

User Manual

dashmoto®

Version 20260131b

Introduction and Welcome

Welcome! dashmoto® was created as a vision of seamless motion – where mind, body and machine become one.

There was a time after a spinal cord injury when I thought I would never experience this integrated feeling again, despite years of recovery work. Able to walk but needing aid, I was frustrated by limitations in mobility assistance. Existing options resemble mundane medical devices, carry a stigma, and lack in performance.

Working tirelessly with talented designers and engineers, we spent four years developing a technology that seamlessly moves between transportation and mobility. Driven by feedback from users worldwide and use cases ranging from commuting to air travel to fine dining, we are proud to introduce you to your ultimate Personal Mobility Vehicle. Stylish. Versatile. Emotionally connected.

Thank you for choosing dashmoto®. Let's begin your dashmoto® journey.

- Kim
Founder

The dashmoto logo is centered on the page. It features the word "dashmoto" in a bold, lowercase, sans-serif font, followed by a registered trademark symbol (®). The logo is positioned between two decorative, light gray, curved lines that sweep across the lower half of the page, creating a sense of motion and flow.

dashmoto®

Purchase Acknowledgment

Read this manual carefully before using dashmoto®. This manual contains important instructions for safe use and longevity.

1. The user of dashmoto® must thoroughly read this operator's manual and take responsibility for the use of the dashmoto®, including but not limited to operating within the stated operational limits and warnings in this manual. dashmoto® is capable of high speeds and is a recreational vehicle. Usage of dashmoto® within or outside of normal usage may result in property damage, injury and death.
2. The user understands that all sales are final within the warranty terms outlined in this manual.
3. The user understands that dashmoto® is not a certified disability vehicle nor medical device and does require balance, physical strength and sound mental judgement to ride.

Please be aware that you can reduce your risks by reading and following all the instructions and warnings in this User Manual, but you can never eliminate all risk. Whenever you ride the dashmoto® you risk injury or death from a loss of control, collisions and falls. Always comply with local rules, laws and regulations.

Use caution when riding three-wheeled vehicles due to potential instability in situations such as sudden turns, excessive speed, uphill roll-back and uneven surfaces.

Support & Service

If you purchased your dashmoto® through an authorized dealer, your dealer is your first point of contact for service questions, setup support and warranty assistance. They are best equipped to help with hands-on support and are familiar with your specific configuration.

The dashmoto® Care Team works closely with our dealer partners and is always available to support them on your behalf when needed.

If you purchased your dashmoto® directly from dashmoto®, please submit a Product Support request through the Contact Us page at dashmoto.co for support and warranty assistance.

Contact dashmoto® Care

Phone: 415-200-3280 (Monday to Friday, 8AM – 5PM PT)

Email: care@dashmoto.co

Web: dashmoto.co

Find the latest version of the User Manual at dashmoto.co under the **HELP** section in the footer navigation menu or scan the QR code.



dashmoto® dash 3

Digital Display

- Speed
- Estimated Range
- Battery Level
- Drive Mode
- Trip Meter
- Odometer

Right Handle

- Brake Lever
- Throttle Control
- Parking Brake Lock
- Light Switch
- Drive Mode

Head Tube

- Folding Hinge and Latch

Under-Seat Battery

Rear Disc Brakes

Front Drive Motor



Assembly

Remove all packaging

Remove dashmoto® and all accessories from the box.

The box should include:

1. Frame
2. Seat
3. Charger & AC Plug
4. Battery (preinstalled)

Scan for quick start video



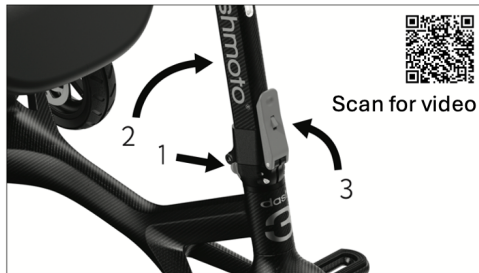
Rider Tips

Visit the [dashmoto® YouTube Channel](#) and select “Rider Tips” playlist

Unfold and secure the head tube

Head tube must be raised and secured with the latch.

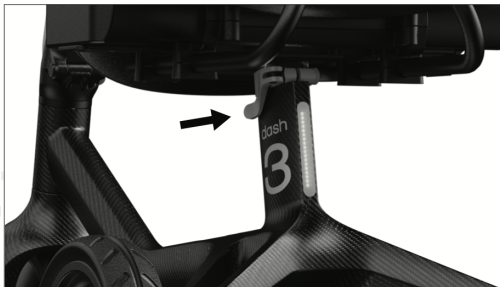
1. Press the silver tab folding lock
2. Lift the head tube up
3. Secure the latch lever



WARNING: Check that the latch is secure before riding.

Install the seat

Release the latch outward, insert the seat post, then press the latch inward.



WARNING: Do not ride without securely latching the seat.

Install the battery

Ensure the battery is fully inserted into the slot below the seat. To install battery, push in until you hear a click sound, indicating that the release latch is secure.

To remove the battery, press on the Battery Latch located below the battery to unlock and pull the battery out of the tray.



WARNING: Do not ride without securely latching the battery.

Battery Protection and Activation

Your battery features an integrated Battery Management System (BMS) for optimal performance and safety.

Low-Power Sleep Mode:

To prevent damage from deep discharge, the BMS automatically activates a low-power sleep mode when the battery level falls below 10%. Consequently, the battery may appear unresponsive when first unboxed or if left discharged for an extended period. This is a built-in protective feature.

Reactivating the Battery:

If your battery seems unresponsive, please perform one of the following actions to wake the system:

1. Long Press Button: Press and firmly hold the battery indicator button on the battery for several seconds.

OR

2. Connect Charger: Plug the charger into the battery and connect it to a power outlet for at least 2-3 minutes.

Once reactivated, the battery system will wake up, allowing for normal operation and charging.

Charging

Connect the charger

Once you've assembled your dashmoto®, it's time to charge it up:

1. Use the included charger and connect it to the charging port at the bottom of the battery. The port is protected by a small rubber flap – lift it gently to access.
2. Plug the charger into a standard wall outlet. The charger light will turn red while charging and switch to green when fully charged.
3. Once fully charged, disconnect the charger and securely close the rubber flap before riding.

Note: The dashmoto® dash 3 cannot be powered on simultaneously while the battery is charging.

The approximate battery performance under normal use is summarized below:

Capacity	Range	Charge time from empty	Flight carry-on approved
280 Watt-Hours (Standard)	24 kilometers 15 miles	2.5 hours	Yes
491 Watt-Hours (Long Range)	40 kilometers 25 miles	3.5 hours	No

Actual range varies greatly based on factors including rider weight, average speed, elevation, and outside temperature.

WARNING: Do not attempt to charge the battery with any power source other than the included Charger. Doing so could cause battery damage and potentially result in a fire.

dashmoto® is not responsible for any property damage, personal injury, death, accidents or legal disputes caused by violations of the safety instructions and instructions contained within this manual.

Riding

Pre-Check

1. Check that the seat, battery and head tube are firmly locked in place.
2. Check that the brake lever fully engages the rear wheels. When the lever is squeezed, it should stop before contacting the handlebar.
3. Turn on dashmoto® by pressing and holding the Power button for 2 seconds (the same action turns off dashmoto®).

Power On / Off

The power button is located under the down arrow button. To operate your dashmoto®, long-press the Power button on the handlebar controls. Repeat the long-press action to power it off. If dashmoto® remains unused for 10 minutes, it will automatically shut off.

Scan for video



Drive Modes

Always start your ride on Walk. Switch between drive modes by cycling through the up and down buttons. To access Reverse mode, press the down arrow until "R" appears on the display screen. Take a seat, put both feet on the footpeg and twist the throttle to accelerate.

Speed Levels

Walk: 4 mph max – walking pace recommended when using dashmoto® indoors or in busy areas

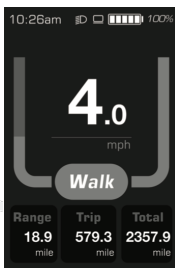
Cruise: 8 mph max – jogging pace recommended when using dashmoto® in outdoor areas with wide walkways or bicycle paths

Sport*: 18 mph max (model dependent) – bicycle pace
*Maximum speed may vary by model and local regulations.
Refer to your model-specific supplement for details.*

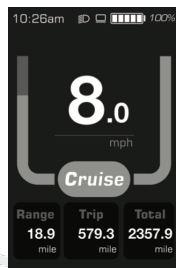
WARNING: Use this speed range only on dry, outdoor, flat smooth roads free of traffic, pedestrians and motor vehicles.

Reverse: 3 mph max

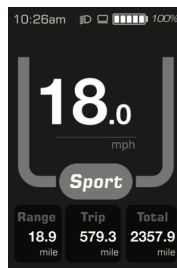
Walk Mode



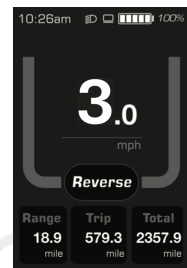
Cruise Mode



Sport Mode



Reverse



Stopping

Squeeze the brake lever on the right handlebar to decelerate or stop dashmoto®.

The brakes are on both rear wheels. They are activated simultaneously for balanced braking.

On your first ride, get a feel for braking distances. Do not exceed local speed limits and allow distance and time to stop safely.

Be extra careful in sudden stops – downhill stopping requires longer distances.

If rolling backwards when going uphill, be extra careful not to brake suddenly.

Locking up brakes in panic stops will prematurely wear a flat spot on the tires.

Speed Control

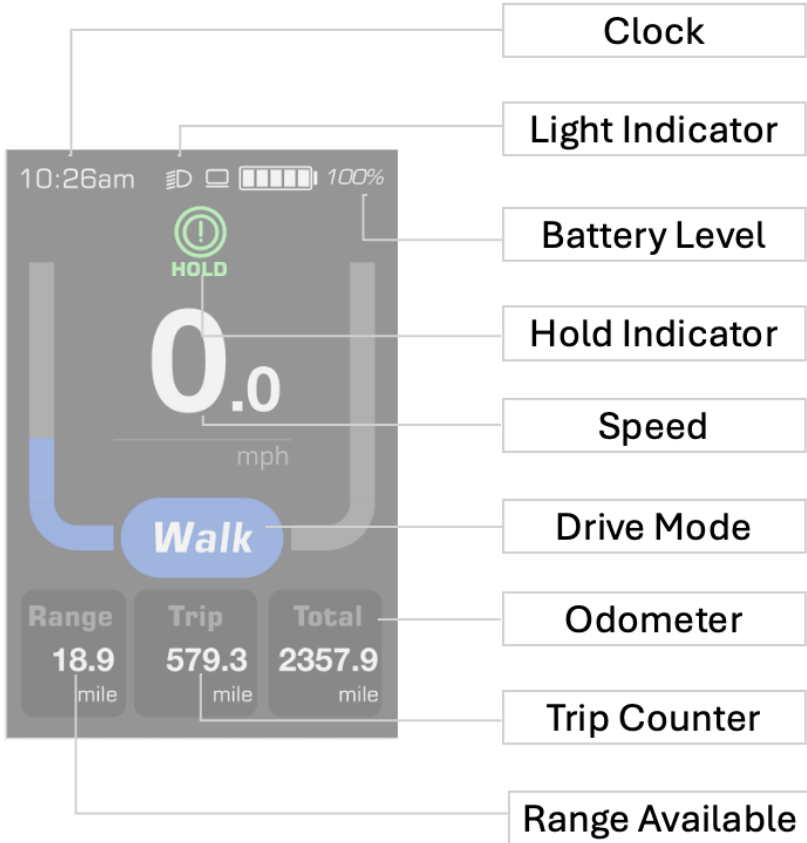
Twist the throttle on the handlebar toward you to accelerate. The maximum speed for acceleration will be limited to the selected drive mode.

Active Hold

Active Hold will engage when the dashmoto® comes to a complete stop by applying the brake lever. The motor becomes locked when it enters the HOLD stage, which is indicated by the “HOLD” icon on the display panel (refer to Display Screen Image).

Display Screen

The digital display shows key information. When turned on, the display will activate and show:



Settings Menu

How to Access and Navigate Settings Menu

- Press and hold the **“M”** button to enter the Setting Menu.
- Once you’re in the setting menu, navigate by pressing the up and down **arrow keys** to select.
- Press **“M”** to confirm selection.

Options in Settings Menu

- **Trip Reset**
- **Password** – Default: OFF
- **Unit** – Default: mph
- **Set Time** – Adjust the time on your dashmoto®
- **Backlight** – Default: Level 5 brightness
- **Auto Sleep** – Default: 5 minutes
- **Sports Mode** – Default: On

Cruise Control and Regen Braking (Williams Edition) – see Supplement

To ensure optimal performance, we recommend only adjusting these settings as needed.

How to Reset Trip

1. In the Settings Menu, use the arrow keys to “Trip Reset”
2. Press **“M”** to select
3. Navigate to **“YES”** with arrow keys
4. Press **“M”** to select

How to Set Your 3-Digit Pin

1. In the Settings Menu, use the **arrow keys** to **"PASSWORD"**
2. Press the **"M"** button to select it.
3. Navigate to **"ON"** and press **"M"** to enable the PIN feature.
4. Use up and down arrows to choose your 3-digit PIN. Press **"M"** to select and move to the next digit. When done, press and hold **"M"** to confirm.
5. Navigate to **"EXIT"** and press **"M"** to exit.
6. Your PIN is now set. The next time you power on, you'll need to enter your PIN using the **arrow keys** and press **"M"** to confirm each number.

WARNING: Entering an incorrect PIN will prevent the use of your dashmoto®. Please remember your PIN as we are unable to reset it for you.

How to Set Time

1. In the Settings Menu, use the **arrow keys** to **"SET TIME"**
2. Press **"M"** to select
3. Use up and down arrows to set the time. Press **"M"** to select and move to the next digit. When done, hold **"M"** to confirm.
4. Navigate to **"EXIT"** and click **"M"** to exit.

Lights

Turn on the front and rear light by toggling the light switch. When the light is turned on, the light icon will appear on the digital display.

WARNING: Be aware that dashmoto® lights may not be easily seen by other motorized vehicles.

Battery Level

Monitor the remaining battery on your dashmoto® through the battery level meter.

Parking Brakes

Use the lock and unlock feature on the handlebar to engage the parking brakes.

How to Engage Parking Brakes

1. Flip the parking latch to lock
2. Pull the brake lever all the way in

How to Disengage Parking Brakes

1. Squeeze and **HOLD** the brake lever
2. Flip parking latch to unlock
3. Brake lever will automatically release

Folding

The head tube can be folded down to enable you to sit on dashmoto® at a dining table or work desk.

To fold:

1. Press the orange lock button on the latch to release the latch.
2. Pull the locking lever downward.

Scan for video



Carefully avoid pinching, bring the head tube down to the folded position. You will need to turn the front wheel aside to maneuver the handlebars under the seat.



Backrest

Backrest is meant for **gentle lumbar support only and is not weight-bearing**. Do not use for support when getting in or out of the dashmoto® or for resting your full body weight on. Instead, follow these steps for safe entry and exit:

1. Engage the parking brake – Listen for a click and ensure the dash 3 does not move
2. Steady yourself with the handlebars – Apply even pressure to both the left and right sides for balanced support.
3. Sit down carefully – Lower your body down to the seat from the side in a controlled manner.
4. Adjust for comfort – Lift one foot over the frame and reposition as needed for a secure and comfortable seating position.

WARNING: Excessive pressure on the backrest may cause the support tube to break, leading to potential damage or injury.

Air Travel with dashmoto®

The travel-compatible 280 Wh battery is compliant with FAA and International air travel requirements for carry-on transport in an aircraft cabin. The lithium-ion battery must be removed from dashmoto® and carried in the cabin.

dashmoto® should be checked at the gate (after security) to minimize handling as stored luggage.

Key standard battery specifications

- Certification: UL2271 certified
- Battery Cells: Samsung
- Type: Lithium-ion
- Voltage: 48V
- Capacity: 280Wh, 46.8V x 6Ah

For additional guidance, including airline tips and travel best practices, visit the Blog at dashmoto.co and read the article titled "[Taking a Mobility Scooter on a Plane](#)".

NOTE: The Long-Range, 491 Wh battery is not permitted for air travel. For current airline and battery regulations, refer to the [FAA Lithium Batteries Guidelines](#).

Cleaning and Storage Guide

Wipe the frame clean using a soft, wet cloth. For stubborn dirt, gently scrub with a toothbrush, then wipe with a soft, wet cloth. Avoid washing your dashmoto® with alcohol, gasoline, acetone, or other corrosive solvents as they may damage the appearance and internal structure of your dashmoto®. Do not use a power washer or hose.

WARNING: Ensure your dashmoto® is powered OFF, the charging cable is unplugged, and the rubber cover is in place before cleaning to prevent damage to electronic components.

Optimal Storage Conditions: Avoid extreme temperatures, direct sunlight and freezing conditions.

Battery Pack Maintenance

To maintain battery health and maximize longevity, follow these best practices:

Charge at 20-30% remaining: As best practice, begin charging when the battery reaches approximately 20-30% remaining to help ensure sufficient range for your next ride.

Avoid Frequent Partial Charges: While occasional top-offs are fine, frequent charging after minimal use may contribute to battery wear over time.

Unplug Once Fully Charged: Disconnect the charger once the battery reaches **100%** to prevent unnecessary heat buildup and strain.

Storage Tip: if storing for an extended period, keep the battery at approximately **40-60% charge** rather than fully charged or completely empty.

Storage Temperatures: Maintain between 59°F (15°C) - 77°F (25°C) for optimal storage conditions.

Eco-friendly Disposal: Batteries are not designed to last forever. The charge-holding capacity will decrease over time. Adhere to local laws for battery recycling and disposal.

WARNINGS:

No Disassembly: Do not attempt to disassemble the battery. Fire risk. No user-serviceable parts.

Temperature Control: Avoid riding in temperatures beyond specified limits, as it may limit power and torque posing risks of personal injury or property damage due to slips or falls.

Proposition 65 Warning:

This product can expose you to chemicals including lead and DEHP (Di(2-ethylhexyl)phthalate), and other chemicals, known to the State of California to cause cancer, birth defects or other reproductive harm. For more information, go to www.p65Warnings.ca.gov.

Please handle this product according to the User Manual instructions to ensure safe usage.

Troubleshooting

dashmoto® Will Not Power On

1. **Check that the battery has power.** Press and hold the power indicator button on the battery. The indicator should light up in blue. If only one or two bars are displayed, charge the battery. A red charger light indicates charging; a green light indicates the battery is fully charged.
2. **Check the seat connection.** Remove the seat, ensure that the seat latch is fully open. Reinsert the seat fully and secure the latch.
3. **Check the battery connection.** Remove the battery from the battery cage under the seat. Reinsert the battery firmly until you hear a click.
4. **Ensure you are pressing the correct power button.** The power button is located beneath the down arrow button. Place your thumb on the down arrow button, slide it downward without lifting, and feel for the power button underneath. Press and hold to power on.
5. **If the dashmoto® still does not power on.** Record a short video demonstrating the steps above. If you purchased through an authorized dealer, contact your dealer for assistance. If you purchased directly from dashmoto®, visit dashmoto.co, go to Contact Us, and submit a Product Support request.

Scan for video



Intermittent Power Loss

Scan for video



This may be related to the connection between the battery and the battery receptor. Over time, normal riding conditions – such as vibration from uneven or bumpy surfaces – can occasionally cause slight misalignment of the battery cage.

A simple receptor adjustment will resolve the issue. Watch this video on how to realign the battery cage.

👉 Here's the video link: [Battery Receptor Adjustment](#)

IMPORTANT: Before you begin, make sure the battery latch is fully locked into position, with no movement or play. We also recommend using Loctite to ensure the battery receptor stays aligned over time.

Unable to Remove the Seat

1. Ensure that seat latch is fully open.
2. Gently wiggle the seat left and right to loosen its grip.
3. Use one foot to hold down the frame.
4. Firmly pull the seat upward to remove it.
5. Before reinserting, apply a small amount of lubricant (eg. Lithium grease / WD40) to the exterior of the seat post to ease future removal.
6. Seat removal will become smoother with repeated use.
A tight fit is normal when the seat is new.

Flat Rear Tires

1. **Inspect the wheel and tire.** Check for visible cracks or damage. If you notice any cracks, take clear photos or videos and contact dashmoto® for assistance.
2. **Inflate the tire.** Locate the tire valve and use a bicycle pump to inflate the tire to 45 psi.
3. **Check for continued air loss.** If the tire continues to lose air, the tire may require repair or replacement depending on your tire configuration.
4. **Service recommendation.** Most local bicycle shops can assist with tire repair or replacement. Replacement parts are also available through dashmoto®.
5. **If additional support is needed:** If you purchased through an authorized dealer, contact your dealer for assistance. If you purchased directly from dashmoto®, visit dashmoto.co, go to Contact Us, and submit a Product Support request.
6. **Warranty note:** Flat tires are considered normal wear and tear and are not covered under warranty.

Worn Front Tires

Replacement front tires are available for purchase through dashmoto®. Please visit dashmoto.co, go to Contact Us, and submit a Product Support request. The dashmoto® Care Team can work directly with your local bicycle shop to support proper tire replacement.

For safety reasons, please do not attempt to remove or replace the front tires yourself.

Brakes Feel Spongy

1. **Inspect for moisture or leaks.** Check around the brake lever, brake reservoir (master cylinder), and calipers near the wheels. If you see any signs of moisture or leakage, do not ride. If you purchased through an authorized dealer, contact your dealer for assistance. If you purchased directly from dashmoto®, visit dashmoto.co, go to Contact Us, and submit a Product Support request.
2. **Test brake firmness.** If all components appear dry, gently pump the brake lever several times to assess firmness. If the lever pulls close to or all the way to the handlebar and braking performance feels weak, the brake system likely requires bleeding to restore proper operation.
3. **Service recommendation.** Brake bleeding requires proper tools and technical experience. Experienced riders familiar with hydraulic brake systems may perform this service themselves. If you are unsure or inexperienced, we strongly recommend having the brakes serviced by a qualified bicycle technician. Most local bicycle shops offer this service.
4. **Warranty note.** Brake maintenance, including bleeding, is considered normal wear and tear and is not covered under warranty.



Safety Caution



Instability

Riders of dashmoto® must exercise caution and sound judgement due to the potential instability of three-wheeled vehicles in specific situations:

1. **Turns At Any Speed:** Sudden turns may lead to instability. Slow down before making turns.
2. **Speed Limit:** Operate dashmoto® within designated speed limit. Excessive speed compromises stability and heightens the risk of accidents. Always keep both hands firmly on the handle bar for optimal control and stability.
3. **Uphill Roll-back Risk:** When pointed uphill, there's a risk of vehicle roll-back. Rapidly reversing downhill and suddenly stopping may cause the dashmoto® and rider to tip backward. Exercise caution to prevent this scenario.
4. **Uneven Surfaces:** When on an uneven surface, navigate cautiously. Lean towards the high side, as rider weight positioning significantly impacts stability.

Pre-Ride Inspection

Before each use, ensure dashmoto® safety with a basic inspection, checking:

- Proper brakes and steering function
- Fully locked head tube, seat latch and battery lock
- Tires have sufficient tread and tire pressure is at 45 PSI
- Effective brakes and lights
- Sound frame condition
- Adequate battery charge and covered charging port
- No signs of damage, unusual wear or mechanical issues

Restricted Riding Conditions

Do not ride dashmoto® under the following conditions:

- Under the influence of alcohol or drugs
- If you have a heart condition, are pregnant, or have head, back or neck ailments that limit your ability to ride safely
- If you have mental or physical conditions that may make you susceptible to injury or impair your physical dexterity or mental capabilities to recognize, understand and follow safety instructions or assume the inherent hazards of dashmoto®
- If you exceed the stated weight or height limit

Protective Gear: Helmets and protective equipment are strongly advised, possibly mandated by local laws.

Visibility Matters: Use dashmoto® lights in low-light conditions. Due to potential visibility challenges, avoid proximity to larger motor vehicles to enhance rider safety.

Proper Maintenance: Adhere to manufacturer's specifications for component maintenance and repairs. Use authorized

replacement parts and rely on skilled individuals for installations.

No Modifications: Do not modify dashmoto® as it will void your warranty and introduce potential safety issues.

Heed Warnings: Read and understand all safety warnings provided with dashmoto®.

Recommended Age: Riders must be 16 years or older. If under 16, supervision by parents or legal guardians is mandatory.

Weight Limit: Maximum tested rider weight is 375 lbs (170 kg). Riding with more than one rider is strictly prohibited.

User Responsibility: Users acknowledge the risk of property damage, bodily injury and even death from loss of control, collisions and falls when riding dashmoto®.

User Manual: Read the User Manual provided with your dashmoto® or access the online version specific to your region on dashmoto.co. Owner is responsible and must ensure that everyone riding the dashmoto® has read the User Manual.

Legal Compliance: Comply with local laws and regulations for personal electric vehicles. Do not ride where prohibited.

Safe Operation: Ensure the area of operation is safe. Do not ride in adverse weather conditions (such as snow or rain) or on slippery surfaces (that are wet, muddy or icy). Do not ride over obstacles. Avoid sharp bumps, drainage grates and sudden surface changes.

Terrain Caution: Avoid streets and surfaces with water, sand, gravel, dirt, leaves and debris.

No Extreme Riding: Do not use dashmoto® for racing, stunt riding, or other maneuvers.

Responsible Speed: Maintain a responsible speed to enhance stopping and deceleration. Avoid sudden braking when traveling downhill or at full speed.

Avoid Moving Parts: Keep body parts clear of moving components, including wheels and brakes.

Handlebar Caution: Refrain from hanging bags or weighted objects on handlebars during operation.

Hands-on Riding: ALWAYS keep both hands on the handlebar when riding.

Battery Caution: DO NOT attempt to disassemble the battery; it poses a fire risk.

Electrical System: Never modify the electrical system as this may result in a risk of electric shock, electrocution or fire.

Avoid Charging in Wet Conditions: DO NOT attempt to charge dashmoto® while wet.

Water Submersion Warning: DO NOT ride or attempt to charge dashmoto® that has been submerged in water or if there is a risk of water intrusion into the battery compartment, even if dashmoto® is no longer wet. The dash 3 has an IPX5 rating, meaning it can withstand some light water without damage, but it's not built for submersion.

Water Puddles: DO NOT ride into water puddles.

Storage Precaution: DO NOT store outdoors for extended periods. Prolonged exposure to UV rays and the elements may damage the enclosure materials. Only store in dry areas. Never store in wet conditions. Store indoors when not in use.

Charging Safety: To prevent electric shock when cleaning, disconnect the charger from the outlet and wipe the dashmoto® with a dry cloth. Only use the charging cable provided by the manufacturer.

Insurance Advisory: Insurance policies may not provide coverage for accidents involving the use of dashmoto®. Contact your insurance company to determine coverage.

Legal Compliance: Check local laws for the legal status and usage regulations of electric scooters. dashmoto® products are intended for general lifestyle use and are not certified as medical devices or a durable medical equipment.

Warranty, Service & Support

dashmoto® offers a limited one-year warranty and service (excluding wheels and brakes). For full warranty details, visit dashmoto.co.

Service & Support

If you purchased your dashmoto® through an authorized dealer, please contact your dealer first for service or warranty-related assistance. Dealers are best equipped to provide hands-on support and can work directly with dashmoto® on your behalf if additional assistance is needed.

If you purchased directly from dashmoto®, please visit dashmoto.co, go to Contact Us, and submit a Product Support request.

Trademark & Legal Statement

dashmoto® is a registered trademark of dashmoto®, Inc. The respective owners reserve the rights of their trademarks referred to in this manual.

dashmoto® products are covered by relevant patents. For patent information, email care@dashmoto.co.

We have attempted to include descriptions and instructions for all the dashmoto® functions at the time of printing. Your dashmoto® may differ slightly from the product described in this manual. Multiple dashmoto® production batches may exist with minor functional variations that may not apply to your unit. dashmoto®, Inc., reserves the right to change product design, functionality and documentation without prior notice.



Own Your Journey
dashmoto®