to safety). It is recommended to park the scooter in flat areas.

DANGER



Once the scooter is placed on the stand, check its stability to avoid any fall due to wind, slipping etc.

CAUTION

For greater safety it is advisable to subject the scooter to regular maintenance (See Chapter 17 MAINTENANCE).

DANGER



Please read this manual carefully before charging the battery.

CAUTION

Check the braking system every time you use it and in any case in low-traffic areas (See Chapter 16 Braking system).

5. SCOOTER COMPONENTS

Please refer to the following image showing all the main parts of the 500 Irìde scooter

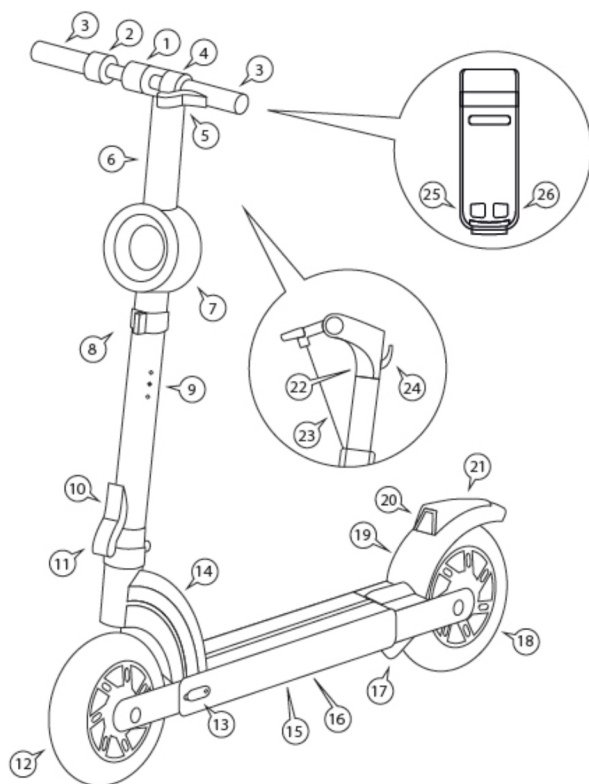


Figure 2 - Scooter components

1	Display	10	Steering column unlock safety system	19	Rear mudguard
2	Throttle control	11	Steering column unlock lever	20	Steering column lock system
3	Handgrips	12	Front wheel	21	Tail Light
4	Electronic brake control	13	Charging port	22	Headlight
5	Mechanical brake lever	14	QR Code	23	Mechanical brake cable
6	Steering column	15	Stamped frame number	24	Steering column lock
7	Sidelight	16	Identification label	25	Left display key
8	Steering column height adjustment lever	17	Rear shock absorber	26	Right display key
9	Steering column height safety system	18	Rear wheel		

Table 1 - Detailed view of scooter components

6. SCOOTER ASSEMBLY

CAUTION



Be very careful when unpacking your scooter. We recommend the use of DIY gloves.

NOTE



The steps described in this paragraph should be preferably carried out by two people

DANGER



Pay close attention to the straps used to close the packaging; they can be sharp and cause injury.

DANGER



Pay close attention to the materials used for packaging and protection during scooter transport; these could be dangerous if used by children.

It is advisable to seek the help of a second person to unpack your scooter and take care not to damage it. No scissors or hand shears are needed to remove the protections.

Check that the following items are present in the packaging:

- Battery charger
- Complete handlebar
- Power cable
- Set of 9 Allen screws
- Allen key

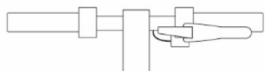


Figure 3 - Handlebar

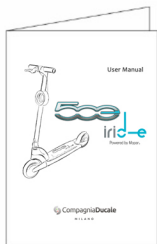


Figure 4 - Manual

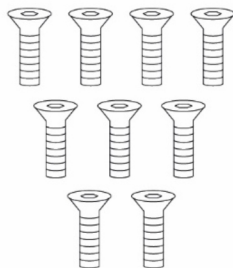


Figure 5 - Allen screws

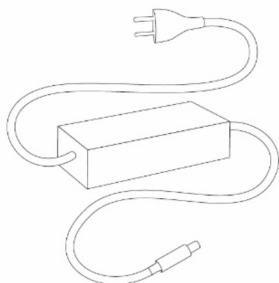


Figure 6 - Battery charger



Figure 7 - Allen key

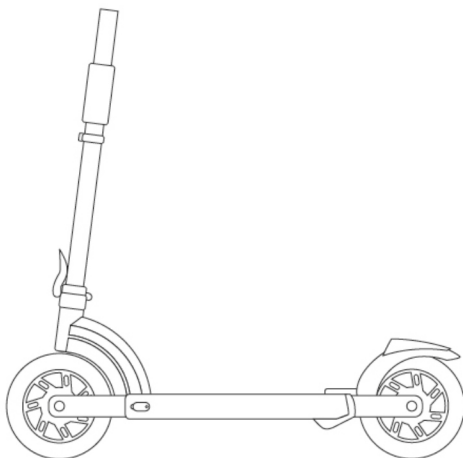


Figure 8 - Scooter body

Should any of these items be missing in part or in whole, refer to your dealer or contact Compagnia Ducale S.r.l. through the appropriate section on the App or through contact section (**See Chapter 22 Contact**).

If all the elements are present in the package and the components are in good condition, you can proceed to assemble your 500 Irde scooter.

NOTE



Keep the original packaging of the product for possible shipping operations under warranty. If the original packaging cannot be provided, Compagnia Ducale S.r.l. will charge you for the packaging cost even in case of defect under warranty (See Chapter 21 Warranty).

CAUTION



Make sure you have disconnected the battery charger from the power outlet and from the scooter, before starting scooter assembly.

CAUTION



Take great care during assembly to avoid risks to yourself and others. If you are not confident enough to perform the steps described, contact your dealer.

After removing all packaging protections from the scooter, proceed with the following steps:

1. Make sure the lock/unlock lever (**See point 11 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**) is fully open (facing down) and raise the steering column to the end of its travel (**See Figure 9 - Steering column positioning**).
2. Raise the lock/unlock lever as far as it will go (**See Figure 10 - Unlock lever closing**) and make sure the safety system is engaged (**See point 10 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**).

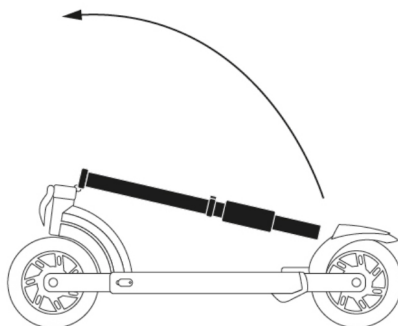


Figure 9 - Steering column positioning

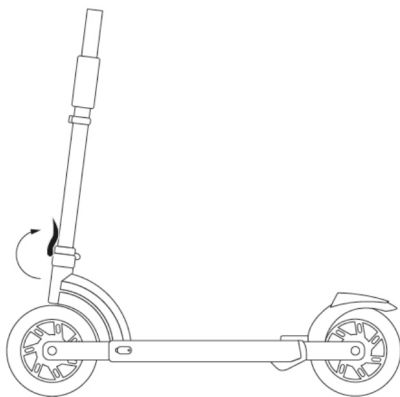


Figure 10 - Unlock lever closing

3. Position the handlebar near the free end of the upper steering column and with the help of a second person connect the two connectors, according to the colours. There are two arrows on both connectors that must be aligned to allow insertion; press the aligned connectors, one towards the other, until the coloured part is no longer visible (**See Figure 11 - Detailed view of connectors**).

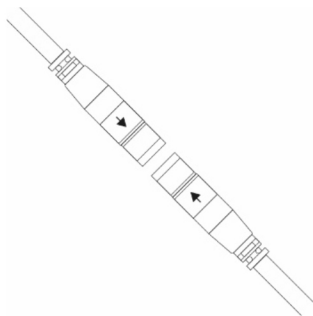


Figure 11 - Detailed view of connectors

4. Insert the handlebar into the steering column tube, taking care to push the wirings into the tube.

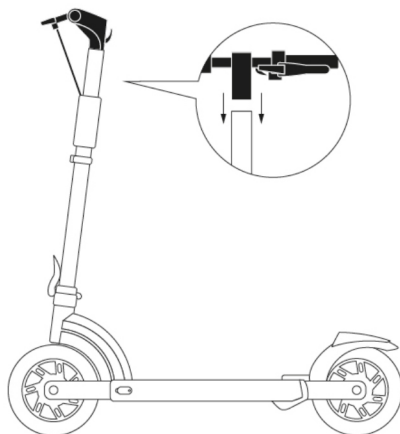


Figure 12 - Handlebar positioning

5. Check that everything is correctly connected, making sure that the Bluetooth icon on the display is flashing (**See point F Figure 22 - Detailed view of display**).
6. Tighten the supplied Allen screws (**See Figure 5 - Allen screws**) (3 screws on 3 sides) and tighten them with the supplied Allen key (**See Figure 7 - Allen key**).

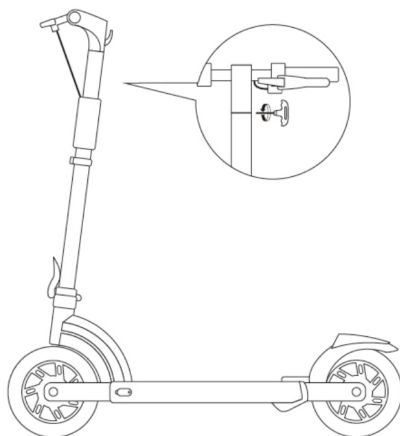


Figure 13 - Tightening the handlebar screws

DANGER



Check the tightening torque. Incorrect tightening torque may cause the handlebar to come loose, resulting in a fall or accident (See Chapter 19 Tightening torques).

Next, assemble the mechanical disc brake. Follow the instructions below:

1. Make sure the wire tension adjustment pawl has the groove aligned with the groove in the lever body.
2. Press the mechanical brake lever (**See point 5 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**) until fully home. Release the mechanical stop on the brake cable (**See Figure 14 - Disc 1 brake wire installation**);

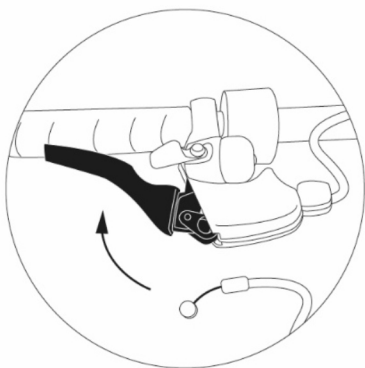


Figure 14 - Disc 1 brake wire installation

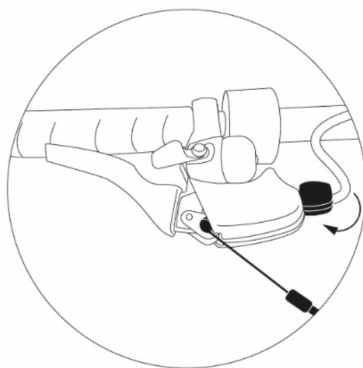


Figure 15 - Disc 2 brake wire installation

3. Insert the cylindrical head of the brake wire into the mechanical stop, routing it from the bottom (**See Figure 14 - Disc 1 brake wire installation**);
4. Slide the brake wire inside the lever body and the adjustment pawl (**See Figure 15 - Disc 2 brake wire installation**);

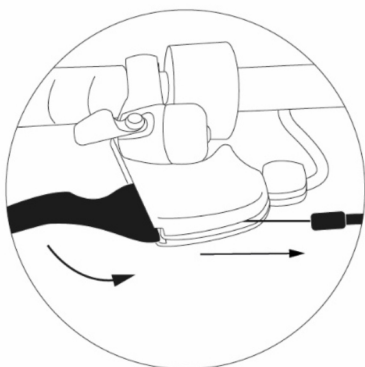


Figure 16 - Disc 3 brake wire installation

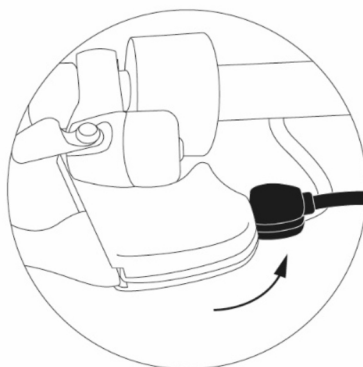


Figure 17 - Disc 4 brake wire installation

5. As you pull the brake cable sheath, follow the closing movement of the lever, ensuring that the mechanical stop engages in its seat (**See Figure 16 - Disc 3 brake wire installation**);
6. Pull brake cable sheath and complete its insertion into the adjustment pawl (**See Figure 17 - Disc 4 brake wire installation**);

7. PRELIMINARY OPERATIONS

Before connecting to the smartphone and testing the device for the first time, we recommend that you fully charge the battery (**See Chapter 8 Charging THE SCOOTER**). For transportation safety reasons, the scooter is stored and handled with the battery at 40-50% of its total capacity.

Check the braking force by acting on the brake lever: apply a moderate force and make sure that the end of the lever does not touch the handgrip. If the lever touches the handgrip, refer to **Chapter 16**

Braking system for its adjustment. Refer to **Chapter 12 Handlebar height adjustment** to adjust handlebar height to suit your needs.

Check that the tyre inflation pressure corresponds to the value on the tyre and in Table 4 - Technical Specifications.

8. CHARGING THE SCOOTER

DANGER



We recommend that you charge your scooter only during the day and only in dry environments equipped with smoke detectors or fire alarms. We do not recommend charging the battery in the bedroom. When charging, the battery must be placed on a large, non-flammable surface, e.g. ceramic or glass surface! Once the battery is charged, disconnect it as soon as possible.

DANGER



Charge your scooter only with the charger provided. Do not use other manufacturers' chargers, even if the plug is compatible with the battery. The battery may overheat, ignite or even explode.

DANGER



Charge your scooter in a ventilated, non-humid environment and do not expose it to direct sunlight.

CAUTION



Do not leave the scooter with battery completely dead for more than a week. Under certain conditions, a dead battery may be irreparably damaged if left uncharged. Under certain circumstances, and only in exceptional cases, a fully discharged battery can be recharged with a special battery charger. Contact Compagnia Ducale srl service centre.

DANGER



Do not short-circuit the scooter charging socket. Store your scooter in a safe place, away from bad weather conditions and away from excessive humidity.

Connect the plug of the battery charger to the electrical outlet, making sure that the LED on the charger turns green (**See Figure 18 - Connecting the charger to the mains power supply**).

Then open the rubber plug of the charging port on the side of the scooter (**See Figure 19 - Charging port opening**).

Connect the battery charger to the charging port on the scooter (**See Figure 20 - Charging plug connection**). At this point, if the battery is not fully charged, the LED on the charger will turn red. The scooter is fully charged when the LED on the charger turns green.

DANGER



The charger cable cannot be replaced. If damaged, the entire charger must be replaced with an original one.

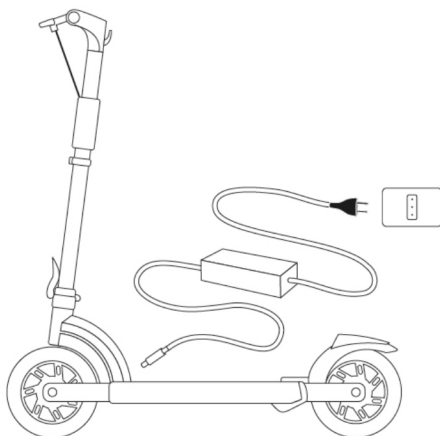


Figure 18 - Connecting the charger to the mains power supply

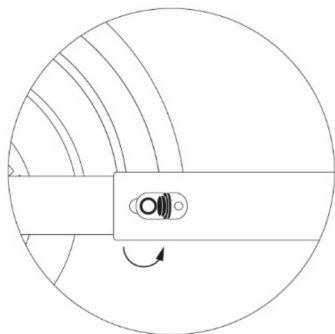


Figure 19 - Charging port opening

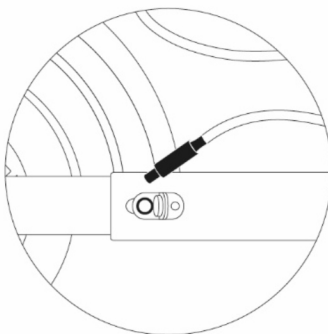


Figure 20 - Charging plug connection

9. DISPLAY

The display and the two buttons on the handlebar allow you to manage the scooter in full autonomy. Once the app is connected for the first time, the smartphone will automatically connect whenever it is within Bluetooth operating range (about 10m). The connection of the smartphone enables the use of the scooter: the display will turn on as well as the sidelight. The scooter is ready to be used.

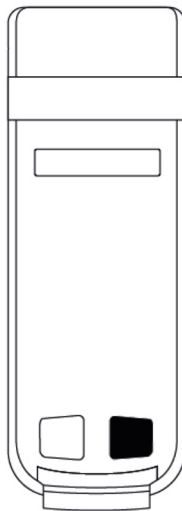


Figure 21 - Turning 500 Iride on and off from the display

Disconnecting your smartphone from your 500 Iride causes the device to turn off.

If you stop but you want to remain near the scooter, you can decide to turn it off, using the appropriate key **(See point 26 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components)** on the display, keeping it pressed until it turns off **(See Figure 21 - Turning 500 Iride on and off from the display)**

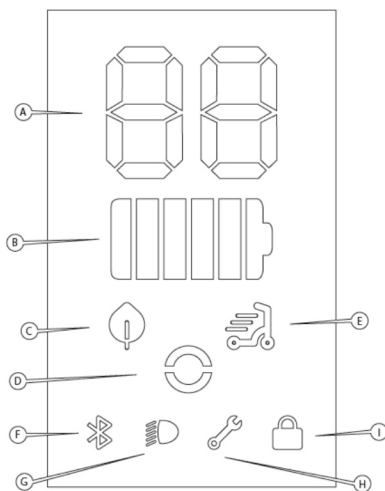


Figure 22 - Detailed view of display

A	Instantaneous speed	F	Bluetooth icon
B	Battery charge level	G	Lights ON/OFF
C	SHERPA assistance modes	H	Service
D	NORMAL assistance modes	I	Lock
E	SPORT assistance modes		

Table 2 - Display functions

The display shows the following information (**See Table 2 - Display functions**):

- Speed of the scooter (**See point A**)
- Battery charge status (**See point B**)
- Three icons indicating the motor assistance mode (**See point C-D-E**)
- The icon indicating Bluetooth connectivity (**See point F**)
- The icon indicating a malfunction (**See point H**)
- The icon indicating that the headlight and tail light are on (**See point G**)
- The icon indicating the lock/unlock status of the scooter (**See point I**)

To change the motor assistance level, press the right and left buttons (**See point 25 and 26 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**) quickly (<1s). By pressing the left button, the assistance level will decrease as well as the maximum speed that can be reached. When the icon (**See point C**) starts flashing, the PEDESTRIAN MODE is active. In this mode the maximum speed that can be reached is 6Km/h.

By pressing the button on the right, the assistance level will be increased.

There are 4 motor assistance modes:

- PEDESTRIAN mode
- SHERPA mode
- NORMAL mode
- SPORT mode

Your smartphone is the actual electronic key of the scooter. When the smartphone is not connected via Bluetooth connection, the icon **F** flashes (if the battery of the scooter is sufficiently charged) and the icon **I** remains steady on. This indicates that the scooter is properly locked and is waiting for a valid Bluetooth connection (**See the chapter 10 Using the smartphone App**). When a smartphone is properly connected and authorised, the Bluetooth icon stays on and the icon **I** goes off.

At the first Bluetooth connection with a correctly registered user, you will be asked to enter and store an emergency unlock code, using the right and left buttons on the display. If you use this code to unlock the scooter, the icon **F** will continue to flash, while the icon **I** will turn off, indicating that the scooter is ready to use.

NOTE



It is the responsibility of the user riding the scooter to check in which areas it is necessary to activate the PEDESTRIAN MODE in accordance with the laws of the country.

By pressing the key (**See point 25 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**) until the dedicated icon lights up, it is possible to turn on the headlight and the tail light.

10. USING THE SMARTPHONE APP

The 500 Iride scooter has a new and innovative distinguishing feature: the smartphone App. Through this APP, available on Apple and Google stores, the smartphone becomes the electronic key of the scooter. In this way, no one can use it other than the owner and users authorised by the same.

NOTE



Make sure you are close to the scooter and in a place where there is data network coverage or a Wi-fi network. If there is no data connectivity, the scooter pairing operation cannot be completed.

NOTE



The user who makes the first connection to the scooter is defined by the system as the Owner. Only the owner can add and allow up to 4 users to use the scooter.

11. RECOMMENDED PROTECTIONS

First, you must wear a type-approved safety helmet. The helmet must be used properly with the strap fastened correctly to accurately protect the back of the head. The helmet should comply with the same rules indicated for bicycle or skateboard helmets (reference standard EN1078). In addition, other protective equipment should be used to minimise injury; elbows and knees should be protected. Compagnia Ducale S.r.l. also recommends the use of a high visibility jacket during the hours when visibility is reduced.

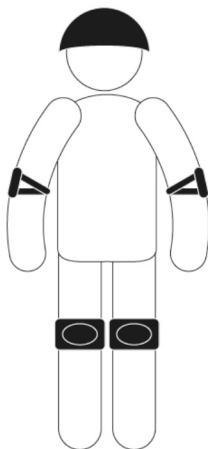


Figure 28 - Recommended protections

12. HANDLEBAR HEIGHT ADJUSTMENT

The handlebar has 3 different height adjustments to allow users of different sizes to ride the 500 Irde scooter safely. Release the unlock lever (**see point 8 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**) and press the safety button (**See point 9 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**) to perform the adjustments. Now, you can raise or lower the steering column to your liking. Move it to the position where the safety button snaps into a new position. The unlock lever must be closed to complete the operation. Check that the handlebar does not move up or down; if necessary, release the unlock lever, screw the ring nut and tighten it again.

13. FIRST RIDE

It is recommended to take your first test ride in a place with no traffic, few people and a smooth tarmac. If the handlebar height is not suitable, adjust it to your liking and tighten the lever again (**See Chapter 12 Handlebar height adjustment**).

CAUTION



Ensure that the steering column height adjustment lever is tightened and the safety button is visible (See section 9 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components) and that the handlebar does not tend to move up or down. If necessary, open the lever again, tighten the ring nut and try again.


Place one foot on the platform and with the other start pushing yourself forward until you exceed 3Km/h (**See Figure 29 - Set-off**). At this point, start using the throttle (**See Figure 30 - Throttle use**) gradually and put the other foot on the platform. Become familiar with the scooter, slowing down and getting ready for a curve.



Figure 29 - Set-off

Try braking, using the electronic brake lever (**See point 4 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components and Figure 31 - Use of electronic and mechanical brake**) and the disc brake lever (**See point 5 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components and Figure 31 - Use of electronic and mechanical brake**) at the same time. Use these controls gradually and not abruptly.

NOTE

 **All scooter users must be over 16. Any damage to yourself and others, including property, is entirely the responsibility of the owner of the scooter.**

To install the App, scan the QR code found on the original packaging and on the scooter (**See point 14 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**) and follow the instructions. Once installed, the App requests you to enter the frame number or to scan the QR code on the scooter (**See Figure 23 - QR Code scanning**).

A page with the photo of the purchased scooter will be shown to confirm that the operation has been completed successfully. User registration is required in order to use it for the first time. To simplify this process, you can use the option LOGIN with GOOGLE, APPLE or FACEBOOK, or choose to create a new account using your email address (See figure below).

In order to complete the registration of the new user, the latter must accept the Terms and Conditions and the Privacy Policy.

NOTE

 **Failure to accept the Terms and Conditions and Privacy Policy will result in deletion of the newly created user.**

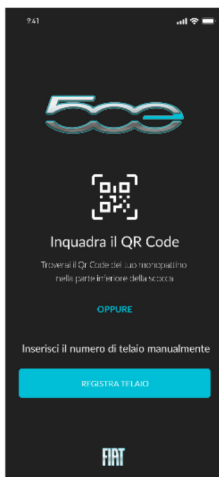


Figure 23 - QR Code scanning

Now, the App attempts to connect to the Bluetooth of the scooter; if off, it prompts the user to turn it on.

In order to allow the owner, or a possible user, to use the scooter in exceptional conditions without smartphone, an unlock code must be configured. This code is entered using the two physical keys on the display.

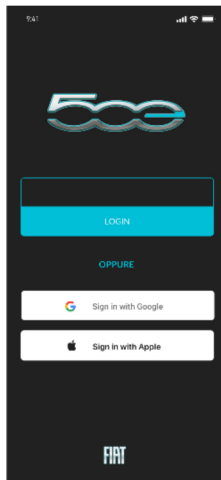


Figure 24 - Login

At the end of the operation, a dashboard will be displayed showing the real-time operating data of the scooter. These data refer to the current session; this means that they are reset each time a new Bluetooth connection is made.

NOTE



If the connection is lost unintentionally (e.g. the phone is outside the Bluetooth range), the next time you connect the data will be reset and you will lose the progress made up to that point.

NOTE



The displayed log data are cumulative for all scooter users.

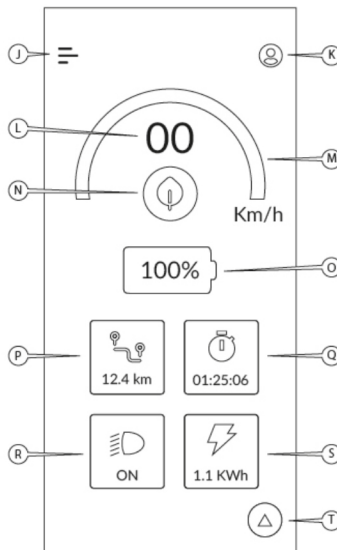


Figure 25 - Dashboard components

J	Side menu	P	Distance travelled
K	Profile	Q	Time spent
L	Instantaneous speed	R	Lights ON/OFF
M	Motor assistance bar	S	Energy consumption per km
N	Motor assistance mode	T	Drop-down menu
O	Battery charge level		

Table 3 - Dashboard Components

The semicircular bar (**See point M Table 3 - Dashboard Components and Figure 25 - Dashboard components**) turns red when accelerating and blue when braking.

By clicking on the assistance mode icon (**See point N of Table 3 - Dashboard Components and Figure 25 - Dashboard components**), you can choose between 4 different assistance levels of the electric motor (**See chapter 9 Display**). The maximum speed will be changed according to the chosen assistance mode.

In case of doubts and/or problems with the scooter or the application, we suggest to use the dedicated function present in the application itself: go to the side menu and click on assistance. In this way you can interact directly with the technical assistance team of Compagnia Ducale S.r.l. that will be available to help you.

The settings section allows you to set some parameters of the 500 Iride scooter:

- **Cruise control ON/OFF:** when ON, if you hold the throttle in the same position for 3s the scooter will continue to ride at the same speed, even after it is released. This function is automatically disabled when the electronic or mechanical brake is pressed or when the assistance mode is changed
- **Lights ON/OFF:** When ON, the headlight and tail light will be automatically turned on as soon as the Bluetooth connection is established
- **Manual unlock code:** the user can decide to enable or disable this option or change it.

NOTE



It will be IMPOSSIBLE to use the scooter if you choose to disable the manual unlock code and you do not have a smartphone with app installed and configured.

NOTE



Do not use the cruise control in crowded or high-traffic areas.

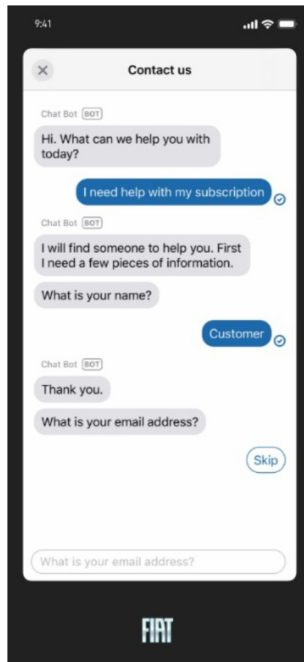


Figure 26 - Assistance in App



Figure 27 - Scooter settings

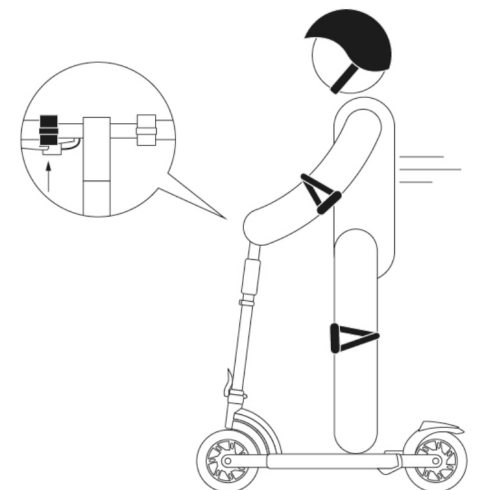


Figure 30 - Throttle use

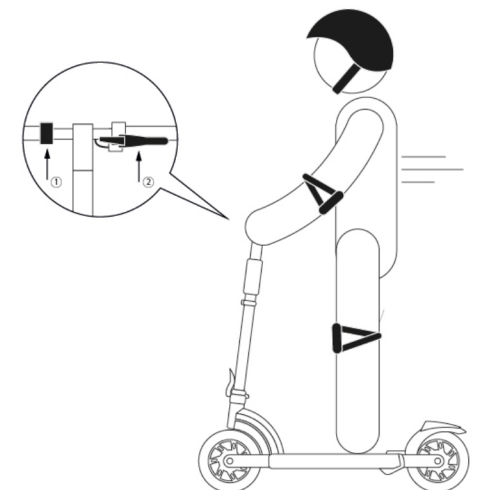


Figure 31 - Use of electronic and mechanical brake

To negotiate a curve, it is advisable to act on the steering and at the same time shift your weight to the side of the curve (**See Figure 32 - How to negotiate a curve**).

CAUTION



During acceleration and braking it is important to assess your balance skills to avoid falling.

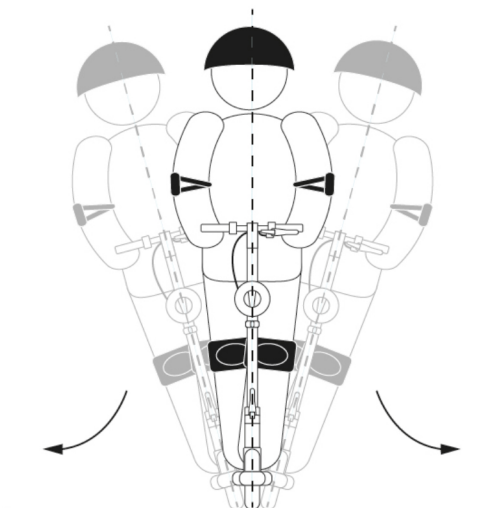


Figure 32 - How to negotiate a curve

14. WARNINGS

It is recommended to read the following warnings to minimise potential hazards for yourself and others.

CAUTION



Do not ride your scooter in the rain. The latter makes the road surface slippery and could be the cause of the scooter loss of grip (See Figure 33 - Do not ride in the rain).

CAUTION



Maintain a maximum speed of 10Km/h on uneven road surfaces or in the presence of speed bumps and road humps (See Figure 34 - Riding over bumps).

CAUTION



Be very careful when crossing low passages (See Figure 35 - Beware of low passages).

CAUTION



Maintain a maximum speed of 10Km/h on uneven road surfaces or in the presence of speed bumps and road humps. In such circumstances it is recommended to bend the knees slightly to better adapt to these surfaces (See Figure 34 - Riding over bumps).

CAUTION



If you are walking with your scooter, meaning you keep both feet on the ground and keep your hands on the handlebar, you should never press the throttle.



Figure 33 - Do not ride in the rain

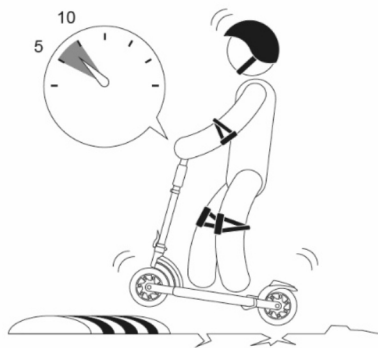


Figure 34 - Riding over bumps

CAUTION



When riding, pay attention to the road surface and avoid hitting obstacles in the road with the tyre/wheel to prevent damage/injury (See Figure 36 - Beware of obstacles).

CAUTION

You should not ride the scooter with only one foot or one hand, as the vehicle is designed to be ridden correctly by its users. Improper use may result in harm to yourself and others. Prevent falls, injuries or collisions with pedestrians, or other vehicles, the incorrect use of this vehicle especially if used in public spaces or public roads can cause accidents. The



dealer/manufacturer of such means of transport shall never be held liable for the above incidents (See Figure 37 - Do not ride with one hand).

CAUTION



When the scooter is not in use, it is recommended to place it in a safe area and with the stand open.

CAUTION



If the scooter is used in rainy conditions and on wet roads, the distance required for braking is longer.

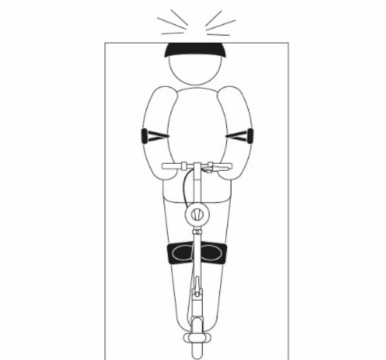


Figure 35 - Beware of low passages

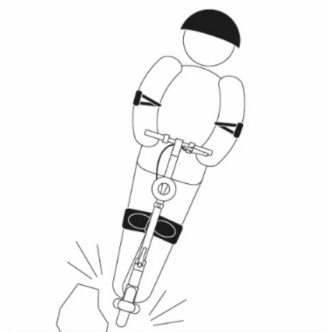


Figure 36 - Beware of obstacles

CAUTION



You should not use the scooter on highways, bypasses, clearways. Find out in advance which roads and areas are suitable for scooter circulation in your country. Adjust the speed according to the laws in force (See Figure 38 - Do not use roads prohibited to scooters).



Figure 37 - Do not ride with one hand

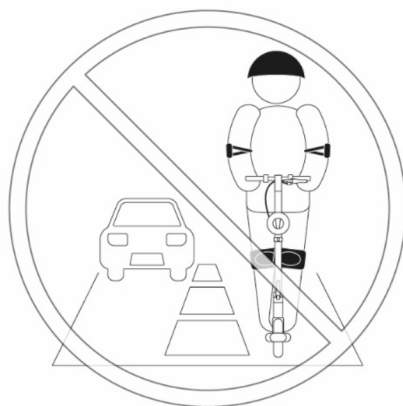


Figure 38 - Do not use roads prohibited to scooters

CAUTION



It is not advisable to ride the scooter at high speeds; however, if you ride at a high speed, never turn the steering violently.



Figure 39 - Do not carry any passengers



Figure 40 - Do not place your foot on the curved part of the frame

CAUTION



Puddles or other obstacles should be avoided. Reduce the speed and avoid obstacles in order to ride safely (See Figure 33 - Do not ride in the rain).

CAUTION



The scooter is designed and approved to carry only the rider. It is forbidden to use this vehicle with two people on board; therefore, no other passenger may be carried, including children of any age (See Figure 39 - Do not carry any passengers).

CAUTION



Do not attach anything to the handlebar or steering column locking hook. This could change the riding characteristics of the scooter and be a cause of accidents to yourself or others.

CAUTION

! It is forbidden to tow people in other vehicles (e.g. bicycles) and animals while using the 500 Iride scooter.

CAUTION

! As with any mechanical component, a vehicle is subject to high stresses and wear. The various materials and components may react differently to wear or fatigue. If the expected service life for a component has been exceeded, it may break suddenly, therefore risking causing injuries to the user. Cracks, scratches and discolouration in the area subject to high stresses indicate that the component has exceeded its service life and should be replaced.

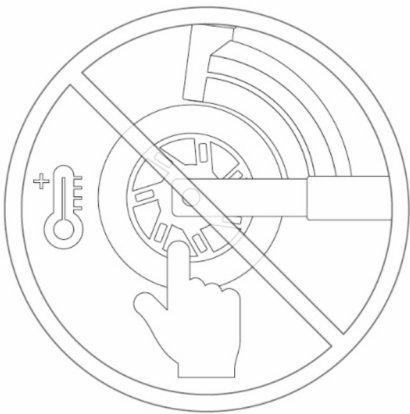


Figure 41 - Do not touch the motor and brake disc

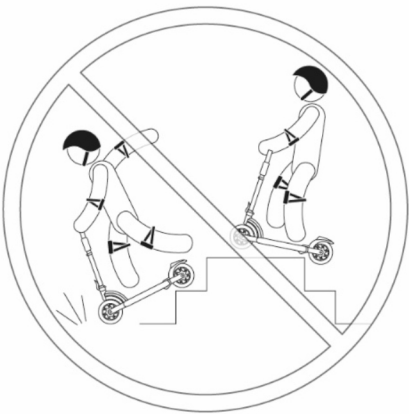


Figure 42 - Do not use the scooter on stairs or to get off the pavement

CAUTION

! Do not touch the motor or mechanical brake after riding as it can become very hot (See Figure 41 - Do not touch the motor).

CAUTION

! Do not get on/step on the curved front side of the scooter while riding (See Figure 40 - Do not place your foot on the curved part of the frame).

CAUTION

! Avoid using the scooter on stairs or to jump over obstacles (See Figure 42 - Do not use the scooter on stairs or to get off the pavement).

CAUTION

! Do not hold your smartphone in your hand while using the scooter (See Figure 43 - Do not hold a smartphone).



Figure 43 - Do not hold a smartphone



Figure 44 - Do not overtake

CAUTION



Do not overtake other vehicles even if they are moving slowly (See Figure 44 - Do not overtake).

CAUTION



During the braking phases, engage the brakes gradually and never reach the point of locking the wheel. (See Figure 45 - Do not brake sharply).



Figure 45 - Do not brake sharply

15. FOLDING AND TRANSPORT

Follow the instructions below to fold the scooter:

1. Lower the height of the steering column to the middle position;
2. Press the safety button (**See point 9 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**), and simultaneously release the locking lever (**See Figure 47 - Lever release**);
3. Open it all the way downwards;

4. Press the safety lever and fold the steering column towards the rear wheel (**See Figure 48 - Steering column folding**);

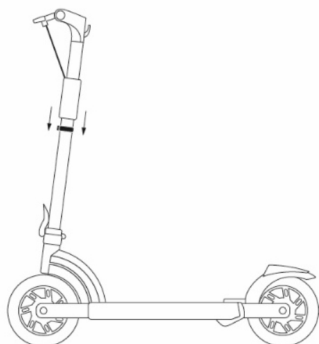


Figure 46 - Lowering the steering column to the middle position

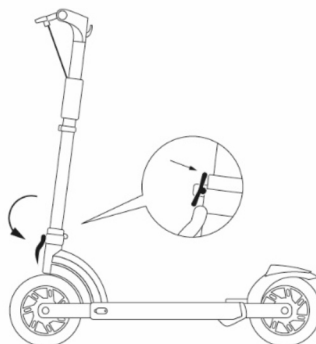


Figure 47 - Lever release

Now it is possible to lift the scooter and transport it, holding it by the steering column (**See Figure 49 - Carrying the 500 Irìde scooter**).

With the scooter folded up you can now transport it comfortably in your electric Fiat 500. Follow the instructions below:

1. First insert the front wheel into the trunk (**See Figure 50 - Insertion in the trunk**);
2. Check that the wheel is in the innermost corner;
3. Complete the insertion of the scooter by rotating it and inserting the rear wheel as well (**See Figure 51 - Scooter fully inserted in the trunk**).

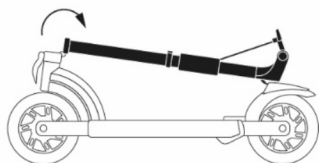


Figure 48 - Steering column folding

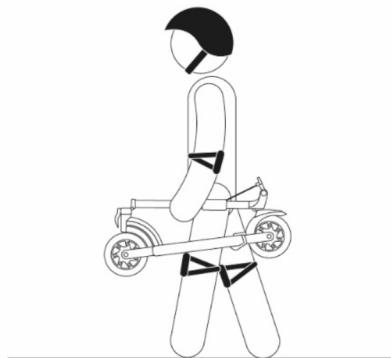


Figure 49 - Carrying the 500 Irìde scooter

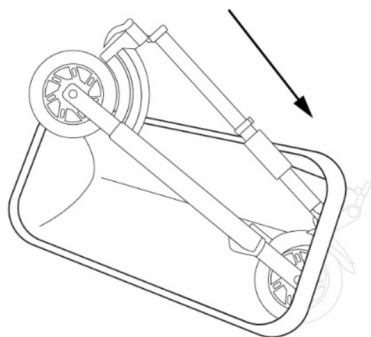


Figure 50 - Insertion in the trunk

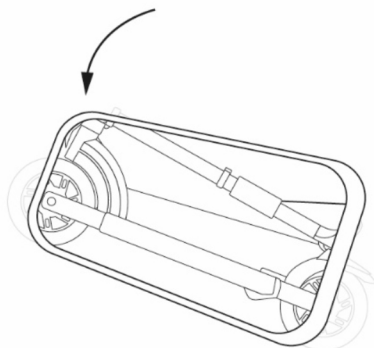


Figure 51 - Scooter fully inserted in the trunk

To use the scooter again, simply press on the release system (**See point 20 Table 1 - Detailed view of scooter components and Figure 2 - Scooter components**) and pull up the steering column. Now lock the release lever and engage the safety system.

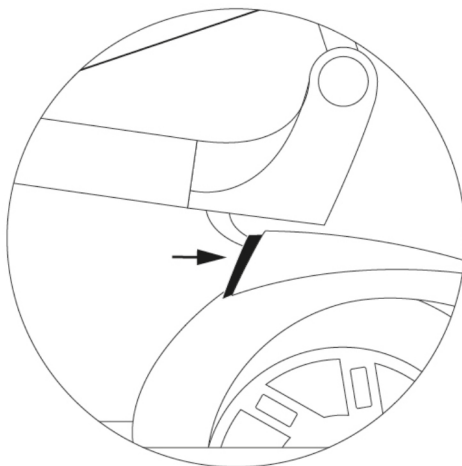


Figure 52 - Steering column release system operation

16. BRAKING SYSTEM

The scooter disc brake pads and the disc are subject to wear with use. The performance will increasingly get worse until replacement is required. Along with the loss of brake force performance, you may notice a lower resistance force when pressing the mechanical brake lever. To start with, it is possible to recover this loss of tension by acting on the adjustment pawl of the brake lever and turning it counter-clockwise. If the direction of rotation is correct, the pawl will slowly move towards the

outside of the brake lever body and by acting on the lever itself, you will notice an increase in resistance.

CAUTION



To replace the disc brake pads, contact your dealer or a Compagnia Ducale S.r.l. service centre.

17. MAINTENANCE

CAUTION



Before cleaning the scooter, you must ensure that it is switched off, disconnected from the charger and that the rubber plug of the charging port is inserted into its seat.

Use of a soft, wet cloth to clean your scooter. If necessary, a small brush can be used to remove stubborn dirt in hidden areas.

CAUTION



Do not use solvents, alcohol or other aggressive products for cleaning as they could damage the paintwork of the scooter or other parts. The use of direct and pressurised water (e.g. high-pressure cleaner) is also prohibited.

It is recommended to let the scooter dry in a cool and ventilated place, away from direct sunlight.

DANGER



Never remove the battery: this operation can only be carried out by the dealer or service centres of Compagnia Ducale S.r.l.

NOTE



If you do not use your scooter for a long time, recharge the battery at approx. 50% of its capacity (check this percentage on the App or on the display) and in any case every two months.

NOTE



It is not recommended to keep the product outdoors for a long time, exposed to sunlight and to temperatures both too high and too cold, as the ageing process of the components can be accelerated and battery life reduced.

NOTE



We recommend recharging the battery after each use.

The electronic components inside the battery record its conditions of use (charge and discharge) and, therefore, damage caused by incorrect use will not be covered by the warranty.

A well-maintained battery can be used for many kilometres. Its maximum performance is obtained at an outside temperature of 25°C. In conditions where the outside temperature is below zero degrees Celsius (32°F), the battery capacity also drops significantly. This implies a shorter range than the one stated. By bringing the battery back to higher temperatures, its performance will return to standard.

It is advisable to check the tightening torque of the screws and bolts every month and, in any case, according to the actual use of your scooter, following the instructions contained in **Table 5 - Tightening torques.**

NOTE



If the scooter is used daily, the battery must be fully recharged (100%). This is important, as the internal electronic components perform the cell balancing operation. If this condition is not respected for several recharge cycles, the scooter

range may decrease.

Check tyres periodically and replace them if worn. This intervention must be carried out by a qualified operator (dealer, tyre replacement centre, authorised service centre), as it is an important safety factor.

CAUTION



Improperly fitted tyres can lead to dangerous situations to yourself and others.

18. TECHNICAL SPECIFICATIONS

Refer to **Table 4 - Technical Specifications** for the technical specifications of the 500 Iride scooter.

NOTE



The **Table 4 - Technical Specifications** is provided as an indication only. **Compagnia Ducale S.r.l.** reserves the right to change the technical specifications at any time and for any reason (e.g. lack of availability of a component).

NOTE



The values in the **Table 4 - Technical Specifications** are intended with tyres inflated to the pressure indicated in the table. The values can be affected by any tyre out-of-roundness.

Dimensions	Length*Width*Height	1000*400*1100mm
	FOLDED Length*Width*Height	1000*400*465mm
Weight	Net weight	15Kg
Rider	Payload	110Kg
	Age Recommendation	16 years of age
	Minimum and maximum height	130-200cm
Performance	Maximum speed	25Km/h
	Typical range	25Km
	Maximum inclination	15%
	Road surface	Tarmac - flat pavement
	Operating temperature	-10 - 40°C
	Storage temperature	-20 - 50°C
	IP rating	IP54
	Charging time	4-5h
Battery	Rated voltage	36V
	Maximum voltage	42V
	Charging temperature	0 - 40°C
	Rated capacity	>300Wh
	BMS	Short circuit, undervoltage, overvoltage, overcurrent protection
	Number of batteries	1

Motor	Maximum continuous rated power	250W
Charger	Rated power	71W
	Rated input voltage	110-240VAC
	Rated output voltage	42V
	Rated current	1.7A
Other features	Front sidelight	LED
	Headlight	LED
	Tail light	LED
	Mechanical brake	Disc
	Shock Absorber	Rear
Tyres	Dimensions	10 inches *2.54 inches
	Inflation pressure	2,2Bar (2÷2,4Bar;30÷35PSI)

Table 4 - Technical Specifications

19. TIGHTENING TORQUES

In order to ensure safe use of your 500 Iride scooter, the screws of the components must be tightened precisely and checked regularly. It is recommended to use a click-type torque wrench or a wrench that stops once the desired torque is reached. Always start tightening in small steps (half Newton metres) from the lowest torque to the maximum torque and constantly check that the component is stable in its seat. **Never exceed the maximum tightening torque specified by the manufacturer!** For parts without indications start tightening at 2 Nm. Always observe the specified values and follow the information stated on the components and/or in the instructions provided by the component manufacturers.

CAUTION



Given the very wide range of components available on the market, it is not possible to predict which products other manufacturers may have used in the assembly. Therefore, no guarantee can be given as to the compatibility of these added or modified components or to their tightening torques. The person in charge of assembling or making changes to the 500 Iride scooter must take into account the science and technology state of the art available at the time of the intervention.

CAUTION



For some components the tightening torques are indicated on the component itself. Use a torque wrench and do not exceed the maximum tightening torques of the screws! In case of doubt or questions contact Compagnia Ducale's service centre.

Components	Screw	Tightening torques
Front wheel	M6	9,8Nm
Rear wheel	M12	91Nm
Rear shock absorber	M8	24,5Nm
Steering coloum folding system	M8	24,5Nm
Handlebar	M4	2,8Nm

Table 5 - Tightening torques

DANGER



If the tightening torque is exceeded, contact Compagnia Ducale's service centre to replace the part. Do not use the scooter.

20. CONFORMITY

European Union Declaration of Conformity.

Important information on waste electrical and electronic equipment (WEEE).



This mark indicates that the product must not be disposed of with other household waste in the European Union. To avoid possible harm to the environment or public health from uncontrolled waste disposal, recycle the product responsibly, promoting the reuse of our planet's resources. To return a used product, please use the return and collection systems or contact the dealer from whom you purchased the product. The dealer can take back the product to recycle it in an environmentally safe manner.



The battery and its packaging are labelled in accordance with **European Directive 2006/66/EC** on batteries and accumulators. The Directive defines the framework for the return and recycling of spent batteries and accumulators, applicable throughout the European Union. This label indicates that the battery must not be disposed of in household waste, but must be taken to specialised collection centres or to your dealer for recycling.

This 500 Iride scooter, with all its constituent parts, complies with the requirements of Directive 2011/65/EC on the restriction of the use of certain hazardous substances in electrical and electronic equipment. **This scooter complies with the RoHS 2 directive.**



Radio Equipment Directive

Compagnia Ducale S.r.l. declares that the radio equipment in its 500 Iride scooter complies with Directive 2014/53/EU essential and other relevant requirements.

Bluetooth	Frequency band(s)	2,4000-2,4853 GHz
	Max. RF Power	100mW

21. WARRANTY

Compagnia Ducale S.r.l. declares that its 500 Iride scooter has been manufactured with care and has been delivered assembled or partially assembled. During the first two years from the purchase the buyer has the right to a warranty on manufacturing defects. In case of defects please contact Compagnia Ducale's customer service.

Product warranty or free service will not be valid if: (1) the product is repaired, modified or altered, unless such repairs, modifications or alterations have been authorised in writing by Compagnia Ducale; or (2) the serial number of the engraved product is damaged or is missing.

Please note that, except for the first 6 months after purchase, the wear parts listed below are not covered by the warranty.

In order to quickly process the warranty claims, it is necessary to provide proof of purchase of the 500 Iride scooter.

In order to ensure a long life cycle of the 500 Irìde scooter, it should only be used as intended. The warranty does not cover damage due to incorrect use, failure to comply with the warnings for use, accidents, inappropriate use or commercial use of the scooter, functional wear, force majeure. Please comply also with the permissible payload of your scooter (**see Table 4 - Technical Specifications**). Strictly observe the tightening torques (**See Table 5 - Tightening torques**).

All electrical components of the scooter are sealed. Opening and modifying a component of the system voids the scooter's warranty. The warranty does not cover cracked or broken components or components with obvious signs of impact.

In order to properly provide the warranty service, Compagnia Ducale S.r.l. may require the products to be shipped to its service centres in their original packaging. If the original packaging cannot be provided, Compagnia Ducale S.r.l. reserves the right to charge the cost of shipping and new packaging, even in case of defect under warranty.

CAUTION



The battery should be fully recharged at least every two months of inactivity. A period of more than two months since the last recharge will be considered a condition for voiding the warranty.

Some components of the 500 Irìde scooter wear out during normal use. Frequency and intensity of wear depend on the care, maintenance and use of the scooter (distance travelled, outings in the rain, dirt, salt, etc.). The scooter that is often or always outdoors can wear out faster due to weathering. Regular care and maintenance increase the service life. However, the components listed below should be replaced when they reach their wear limit:

- disc brake pads
- brake discs
- brake cables and sheaths
- suspension element seals
- bulbs/LEDs
- handgrip rubber
- hub bearing, couplings, etc.
- tyres
- sprockets
- inner tubes

500 Irìde is an FCA registered trademark and Compagnia Ducale S.r.l. is authorised to use it. Android and Google Play are registered trademarks of Google INC. App store is a service mark of Apple INC.; the respective owners reserve the rights of their trademarks mentioned in this manual.

At the time of writing this manual, Compagnia Ducale S.r.l. has tried to include descriptions and detailed instructions for all the features of the 500 Irìde scooter; however, due to the constant improvement of the product and design aspects, the scooter may differ slightly from what is described in this manual.

The described application is continuously evolving and new features will be visible in the details of each update.

22. CONTACT

For any kind of information and problems related to riding, maintenance, safety and operation, please contact Compagnia Ducale S.r.l. at the following e-mail:

- customercare.500iride@compagniaducale.com
- +39 02 98650925
- Through the specific function in the application (**See Figure 26 - Assistance in App**)

Before contacting Compagnia Ducale S.r.l., make sure you know the frame number of your scooter (**See point 15 Table 1 - Detailed view of scooter components**).

23. **TABLE OF CONTENTS**

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