Note: If you have any questions or suggestions, please contact us. We will provide you with the best service and solution. Thank you for your understanding.

Warranty: 1 year warranty, lifetime technical support

Shipping: 7-15 days

SIZE

Q: Is it foldable? SM-12 Pro is foldable and fits in an open space. Please refer to the folding video and folding instructions for more information.

Q: Is it safe? Yes, it is equipped with a seat belt, headlights, and a horn. Please refer to the safety instructions for more information.

Q: Can it be used on public roads? Yes, it can be used on public roads. However, it must comply with local laws and regulations. Please consult your local authorities for more information.

Q: What is the battery life?
Battery capacity: 12Ah
Battery type: Lithium-ion
Battery voltage: 48V
Battery charging time: 8-10 hours
Battery life: 20-25 miles (depending on conditions)

Q: What is the maximum load capacity?
The maximum load capacity of the SM-12 Pro is 330 lbs. Please ensure that the total weight of the rider and any cargo does not exceed this limit.

Q: Is it suitable for outdoor use?
Yes, the SM-12 Pro is designed for outdoor use. It has a robust frame and high-quality components that can withstand various weather conditions. However, it is not waterproof, so it should be protected from heavy rain and water exposure.

Q: What is the warranty?
The SM-12 Pro comes with a 1-year warranty and lifetime technical support. The warranty covers manufacturing defects and ensures that you receive assistance with any technical issues you may encounter.

Q: What is the delivery time?
The delivery time for the SM-12 Pro depends on your location and the shipping method chosen. Typically, it takes 7-15 days for delivery. We will provide you with tracking information once the product is shipped.

Q: Can I customize the product?
Yes, we offer customization options for the SM-12 Pro. You can choose from various colors and add accessories such as a cup holder, phone holder, and more. Please contact our customer service team for more information.

Q: Can I test ride the product?
Yes, we offer a test ride service for the SM-12 Pro. You can visit our showroom or contact our customer service team to schedule a test ride.

Q: What is the maximum speed?
The maximum speed of the SM-12 Pro is 15 mph. The speed can be adjusted to suit your preferences and ensure safe riding.

Q: What is the ground clearance?
The ground clearance of the SM-12 Pro is 4.5 inches, which allows it to navigate over small obstacles and uneven terrain.

Q: What is the turning radius?
The turning radius of the SM-12 Pro is 36 inches, which allows for easy maneuvering in tight spaces.

Q: What is the seat height?
The seat height of the SM-12 Pro is adjustable and can be set to various heights to suit the rider's comfort.

Q: What is the weight capacity?
The weight capacity of the SM-12 Pro is 330 lbs. This includes the rider and any cargo.

Q: What is the dimensions of the product?
The dimensions of the SM-12 Pro are 114cm x 90cm x 20cm when unfolded and 90cm x 20cm when folded.

Q: What is the net weight?
The net weight of the SM-12 Pro is 90 kg.

Q: What is the gross weight?
The gross weight of the SM-12 Pro is 100 kg.

Q: What is the packaging?
The packaging of the SM-12 Pro includes a protective box to ensure safe delivery.

Q: What is the loading quantity?
The loading quantity for the SM-12 Pro is 20 units per container.

Q: What is the delivery time?
The delivery time for the SM-12 Pro depends on your location and the shipping method chosen. Typically, it takes 7-15 days for delivery. We will provide you with tracking information once the product is shipped.

Q: What is the payment method?
The payment method for the SM-12 Pro can be arranged through various options, including bank transfer, credit card, and PayPal. Please contact our customer service team for more information.

Q: What is the minimum order quantity?
The minimum order quantity for the SM-12 Pro is 1 unit.

Q: What is the OEM service?
We offer OEM service for the SM-12 Pro. You can customize the product with your own logo and branding. Please contact our customer service team for more information.

Contact Us:
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