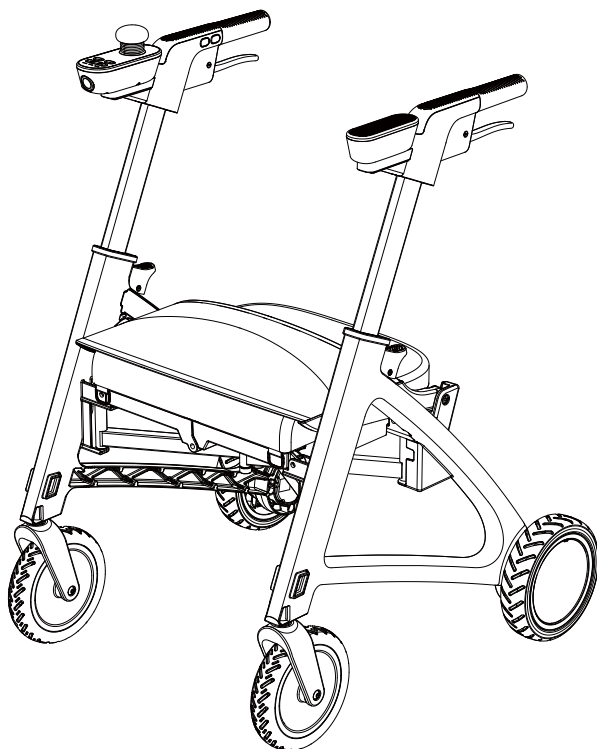




User Manual

(v1.0)



Paiseec Flex
Elevating Your Mobility

www.paiseec.com
support@paiseec.com

Introduction

Thank you for choosing the Paiseec Flex. The Paiseec Flex is a personal mobility device designed specifically and primarily intended for the elderly and mobility-impaired individuals. We care about your safety, comfort, and ease of use. Please read this manual carefully prior to product use to ensure proper and safe operation. Please keep this manual stored properly for reference. The text, illustrations, etc., in this manual may differ slightly from the actual product due to quality improvement or design changes. Our company reserves the right to make product modifications. Your understanding is highly appreciated. If there are any differences between this manual and the actual product, please refer to the actual product. For the latest product information, please visit our website (www.paiseec.com). Please contact us via email (support@paiseec.com) if you have more questions about our products or services.

Friendly Reminder

Please read the user manual carefully and familiarize yourself with product performance and operation prior to initial use. Please ensure this manual is properly stored.

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1. Product Introduction

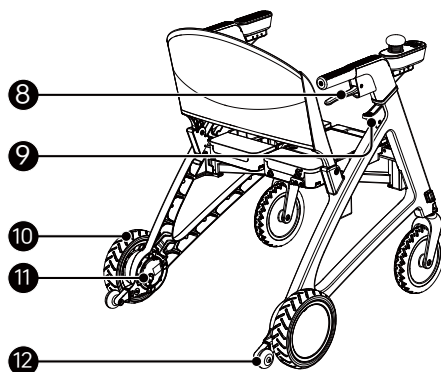
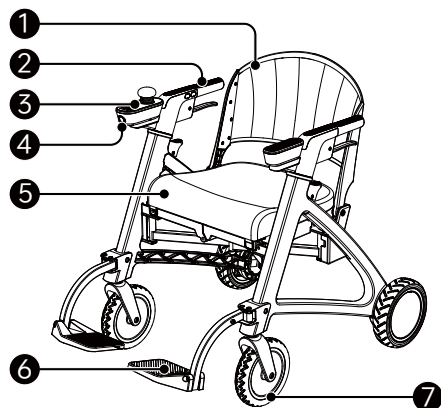
1.1 Package Contents

- Paiseec Flex * 1
- Storage Bag * 1
- Shopping Bag * 1
- Charger * 1
- Quick Installation and User Guide * 1
- User Manual * 1 (this manual)
- Certificate of Conformity * 1

1.2 Product Part Names

○ Device Overview

The device consists of the main frame, motors, controller, and seat assembly.



1 Seat Backrest

2 Push Handles

3 Joystick
Controller Assembly

4 Touch-Control
Headlight

5 Seat Cushion

6 Footrests

7 Front Caster Wheels

8 Brake Levers

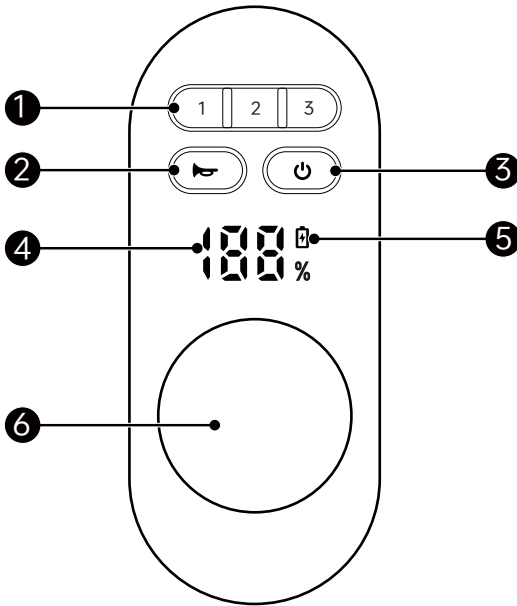
9 Handlebar Height
Adjustment Button

10 Rear Drive Wheels

11 Electromagnetic
Brake Release Switch

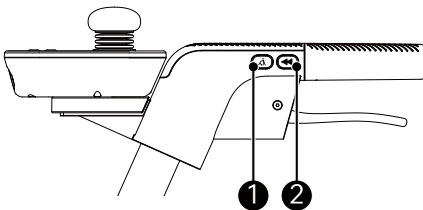
12 Anti-Tip Wheels

○ Control Panel Assembly



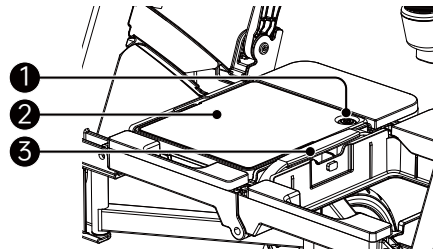
- 1 Speed Mode Buttons (1 / 2 / 3)
- 2 Horn Button
- 3 Power Button
- 4 Battery Level Display (%)
- 5 Charging Indicator
- 6 Control Joystick

○ Push Handle Controls



- 1 Push Mode Button
- 2 Power Assist Button

○ Battery & Folding Mechanism



- 1 Battery Power Button
- 2 Battery Pack
- 3 Folding Release Handle

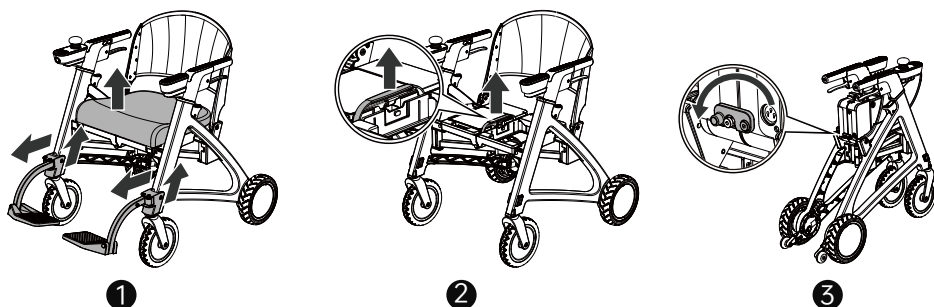
2. Product Functions and Usage

2.1 Unfolding the Device



1. Once unlocked, hold both handlebars and gently pull the frame outward until fully open.
2. Flip the backrest backward and lay the seat cushion flat onto the seat frame.
3. Align the U-shaped sleeve of the footrests with the mounting shelf at the bottom of the front frame. Press down firmly until the footrests securely click into place. The device is now ready for use.

2.2 Folding the Device



1. Remove the seat cushion and footrests.
2. Pull up on the center folding handle under the seat to unlock the mechanism, and lift continuously to collapse the left and right sides toward the center.
3. Fold down the backrest, push the folding latch down behind the seat, and snap it securely onto the locking pin.

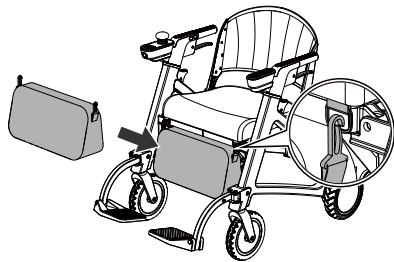
Storing Footrests: Lift the footrest bar, rotate it outward, and snap it into the footrest storage clip on the frame.



Deploying Footrests: Unclip the footrest bar from the storage clip, rotate it down to a horizontal position, and click into place.

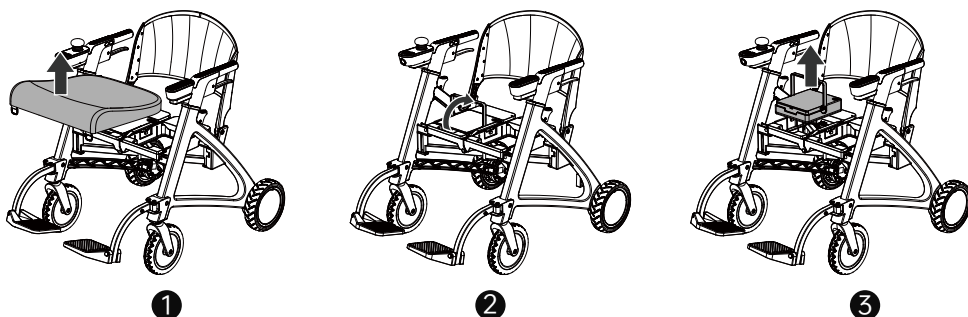


Attaching Storage Bag: Position the bag with zipper facing up and logo facing outward. Snap the plastic quick-release clips into the webbing loops located at the bottom front of the seat cushion.



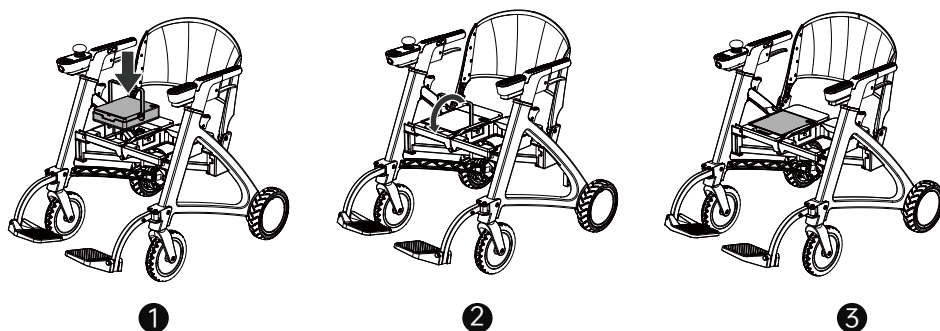
2.3 Battery Removal and Installation

2.3.1 Removing the Battery



1. Remove the seat cushion to access the battery compartment.
2. Lift the battery handle to unlock the pack from the housing.
3. Pull straight up using the handle to extract the battery.

2.3.2 Installing the Battery



1. Lower the battery into the compartment using the handle.
2. Fold the handle down flat until the battery clicks into place.
3. Verify the battery is firmly latched with no play or movement.

2.4 Operating the Device

2.4.1 Pre-Use Inspection

- **Power-Off Checks:**

1. **Frame:**

Ensure all folding locks, extension joints, and fasteners are securely locked, with no missing, loose, or damaged parts.

2. **Electromagnetic Brake:**

Push switch down to release the brake (enables manual pushing).

Pull switch up to engage the brake (locks wheels).

3. **Wheels:**

Inspect front and rear tires for cracks, deformation, or excessive wobble during manual rolling.

- **Power-On Checks:**

1. Check that the display panel powers on normally without error codes.

2. Verify battery percentage ($\geq 20\%$). Recharge if under 20% to prevent shut-off during operation.

3. Test touch headlight operation (ON/OFF).

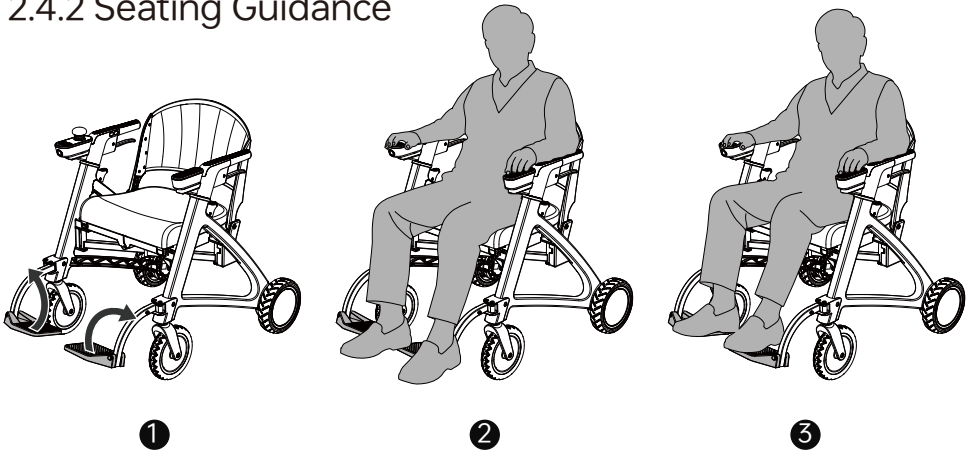
4. Test horn function and audio prompts.

5. Inspect joystick and buttons for physical looseness or unresponsiveness.

6. Listen for abnormal noises while wheels rotate.

7. Confirm electromagnetic brakes are engaged (lock state).

2.4.2 Seating Guidance



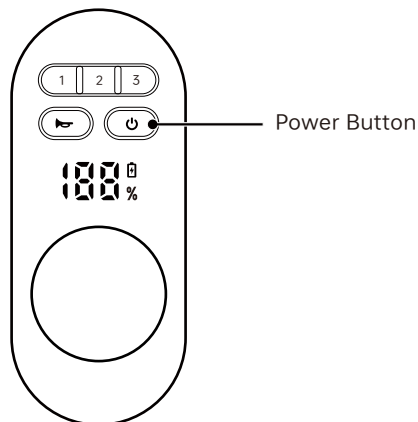
1. Flip both footrests up.
2. Approach and sit on the seat from the front of the device.
3. Lower both footrests flat and rest your feet inside the footrest.

• CAUTION:

- Always ensure the electromagnetic brake is engaged when sitting down or standing up to prevent rolling.
- DO NOT lean on the joystick controller for support while sitting or standing.
- Maintain adequate clearance between your feet and the front caster wheels to avoid foot contact during sharp turns.

2.4.3 Powering On

Press and hold the Power Button on the control panel until the display lights up.



2.4.4 Riding Mode

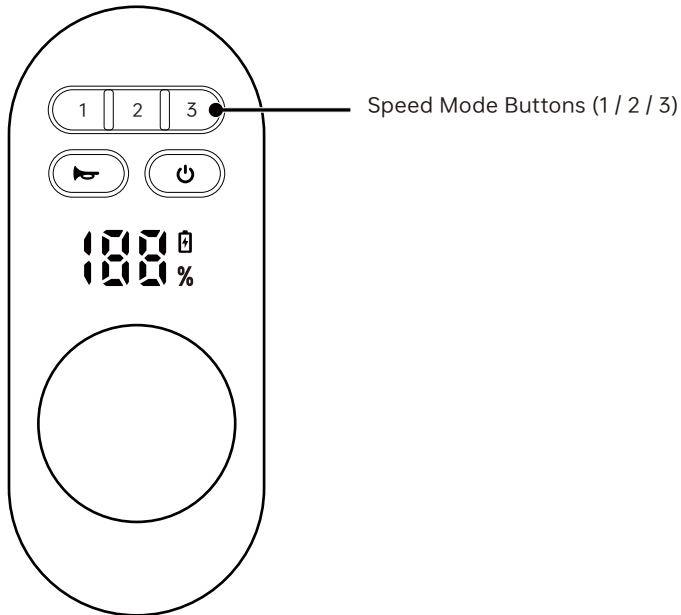
1. Speed Levels

Press the corresponding speed button on the Control panel to select your speed:

Speed 1 (Low): 1.2 mph (2 km/h)

Speed 2 (Medium): 2.5 mph (4 km/h)

Speed 3 (High): 3.7 mph (6 km/h)

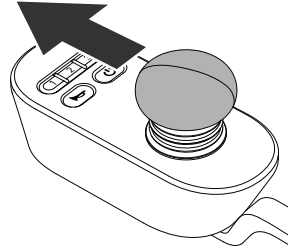


Initial Use: For beginners, it is recommended to set the gear to either 1 or 2. Once you are familiar with the controls, you may adjust to higher gears as needed.

Subsequent Use: The device defaults to Driving Mode Gear 1 each time it is powered on. For optimal safety, begin operation in low-speed mode.

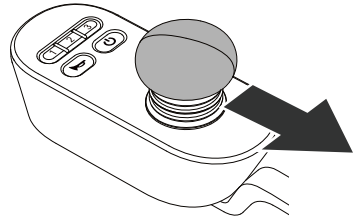
• Going Forward

1. Push the joystick forward to move the device forward.



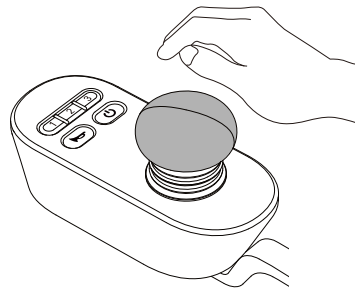
• Reversing

1. Pull the joystick backward to reverse the device.
2. Reverse speed is capped at 1.2mph(2km/h).

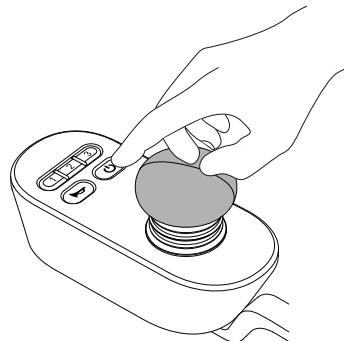


• Braking

1. Normal Braking: Release the joystick to engage the brakes (whether moving forward or in reverse).

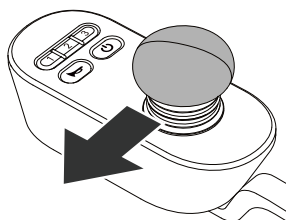


2. Emergency Braking: Press the power button to activate the emergency brake during operation.

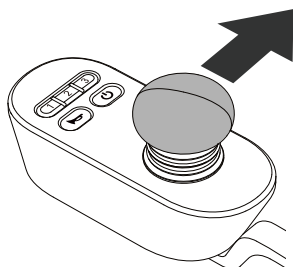
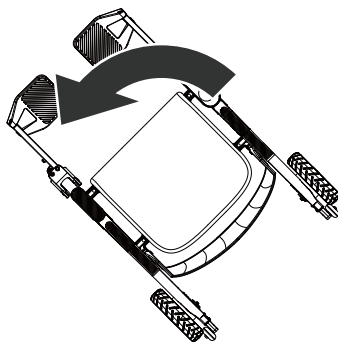


• Turning

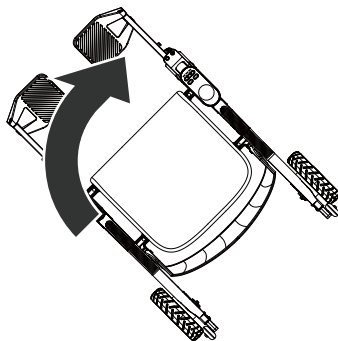
1. Steer by pushing the joystick while driving.
2. Reduce speed and make turns gradually. It is recommended that users practice turning several times before using the device in real scenarios.



Turn Left



Turn Right

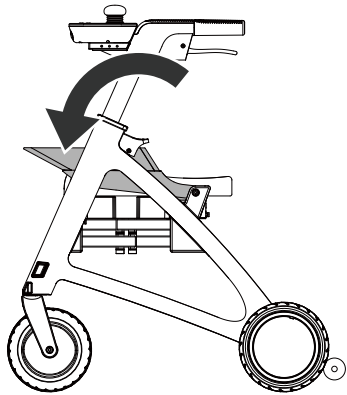


2.4.5 Push Mode

2.4.5.1 Pushing Posture and Position Guide

· Preparation Before Pushing

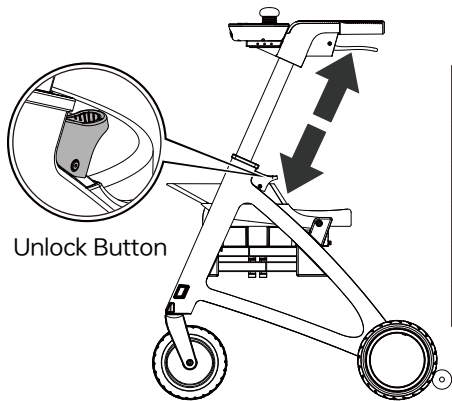
1. Fold Down the Backrest: Fold the backrest forward to lay it flat, leaving ample space for pushing.



2. Adjust the Handlebar Height

- (1) Press the Unlock Button: Press down the handlebar height adjustment button with one hand.
- (2) Telescopic Height Adjustment: While holding the button, use your other hand to pull up or push down the handlebar, sliding the inner pole within the frame tube.
- (3) Align Gear Scale and Lock: Observe the gear scale lines (Gears 1–5) on the telescopic pole. Once adjusted to a suitable position, release the unlock button. When you hear a clear "click" and the handlebar no longer slides, the handlebar is locked in place.

Note: Users of different heights should adjust the handlebar to the recommended gear according to the height reference table below.



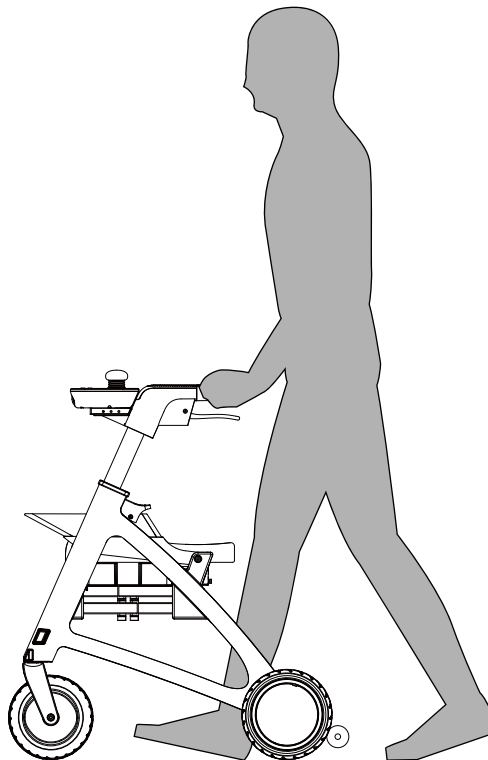
Handlebar Height Gear	Recommended User Height Range
Gear 1	59.1–61.0" (150–155 cm)
Gear 2	61.4–64.6" (156–164 cm)
Gear 3	65.0–68.1" (165–173 cm)
Gear 4	68.5–71.7" (174–182 cm)
Gear 5	72.0–76.8" (183–195 cm)

· Pushing Posture

- Stand Upright: Stand behind the device frame with feet shoulder-width apart.
- Relax Shoulders: Lightly hold the handles, keeping your arms naturally bent (at an angle of approximately 20°-30°). Avoid shrugging or leaning forward excessively.
- Elbow Position: Keep your elbows close to the sides of your body for better support and control.
- Walking While Pushing: Look straight ahead at the road conditions while pushing. Walk smoothly and push forward gently, letting the device lead straight in front of you. When turning, use both hands to steer the handles naturally.

· Pushing Position

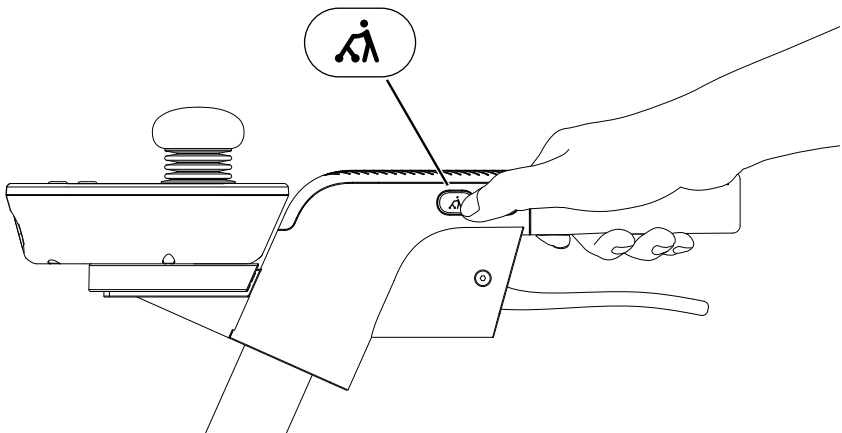
- Enter the Center Zone: Ensure your feet are walking within the central area between the rear left and right wheels.
- Safe Distance: Maintain a reasonable distance between your body and the seat. Do not stand too close or too far away.



2.4.5.2 Pushing Operation

· Enter / Exit Push Mode

- Enter: Press the Push Mode switch button on the right handle to enter Push Mode. The button indicator light will turn solid green, and you may begin pushing.
- Exit: Press the Push Mode switch button again to exit Push Mode. The indicator light on the button will turn off.

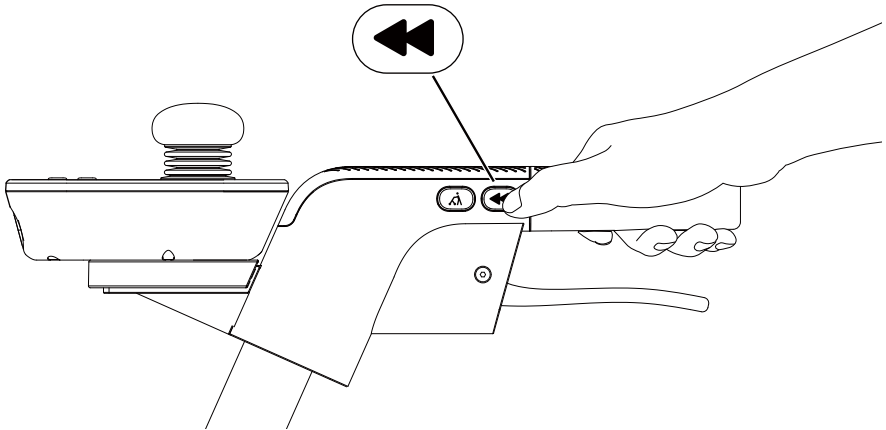


2.4.5.3 Electric Power Assist Pushing

- Function Introduction: The device is equipped with an electric power assist feature that provides motorized support during Push Mode, making pushing significantly easier.
 - Caregiver Assist Mode: An elderly person can sit in the seat while a caregiver pushes from behind with minimal effort.
 - Shopping Assist Mode: In Shopping Cart Mode, pushing heavy loads becomes effortless.
- Function Usage: In Push Mode, press and hold the Power Assist button to activate motor assistance; release the button to stop the power assist.

Note:

Limited Sharp Turns: While holding the Power Assist button, the motor continuously provides linear power. Turning sharply (especially spinning on the spot) will encounter noticeable resistance and feel difficult. For sharp turns, release the Power Assist button and turn under manual push mode.

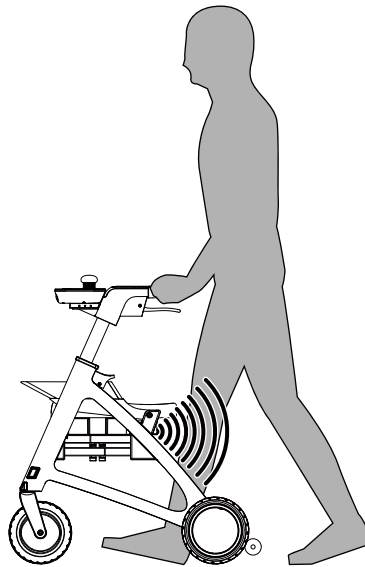


2.4.5.4 Pushing Distance Sensing Function

· Function Introduction

An infrared distance measurement sensor is located behind the seat. In Push Mode, it detects the distance between you and the device:

- If the distance between you and the device becomes too far (exceeding the preset safe distance), a risk of losing support is detected. The device will automatically brake, play a voice prompt saying "Please pay attention to the distance, hold the handlebar firmly," and vibrate the handlebar.
- Once the distance between you and the device returns to within the safe threshold, normal pushing operation resumes.

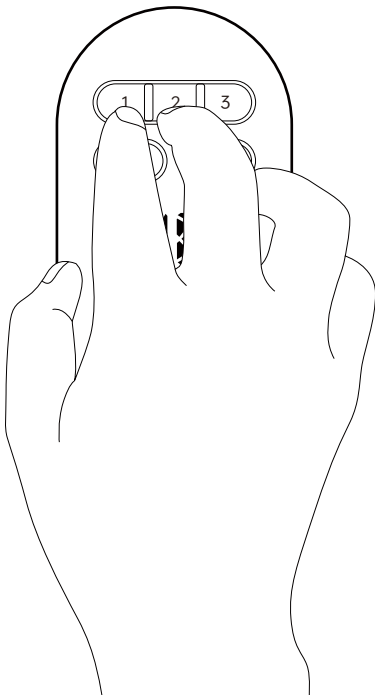


· Safe Distance Settings

1. Selecting Safe Distance: Different body heights require different safe distance settings. Select the appropriate distance level based on the reference table:

Height Range	Corresponding Safe Distance Level
59.1-65" (150-165cm)	Gear 1
65.4-70.9" (166-180cm)	Gear 2
71.3-76.8" (180-195cm)	Gear 3

2. Setting the Safe Distance Level: Configure via key combinations: Press and hold Speed Gear buttons "1" and "2" simultaneously for 8 seconds to enter setup mode. The voice prompt will announce: "Entering push distance sensing settings, please select the appropriate gear." Press the desired gear button, and the voice prompt will state "Settings saved" to confirm completion.

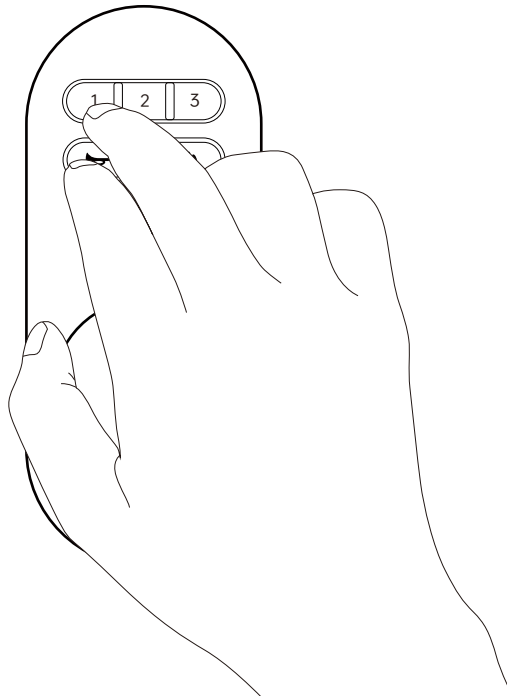


· Enabling and Disabling Distance Sensing

Default: Disabled from the factory.

Enable / Disable: To enable or re-disable this function, use the key combination:

1. While powered on, press and hold the "Horn" button + Speed Gear button "1" simultaneously for 8 seconds. The device will announce "Push distance sensing function enabled, please push safely," indicating it is active.
2. Repeat the process to turn off the feature.

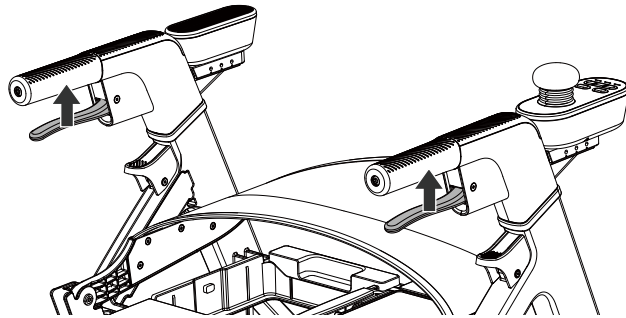


2.4.5.5 Pushing Braking

Brake levers are installed on both handles. In Push Mode, you can squeeze the brake levers at any time to slow down or stop.

Notes:

1. The brake levers utilize an electronic braking system. When powered off or disconnected, squeezing the levers will not apply brakes. Do not rely on them when turned off.
2. In Push Mode, brake levers are intended only for temporary deceleration or stopping while moving; they cannot act as a parking brake. To park (e.g., when sitting down to rest), press the Push Mode switch button to exit Push Mode and ensure the electromagnetic brake is engaged.



1.1.6 Additional Notes

- In Push Mode, do not run fast while pushing, as this presents a safety hazard.
- When Distance Sensing is active in Push Mode, ensure the infrared sensor behind the seat is not blocked by foreign objects, which could cause false distance readings.
- Switching from Push Mode to Riding Mode: In Push Mode, the electromagnetic brake is disengaged. Before sitting down to ride, always press the Push Mode switch button to exit Push Mode first.

2.4.6 Shopping Cart Mode

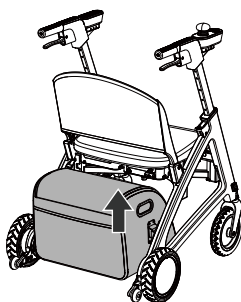
· Mode Overview: By attaching the dedicated shopping bag, the device converts into a smart electric shopping cart, making everyday shopping effortless and stylish.

· Mode Switching Steps:

1. Adjust the handlebar height to a suitable gear;
2. Lift the shopping bag out of the retention clips behind the seat frame;
3. Place the shopping bag onto the seat surface.



①



②



③

Notes:

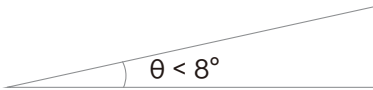
1. In Push Mode, remove the shopping bag from behind the seat frame. Otherwise, it will obstruct pushing space, interfere with distance sensing, and pose potential safety risks;
2. The shopping bag and mounting accessories are optional items. If you need to purchase them, please contact customer service.

2.4.7 Operating Surface Requirements

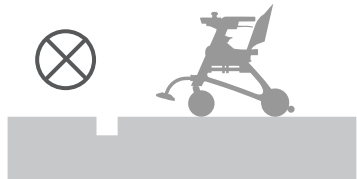
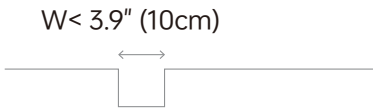
1. Do not cross steps exceeding 1.2" (3cm) in height.



2. Do not drive on slopes exceeding 8 degrees.



3. Do not cross gaps wider than 3.9" (10cm).



4. Do not drive sideways across slopes greater than 5 degrees.



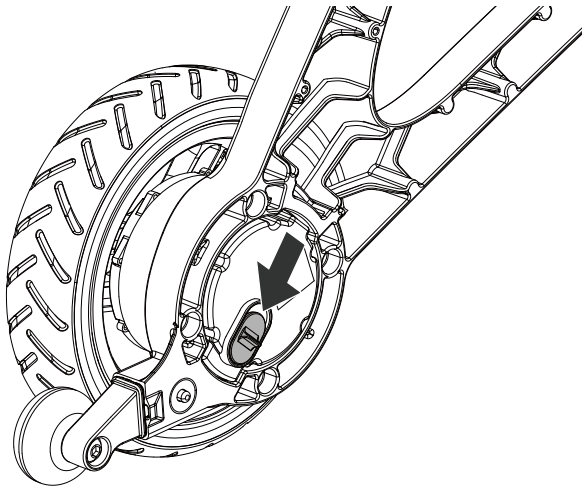
5. Do not drive on soft or pitted roads, such as sand, marshland, snow, or icy surfaces.



2.4.8 Releasing the Electromagnetic Brake

In the event of a breakdown during operation where normal riding or pushing is impossible, you can manually release the electromagnetic brake to push the device forward.

- Release Procedure: Push down the electromagnetic brake switches on the bottom left and right motors. When the red indicator is fully visible, the brake is released.
- Re-engaging: Push the switches back up until the red indicator is completely hidden, confirming the electromagnetic brake is locked.



WARNING

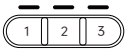
- Do not release the electromagnetic brake unless absolutely necessary, as it may create a safety hazard.

2.4.9 Warnings

For your safety and the safety of others, and to prevent accidents, please strictly read and obey the following safety warnings and relevant regulations. Read the manual thoroughly before use.

1. For first-time use, set the speed to the lowest gear and practice in a flat, open area until fully familiar with the controls.
2. In Riding Mode, sit firmly in the seat before operating the device.
3. Observe surroundings and road conditions carefully while driving. Drive at low speeds near crowds, walls, obstacles, tight spaces, uneven surfaces, or slopes.
4. When approaching curbs, steps, slopes, or obstacles, approach head-on at low speeds.
5. Keep your feet resting on the footrests while riding.
6. Avoid touching the wheels with your body. Ensure bystanders do not touch wheels during motion to prevent injury.
7. Do not release the electromagnetic brake manually without cause, as the device may move uncontrollably.
8. Mount and dismount the vehicle only on flat, level ground.
9. Pay special attention to safety when operating on slopes:
 - Drive in low-speed gears on slopes.
 - When stopping downhill, release the joystick early to allow sufficient braking distance.
 - Downhill speed will automatically be reduced as slope inclination increases to ensure safety.
10. Do not lend the device to individuals who do not know how to operate it properly.
11. Minors must use the device under parental or legal guardian supervision.
12. Wet or slippery surfaces extend braking distances. Reduce speed or avoid traveling in bad weather.
13. Drive only in non-motorized vehicle lanes.
14. Never operate the device under the influence of alcohol or drugs.
15. The driver's weight must not exceed 120 kg. Do not carry passengers or ride with multiple people.
16. Do not use accessories, detachable parts, or materials other than those specified in this manual.
17. Do not connect the device to equipment not specified in this manual.
18. Do not modify the device without authorization.

2.4.10 Indicator Lights Description

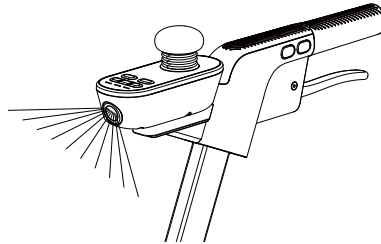
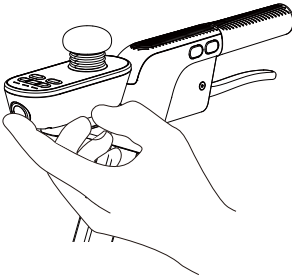
	Location	Name	Description
Control Console Display		Gear Indicator	Riding Mode: Speed Gear Indicator Push Mode: Push Safe Distance Gear Indicator
		Battery Level	Displays current battery percentage
		Charging Indicator	Lights up when charging
Handlebar Indicator		Push Mode Switch Light	On when Push Mode is active; Off when exited

2.4.11 Lighting System

Headlight: Mounted on the front of the armrest controller, the headlight provides illumination in low-light environments to enhance visibility.

Operating Instructions:

- Touch the headlight unit while off to turn it on;
- Touch the headlight unit while on to turn it off.



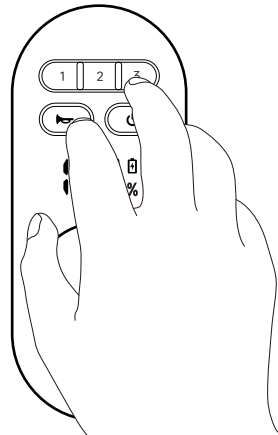
2.4.12 Volume Adjustment

The default setting is Standard Volume. To turn down or mute the audio, follow these steps:

- Enable Mute Mode: In non-muted state, press and hold the "Horn" button + Speed Gear button "3" simultaneously for about 8 seconds. The device will announce "Mute mode enabled, please ride safely" to confirm.
- Restore Standard Volume: Repeat the key combination to restore normal audio.

Notes:

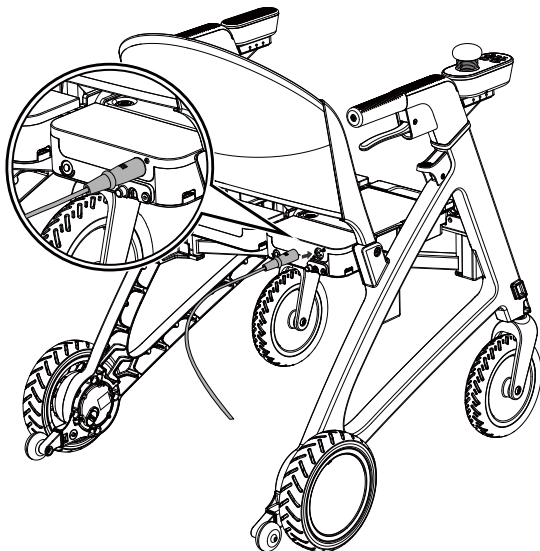
1. In both Mute and Standard volume modes, the horn maintains its normal volume level for safety needs.
2. For riding safety, critical voice warnings for system hazards will still play even in Mute Mode.



3. Battery and Charging Precautions

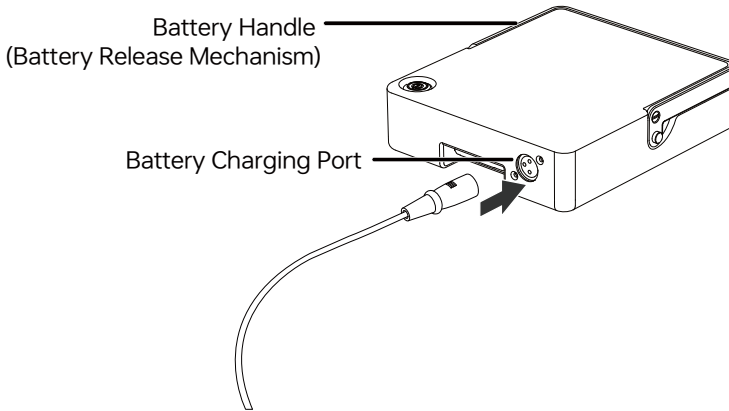
3.1 Charging Methods

Charging via Device Body



1. Turn off the device power.
2. Connect Charger: Plug the charger into an AC wall socket (110V~220V AC power plug) and connect the DC plug to the charging port located behind the seat.
3. Charging Status: The indicator light on the charger turns solid orange, and the charging icon on the screen lights up to confirm charging is underway.
4. Charging Time: Approximately 3–4 hours.
5. Charging Complete: The charger automatically cuts off power when fully charged. The charger light turns solid green.
6. Disconnecting: Unplug the connector from the Device charging port first, then unplug the charger from the wall outlet.

Charging Battery Separately



Charging Steps

1. Turn off the device, unlatch the battery handle, and remove the battery pack.
2. Connect Charger: Plug the charger into a wall socket (110 V – 220 V AC) and connect it to the battery port.
3. Charging Status: The charger light turns solid orange to indicate charging.
4. Charging Time: Approximately 3–4 hours.
5. Charging Complete: The charger auto-disconnects when full, turning the indicator solid green.
6. Disconnecting: Unplug from the battery port first, then remove the power plug from the socket.
7. Reinstall the battery into the compartment and lock the handle flush with the housing.

3.2 Battery Maintenance and Charging Precautions

Please carefully read the instructions in this manual regarding batteries and chargers, and follow the instructions provided.

1. Please use the original Paiseec Flex charger.

2. Do not disassemble the battery and charger.

2.1 Disassembling the battery or charger may lead to fires or battery explosions.

2.2 Disassembling the device or charger will void the warranty.

3.1 Please charge in an environment within a temperature range of 32-104°F. Charging the device outside of this temperature range may result in inability to charge or even damage the mobility scooter or battery.

3.1.1 Avoid charging at high temperatures: Charging at high temperatures can cause the battery to overheat and cause damage.

3.1.2 Avoid charging at low temperatures: Charging in temperatures below zero should be avoided to prevent battery overcharge.

3.1.3 Avoid humid environments: Avoid charging in humid environments to prevent short circuits.

3.2 Charge the battery in a well-ventilated and sufficiently large space (at least twice the area of the device) free of flammable gases.

3.2.1 If the charging environment contains flammable gases or poor ventilation, there may be an explosion risk or other safety hazards.

Charging requirements

4.1 Please charge the device from a 110~220V /50~60Hz power outlet.

4.1.1 Avoid using excessively high or low voltages to charge the mobility scooter, as this can damage the device or pose other dangers.

4.2 After charging is complete, please disconnect the charging connector from the device.

4.2.1 Prolonged insertion of the charging connector into the battery can lead to a decrease in battery quality. 4.2.2 The batteries typically require 3 to 4 hours of charging to reach maximum capacity.

Overcharging will damage the battery and shorten its lifespan. The charger will automatically power off after the battery is fully charged. Please use the original charger to avoid battery overcharging.

4.3 Do not touch the battery and charger during or after the charge is complete.

4.3.1 During the charging process, the temperature of the battery and charger will rise. Do not touch to avoid the risk of heat burns.

4.4 Do not directly touch or wet the interface, nor place it near any metal or other foreign objects.

4.4.1 During the charging process, such actions pose a risk of short circuits, which may cause personal injury and damage to the mobility scooter and parts.

4.5 Do not use extension cords with the charger as there is risk of electric shock, short circuit, and fire.

4.6 Do not pull the power cord excessively hard as there is risk of electric shock, short circuit, and fire.

4.7 Do not handle the battery with wet hands as there is risk of electric shock.

4.8 Do not charge the battery during brake release as there is risk of accident due to device movement.

5.Storage requirements for the device and charger.

5.1 Keep the device and battery away from heat sources to avoid explosions or other accidents.

5.2 Do not let the device or battery come into contact with water. Do not immerse the battery in water to avoid short circuits.

5.3 Keep the battery and charger dry to avoid short circuits or other malfunctions during subsequent charging.

5.4 Prevent the battery or charger from any collision (impact, dropping or force, etc.) to avoid other accidents arising from damage to internal parts.

5.4.1 If the battery is damaged externally or its function is found to be abnormal, stop using or charging immediately and contact customer service.

5.5 Be sure to close the cover to avoid water ingress or other damage when the battery charging port is not in use.

5.6 Regularly check the charger and battery: Regularly check the charger and battery for damage or wear. If any issues are discovered, please replace the charger or battery immediately.

6.Long-Term Storage Instructions:

6.1 Press the battery power button so that its light goes out.

6.2 When storing over 30 days, charge the battery to above 80%, turn off power, and store in a cool, dry place. Recharge fully every 3 months.

6.2.1 CAUTION: Failing to recharge in time causes over-discharge damage, which is irreversible and NOT covered under warranty.

4. Daily Maintenance Guide

To keep the device in optimal condition, reduce failure rates, and ensure safe driving:

1. Understand all safety procedures. The controller is a critical component—do not open or attempt to modify it. Wipe away surface dust with a soft, dry cloth. Avoid using the controller in extreme heat, overload, or high humidity conditions.
2. Do not open or modify the motor. Doing so voids the warranty. Avoid sustained motor overloading or stalling. Clean dirt off motor surfaces and wire leads. Avoid deep water; driving through water deeper than 4 cm will flood the motor and cause permanent damage.
3. Do not use gasoline or harsh chemicals to clean the outer shell; use a damp, wrung-out cloth. Perform regular inspections.
4. Check battery charge levels before driving and verify brake performance. Periodically check joystick mounting screws for tightness and ensure the joystick centers properly. Keep electrical components dry. Clean battery contacts when necessary. If storing long term, recharge fully every 3 months.. Check wiring insulation and connector contacts. Check front and rear wheels for looseness/wobble. Contact your dealer for inspection if any abnormality is detected.

5. Specifications

Category	Item	Specification
Performance	Max Speed	3.7mph (6km/h)
	Max Climbing Angle	8°
	Max Obstacle Height (Step)	1.2" (3cm)
	Max Obstacle Height (Non-step)	2.8" (7cm)
	Operating Temperature	14°F-122°F (-10°C~50°C)
Battery	Battery Spec	24V 6.6Ah Lithium Battery
	Charger Spec	29.4V 2Ah
	Removable Battery	Yes
Device Dimensions	Unfolded Size	39.4*27.2*28.3~38.2" (100*69*72~97cm)
	Folded Size	29.9*12.6*28.3" (76*32*72cm)
	Front Wheels	7.5-inch Solid Tires
	Rear Wheels	8-inch Solid Tires
	Seat Dimensions	17.7*16.1" (45*41 cm)
Drive System	Smart System	PAI Intelligent Driving Safety System
Motor	Motor Specs	300W *2 Magnetic Encoder Brushless Motors
Electronics	Braking System	Dual System (Electromagnetic & Electronic)
Charger	Rated Output Voltage	29.4V
	Rated Output Current	2A
	Charging Duration	3-4 Hours

6. Common Malfunctions and Troubleshooting

No.	Symptom	Possible Cause	Solution
1	Cannot power on	① Low battery voltage ② Power switch failure	① Fully charge the battery ② Contact dealer for switch replacement
2	Joystick non-responsive	① Low battery voltage ② Electromagnetic brake switch released	① Fully charge the battery ② Lock the electromagnetic brake switch
3	Insufficient range after charging	① Incomplete charge or faulty charger ② Battery aging or damaged	① Charge fully or replace charger ② Contact dealer to inspect/replace battery
4	Charger not charging	① Loose connection or unplugged cord ② AC power failure ③ Battery fault	① Secure all plugs and sockets ② Check power supply/transformer ③ Contact dealer to inspect battery
5	Power cuts off while driving	① Controller protection triggered ② Battery thermal protection triggered	① Turn power off and restart ② Allow motor/battery to cool down before resuming
6	Other faults	Failures not listed above	Contact dealer or repair station; do not disassemble

7. Warranty Terms

To protect customer rights and ensure quality after-sales service, our company provides free replacement parts or repair services during the warranty period for failures caused by manufacturing or material defects.

After-sales Warranty Policy Table		
Component Name	Warranty Period	Covered Scenarios
Complete Main Components	12 Months	Non-human/external force damages
Frame	12 Months	Natural desoldering, welding cracks, structural fractures
Motor	12 Months	Magnet detachment, burned coils
Battery	18 Months	Shell cracking, leakage, capacity falling below 60%
Controller	12 Months	Malfunction preventing normal use
Display	12 Months	Screen failure, display malfunction
Tires	6 Months	Cracking, splitting
Other Parts (Non-core)	3 Months	Damage affecting normal use (footrests, plastic trims, seat cushion, backrest, consumable items)

Warranty Exclusions

The warranty service does not cover the following situations, the repairs and related service are to be paid for accordingly:

1. Exceeding the specified service period and scope stipulated in the After-sales policy.
2. Incorrect usage, operation, or maintenance not according to the provided instructions.
3. Damage resulting from exposure to rainwater or smoke, immersion in ice or snow, or corrosion caused by substances like pharmaceuticals or chemical products, as well as damage or malfunctions caused by natural disasters, force majeure (including but not limited to earthquakes, typhoons, fires, floods, social incidents, mass incidents, violent crimes, etc.).
4. Regular wear and tear is not covered by the warranty.
5. Improper battery maintenance, storing the battery past the 3-month threshold without charging (battery stored below 80% charge for over 3 months), leading to irreversible voltage drop.
6. Repairs, modifications, disassembly, or damage to the overall product or components performed outside of authorized Paiseec service centers.
7. Damage to the components of the device due to the use of non-original parts or unauthorized alterations to circuits and wiring configurations.
8. Product malfunctions or damage caused by human factors such as collisions, falls, overloading, or speeding during riding.

8. Warnings and Cautions

Safety is prioritized throughout the design and manufacturing of the Paiseec Flex. However, incorrect usage or ignoring precautions may result in property damage or personal injury. Read and understand this manual completely before use. Designed for paved roads and indoor environments. Obey all traffic rules and do not drive on motor lanes.

Operating Warnings

1. Intended for short-distance personal transport. Do not drive on highways or dangerous roads.
2. Consult a physician before use to ensure your physical condition permits operating a smart mobility device. The manufacturer assumes no liability for personal health issues resulting from use.
3. Stay aware of traffic and surroundings. Drive with vigilance. Users bear full responsibility for accidents caused by negligence regarding surrounding conditions.
4. Do not use for non-designated purposes (cargo hauling, illegal activities). The manufacturer assumes no liability for incidents arising from improper usage or legal violations.
5. Improper battery maintenance causing unrecoverable battery failure is not covered. Charge the battery to 80%+ if stored over 30 days, stored in a cool dry place, and recharge for at least 6 hours every 30 days. If battery level drops to 20% after riding, recharge within 7 days.

Cautions

1. Ensure complete familiarity with specifications and operational steps before riding. Seek professional guidance if uncertain.
2. Ride safely, obey traffic regulations, yield to pedestrians, respect traffic lights, and avoid speeding or traveling against traffic. Avoid wet/slippery roads during rain/snow.
3. Do not ride in motor vehicle lanes. Maintain safe distances and watch traffic ahead and behind.
4. Do not use smartphones or electronic devices while operating the device. Pull over safely before using mobile devices.
5. Never operate under the influence of alcohol or drugs.
6. Avoid operating at night or under poor lighting. Drive in well-lit areas. If riding at night is necessary, equip proper headlights and reflectors.
7. These precautions ensure a safe and pleasant experience. Contact customer support for any questions.
8. The company reserves the final right of interpretation for this manual. Revisions, improvements, and corrections will be published in updated editions. In case of discrepancies between physical features and manual descriptions due to product upgrades, the actual product specifications shall prevail.

Product Warranty Card

(for return repairs only)

Dear user,

Thank you for purchasing our company's product. We will provide you with warranty services, including repair, replacement, and return. Please fill in this card carefully and keep it properly for future repair purposes.

User's Name: _____ Email Address: _____

Shipping Address: _____

Product Model: _____ Device Serial No.: _____

Dealer (manufacturer): _____

Contact Number: _____

Maintenance records			
Service Date	Fault Description	Completion Date	Repair Date

