

# FQi-SERIES



V1.0

USER MANUAL

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Attach the  
SN Code here

The SN Code of your scooter.  
Please see P.4 for detailed information.

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## General Notice

- Please read this User Manual carefully for proper operation before riding the scooter.
- For your safety, please check whether the parts are in good condition according to this User Manual before riding. Contact your dealer in time in case of any problems.
- Please follow the traffic laws. Slow down on slippery roads in bad weather to allow greater braking distance for your safety.
- Please pay attention to deep water. It may cause rusting or failure of the motor, battery or other parts if water level reaches wheel axle.
- Do not dismantle the scooter on your own. Please contact your dealer for replacement or purchase of original parts.
- Do not lend your FQi 300 / FQi 500 to those who can't operate a scooter for others' safety and preventing unnecessary damage to your scooter.
- Please keep the User Manual properly.
- Due to constant improvement of product functions and change of design, your scooter may differ slightly from the one shown in this manual. Please refer to the actual product.
- For more product information or maintenance need, please visit our website: [www.niu.com/en](http://www.niu.com/en)

## Precautions

- Rider and Passenger  
**FQi 300 / FQi 500 is not designed for a ride of more than 2 persons.**
- Road Conditions  
FQi 300 / FQi 500 is not designed for off-road use.
- This User Manual should be deemed as a permanent document of FQi 300 / FQi 500. If this scooter is transferred to others, this User Manual should also be handed over to the new owner.
- Reproduction or reprint of any part of this User Manual is strictly prohibited.

 **WARNING:** Failure to follow the instructions herein may lead to serious casualties.

 **ATTENTION:** Failure to follow the instructions herein may lead to personal injury or scooter damage.

## Safety Notice

- Using a safety helmet and protective goggles is strongly advised.
- You are advised to take proper training or exercise before using on open roads.
- Please follow the Operation Guide (P.12) to fully understand how to properly operate the scooter.
- It should be noted that the braking distance in bad weather will be much longer. Please avoid braking on paint markers, manhole covers, and oil stains to prevent slipping. Pay extra attention when riding through railway crossings, junctions, tunnels, and bridges. Slow down if road conditions are unclear.
- Do not use high beam indiscriminately. Continuous use of high beam may disturb the vision of other drivers and pedestrians.
- Do not use mobile phones or other electronic devices which may draw your attention while riding.
- Do not change the lane without signaling. Changing the lane at will is one of the major causes for accidents. When you need to change the lane, remember to switch on the Turn Signal Indicator first. Always check the vehicles approaching from behind before changing the lane.

## Downloading the APP

Functions such as checking battery level, locating, and management can be implemented on the electric scooter through the app.

**Step 1** Scan the QR code below to download the APP titled Niu E-Scooter.

**Step 2** Run Setup after downloading and register.

**Step 3** Please scan the QR code on the inside of cover page for app registration.



### NOTE:

The mobile phone system is required to be at least Android 4.0 or iOS 8. Make sure that the mobile phone has been connected to the Internet when running the app (Wi-Fi / 2G / 3G / 4G).

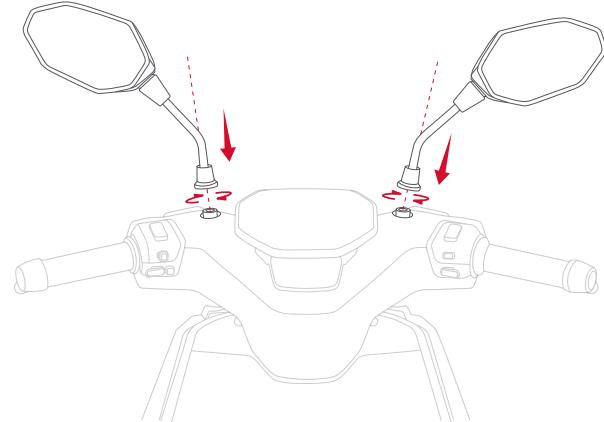
# Installation Guide

**Step 1** Open the Accessories Box to take the tools.

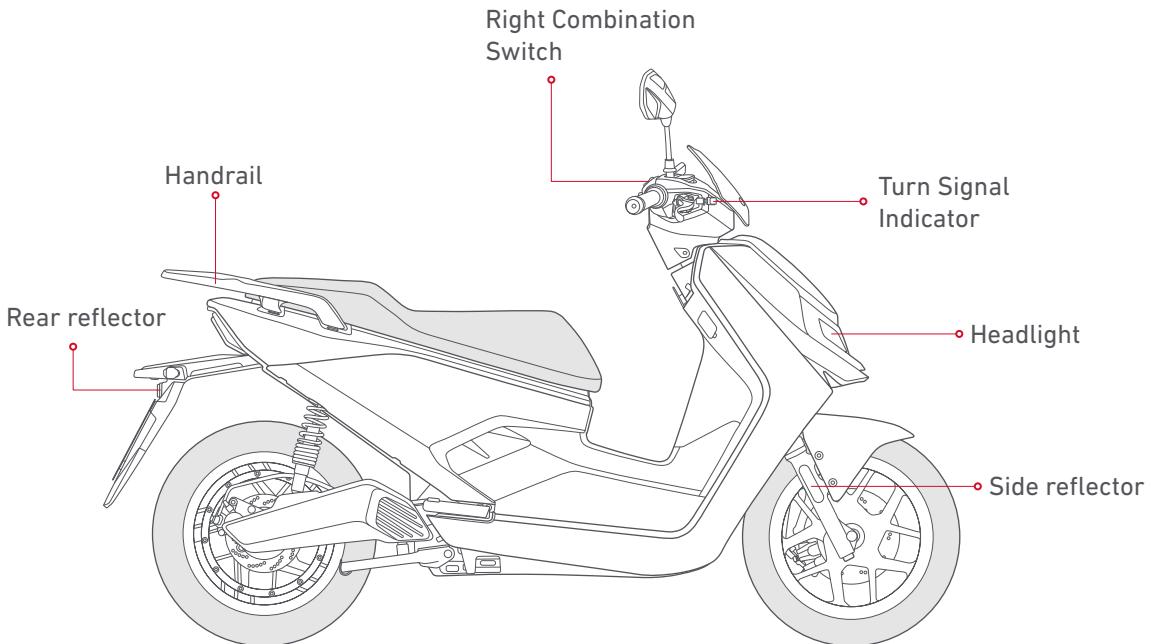
**Step 2** Install the rearview mirrors into the mounting holes on dashboard and turn it clockwise.

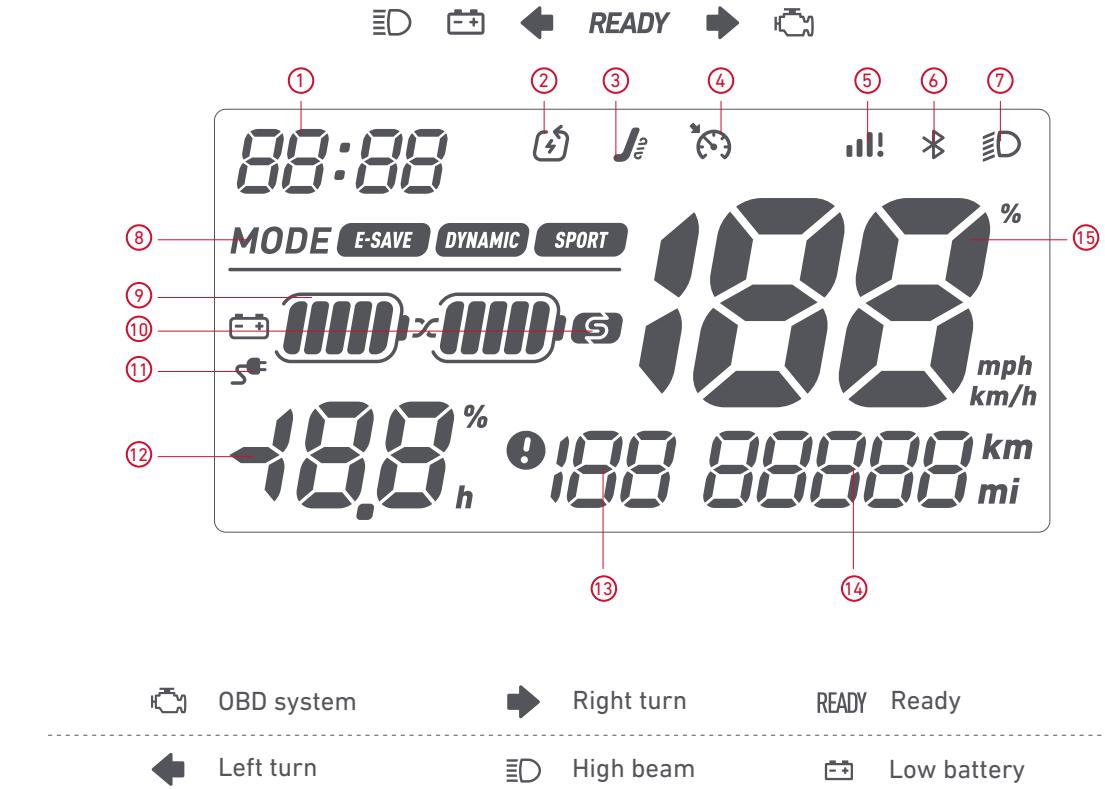
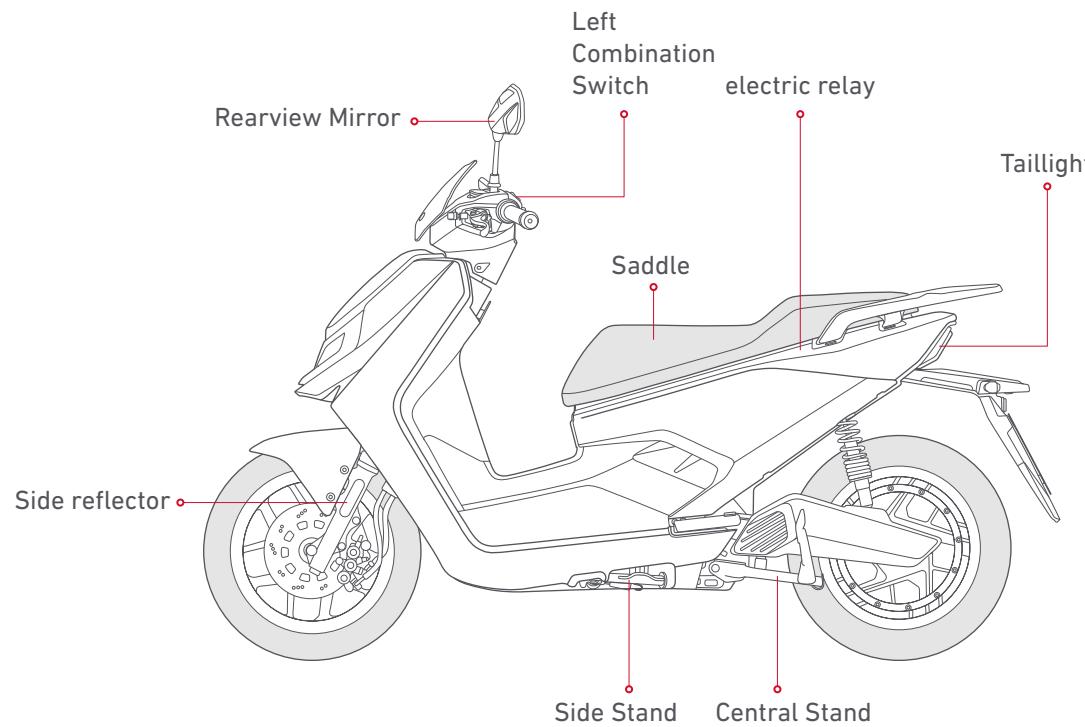
The bolt shall be screwed in for more than 15 mm.

**Step 3** Adjust the rearview mirror to an appropriate position and then tighten nuts on the rearview mirror with a spanner. Properly set the dust cover.



# Parts Info

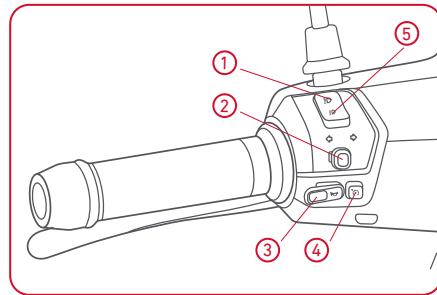




①	Time	
②	Recycle	
③	Side stand	Display when side stand work;
④	Cruise control	Displayed when the cruise control function is activated;
⑤	signal Failure	Display when the GSM or GPS is too weak;
⑥	Bluetooth state	Display when the phone is connected to Bluetooth and flashes when it is in pairing mode;
⑦	Low beam	Display when low beam working;
⑧	Riding mode	Currently selected riding mode E-SAVE/DYNAMIC/SPORT;
⑨	Real-time battery level	Display two battery levels separately;
⑩	Battery Sync	Displayed when two batteries reach the same synchronized state;
⑪	Charging	Display when the battery is charged;

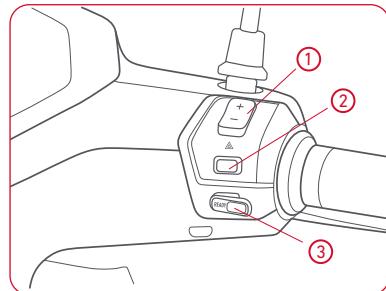
⑫	Real-time battery percent	Display the real-time percentage of total remaining electricity; Display the remaining time to fully charge;
⑬	Error code	Display when the vehicle has an error;
⑭	ODO	Display the total mileage traveled;
⑮	Speed	1. Display 'P' when in park 2. Real time speed display during driving 3. Display real-time battery level during charging 4. Display progress during upgrade

# Operation Guide



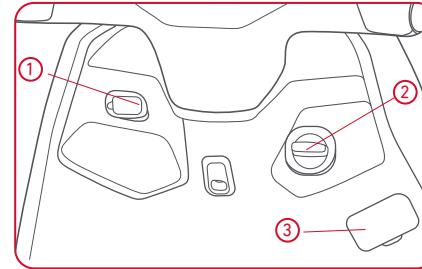
## Left-hand Combination Switch

- ① High/Low Beam
- ② Turn Signal Indicator
- ③ Horn
- ④ Cruising Mode
- ⑤ Passing Beam [tap]



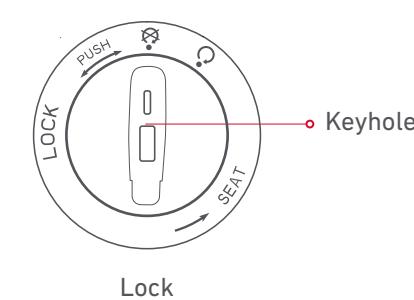
## Right-hand Combination Switch

- ① Mode select
- ② Hazard Light (flashing lights)
- ③ Function Button  
Click once to switch Ready / Parking mode  
Click twice to open saddle



## Front Storage Area

- ① USB port
- ② Lock
- ③ Charging port (subject to actual object))



After inserting the key

- Rotate clockwise to start the vehicle
- Rotate counterclockwise to open the saddle
- Turn left to maximum angle, press the knob inward and rotate counterclockwise to "LOCK" to lock the faucet



Key

## Power on method



Remote



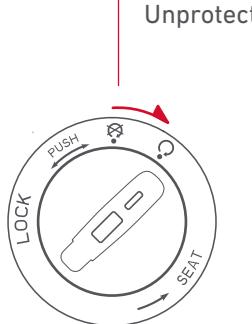
App



Bluetooth



NFC



After unlocking the vehicle alarm through the Remote / App / Bluetooth / NFC,  
rotate the knob to start the vehicle.

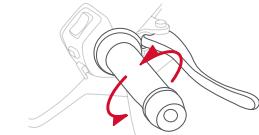
**Start riding:** please wear a safety helmet and confirm that the vehicle power is turned on.



**STEP 1**  
Fold up the side stand.



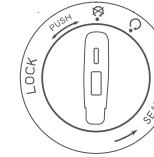
**STEP 2**  
Squeeze the brake and click the Function button to enter READY mode.



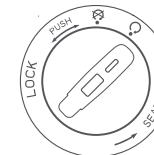
**STEP 3**  
Rotate the right-hand knob to start cycling.

## Locking&Alarm

### Automatic arming



As shown in the figure,  
If the vehicle not working for more  
than 10 seconds it will automatically  
turn off the power and be armed.



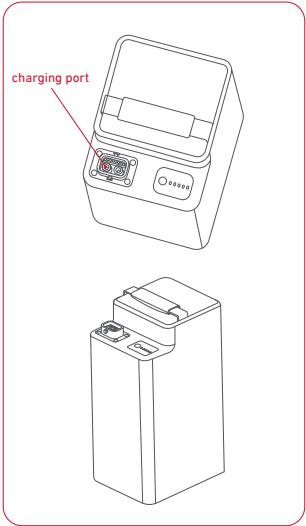
As shown in the figure,  
If the vehicle is left standing for more  
than 5 minutes, it will automatically  
turn off the power and be armed.

### Security alarm



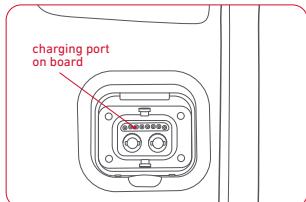
The alarm sound can be turned on and  
off through the interconnection of  
mobile phones.  
When the vehicle experiences  
abnormal vibration after alarming, an  
alarm will sound, and turning off the  
alarm sound will be a silent alarm.

# Battery Use and Maintenance



## • External charging mode

Insert the charger charging plug into the battery charging interface for external charging. The charging indicator shows red, and when the battery is fully charged, the indicator shows green.



## • Vehicle charging mode

Insert the charger plug into the vehicle charging interface for vehicle charging.

## Using Environment

In order to prevent possible leakage, overheat, smoking, fire or explosion, please follow these instructions:

- The battery should be used at the temperature of -10°C to 45°C.
- Do not expose to water, beverages or corrosive liquids.
- Keep away from heat source, open fire, inflammable and explosive gases and liquids.
- Please keep metal parts away from the battery compartment.

In case of undesirable odor, overheat or deformation of the battery, please disuse the battery immediately, keep away from the battery and contact your dealer.

**⚠️ WARNING:** The FQi 300 / FQi 500 battery is NOT a repairable part by the user. In case of battery fault, please contact your dealer.

## Charging Environment

The battery should be charged at the temperature of 0°C to 35°C. The charging time should not exceed 24 hours.

Charging should be in ventilated environment. DO NOT charge in closed space or under high temperature.

## ⚠️ **WARNING**

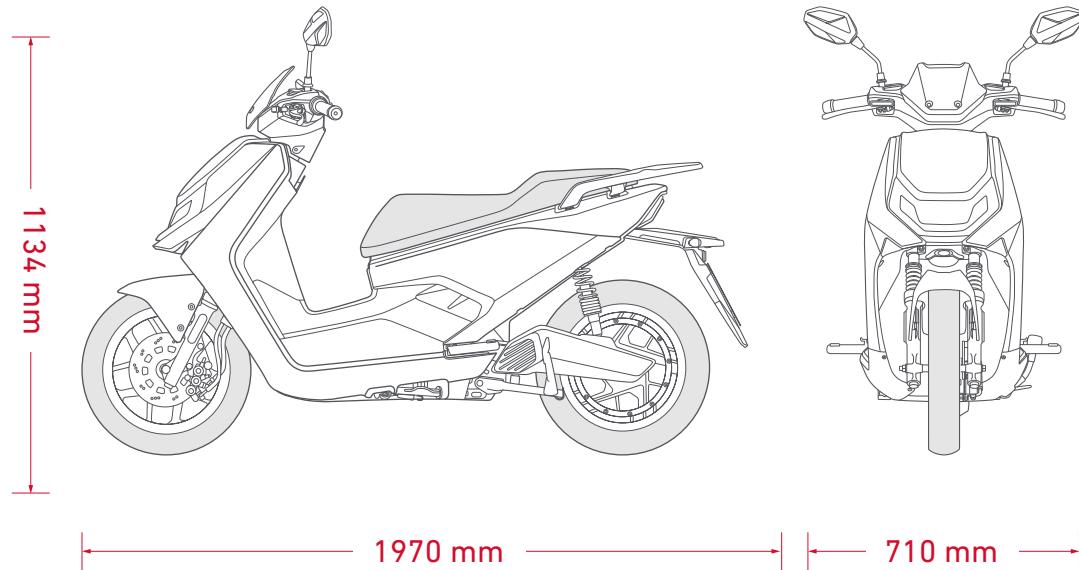
- All operation should be strictly conform to the user manual. If not, its warranty will be invalidated.
- The charger should ONLY be used to charge the original vehicle /battery/ It is strictly prohibited to charge non-rechargeable battery.
- DO NOT put charger into trunk or tail box while charging.
- While charging, connect battery with charger before connect with electric supply.
- DO NOT connect the charger to the power outlet for a long time. Unplug from the power outlet when not charging.
- The charger should be handle with care. Keep away from outdoor elements such as rain and heat.
- To prevent the electronic components inside the charger from loosening. DO NOT carry the charger in the vehicle.
- DO NOT disassemble or change the parts in charger by yourself.

## **Storage**

- To maximize the battery life, please keep the battery percentage within 20% to 80%.
- For storage, please keep the battery under 40°C to prevent irreversible capacity loss of the battery.
- FQi 300 / FQi 500 battery will lose more capacity in lower temperature conditions the usable capacity at -10°C is 70%, 85% at 0°C and 100% at 25°C.
- The best battery capacity performance for storage is 50%. Storing battery with less than 10% or more than 90% over a long period of time will cause irreversible capacity loss to the battery.
- The battery needs to take out from the scooter for storage longer than one week. In this condition, please keep the battery at the temperature of 0°C to 20°C with capacity of 30%-70%. It's advised to have at least one cycle of charge and discharge every 2 months to minimize battery capacity loss during storage.
- If you are not going to use the vehicle for a long time, take out the battery with capacity of 30%-70% , place in a dry and ventilation place, and charge it every two months.
- Do not store the battery in a place where there is a risk of falling. Falling may cause battery damage, short circuit, fire and explosion.

⚠️ **ATTENTION:** If the battery failure is due to misuse or lack of proper maintenance as instructed, its warranty will be invalidated.

## Technical Parameters



	FQi 300	FQi 500
Features	Motor Rated Power	3000 W
	Battery Capacity	72 V 24 Ah*2
	Max.Speed	80 km/h
	Dimension	1970 x 710 x 1134 mm
	Product weight	127 kg
	Maximun Load	270 kg
	Number of seating positions	2
	Range	70-80 km
	Gradeability	Dynamic:~18°
Battery System	Voltage	72 V
	Standard Charging Current	8 A
	Maximun Discharging Current	74 A
Electrical System	Headlight/Turn/Indicator Taillight/Brake/Light Meter Panel	12 V LED
	Central Control Unit	12 V
	USB Charging	5 V / 3.6 A、9 V / 2 A
Power System	Motor	Tailored Motor by Jinyuxing
	Motor Control Mode	FOC Vector Control
	FOC Controller Max. Current	80 A
Frame	Front/Rear Damper	Oil Damping Direct Acting Shock Absorber
	Front Tyre Specification	90/80-14 Rim: 2.15x14
	Rear Tyre Specification	100/80-14 Rim: 2.50x14

Frame	Brake System	Front/Rear disc brake
	Minimum Ground Clearance	145 mm
	Seat Height	760 mm

## DOs and DON'Ts while Riding

### Before Riding

Please check the following details before riding.

Check Point	Description
Steering Handlebar	(1) Steadiness (2) Steering flexibility (3) No axial displacement or loosening
Braking	Braking lever has 5 to 9mm idle travel.
Tyres	(1) The air pressure range of the front tyre is 25 to 34 psi (2) Proper tyre tread depth (3) No cracks or openings (4) Minimum load-capacity index: front 28, rear 46. (5) Minimum-speed category: P.
Battery	Adequate for planned distance to travel.
Lights	Check all the lights—High Beam, Low Beam, Brake Light, Turn Signal Indicator, etc.
Horn	Check whether the horn can work.

## Braking Precautions

Adjust the scooter upright before applying brakes.

If the tyres are locked and the scooter loses steering ability resulting from excessive braking force, loosen the grip on the braking lever and the tyres will be working again and the scooter will be stabilized.

Try to maintain a 1:1 ratio of front and rear braking force on slippery roads.

Check the conditions of the power circuits, lighting circuits, etc;

**⚠ ATTENTION:** Inexperienced riders tend to use the rear brake only, which will accelerate the wear of the brake and result in a longer braking distance.

**⚠ WARNING:** Using the front brake or rear brake only is dangerous because of possible grip or control loss. Pay extra attention and use the brakes gently when riding on damp, slippery roads and around corners. Otherwise, riders will be exposed to great danger.

## Maintenance and Repair

Users are advised to have the scooter checked and maintained on a regular basis, even for the scooters that are not used for a long time.

### Regular Maintenance

Users are advised to have their scooters checked 2 months after purchased or with 500 km travelled distance. Overall check and maintenance is advised to be conducted every 6 months or 3000km thereafter.

### Daily Maintenance

If any problem occurs during checks, please look through the Home Repair Instructions or send the scooter to the dealer's for checks and maintenance.

### Scooter Washing

Please use neutral detergent and water to wash the scooter. Use soft cloth to wipe the scooter after washing to prevent scratching.

### ⚠ ATTENTION

If the scooter is frequently used in overload, high-speed, bumpy or up/downhill riding conditions, the maintenance cycle should be shortened.

For more guaranteed quality and longer service life, please use original parts, which are under normal warranty.

### ⚠ WARNING

If incapable of repair or adjustment on his/her own, the scooter owner is advised to send the scooter to the dealer's for maintenance and adjustment for the sake of safety.

Always choose a smooth surface road for repair and adjustment . If it's necessary to repair the scooter during a ride, please mind the traffic.

### ⚠ WARNING

Do not use pressure washer to wash the scooter, especially around the battery compartment.

Do not flush the rear inner mudguard, where the charger, controller and other parts are installed behind. If the charging port on the scooter is wetted, please do not charge before the charger dries off. Contacting your dealer is recommended.

Troubleshooting List		
Malfunction Description	Causes	Troubleshooting
No output when switched on	1. Dead battery 2. Battery not connected 3. Alarm failure	1. Charge the battery. 2. Check if it's properly connected 3. Replace Alarm
Motor failure when turning the twist grip after switched on	1. Battery voltage is low 2. The power off switch is enabled when pulling the brake lever 3. The Parking Mode has not been turned off yet	1. Charge the battery. 2. Do not pull the brake lever when twisting the twist grip. 3. Check "Start the Scooter" section. Check if the side stand is on.
Battery charge failure	1. Not properly connected 2. Battery temperature is too high or too low	1. Check whether the plug is loosened. 2. Wait for it to achieve normal temperature.
Dropping speed or range	1. Low battery level 2. Under-inflation of tyres 3. Frequent braking and overload 4. Battery aging or normal capacity loss 5. Low battery capacity resulting from low temperature	1. Charge the battery and check if the plug is properly plugged in and whether the charger is damaged. 2. Check the tyre inflation every time. 3. Develop good riding habits. 4. Replace the battery. 5. Normal situation.

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Troubleshooting List		
Malfunction Description	Causes	Troubleshooting
Sudden stop during a ride	Dead battery	Charge the battery.
	Identify the fault causes in reference to the meter panel fault codes.	

Fault Code List	
Fault Code	Malfunction Description
162	Steering fault
138	Battery1 MOS damage
158	Battery2 MOS damage
136	Battery1 water ingress
156	Battery2 water ingress
135	Battery1 short circuit protection warning
155	Battery2 short circuit protection warning
134	Battery1 open circuit or imbalance alarm
154	Battery2 open circuit or imbalance alarm
130	Battery1 over discharge protection warning
150	Battery2 over discharge protection warning
132	Battery1 overheat protection warning
152	Battery2 overheat protection warning
133	Battery1 undercooling protection

Fault Code List	
Fault Code	Malfunction Description
153	Battery2 undercooling protection
131	Battery1 discharge overcurrent protection warning
151	Battery2 discharge overcurrent protection warning
159	Other battery faults
110	FOC power fault
11	FOC undervoltage/overvoltage
12	FOC overcurrent
13	FOC over temperature
120	Motor fault
124	Motor overheat fault
140	Throttle fault
170	DC-DC fault
161	Remote locking
99	Communication bus fault
111	FOC verification failed
190	FOC communication fault
191	Battery1 communication fault
192	Battery2 communication fault
195	DC-DC communication fault
65	Unwritten code
60	SIM recognition failed

## Maintenance Record

Date		Mileage	
Notes:			
Dealer:			

## Maintenance Record

Date		Mileage	
<b>Notes:</b>			
<b>Dealer:</b>			

## Maintenance Record

Date		Mileage	
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Date		Mileage	
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## Maintenance Record

Date		Mileage	
<b>Notes:</b>			
<b>Dealer:</b>			

# FQi 300 FQi 500 使用说明书

物料编码

设计师

陈卫萍

设计时间

2024.07.10

数量

1

更改备注

2024.06.13 V1.0 更改产品名称

批准

尺寸

成型尺寸: 170\*140 mm  
展开尺寸:

方向

图纸方向: 印刷方向  
展开尺寸: XX方向

公差 (无特殊说明)

纸箱类:  $\pm 3$  mm  
标签类:  $\pm 0.5$  mm  
说明书类:  $\pm 1$  mm  
PE袋类:  $0\sim 20$  cm  $\pm 2$  mm  
 $20\sim 50$  cm  $\pm 3$  mm

图示说明

裁切线  
压线  
反压线  
间隔刀线 x/x mm  
开槽  
粘合区域

比例 1:1 单位 mm

## 技术说明:

1、材料(楞形\克重配比): 100g双胶纸

2、工艺: 正反面印刷 骑马钉

3、印刷颜色: 2专 PANTONE Cool Gray 11C

PANTONE 186C

4、其他特殊说明:

严禁更改任何图案和位置分布!

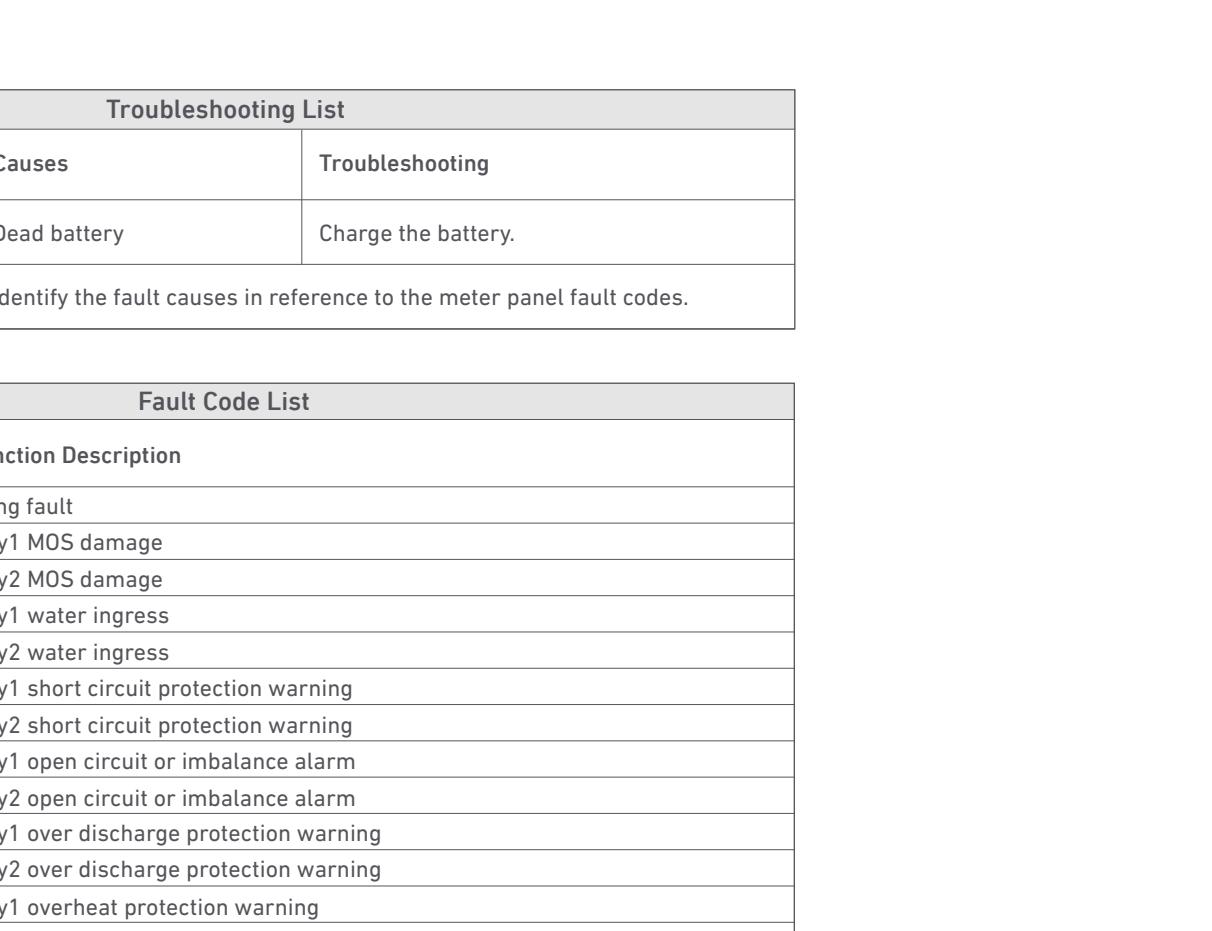
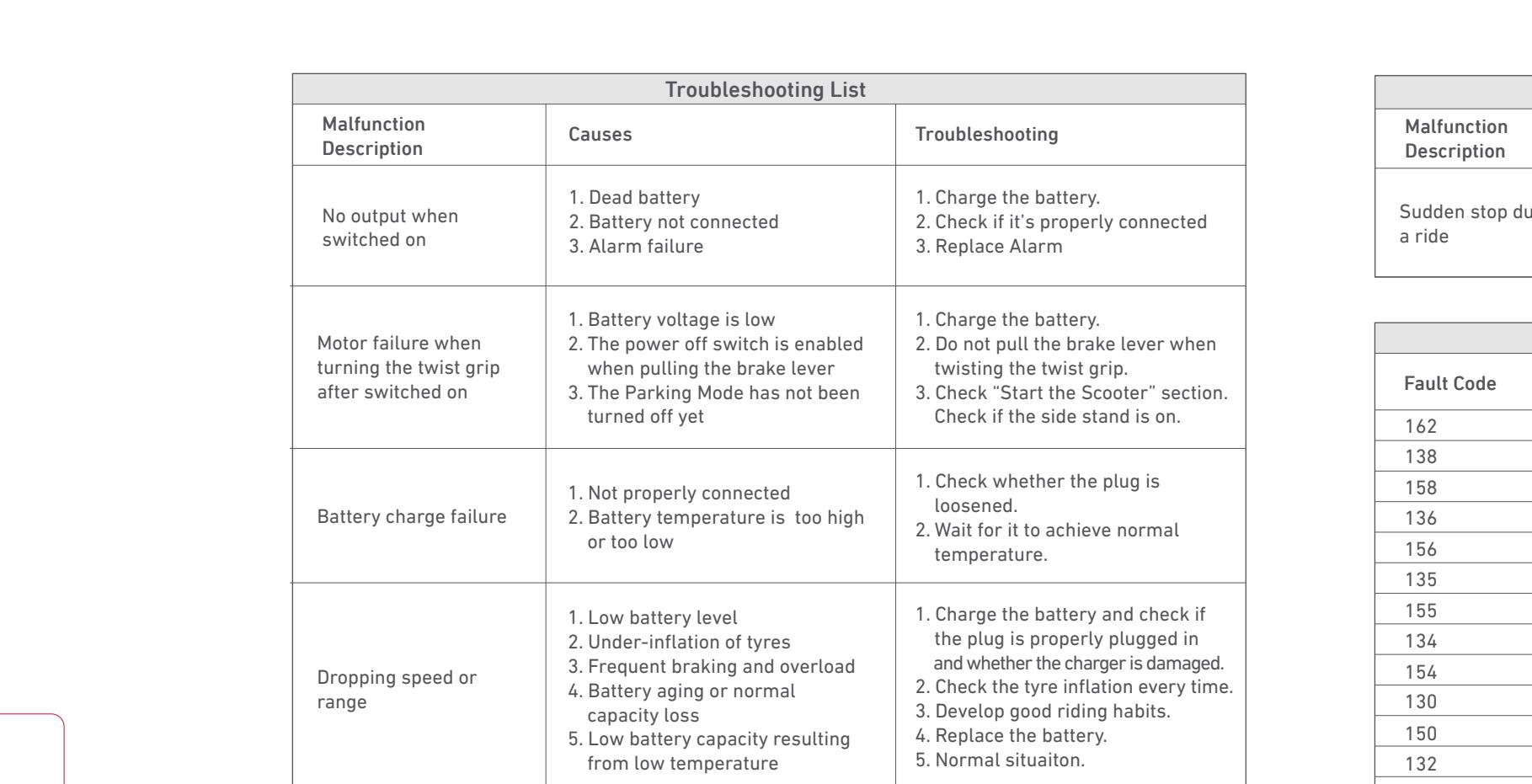
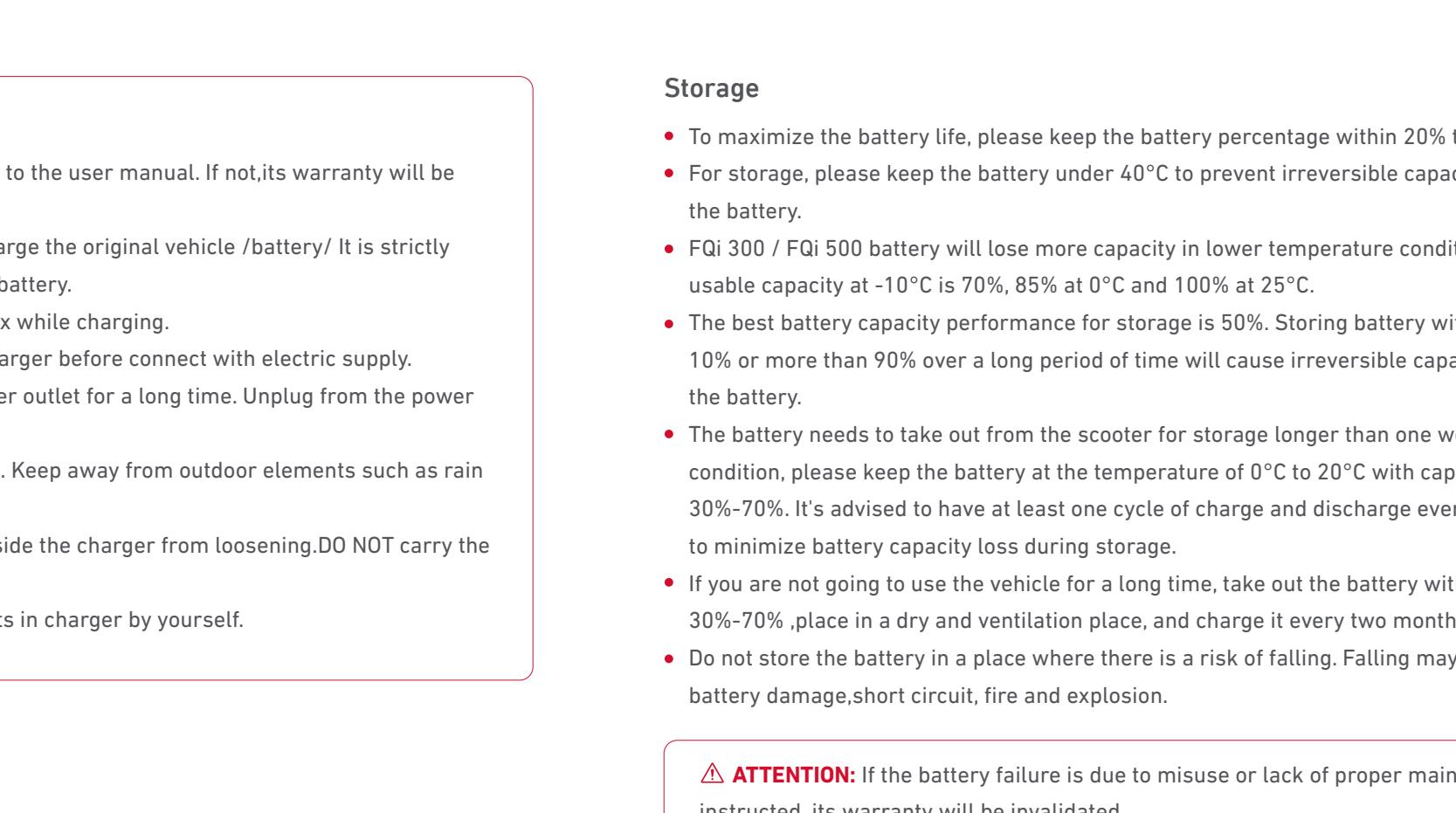
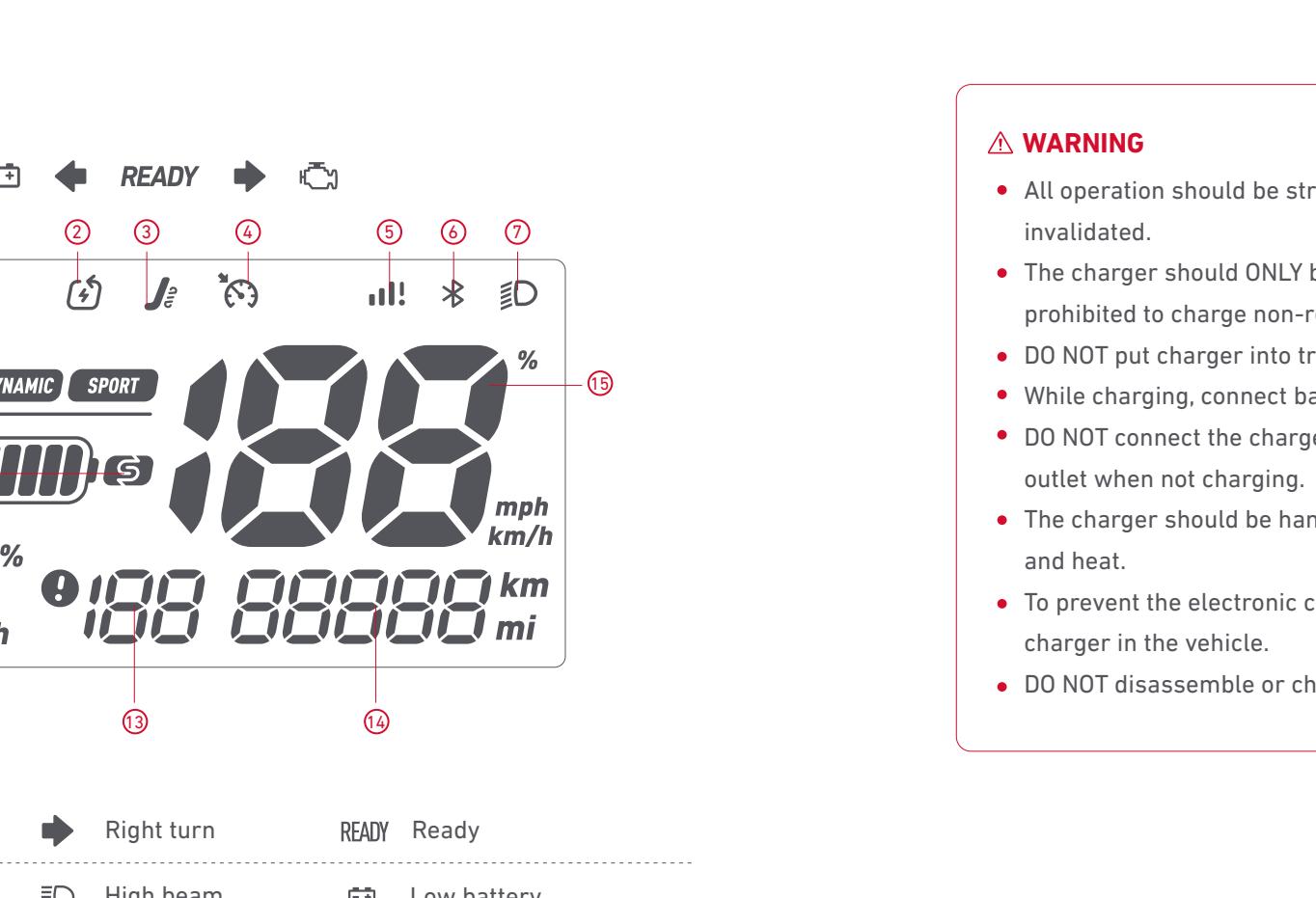
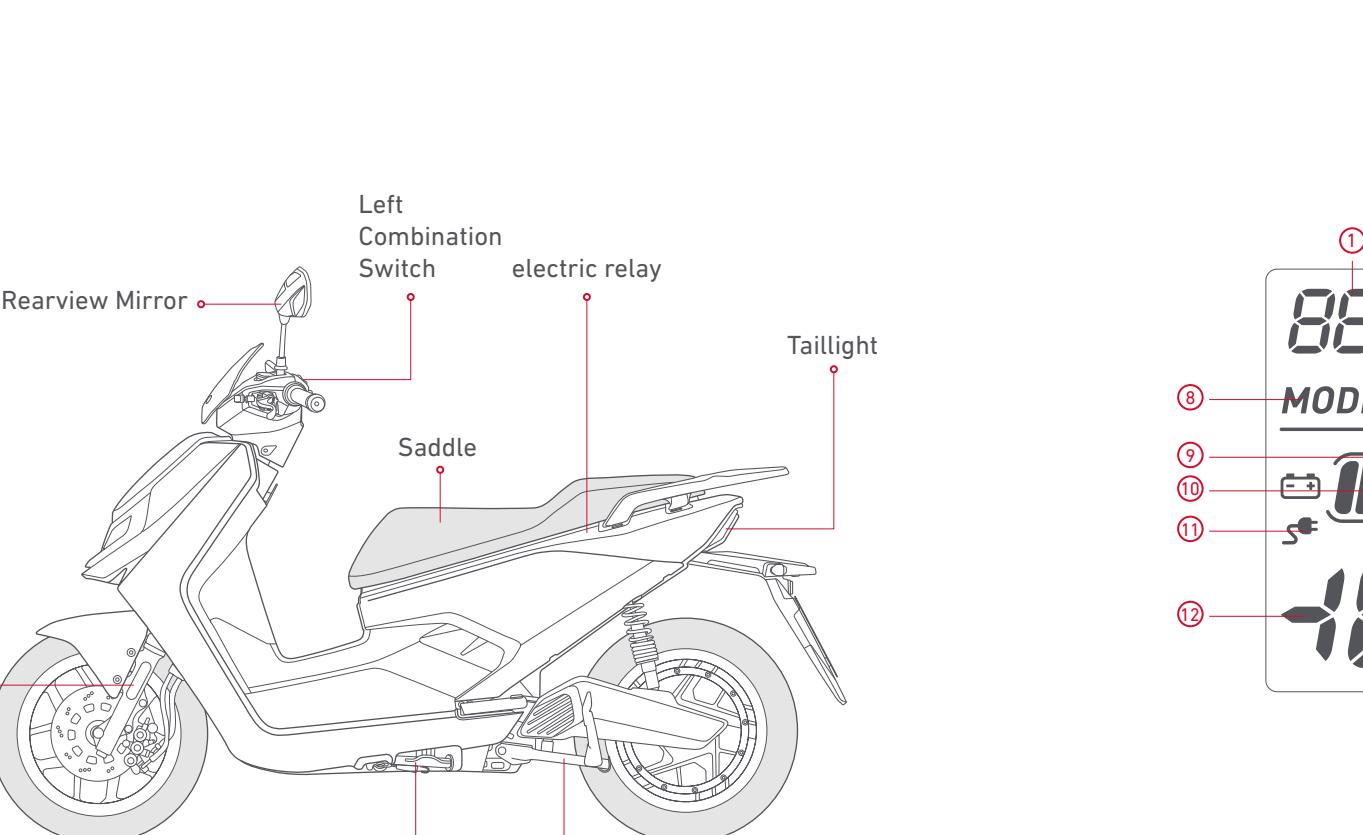


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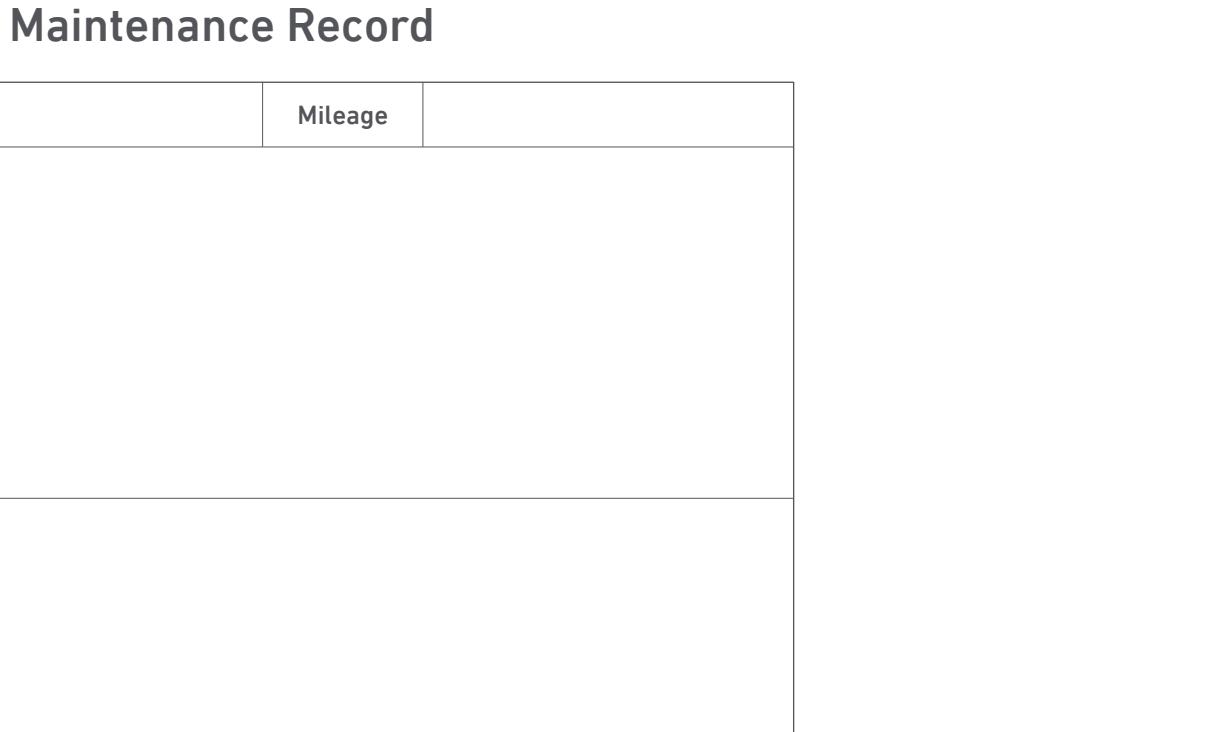
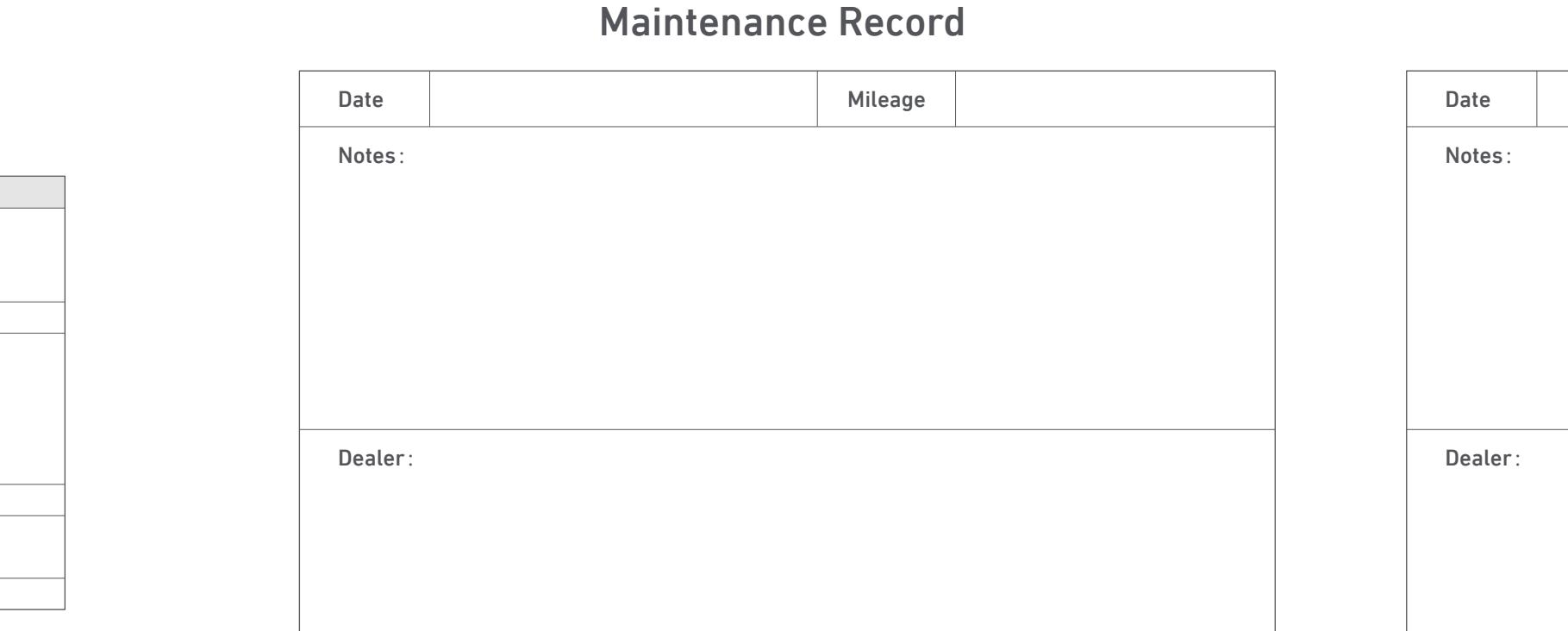
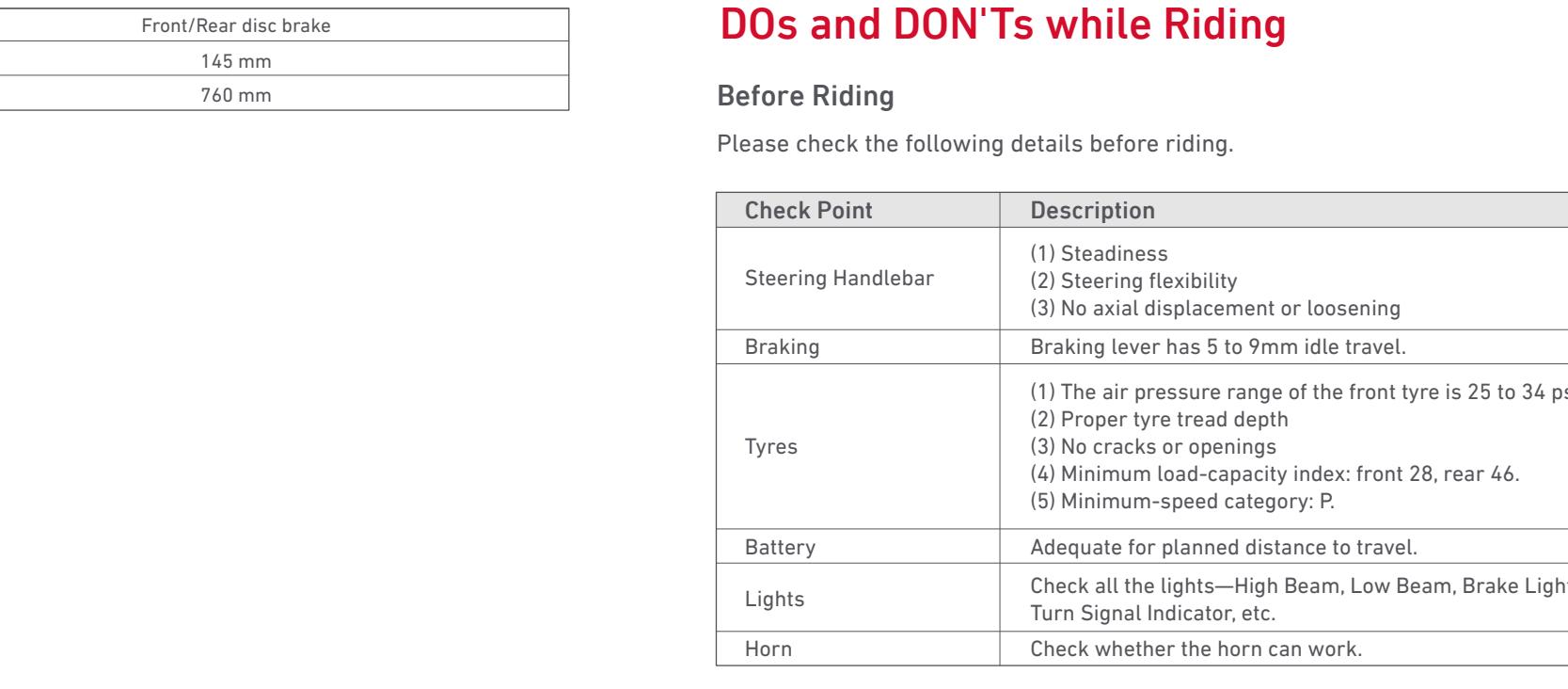
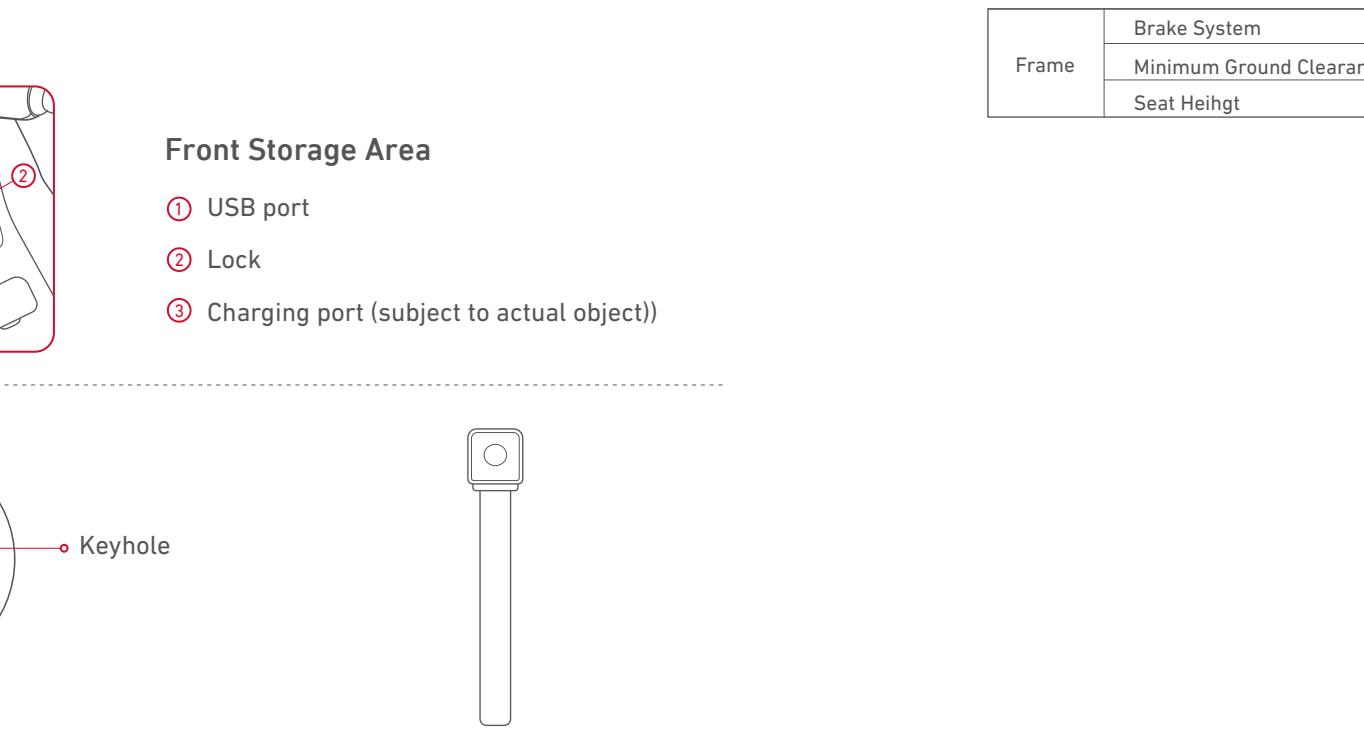
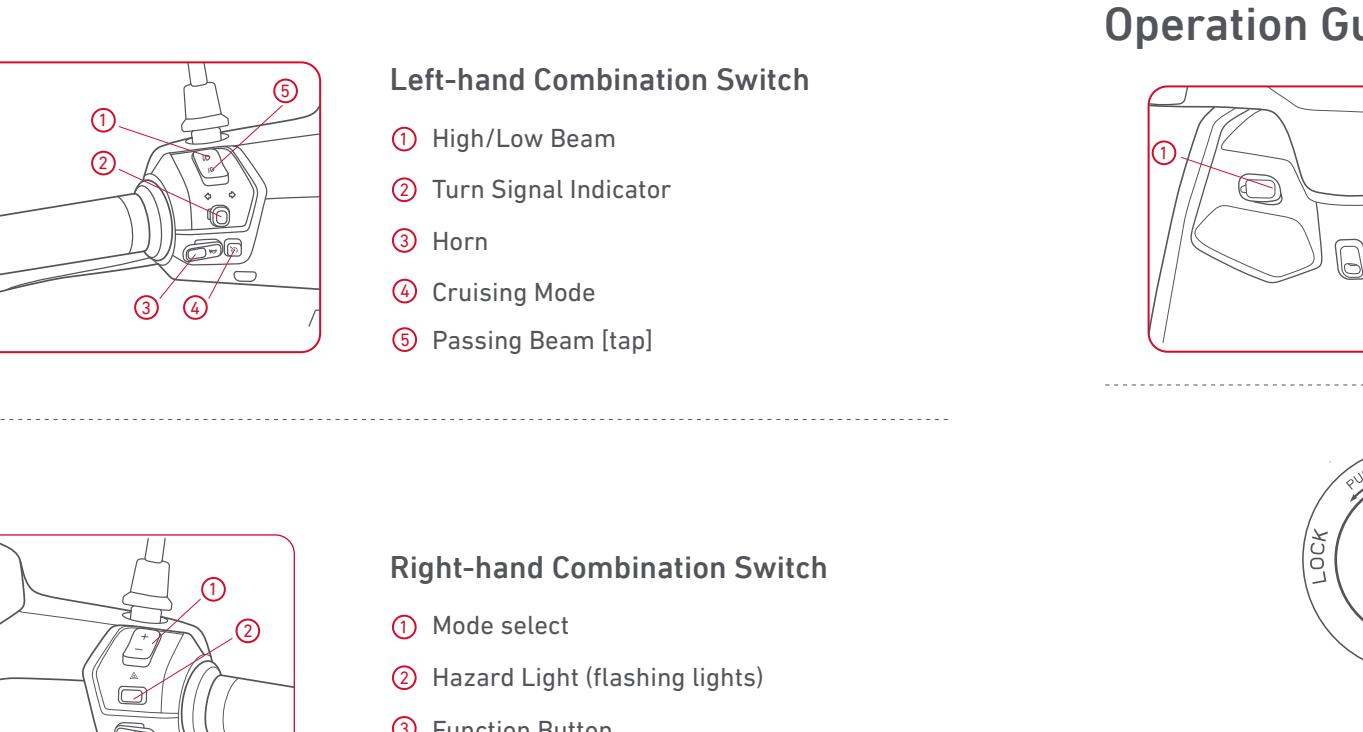
Watch the  
QR code  
The SN Code of your scooter.  
Please see P4 for detailed information.

Please see P4 for detailed information.

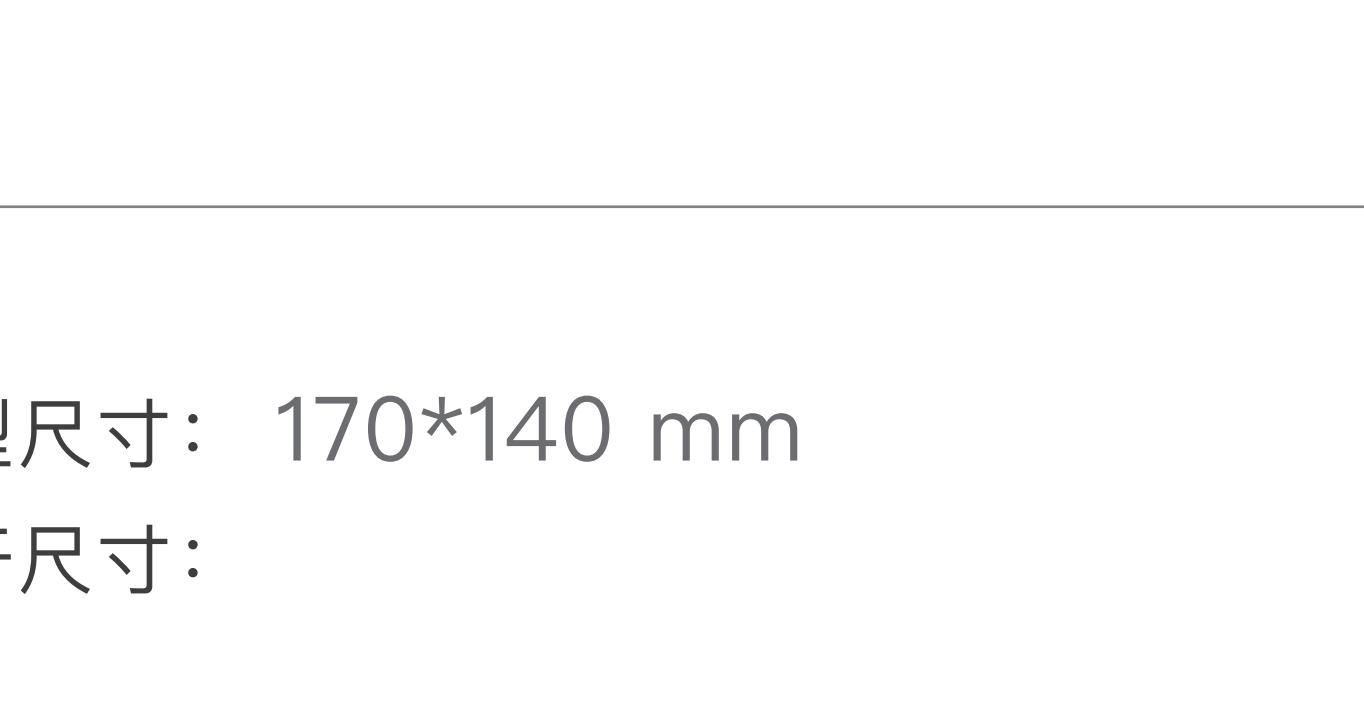
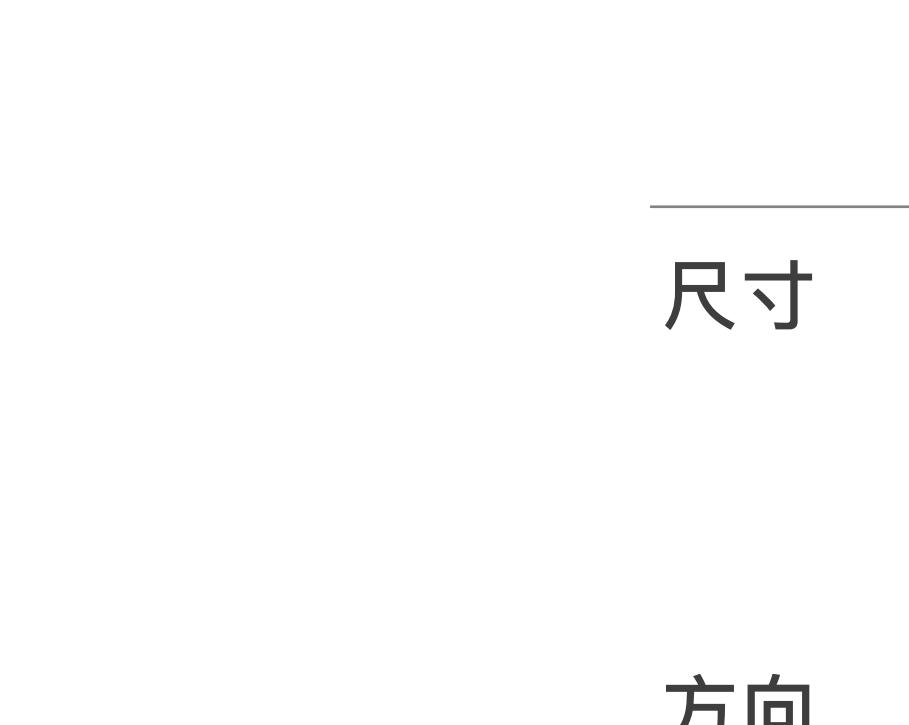
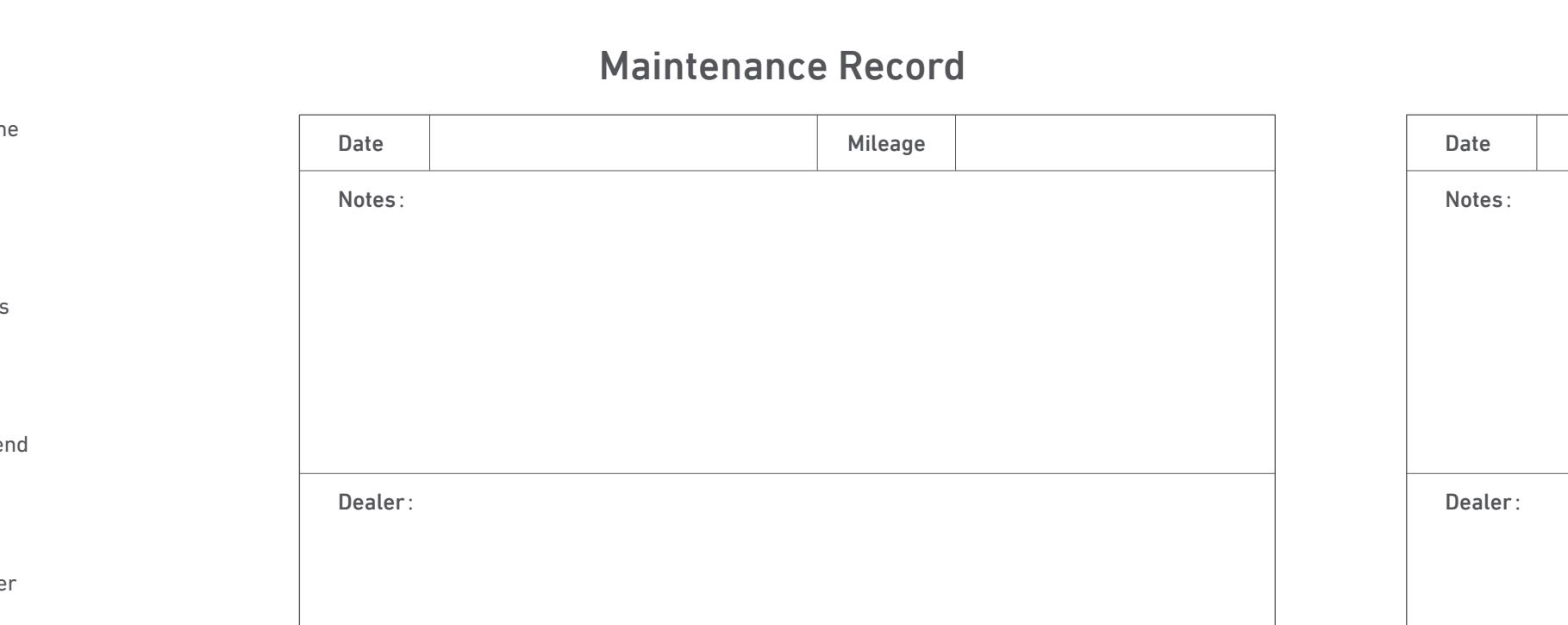
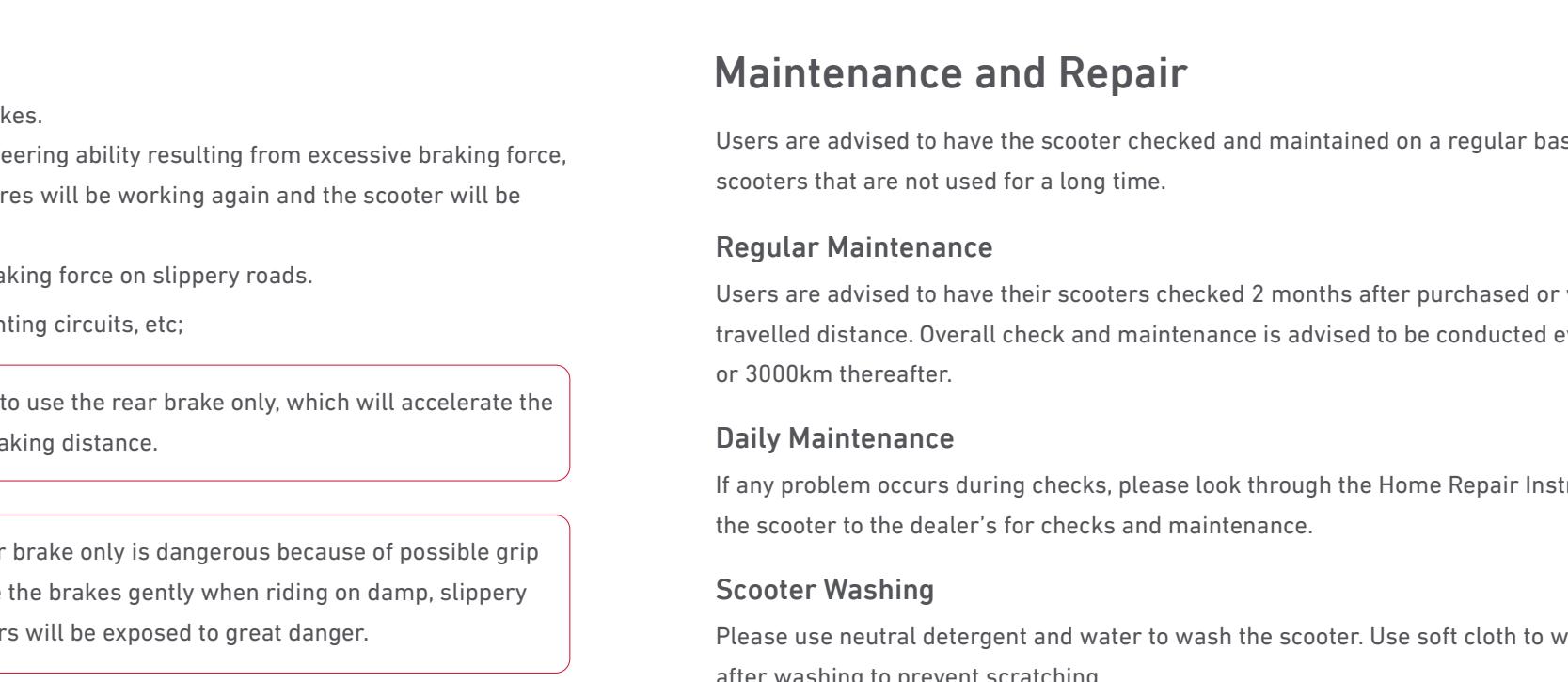
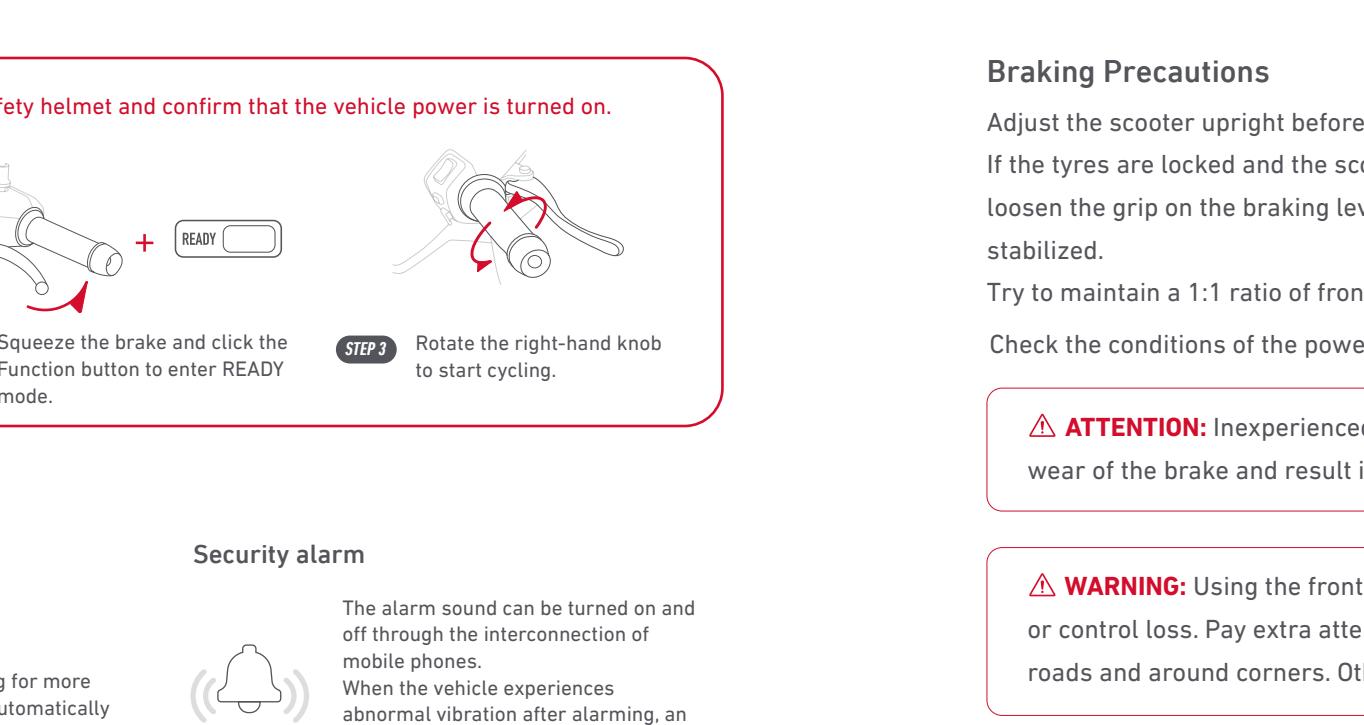
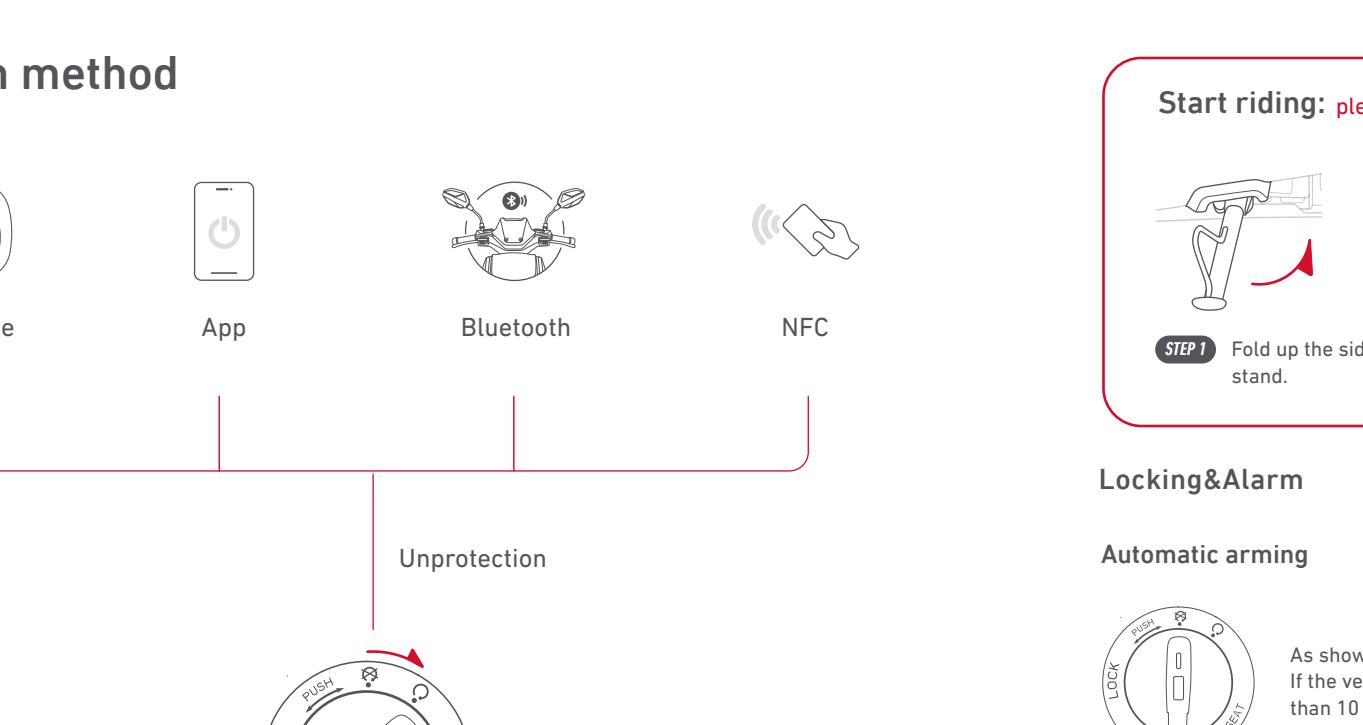
① Time	Display the real-time percentage of total remaining electricity.
② Recycle	Display the real-time percentage of total remaining electricity.
③ Side stand	Display when side stand work.
④ Cruise control	Displayed when the cruise control function is activated.
⑤ signal Failure	Display when the GSM or GPS is too weak.
⑥ Bluetooth state	Display when the phone is connected to Bluetooth and flashes when it is pairing mode.
⑦ Low beam	Display when the beam is working.
⑧ Riding mode	Currently selected riding mode E-SAVE/DYNAMIC/SPORT.
⑨ Real-time battery level	Display two battery levels separately.
⑩ Battery Sync	Displayed when two batteries reach the same synchronized state.
⑪ Charging	Display when the battery is charged.



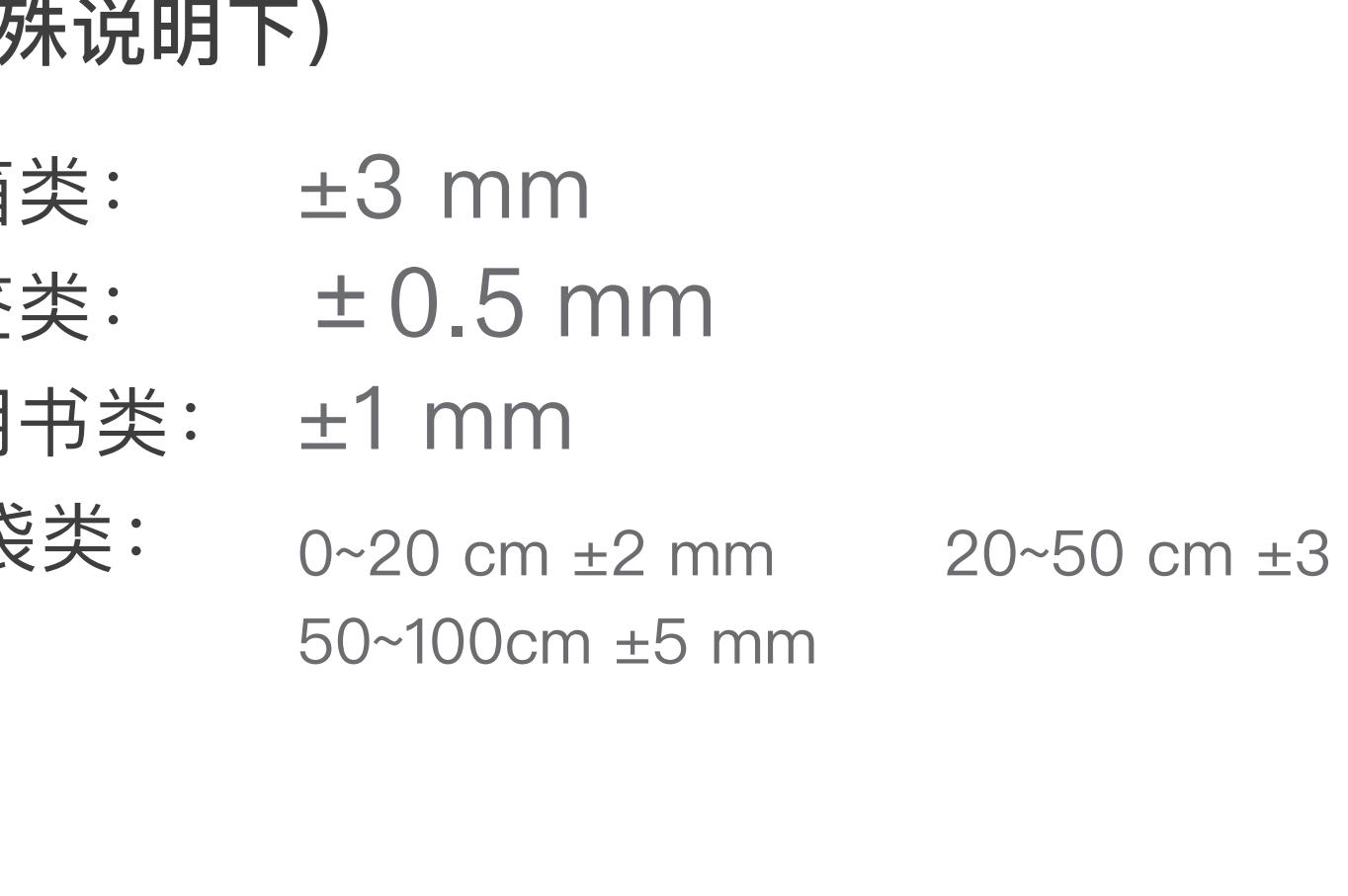
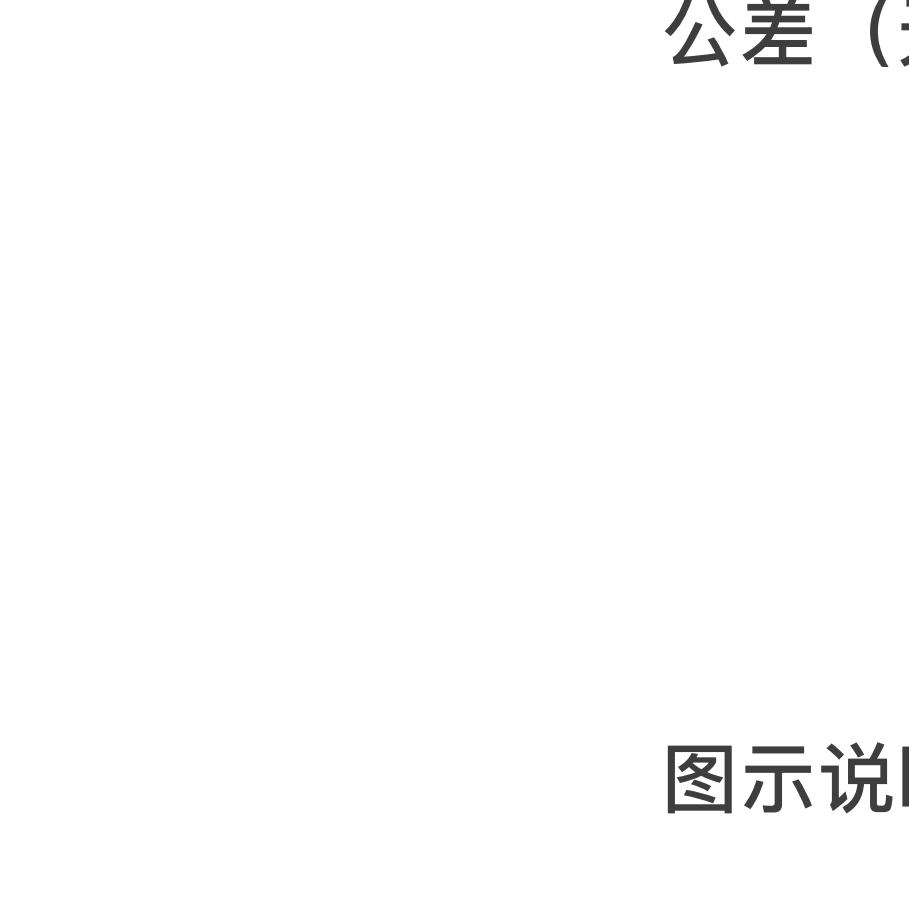
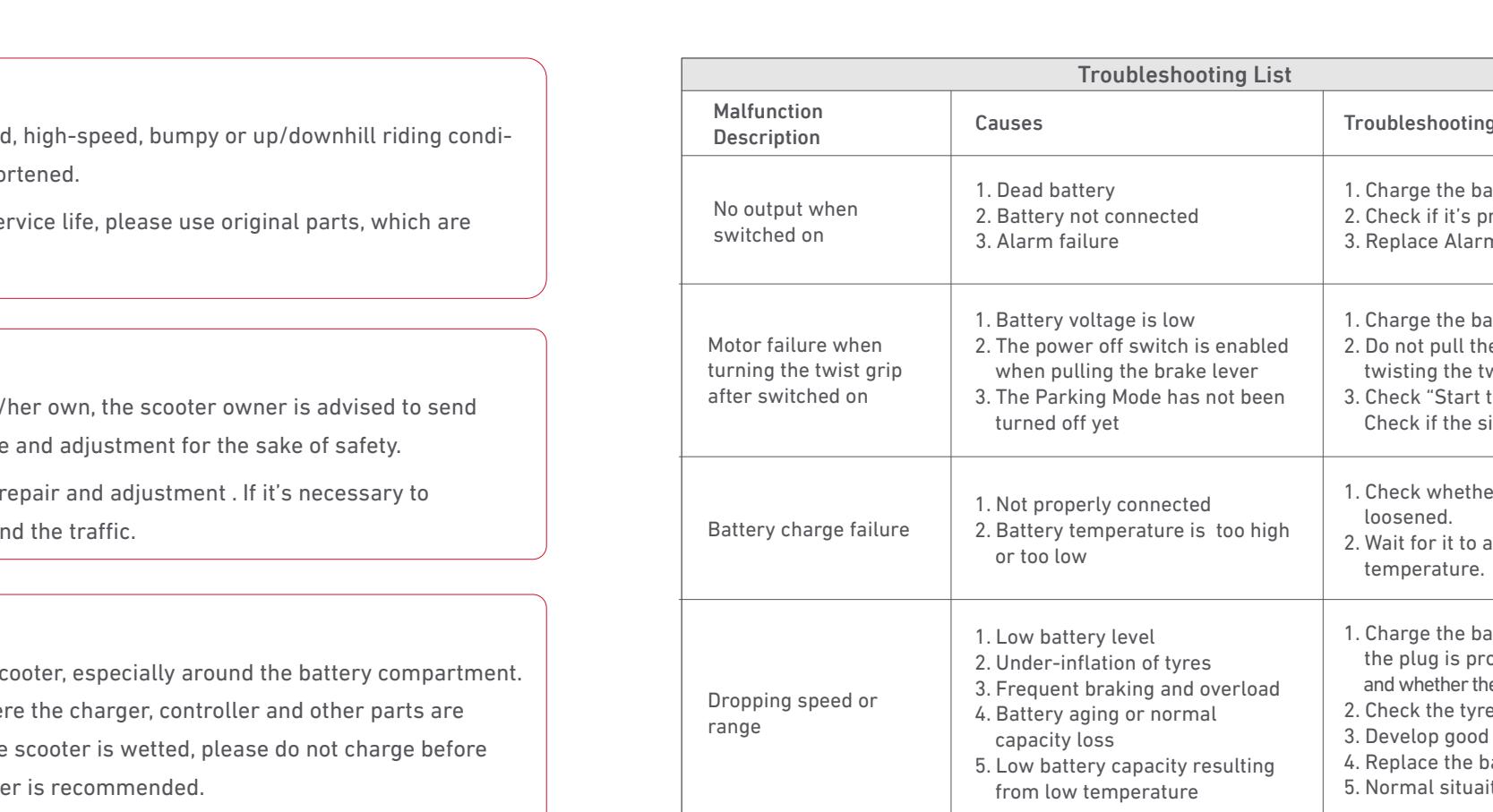
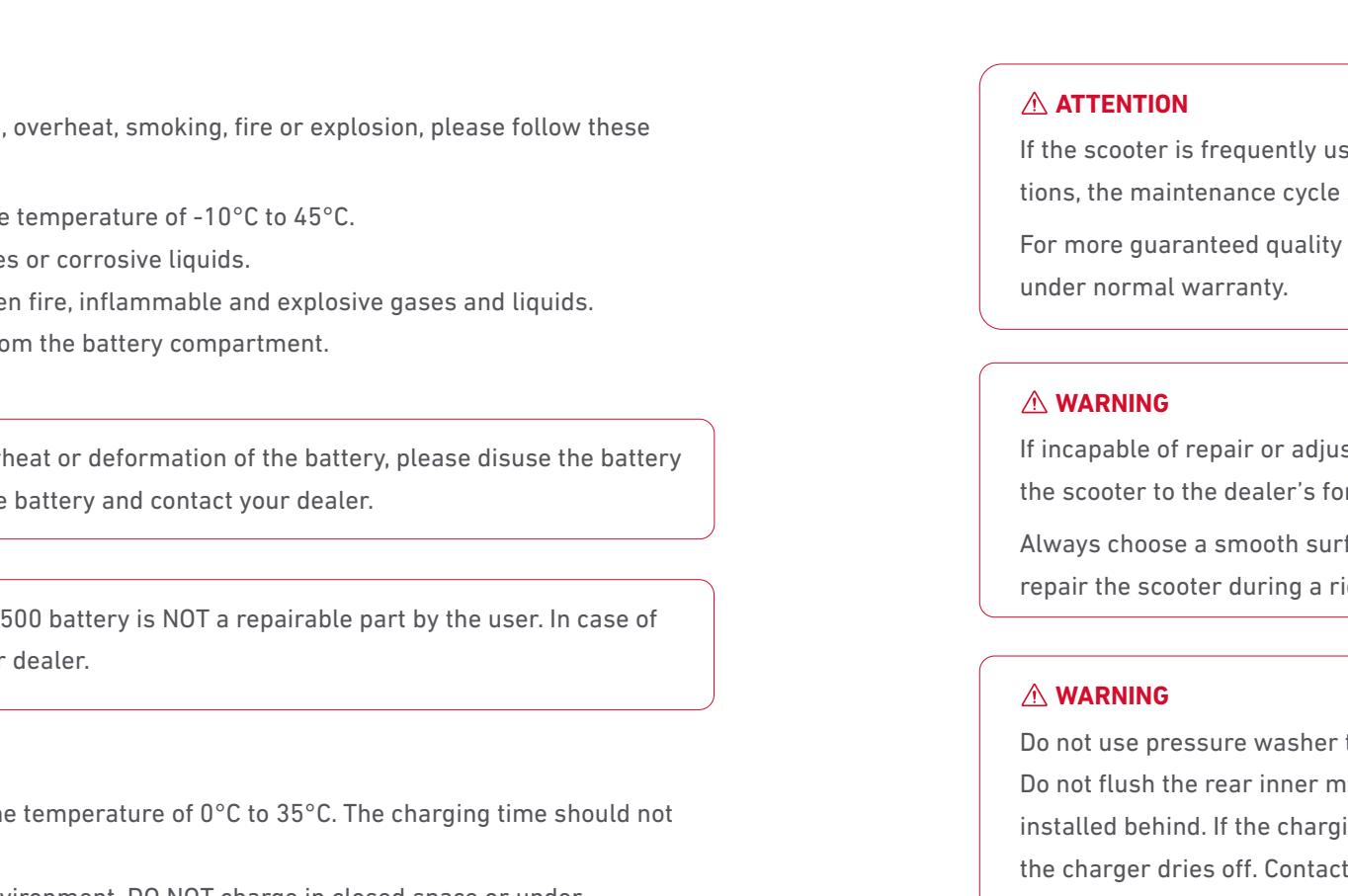
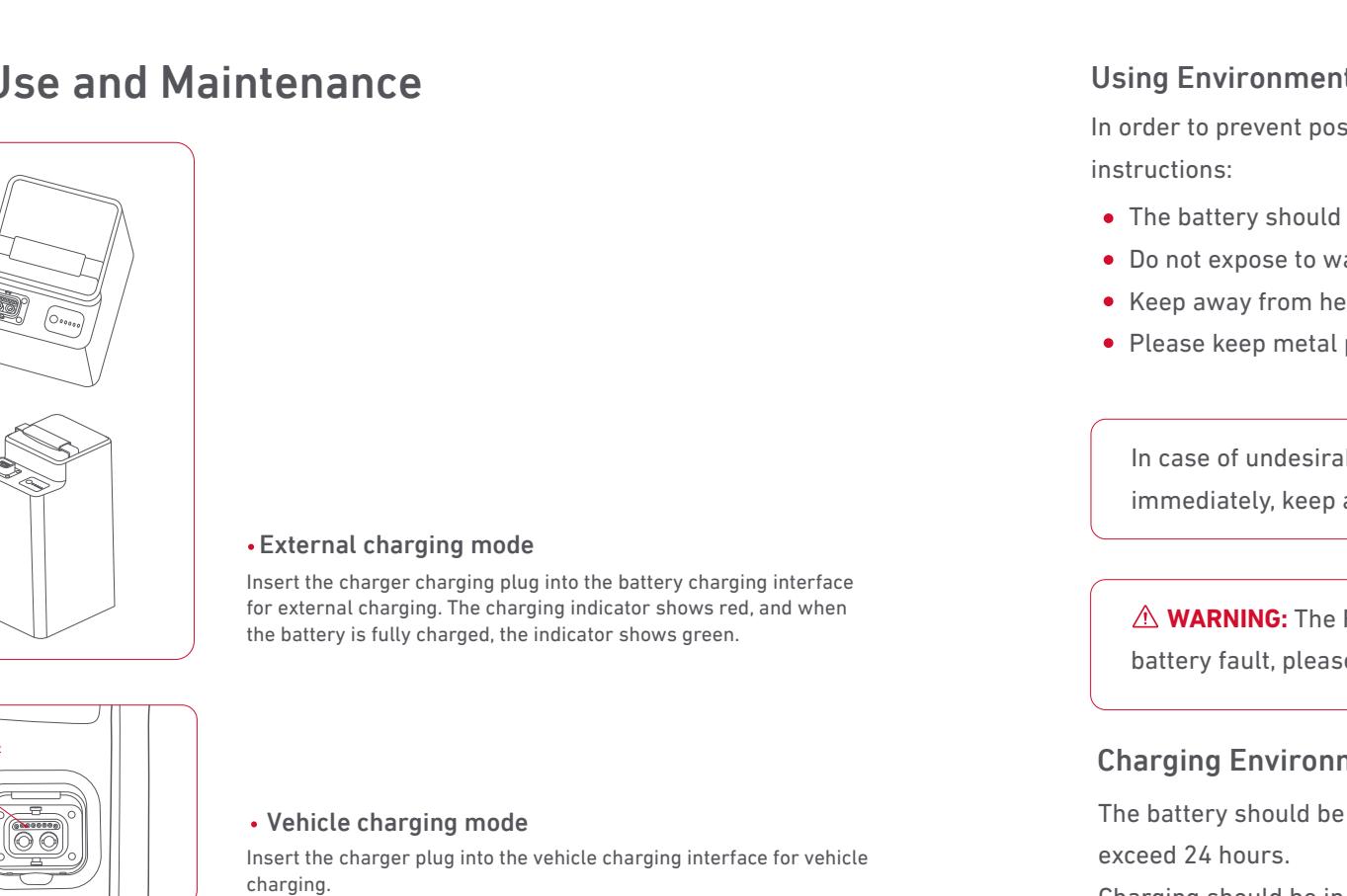
General Notice	For your safety, please check whether the parts are in good condition according to this User Manual before riding. Contact your dealer in time in case of any problems.
Precautions	<b>FQi 300 / FQi 500 is not designed for a ride of more than 2 persons.</b> Please follow the traffic laws. Slow down on slippery roads in bad weather to allow greater braking distance. Please pay attention to deep water. It may cause rusting or failure of the motor, battery or other parts if water level reaches wheel axle. Do not ride the scooter on your own. Please contact your dealer for replacement or purchase of original parts. Do not lend your FQi 300 / FQi 500 to those who can't operate a scooter for others' safety and prevent damage to the scooter. Please keep the User Manual properly. Due to constant improvement of product functions and change of design, you scooter may differ slightly from one shown in this manual. Please refer to the actual product. For more detailed information, please contact your dealer. please visit our website: www.niu.com/en
DDs and DON'Ts while Riding	<b>DDs:</b> Please wear a safety helmet and confirm that the vehicle power is turned on. <b>DON'Ts:</b> Do not drink alcohol before riding. Do not ride the scooter on your own. Do not ride the scooter in extremely bad weather. Do not change the lane without signaling. Changing the lane at will is one of the major causes for accidents. When you need to change the lane, remember to switch on the Turn Signal Indicator first. Always check the vehicles approaching from behind before changing the lane.
General Notice	<b>Failure to follow the instructions herein may lead to serious casualties.</b> <b>Attention:</b> Failure to follow the instructions herein may lead to personal injury or scooter damage.



Safety Notice	Using a safety helmet and protective goggles is strongly advised.
Downloading the APP	For users who have not used the scooter before, please refer to the Operation Guide (P3) to learn how to properly operate the scooter.
Power on method	<b>Remote:</b> Scan the QR code below to download the APP. <b>App:</b> Scan the QR code on the inside of cover page for app registration. <b>Bluetooth:</b> After unlocking the vehicle alarm through the Remote / App / Bluetooth / NFC, rotate the knob to start the vehicle. <b>NFC:</b> The mobile phone system is required to be at least Android 4.0 or iOS 8. Make sure that the mobile phone has been connected to the Internet when running the app (Wi-Fi / 2G / 3G / 4G).
NOTE:	The mobile phone system is required to be at least Android 4.0 or iOS 8. Make sure that the mobile phone has been connected to the Internet when running the app (Wi-Fi / 2G / 3G / 4G).



Installation Guide	Open the scooter case to take the tools. Install the rearview mirror onto the mounting holes on dashboard and turn it clockwise. The tool shall be screwed in for more than 15 mm.
Parts Info	Right Combination Switch Rearview Mirror Turn Signal Indicator Headlight Side reflector External charging mode Vehicle charging mode



1、材料(楞形\克重配比): 100g双胶纸

2、工艺: 正反面印刷 骑马钉

3、印刷颜色: 2专 PANTONE Cool Gray 11C

PANTONE 186C

4、其他特殊说明:

严禁更改任何图案和位置分布!

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