



## **OWNER'S MANUAL FOR EMU Trike™**

**READ THIS MANUAL COMPLETELY  
BEFORE ASSEMBLING AND/OR RIDING  
YOUR EMU TRIKE™**

Due to continuing improvements to our products and services, the pictures and/or descriptions may differ from the model and/or parts depicted in this manual. Please visit the website at [www.emutrikes.com](http://www.emutrikes.com) for any amendments to this manual.

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## **EMU Technical Information**

Type of Motor	48V Permanent Magnet Brushless DC Motor
Motor Power	500W
Battery Type	Lithium-ion/Polymer (LiPo)
Battery	10AH 48V
Charger	UL Approved 110v
Charging Time	4-6 hours
Rated Speed (2 speed)	0-8mph & 0-20mph *
Single Charge distance	20 miles*
Maximum Capacity	265 lbs
EMU. Net Weight	70 lbs (including the battery)
Brakes	Hand-brake controlled enclosed drum brake
Tires	One front and two rear pneumatic tires
Security	Electronic Alarm System (Key fob operation)

\*Note: Speed and distance may vary depending upon the terrain and weight load.

# Warning Statement

## **STOP --- IMPORTANT!**

### **Before you ride your EMU please read this carefully:**

Please do not ride your EMU Trike™ until you have read this owners manual in its entirety. Make sure that you fully understand all of its contents as this manual contains critical information for your safety and the safety of others. If you have any questions about the safe operation of your EMU Trike™, you should contact your authorized EMU Trike™ dealer.

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It is very important that you follow all the safety instructions within this manual in order to ensure maximum safety. Any amendments can be found on our website at [www.emutrikes.com](http://www.emutrikes.com).

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Failure to comply with the instructions for the proper care, storage and operation of the EMU Trike™ and its components as outlined in this manual and in any further amendments could result damage, fire or serious injury.

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American Scooter Company, LLC or it's authorized dealers will not be liable for any damage or injuries to person or property caused by incorrect assembly, use of non-compatible parts, or unauthorized repairs and/or modifications. Any repairs carried out by unauthorized service technicians are the sole responsibility of the owner and the Warranty becomes void.

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Your existing insurance policy may not provide coverage for electric mobility devices, such as the EMU Trike™. You should contact your insurance company to confirm if coverage is needed and/or provided.

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# Safety Warning and Summary

(Please read ALL of this information before riding your EMU)

The EMU Trike™ is not a toy and should always be operated in a safe and responsible manner. American Scooter Company, LLC will not be liable for any damages or injuries to any product, property or person whatsoever. Any questions you may have about the safe operation of your EMU should be directed to your authorized EMU Trike™ dealer. Failure to comply with the safety warnings and operating instructions included in this manual could result in damage to product or property and serious injury to persons for which American Scooter Company will not be held liable.

An authorized EMU Trike™ repair technician should carry out any and all repairs. American Scooter Company, LLC will not be liable for any damage or injuries due to repairs done by unauthorized individuals.

## Summary of Safety Instructions

- The EMU Trike™ is recommend for individuals age 16 years and older.
- Wear approved safety equipment when operating any moving vehicle. (We suggest wearing a safety helmet when riding the EMU Trike™.)
- Observe the maximum weight capacity of 265 lbs.
- No more than one person should ride the EMU Trike™ at a time.
- The EMU Trike™ should always be operated in a responsible manner and under safe conditions.
- NEVER lean back on your EMU Trike™, especially when riding on inclines or maneuvering on uneven or non-level ground.
- Before riding, inspect the EMU Trike™ to insure all quick-release levers and pivot points are secured tightly and properly. Make sure handlebars are secured and that the hand brake is in good operating condition.
- Always drive on paved and even surfaces whenever possible.
- Use extreme CAUTION when riding on wet or uneven surfaces.
- Check the battery power level often to insure it is sufficiently charged.
- Do not expose the EMU Trike™, its battery or its charger to water.
- The power ignition must be in the OFF position when charging.
- ALWAYS monitor the charging process. Do not leave EMU Trike™ unattended while charging. NEVER leave batteries charging overnight.
- When the EMU Trike™ is sufficiently charged, unplug the charge from the trike AND the wall outlet.
- **BEFORE USING TRIKE, PLEASE READ ALL OF THE CHARGING INSTRUCTIONS AND SAFETY PRECAUTIONS ON PAGE 14.**

## Unpacking your EMU Trike™

Unpack all items from the large box as listed below:

- 1 front-end with handlebar and wheel (with fender attached)
- 1 back-end (base with battery cover attached)
- 1 handlebar connector pole
- 1 seat, 1 seat pole and 1 seat plate
- 2 Mirrors
- 2 Rubber Foot Mats
- 1 Tool Kit Pouch
- 1 Battery Charger\* w/cord
- 1 Owners Manual



The tool kit includes the following:

- 1 tool pouch
- 1 screwdriver (with reversible heads)
- 1 large allen key/wrench
- 1 small allen key/wrench
- 1 small wrench
- 2 large wrenches



**\***

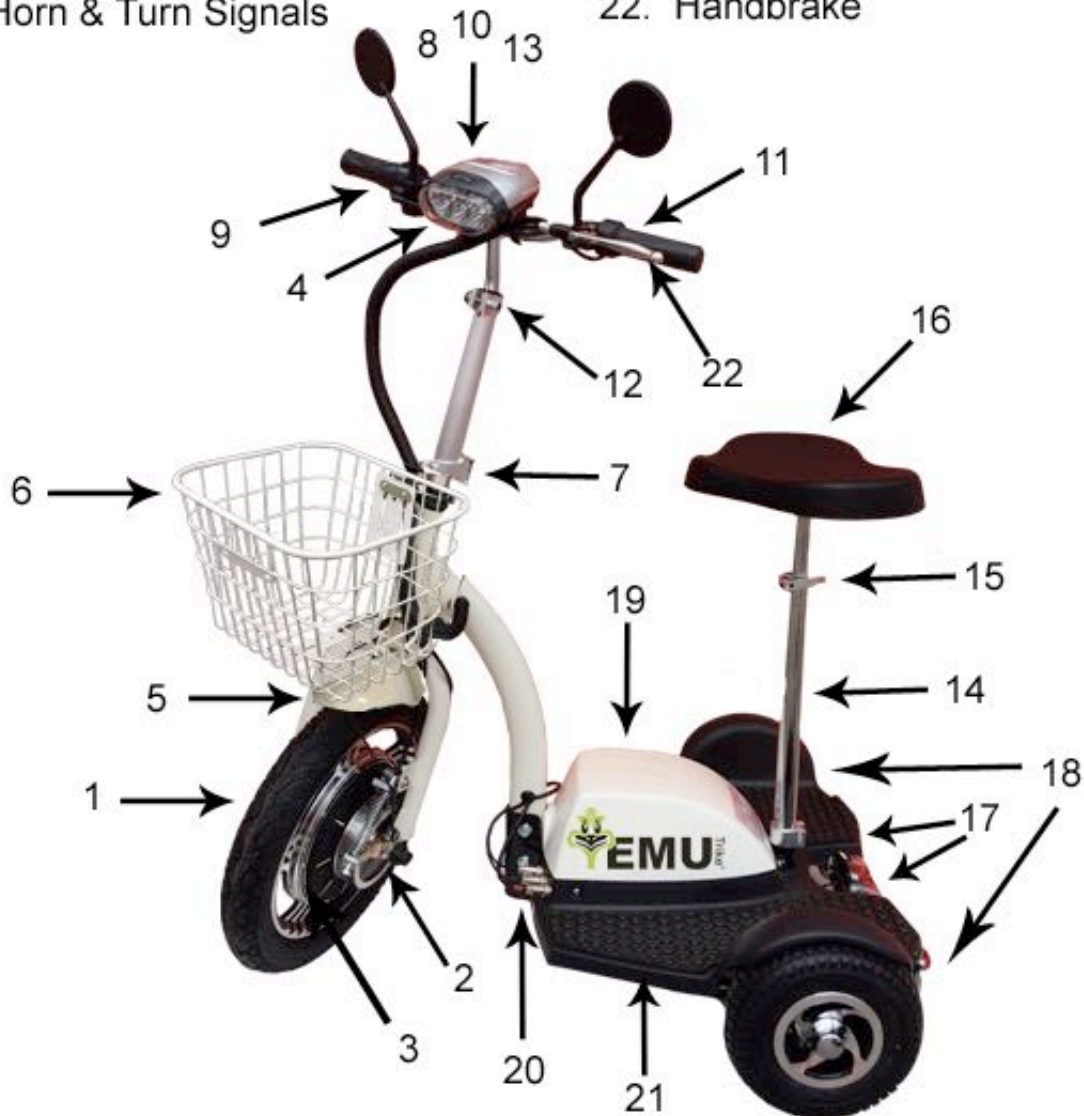
The charger that comes with your EMU Trike™ is specifically designed for lithium-ion/polymer batteries ONLY. Do NOT use THIS charger to charge any other product. Also, DO NOT use any OTHER charger to charge the battery that came with your EMU Trike™. Doing either of these things will immediately void any warranty and American Scooter Company, LLC and its authorized Dealers will not be liable for any damage or injury whatsoever.

**WARNING:** Using an incorrect charger to charge your EMU Trike™ battery could cause fire and/or damage to product or property as well as injury to persons.



## EMU Trike™ Parts

- |                                 |                                 |
|---------------------------------|---------------------------------|
| 1. Front Wheel                  | 12. Handlebar height adjustment |
| 2. Drum Brake                   | 13. Power Display (POD)         |
| 3. Electric motor               | 14. Seat Post                   |
| 4. Headlight (pod)              | 15. Seat Height Adjustment      |
| 5. Front fork                   | 16. Seat                        |
| 6. Basket                       | 17. Safety Wheels               |
| 7. Folding Handlebar Connection | 18. Rear Wheels                 |
| 8. Ignition Key (in POD)        | 19. Battery Cover               |
| 9. Throttle                     | 20. Electrical Connectors       |
| 10. Headlight Switch            | 21. Foot Mat                    |
| 11. Horn & Turn Signals         | 22. Handbrake                   |

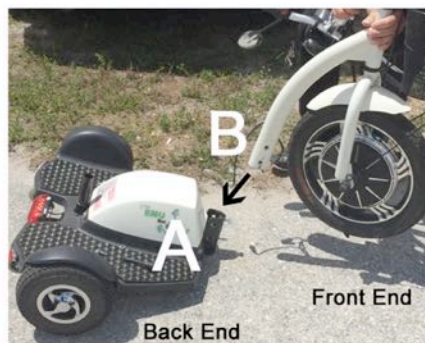


## Connecting the Front-End to the Back-End

(Now is a good time to secure the foot mats onto the rear base.)

**IMPORTANT:** If you have purchased the **Quick-Release Kit**, you will want to follow the instructions that came with it. If not, then continue with the instructions as noted below:

Remove the bolts and nuts from the connector hub (A). Loosen the small bolts located on the front of the hub. Place the front-end connector (B) into the connector hub (A). Align the bolt holes.



Slide the two bolts through the holes connecting the tube and the neck. Turn the bolts to get them all the way through. (DO NOT hammer them.)

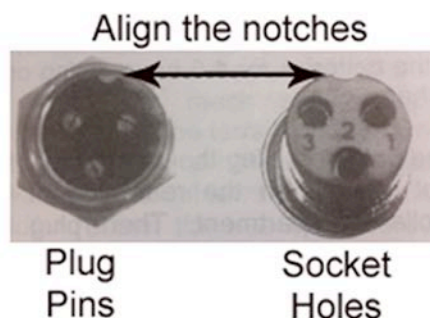
Tighten the bolts and nuts using the two wrenches in the tool kit. Also, tighten the small bolts on the outside of the connector hub securely being careful not to over-tighten.

## Connecting the Electrical Power Plugs

There are three power plugs that connect from the front-end to the back end.



Be sure to match the pins of the plugs to the holes of the sockets by aligning the notches.

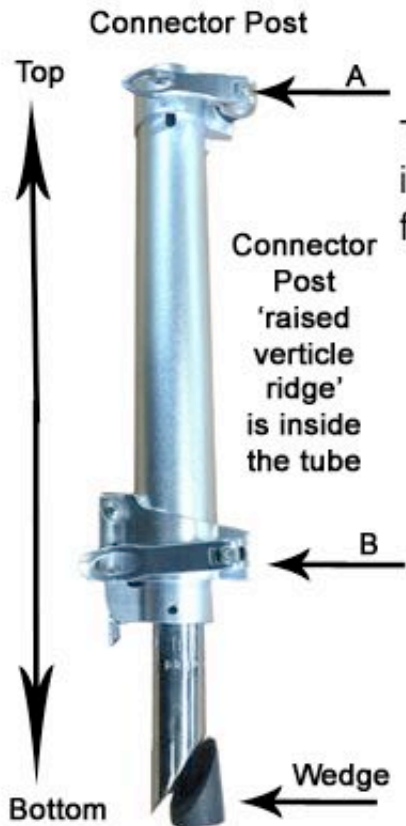


Once the plugs are inserted, hand-screw the caps on securely.

**Warning!** NEVER force the plugs into the sockets as this can damage the electrical components.



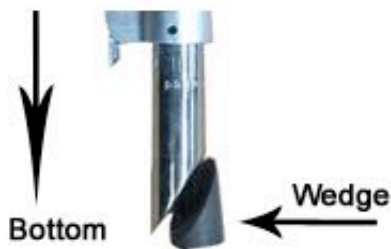
## Installing the Handlebar



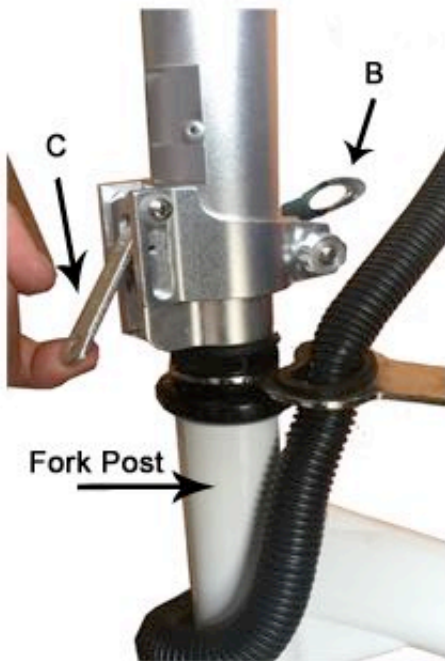
The handlebar connector post shown to the right is the post that connects the handlebars to the front-end fork.

Hold the connector post upright so that the quick-release lever "A" is at the top. Open this quick-release lever to loosen it up. Looking down into the shaft of this post, you will notice that there is a black plastic sleeve inside of the post with a raised verticle ridge.

The handlebar stalk also has a matching inverted verticle ridge. While holding the connector post upright, take the handlebar stalk and insert it down into the post so that their ridges are properly aligned. Slide the stalk down into the post. Then close the quick-release lever "A" again to secure the handlebar in place.



On the bottom end of the connector post, you will notice there is a black cylindrical cast-iron locking wedge. Place this end down into the fork post. (see image next page)

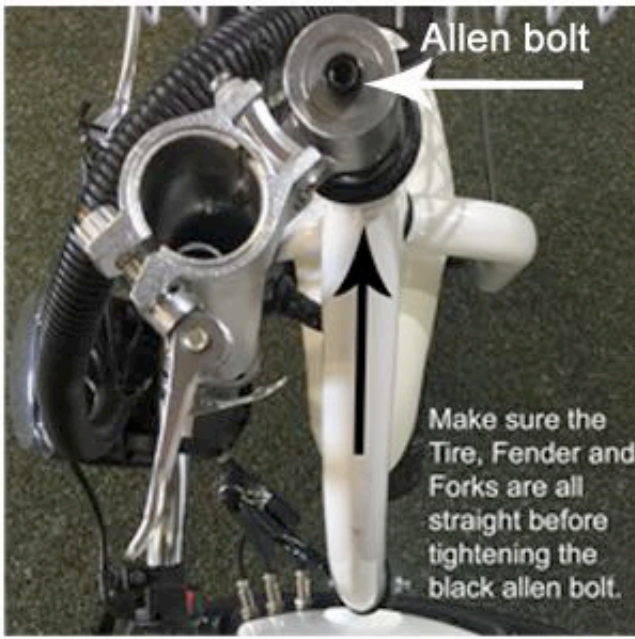


With the wedge now inserted down into the fork post, open up the quick-release lever "B" to loosen it up. Using your finger, gently pull the verticle lever "C" outward and hold it there. Using one hand gently lift the rest of the post straight up and then begin to fold it all the way down while using your other hand to **push the wire sleeve out of the way**. Folding the post will expose the black allen bolt.

### **WARNING!!!**

Whenever folding the handlebars down, **ALWAYS** be sure to gently move the wire sleeve out of the way! Failure to do so can result in loose or broken wires inside of the wire sleeve.



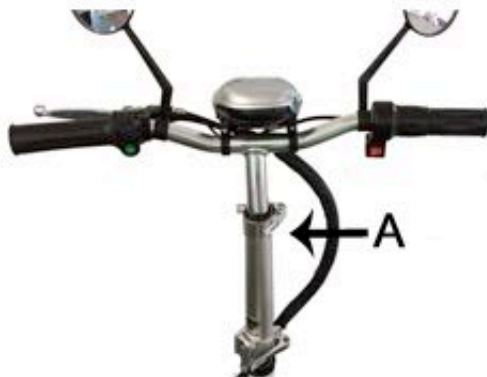
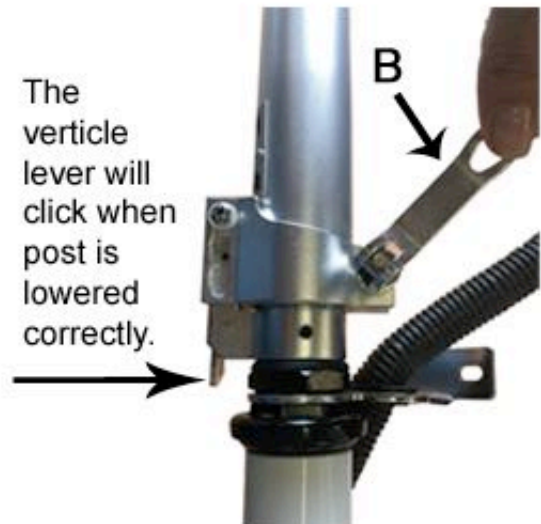


Stand behind the EMU Trike™ and adjust the tire, fender and forks until you can visually ensure that all are aligned perfectly straight. Once you are sure they are straight, use the large allen key/wrench to tighten the black allen bolt securely.

NOTE: Tightening this allen bolt will lock the cylindrical cast-iron wedge into place, therefore locking the handlebars to the front fork securely.

Carefully raise the handlebar post and once it is fully raised straight up, allow it to drop down into the fork post until you hear the verticle lever click in the downward position.

You then want to tighten and secure the lower quick-release lever "B" securely to lock the handlebar post into place.



Standing behind the EMU Trike™, open the upper quick-release lever "A" to loosen it so that you can adjust the handlebars to the left and right so that they are straight. Once the handlebar is straight, you want to tighten and secure that same quick-release lever "A" to lock the steering into place.



## Checking the Interior Battery Connection

The battery cover houses the battery and the controller.

Before you charge your EMU Trike™ for the first time, you want to make sure the battery is connected securely.

Please follow the instructions below for the proper removal and replacement of the battery cover.

**A:** Use the Phillips head screwdriver to remove all 4 screws from the base around the Battery Cover. (There are two screws in the back and one on each side toward the front.) Set the screws aside to use with the replacement Battery Cover.

**B:** Standing behind the trike use both hands to gently squeeze in the front sides of the Battery Cover to release the tension and slowly lift it up.

**C:** As you lift up, you will see 4 tabs from where the screws were removed. Each tab has a silver tension clip attached.

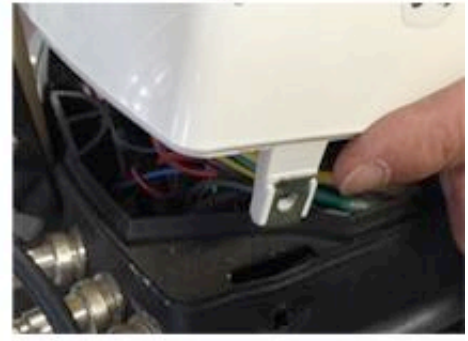
**A**



**B**



**C**



**NOTE:** Be careful not to let these tension clips fall into the battery area when lifting the Battery Cover. If this happens, you can use a magnetic wand to retrieve them easily. (Magnetic Wand not included in the tool kit.) To put a fallen clip back on, using your thumb and forefinger, squeeze the clip so that it is as tight as possible. (You will notice that one side of the tension clip has a wider hole than the other side.) Slide back onto the tab with the wider hole facing the outside.

## Interior Battery Connection

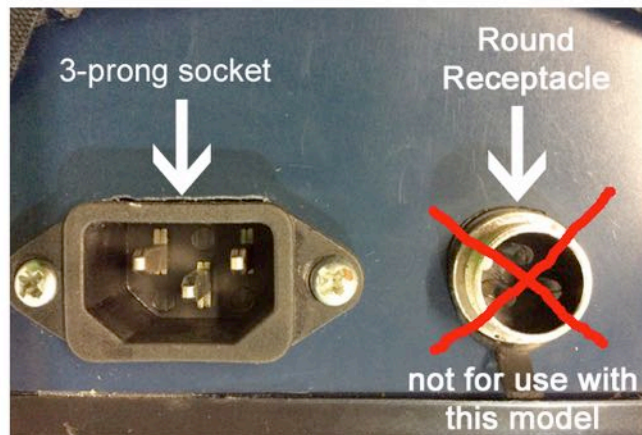


When the battery cover is removed, you will see that the controller box sits on the top. Beneath the controller is the battery which is encased in a jacket.

At the back of the battery, open up the jacket and if the 3-throng plug is not already in the socket, be sure to connect it now.

### NOTE:

The round plug receptacle to the right of the socket is NOT for use with this product model.



Once the plug is connected to the battery you will need to replace the battery cover.

Be very careful to ensure that all wires are inside of the battery box.

To replace the cover, use the philips head screw-driver and secure all 4 screws.

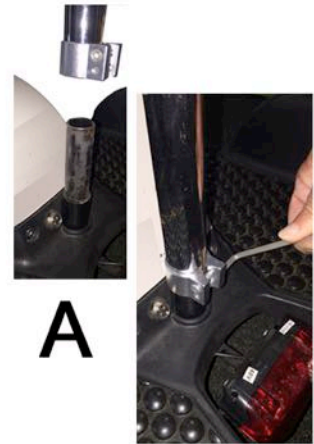


# Installing the Seat

## Attach Seat Post to Base. (A)

Note: If you have purchased the Quick Release Lever (or Kit), please following those instructions for attaching the seat post to the base. If not, continue with the instructions below.

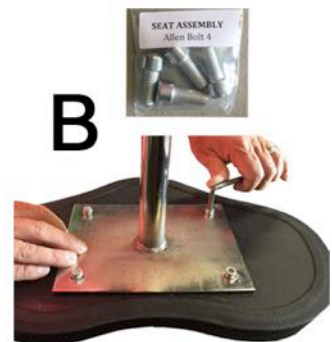
Place the seat post with holes over the back-end post stump ensuring that the holes are facing forward. The clamp on the bottom should be open toward the rear. (You may need to hand-turn the clamp until it faces the rear.) Using the small allen wrench, tighten the allen bolts until the post is secure and cannot move or twist.



A

## Attach Seat Plate to Seat. (B)

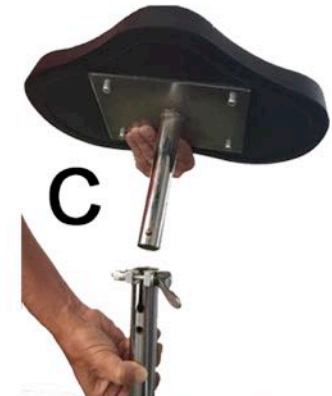
Turn the seat so that you can see the 4 bolt holes. Place the seat plate so that the bolt holes are perfectly aligned and insert the 4 allen bolts. Using the larger allen wrench tighten these bolts securely.



B

## Attach Seat to Seat Post. (C)

Pick up the seat with seat plate and you will notice there is a spring release ball toward the bottom of the neck. Insert the neck down into the seat post until the spring release ball pops out of the hole that is at the appropriate height for you\*.

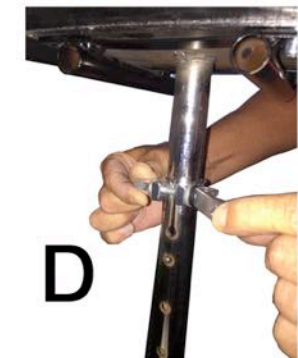


C

\* When the seat is at correct height, your feet should sit flat and comfortably on the rubber floor mats.

## Securely Tighten Seat to Seat Post.

Once you found the correct height, make sure the seat is facing straight forward and then tighten the quick-release lever under the seat. Make sure this is tightened securely so that the seat does not move, wiggle or swivel.



D

## Attaching the Basket

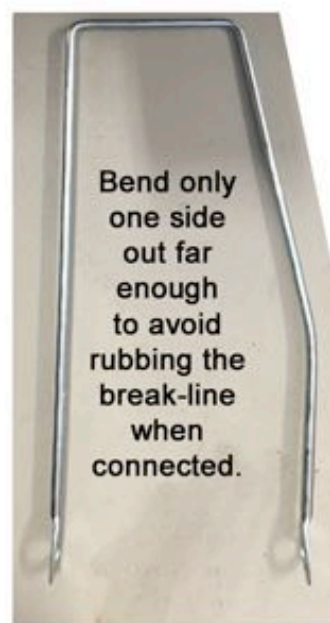
Your new EMU Trike™ comes standard with a basket that will need to be mounted to the front of the handlebar post.

The Basket and its parts will arrive in a separate 'accessories' box.

The small parts bag will include the following: Top Plate, Bottom Plate, 4 small screw bolts, 2 small lock nuts, 1 support leg bracket.

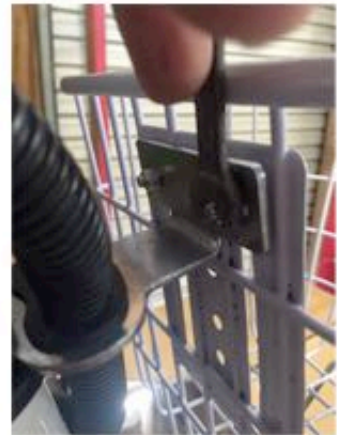
If your Support Bracket has not yet been shaped, you will need to spread the bottom 'legs' out a bit, and then bend one leg ONLY - as shown here:

Small parts bag for basket assembly:



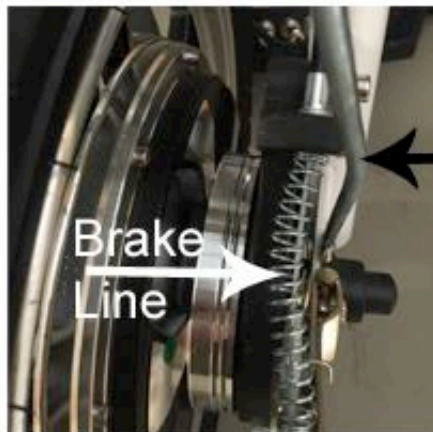


Hold the basket up to the front of the trike and line up the holes against the bracket on the front of the handlebar post. Place two of the small screws in through the front and secure to the bracket in the back using the small wrench to tighten the lock-nuts.



Then place the larger plate (with pre-drilled locking threads) under the basket. Secure using only one screw. You will then want to place the top bar of the silver Support Bracket up into the groove on this plate so that the 'legs' are hanging down with the 'bent' leg on the same side as the drum brake. Secure plate under the basket using the other screw.

Using the allen wrench, loosen the allen bolt located at the bottom of the front fork (on the side without the drum brake) and remove. Then place the straight 'leg' of the support bracket against the fork and insert the allen bolt and secure with allen wrench. Do the same with the other 'leg' on the side of the fork that has the drum brake. (Be sure that the bend in the 'leg' is not rubbing up against the brake line.)



**BE SURE  
THAT ALL  
BOLTS AND  
NUTS AND  
LEVERS ARE  
TIGHTENED  
SECURELY**

## Adjusting the brake tension.

If you need to adjust the sensitivity of the braking action you will need to either loosen or tighten the brake tension. There are no tools required for this but you will need to move your EMU Trike™ to a flat surface. (This is to prevent it from rolling while adjusting the brake.)

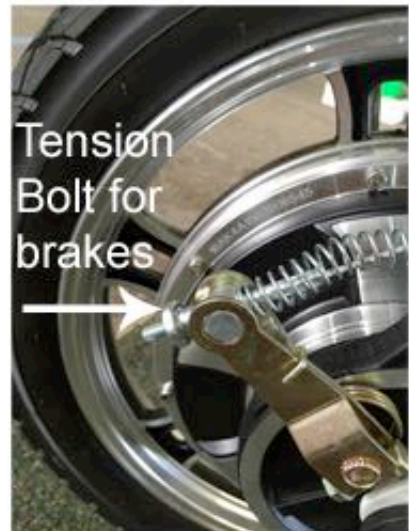
Position yourself on the side of the trike where the break line meets the front tire.

Reach up to handbrake then-squeeze and release the handbrake lever. The small black 'thumb paddle' will dis-engage, indicating the brakes are now released.

Handbrake  
lever &  
parking  
brake  
paddle



Once the handbrake is released, reach down to turn the small bolt at the bottom of the brake line to either the left or the right (which moves it up or down) in order to loosen or tighten the tension in the brake line. Stop turning the bolt after a few turns and test the brake. When you are satisfied that the brakes have the tension required to safely stop your EMU Trike™, simply lock the parking brake until you are ready to ride. Be sure to carefully test the new brake tension before riding your EMU Trike™.



**NOTE:** Make sure that when the brakes are engaged, the wheel is not able to turn.



## LEARN MORE ABOUT THE OPERATION OF YOUR EMU TRIKE™!

The wearing of safety gear (including a helmet) is always recommended when riding any mode of transportation.

Please be aware of all state and local laws governing the use of such vehicles. State and local ordinances may vary and it is your responsibility to make sure you comply with all applicable laws.

### THE PARKING BRAKE

Before getting on or off of your EMU Trike™ ensure that the parking brake is engaged. To do this, squeeze and hold the hand-brake with your left hand. Then with your right hand, push the small black thumb paddle towards you. When you let go of the hand-brake, the parking lock will engage. You can tell the parking brake is on when you see the small paddle tucked up close to the hand-brake lever.

To release the parking brake, simply squeeze the hand-brake toward you and then release it. You will see that the small black thumb paddle returns to unlocked position (resting farther away from the hand-brake lever).

### BRAKING

To brake when riding, disengage the throttle and squeeze the handbrake in a controlled manner.

Please note that the brake is very sensitive. Test the brakes several times to get used to their power. Also, any time that the brake is applied, the throttle will not provide power. This is a built-in safety feature.



**NOTE:** When parking brake is set, the throttle will NOT provide power. (This is a safety feature.)





## POWER ON

Place the key in the ignition switch located on the right side of the light pod. Turn the key to the first "On" position. The first ON position is for ignition/power and you will see the pod screen light up. The second ON position gives power to the LED headlight in front of the pod for evening driving. You will see the little yellow light illuminate letting you know the key is in the second position.

## BATTERY POWER GAUGE

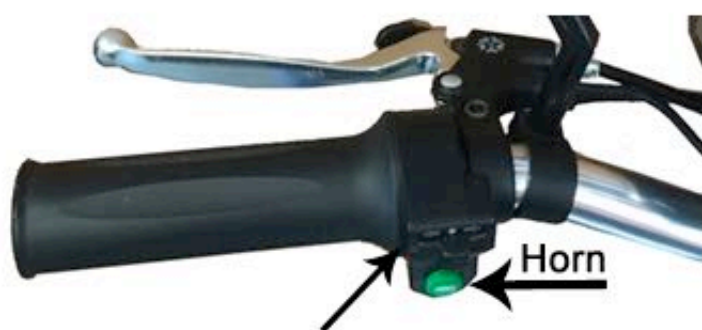
When the battery power is high the gauge will illuminate all the way to the right. As the power decreases, the lights will go out starting with the right side moving to the left. We recommend that you do add charge to the battery before the light goes out on LOW and most definitely before it goes out on EMPTY.

It is best to ensure that charges occur before the EMPTY light illuminates.



## WARNING!

You never want to store your EMU Trike™ on an empty battery as it could self-discharge completely and become useless.



### THE HORN

The horn button is located on the left hand grip and when needed, can be pressed with your left thumb.

### THE TURN SIGNALS

The left/right turn signal switch is located just above the horn button. Use your thumb to slide it to the left or right, depending upon which way you will be turning.

### SPEED CONTROL

The speed switch is located on the right side of the handlebar. This red toggle switch shows two positions.

Always start with the toggle pressed down to the right.

**THIS IS LOW SPEED.**



The throttle is a twist grip. To increase speed up to 8mph in the LOW speed, **SLOWLY** twist the throttle down toward you.

**NOTE:** The throttle is quite sensitive so be very careful until you get used to the speed that it produces.

If you need to increase your speed beyond 8mph, come to a complete stop first.

Then press the toggle switch down to the left. **THIS IS THE HIGH SPEED.**

Be extra cautious when using the throttle in the HIGH speed. Always turn throttle slowly and gradually **IN A CONTROLLED MANNER** - to prevent skidding of tires and/or accidents.

## FOLDING THE HANDLEBAR

Before folding down the handle-bars for stowage or transport, be sure that the power is off.

Open the lower quick-release lever to loosen the handle-bar.



With one hand, lift up the verticle lever and hold it out. With the other hand, lift the handle-bar straight up.



Gently fold the handle-bar out and down while at the same time making sure to move the black cable sleeve out of the way to prevent it from getting caught in the folding process.



# **IMPORTANT SAFETY INFORMATION RE: LITHIUM-ION/POLYMER BATTERY**

**DO NOT CHARGE YOUR EMU TRIKE™ UNTIL YOU HAVE READ  
THIS INFORMATION IN ITS ENTIRETY.**

Your EMU Trike™ is powered by one 48V Lithium-ion/Polymer. Lithium-ion batteries, on average, weigh approximately 50% less than Sealed Lead Acid batteries (SLA) and they also maintain a higher voltage and longer service life. For these reasons, you can find this type of battery (albeit in a much smaller size) in your cell phone, laptop, tablet, and remote control car, airplane or drone. And although lithium-ion batteries feature the benefit of being largely maintenance free, there are still several precautions that must be taken in order to increase the life span of the battery as well as to decrease the risk of damage or fire.

## **CHARGING YOUR LITHIUM-ION/POLYMER BATTERY**

Your battery will most likely arrive in a low-charged condition so you will want to give it a charge prior to your first use. It is not necessary to FULLY charge a lithium-ion battery. In fact, unless you are going to ride your EMU Trike™ immediately after charging, it is best to charge it to about 80% for your first ride. The reason for this is that when a fully charged lithium-ion battery sits idle, the high voltage storage can cause undue 'stress' to the battery and can shorten the over-all life span of the battery.

When possible, you want to charge your EMU Trike™ in a cool and dry location such as indoors because studies show that all batteries are less 'stressed' when charging at room temperature (68°F-77°F). NEVER charge your battery in excessive cold temperatures (below 35°F) or in excessive high temperatures (above 110°F).

When you are ready to charge your EMU Trike™, please make sure that the trike's power is in the **OFF** position. You can now plug the charger into its power source (the wall socket) and then connect the charger into the EMU Trike™.

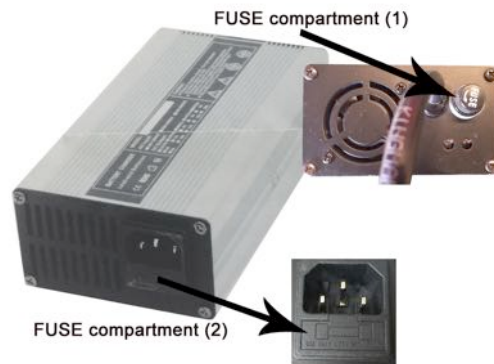
## **NOTE**

**The connector is indented so that it will fit into the trike's charging socket in one way only. NEVER force this connection. When correctly aligned, it should slide easily into the trike's charging socket.**



Once connected, you should hear the soft hum of the small electric fan that is inside of the charger. You will also see the two lights on the charger turn red. One light will remain RED letting you know that there is power reaching the battery to facilitate the charging process. The other light will eventually turn GREEN if you decide to FULLY charge the battery. (We recommend you only FULLY charge the battery if you are going to be riding the trike immediately.) Once you have charged the battery to your satisfaction, be sure to unplug the charger from the wall socket as well as from the EMU Trike™.

**NOTE:** If the charger unit does not indicate power once plugged into the wall outlet, (ie. no lights illuminate and the small electric fan is not spinning) please try a different outlet. If this does not work, you may need to replace one (or both) of the two fuses in the charger. If your charger still does not indicate power or a charge to the battery after changing the fuse(s), do not continue to attempt charging. Instead, contact American Scooter Company or your EMU Trike™ Dealer directly for further instruction.



### **WARNING**

**Regardless of what safety features are built into any battery and its charger...Never leave the charger plugged into the battery (EMU Trike™) or the power source (electric outlet) when unattended. ALWAYS monitor the charging process. Do not charge overnight. Leaving ANY charger connected for an extended period of time can cause overcharging and can result product damage or fire.**

### **IMPORTANT**

The charger that came with your EMU Trike™ is intended to charge ONLY the lithium-ion/Polymer battery that came with your EMU Trike™. Do not use this charger to charge other products.

Not all chargers are compatible with the battery installed in your EMU Trike™. Therefore, to avoid damage to the battery, charger, property or person, do NOT use an alternative charger to charge your EMU Trike™. Contact American Scooter Company or your EMU Trike™ Dealer if you need a new charger.

### **NOTE**

**Use of a different charger with your EMU Trike™ or using your EMU Trike™ charger to charge a different product is at your own risk. Doing so will result in an immediate void of your warranty and you will hold harmless, American Scooter Company, LLC, should any harm or damage to product, property or person whatsoever.**



## **REPLACING YOUR BATTERY**

When you are ready for a new battery, please contact American Scooter Company, LLC or your EMU Trike™ Dealer.

## **DISPOSING OF YOUR BATTERY**

Regulations and laws pertaining to the recycling and disposal of rechargeable lithium ion batteries vary within state and local governments. You will need to check the laws and regulations where you live. The Rechargeable Battery Recycling Corporation's web site, [www.rbrc.org](http://www.rbrc.org), is an excellent source for finding a facility to handle these types of batteries. Remember that before any type of disposal the batteries should be discharged completely. When recycling the battery, tape the contacts with electrical tape and package so as to prevent contacts accidentally coming together at any time during transport. Many stores offer free recycling of rechargeable batteries. If no outlet is available in your area, it is likely safe to dispose of these batteries in your regular trash because they are considered environmentally friendly but only do so as long as they are fully discharged and you have checked with your local laws to make sure that this is acceptable.

## **Maintenance**

Your EMU requires minimum maintenance to give you years of service. Always follow these simple procedures before your ride.

- Never store your EMU Trike™ without a charge. When storing trike/battery, store it with a charge of 40%-50%.
- Inspect all connections, levers and bolts just prior to riding your EMU Trike™ to insure nothing is loose and that wires are not frayed or damaged.
- Make sure tires are inflated to their proper pressure as indicated on the tires.
- Test brakes before use (and before increasing speed) to insure they are operating properly.
- Please review the Frequently Asked Questions section of this manual.
- Periodically check the website for updates regarding care, safety and maintenance.

**[www.emutrikes.com](http://www.emutrikes.com)**

## USING THE REMOTE FOBS



**PANIC ALARM:** If you need help or assistance when on or near your EMU Trike™, press the lower left button (with the bell). It will sound off 5 times. Repeat as necessary until help arrives.

**SECURITY ALARM:** Set parking brake. Push the top button (with the CLOSED lock) one time. You will hear ONE chirp. System is activated. When you return, push the middle button (with the OPEN lock). You will hear two chirps. System is no longer activated.

**NOTE:** If your EMU Trike™ is moved while the alarm is set, the alarm will sound, the front wheel will lock and the alarm will go through 5 different alarm cycles and then it will stop. If the trike is moved again, the alarm cycles will start again. This will repeat until you shut off the alarm.

**REMOTE START:** Normally, you would use your key to turn the power on. However, if you like, you can power up your trike by pressing the button with the lightning bolt 2 times quickly. You will see the power come on and the pod will light up. Then you can place the key/fob away instead of having them hang from the ignition.

**Don't forget!** If you used the FOB to power up then you will need to use the Fob to power down as well. Simply push the middle button (with the OPEN lock). You will hear two chirps and the lights on the pod will go off.

**NOTE:** The Remote Start feature does NOT power the headlights, so if you are riding at night, you will need to use your key instead of the fob.

# Trouble Shooting

Problem	Most Likely Cause
The key is in the ON position, the pod lights are illuminated, but the EMU Trike™ does not move.	<p>Make sure the brake is not engaged.</p> <p>Make sure the battery has some charge.</p> <p>Contact your EMU Trike™ dealer.</p>
The EMU Trike™ rides roughly and is difficult to steer.	<p>Check the tire inflation. Check this regularly to insure safe operation.</p> <p>Check all connections on the handlebars center pole.</p>
The handlebar wobbles and doesn't feel tight.	Immediately stop operation and check to insure all connections and levers are secure and tightened sufficiently. See handlebar adjustment section.
The EMU Trike™ doesn't brake completely. The brake reacts too slowly. The parking brake doesn't stop the trike from rolling.	Brakes may need adjusting. See brake adjustment section.
The EMU Trike™ doesn't seem to be charging.	<p>Check that the charging connector is correctly inserted into the trike's charging socket.</p> <p>Check that there is power coming from the outlet or try different outlet.</p> <p>Replace one or both of the two fuses.</p> <p>Battery may be malfunctioning. Contact your EMU Trike™ dealer.</p>
<p>The front wheel spins/skids when I try to accelerate.</p> <p><b>NOTE: NEVER LEAN BACK OR PULL BACK ON YOUR EMU Trike™. This could cause the trike to flip backwards (especially when on an incline).</b></p>	<p>The front tire may not have traction. Always place your weight FORWARD. The EMU Trike™ is Front-Wheel Drive and therefore, the more weight on the front wheel, the more ground traction it will have.</p> <p>If starting off in the HIGH-speed position, you will want to turn the throttle <u>very slowly</u> and in a <b>controlled manner</b> until you have reached the speed you desire.</p>

## WARRANTY

American Scooter Company LLC and Authorized DEALERS warrant each new EMU TRIKE™ Product (with the exception of product accessories) for twelve (12) months from the date of purchase and cover the motor, controller, frame, lights, horn, charger and battery. Tires are warranted for three (3) months. This Warranty extends to the original retail purchaser only and commences on the date of the original purchase. Extended Warranties above the initial twelve (12) months can be offered as additional coverage for an EMU TRIKE™ Product at the sole discretion of either American Scooter Company LLC or Authorized DEALERS. American Scooter Company LLC warrants pre-owned or used products (with the exception of product accessories) for three (3) months. Authorized DEALERS may offer a warranty for pre-owned or used EMU TRIKE™ Products at their sole discretion. Any part of the EMU TRIKE™ Product manufactured or supplied by American Scooter Company LLC or an Authorized DEALER that is found to be defective in material or workmanship will be repaired or replaced by either American Scooter Company LLC or The Authorized DEALER without charge for parts or labor. American Scooter Company LLC or Authorized DEALER is responsible for the expense of delivering or shipping the Warranty replacement parts within the United States. However, if the repair or replacement parts needed are outside of the Warranty, any shipping costs incurred will be the responsibility of the owner. American Scooter Company LLC and Authorized DEALER's responsibility in respect to claims is limited to making the required repairs or replacements and no claim of breach of Warranty shall be cause for cancellation or rescission of the contract of sale of any EMU TRIKE™ Product. A copy of receipt for proof of purchase is required to substantiate any Warranty claim. American Scooter Company LLC or Authorized DEALER must perform all Warranty work, unless owner is granted prior written permission by American Scooter Company LLC or authorized Dealer for repairs carried out by a third party. The Warranty for new EMU TRIKE™ Product, which is used by the purchaser for rental, demonstration or commercial purposes or any other income producing purpose is limited to three (3) months. This Warranty does not cover any EMU TRIKE™ Product that has been subject to misuse, neglect, negligence or accident, or operated in any way contrary to the operating instructions as specified in the EMU TRIKE™ Owner's Manual. This Warranty does not apply to any damage to the EMU TRIKE™ Product that is the result of improper maintenance or to any EMU TRIKE™ Product that has been altered or modified so as to adversely affect the products operation, or performance or durability or that has been altered or modified to change its intended use. This Warranty does not extend to repairs made necessary by normal wear and or by use of parts that are incompatible with EMU TRIKE™ products, including alternate charging components. The Warranty does not cover or apply to the following: Normal wear & tear, any damage, failure and/or loss caused by accident, misuse, neglect, using parts or components not compatible with the EMU Trike™ (including battery and/or charger not supplied by American Scooter Company or Authorized EMU TRIKE™ Dealer), abuse and/or failure to follow the instructions or warnings as indicated on the EMU Trike™ product or within the Owners Manual or other printed material provided with this product as well as any amendments posted on the website at [www.emutrikes.com](http://www.emutrikes.com). The Warranty does not cover Damage, failure and/or loss caused by the use of the EMU TRIKE™ Product in any manner for which such products were not specifically designed. American Scooter Company LLC reserves the right to improve the design of any EMU TRIKE™ Product without assuming any obligations to modify any product previously manufactured or sold. All Warranties are limited in duration to the twelve (12) month Warranty period or to the Extended Warranty (if purchased or agreed in writing). Any such implied Warranties including merchantability, fitness for a particular purpose or otherwise are disclaimed in their entirety after the expiration of

the appropriate Warranty period or the Extended Warranty period. American Scooter Company LLC or Authorized EMU TRIKE™ DEALER's obligation under this Warranty is strictly and exclusively limited to the labor and repair of replacement or defective parts for EMU TRIKE™ Products. American Scooter Company LLC or Authorized EMU TRIKE™ DEALER does not assume any other obligation. Any American Scooter Company LLC employee or Authorized EMU TRIKE™ DEALER will not be held responsible whatsoever to either the Product or rider, for accident, damage or death caused by misuse, neglect or negligence. The end user must follow all the instructions as set out in The Owner's Manual and any amendments made and printed or posted online. IT IS ADVISED TO ALWAYS WEAR A SAFETY GEAR WHEN RIDING ANY EMU TRIKE™ PRODUCT. This Warranty is void if the EMU TRIKE™ Product is sold to a third party. Some states do not allow limitations on how long an implied Warranty lasts, so the above limitation may not apply to you. American Scooter Company LLC or Authorized DEALER assumes no responsibility for incidental consequential or other damages. American Scooter Company LLC or Authorized DEALER assumes no responsibility for telephone/internet charges, rental of a like product during the time the Warranty service is being performed, travel, loss or damage to personal property, loss of revenue, loss of time or inconvenience. Some States do not allow the exclusion or limitation of incidental or consequential damages so the above limitations may not apply to you.

**Remedy:**

American Scooter Company LLC or Authorized DEALER may choose, at its sole discretion to use functionally equivalent, reconditioned, refurbished or new parts or units to satisfy the Warranty. The Authorized DEALER is responsible to coordinate the return of any EMU TRIKE™ Product to American Scooter Company LLC if necessary, for fulfillment of the Warranty.

Contact the Customer Service Department of the original place of purchase, as noted on your purchase receipt or contact American Scooter Company, LLC for further details.

Tel: 844-368-8757 ext 2 or Fax: 412-774-6655

Email: [mail@emutrikes.com](mailto:mail@emutrikes.com)

**DO NOT RETURN YOUR PRODUCT UNTIL CLAIM IS CONFIRMED**

Please call or write to American Scooter Company, L.L.C. or the authorized dealer where you purchased your product. They will explain the procedure for obtaining Warranty claims.



# FREQUENTLY ASKED QUESTIONS

## **Why use Lithium-ion batteries?**

Lithium provides a great deal of power relative to the amount of material used in the battery. Lithium-ion batteries, on average, weigh approximately 50% less than Sealed Lead Acid batteries (SLA). Lithium batteries also maintain a higher voltage and longer service life compared to other primary chemistries such as SLA batteries. Also, lithium batteries feature the benefit of being largely maintenance free.

## **I just received my new EMU, why isn't the battery working?**

Your rechargeable battery will most likely arrive to you in a low-charged condition. Be sure to charge the battery before riding your EMU Trike™.

## **How long will it take to re-charge the battery?**

This will depend upon how discharged the battery is at the time. If the battery is low and you want to FULLY charge it, then it will take 4-6 hours. ALWAYS unplug the charger from the battery and from the wall once the charge is complete.

## **Do I need to disconnect the charger once the battery is charged?**

Yes. When charging ANY type of battery we suggest that you monitor the status of the charge and ALWAYS disconnect the charger from the battery and the wall once you see that the charge is complete or to the level of your satisfaction. Overcharging ANY type of battery can reduce its efficiency, shorten the life of the battery, and may cause additional problems such as damage or even fire.

## **Can I use a different charger for my EMU Trike™?**

Not all chargers are compatible with the battery installed in your EMU Trike™. To avoid damage to the battery, charger, property or person, do NOT use an alternative charger. Contact American Scooter Company or your EMU Trike™ Dealer if you need a new charger. Use of a different charger with your EMU Trike™ or using your EMU Trike™ charger to charge a different product is at your own risk and will result in an immediate void of your warranty.

## **How long will my lithium-ion battery last?**

The life of the EMU Trike™ lithium-ion battery will depend upon how often and in what manner you use your EMU Trike™ and whether you properly care for and store your battery. When operating under normal conditions, your battery should last about 2.5 years. For the average user that is about 8,000 miles. When your EMU Trike™ is ready for a new battery, just contact us directly.

## **What if I don't plan on using my EMU Trike™ for an extended period of time?**

All batteries will begin to self-discharge while not in use, therefore, if you know that your EMU Trike™ is going to sit for 2 weeks or more, you will want store it with some charge. The recommended status of charge when storing a lithium battery is about 40%-50%. This will allow a slower self-discharge than if stored with the battery at 100%. We do not recommend that you store your lithium-ion battery for more than 3 months without

recharging it back up to 40%. Not only will this ensure that you will get a longer life out of your battery but it will also help prevent a full self-discharge, which may render your battery useless. The premium 'ideal' temperature for storing a lithium-ion battery long-term is about 65°F with the status of charge being 40% at three month intervals. Because all batteries begin self-discharging while sitting idle, once you do re-install the battery, you will want to be sure and give it a charge before using your EMU Trike™.

**Should I let the power-indicator on my trike get down to "empty" before re-charging?**

Your lithium-ion battery does not need to 'empty' before recharging. In fact, as mentioned above, you should ALWAYS AVOID a FULL discharge of your lithium-ion battery and instead, simply charge your battery as needed (or at least every three months). Be sure to disconnect the charger from the trike and the wall once the battery is charged to your satisfaction.

**What if the charger unit does not indicate power, (no lights, fan is not spinning) or it is not charging the battery?**

This can happen when one of the fuses in the charger needs to be replaced. Each charger uses 2 fuses. If your charger does not charge after changing the fuse(s), do not continue to attempt charging. Instead, contact American Scooter Company or your EMU Trike™ Dealer directly.

**What if my lithium battery doesn't seem to be holding a charge like it used to?**

As mentioned previously, all batteries self-discharge over time and eventually, you will begin to notice that you will need to re-charge your battery more often. This is the same for lithium batteries in cell phones, laptops, remote control toys, etc. When it gets to the point where the life or power of the battery is no longer sufficient for the use of which the battery was designed, it is time to get a new battery. Contact us directly when you are ready to order another lithium battery for your EMU Trike™.

**I have not used my EMU Trike™ for several months and have not charged it during this time. Why won't it charge?**

The lithium ion battery has built-in safety features, including one that shuts down the battery if it is drained or self-discharged below a particular level (usually 2.5V to 3.0V/Cell). Once this happens, the lithium battery is no longer useful and should be discarded to avoid any safety issues. This is a safety feature and is not a defect. If this happens, contact American Scooter Company or your EMU Trike™ Dealer. NOTE: The warranty for the battery will not cover the cost of a replacement battery or charger if the need is due to the user allowing the battery to self-discharge.

**When my lithium battery dies, how do I dispose of it safely?**

Regulations and laws pertaining to the recycling and disposal of rechargeable lithium ion batteries vary within state and local governments. You will need to check the laws and regulations where you live. The Rechargeable Battery Recycling Corporation's web site, [www.rbrcc.org](http://www.rbrcc.org), is an excellent source for finding a facility to handle these types of batteries. Remember that before any type of disposal the batteries should be discharged completely. When recycling the battery, tape the contacts with electrical tape and package so as to prevent contacts accidentally coming together at any time. If you are not sure if your waste facility can handle lithium ion batteries, contact them directly. Many stores offer free recycling of rechargeable batteries. If no outlet is available in your area, it is likely safe to dispose of these batteries in your regular trash because they are considered environmentally friendly but only do so as long as they are fully discharged and you have checked with your local laws to make sure that this is acceptable.

**I got caught in the rain (or drove through a puddle) while riding my EMU Trike™. Should I be concerned?**

Your EMU Trike™ is an electric powered vehicle. As with anything electronic, you want to avoid the chance of electrical parts becoming affected by humidity, excessive moisture and of course, any form of water, including falling rain or standing puddles.

If you are riding your trike and it begins to rain, find shelter as quickly as possible and be sure to wipe down your trike with a dry towel. If you are parking your trike outside for a bit, we recommend that you cover it with a motorcycle cover or something similar just in case it rains while you are gone.

When you need to clean your trike, do not use a water hose to spray it down. Instead, use a damp cloth to wipe off any dirt or debris. If you suspect that water or excessive moisture may have gotten inside of the battery cover, be sure to remove the battery cover to check that all electrical components are completely dry. Rust or corrosion on electric parts can become a safety hazard.

**TIPS FOR KEEPING YOUR LITHIUM BATTERY SAFE AND LONG-LASTING:**

To charge your EMU Trike™, use ONLY the charger that came with your EMU Trike™.

Do not use your EMU Trike™ charger with any other product.

Always make sure that the EMU Trike™ power is in the OFF position when charging.

When charging, be sure to keep charger clear of any obstruction, wrappings, etc.

Always disconnect the charger from the battery and the wall socket once battery is charged.

When battery will be idle for extended periods of time, remove from unit and store in a cool dry place.

Prior to storing battery for extended periods, ensure that battery status of charge is at about 40% and charge at least every three months.

Do not charge or operate your EMU Trike™ in extreme low or extreme high temperatures.

NEVER charge your EMU Trike™ in freezing temperatures. Although lithium batteries can be charged and operated in the 45°F-110°F, the “ideal” range of charging and operating your EMU Trike™ with less stress to the battery and therefore longer battery life is about 55°F to 90°F.

Do not charge in wet or excessively humid conditions.

Note: It is a good idea to ‘recalibrate’ the fuel gauge every 30 charges or so. To do this, wait until about the 30<sup>th</sup> partial charge and allow the battery power to reduce until you see the power gauge light up the word **EMPTY** then give it a good charge right away. (To ensure a long battery life, NEVER let EMU Trike™ sit idle on EMPTY for any length of time.) Remember, this recalibration is only done after approximately every 30 partial charges. This will give your fuel gauge a more accurate reading regarding the current level of battery charge.

Please visit [www.emutrikes.com](http://www.emutrikes.com) to download a PDF version of this manual with full color images. You will also find videos and instruction for accessory items on the website as well.

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