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The manufacturer reserves the right to make changes to the product, and update this manual at any time.
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Electric Scooter
Hiboy S2/S2 Pro

USER MANUAL

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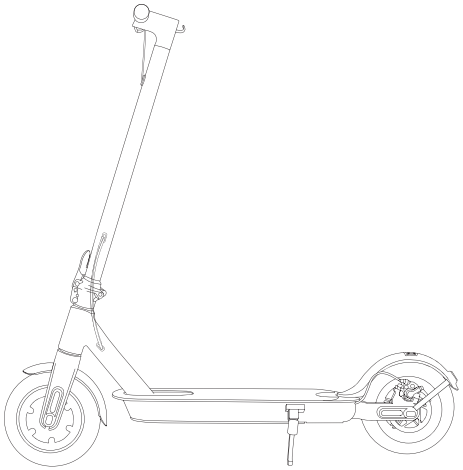
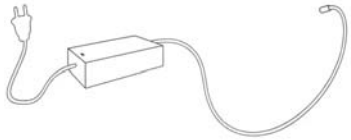
1. Package Contents



Carefully check package contents, if anything is missing or damaged, please contact Hiboy customer service for support: us.support@hiboy.com.

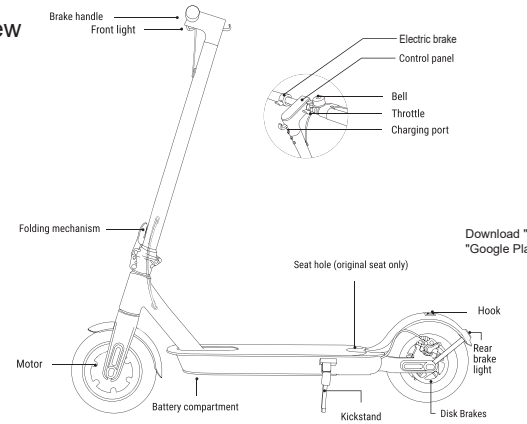
Allen Wrench

4 x Screws



Charger

2. Product Overview

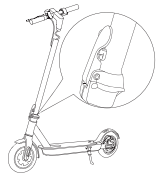


Download "Hiboy S2" form "App store"(iPhone) or "Google Play"(Android), then connect to your scooter.

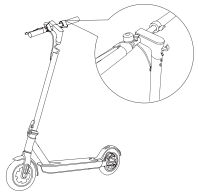
Control Panel

Power Button	When the scooter is off, press the button to turn on the scooter; When the scooter is on, press and hold for five seconds to turn off the scooter.
Battery Indicator	The power level is indicated by five power lights on the control panel.
Light	When the scooter is on, one-tap will turn on/off the front light and side LED lights.
Mode	Double-tap to change the riding mode. Red indicates sports mode, and green light indicates comfort mode.
Temperature	When the icon lights up, please pull over to the side of the road to cool down the scooter.
Cruise Control	When the icon lights up, you have activated cruise control.

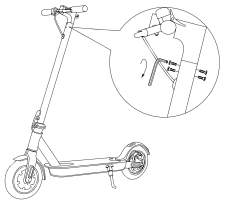
3. Assembly



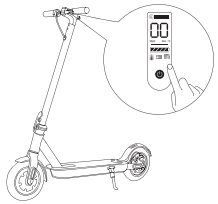
1. Unfold the stem and push it until you hear a click. Then unfold the kickstand to support the scooter.



2. Slide the handlebar onto the stem. Make sure it's right way round.

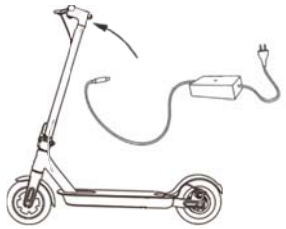


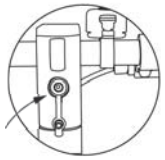
3. Screw four of the screws provided(two on each side) with the provided Allen wrench.



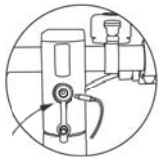
4. Ensure your scooter powers on and off.

4. Charging





Open the rubber plug

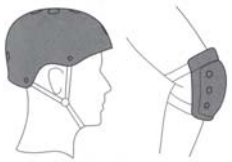


Insert the charging plug in

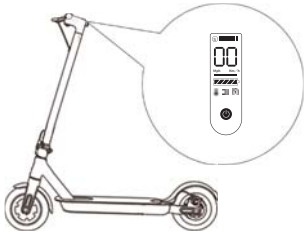
Fill and fix the rubber plug after the charging

Your scooter will be fully charged when the LED light on the charger changes from red （charging） to green.
After a period of full charge, the charging will automatically cut off.
Even so, we still don't recommend charging your scooter for a long time.
Do not connect the charger if the charging port is wet. Cover the charging port when not use.

5. Riding Basics

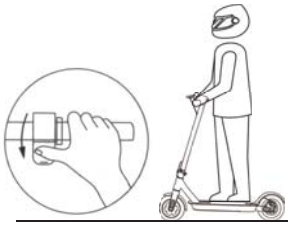


Always wear a helmet and safety gear so to avoid falling and injury during the driving learning, as shown in the figure.

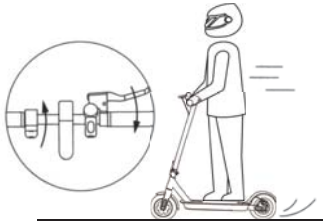


1. Turn the power on, and check the electricity indicator.

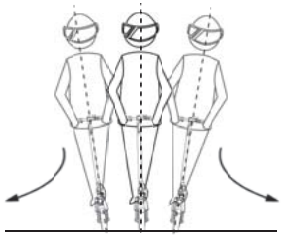
2. Stand on the base with one foot and propel yourself with the other foot.



3. When the electric scooter begins to glide, put both feet on the deck and press the accelerator. The speed shall be kept above 3.1mph (5km/h) for starting the throttle.



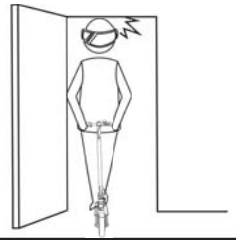
4. Release the throttle and to reduce the speed slowly. Squeeze the brake lever for a sudden brake.



5. Tilt your body to the steering direction as you turn, and turn the handlebar slowly.

6. Riding Notice

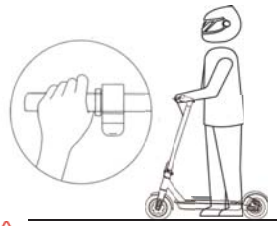
Do not ride in the rain.



Look out for doors, elevators and other overhead obstacles.

Please keep a medium or low speed (5mph) when you ride through speed bumps, elevator door sills, bumpy roads or other uneven surfaces Slightly bend your knee to better adjust mentioned surfaces.

Do not accelerate when you go downhill.



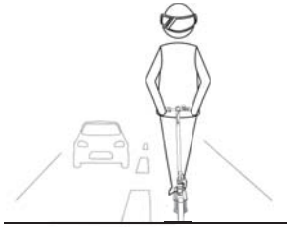
Do not press the throttle when walking with the scooter.

Do not hang bags or other heavy stuff on the handlebar.

Always steer clear of obstacles.

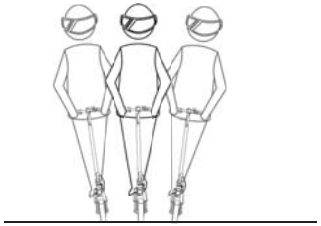
Keep both feet on the deck all time.

7. Dangerous Actions (No Attempting!)

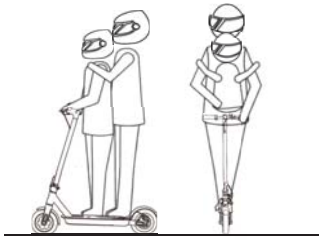


Do not ride in traffic lanes or residential areas where vehicles and pedestrians are both allowed.

Do not ride in a ponding that is higher than 0.79 inches.



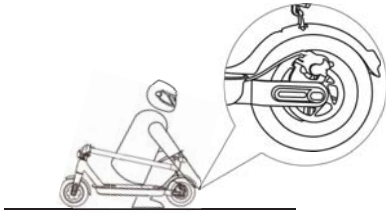
Do not turn the handlebar violently during high-speed riding



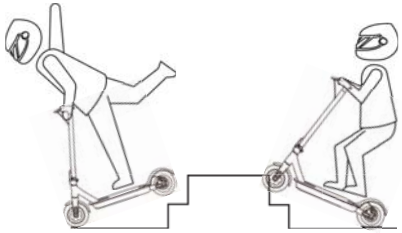
Do not ride with anyone else, including children.

Do not keep your feet on the rear mudguard.

Do not keep your hands away from handlebar.



Do not touch the disc brake.



Do not try riding up or down stairs, and jumping over obstacles

8. Safety Instructions

The Hiboy S2 electric scooter is a leisure device. But once they're in a public area, they'll be seen as vehicles, subjecting to any risks faced by vehicles. For your safety, please follow instructions in the manual and traffic laws and regulations set forth by government and regulatory agencies.

● At the same time, you should understand that risks cannot be entirely avoided as others may violate traffic regulations and drive incautiously, and you're exposed to road accidents just as when you're walking or biking. The faster the scooter is, the longer it takes to stop. On a smooth surface, the scooter may slip, lose balance, and even result in a fall. Thus it is crucial that you use caution, keep proper speed and distance, especially so when you're unfamiliar with the place.

● Respect pedestrians' Right of Way. Try not to startle them while driving, especially children. When you ride from behind pedestrians, ring your bell to give them a heads-up and slow your scooter to pass from their left (applicable to countries where vehicles drive on the right). When you ride across pedestrians, keep to the right at a low speed. When you drive across pedestrians, keep the lowest speed or getting off the vehicle.

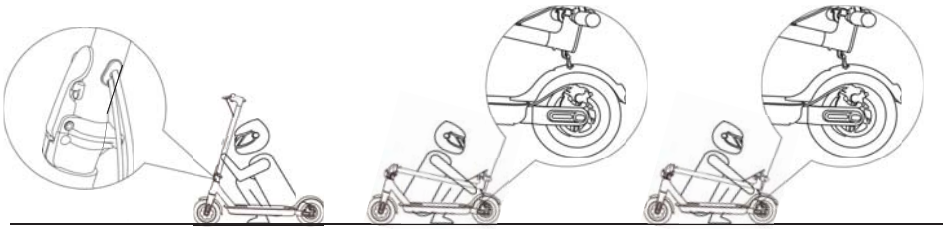
● Closely follow the safety instructions in the manual. Hiboy shall not be liable for any financial losses, physical injuries, accidents, legal disputes and other interest conflicts resulted from actions that violate user instructions.

● Do not lend your scooter to whoever doesn't know the operations. And when you do lend it to your friends, please take the responsibility to ensure he/she knows the operation and wears the safety gear.

● Check the scooter before every use. When you note loosen parts, low battery alerts, excessive wear, strange sounds, malfunctions and other abnormal conditions, stop riding.

● WARNING – Risk of Fire – No User Serviceable Parts.

9. Folding and Carrying



Make sure that the scooter's turned off. To fold, unlock the folding mechanism, and bend the handlebar stem to hook the buckle on the rear fender. To open, press the bell trigger to remove from the buckle, erect the handlebar and lock the folding structure.

Hold the handlebar stem with either one hand or both hands to carry.

10.Daily Care and Maintenance

Cleaning and storage

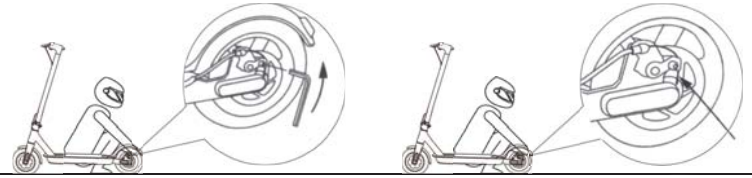
If you see stains on the scooter's body, wipe them off with a damp cloth. If the stains won't scrub off, put on some toothpaste, and brush them with a toothbrush, then wipe them off with a damp cloth.
Notes: do not clean the scooter with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage. Do not wash the board with a high-pressure water spray. During cleaning, make sure that the scooter's turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems.When the scooter not in use, keep it indoors where it is dry and cool. Do not put it outdoors for a long time. Excessive sunlight, overheating and overcooling accelerate the battery pack's lifespan.

Battery maintenance

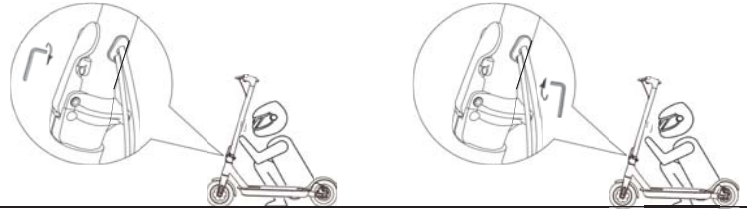
1. Use original battery packs, use of other models or brands may bring about safety issues;
2. Do not touch the contacts. Do not dismantle or puncture the casing. Keep the contacts away from metal objects to prevent short circuit which may result in battery damage or even injuries and deaths;
3. Use original power adapter to avoid potential damage or fire;
4. Mishandling of used batteries may do tremendous harm to the environment. To protect natural environment, please follow local regulations to properly dispose used batteries.
5.After every use, fully charge the battery to prolong its lifespan.

Storage and Disposal

1.Please try to store the scooter in a cool and dry place between 14°F and 104°F. In extremely humid environments the interior of the scooter may suffer condensation or even water accumulation, which may damage the battery rapidly.Devices are not intended for use at elevations greater than 2000 m above sea level Prolonged Exposure to UV Rays, Rain and the Elements May Damage the Enclosure Materials, Store Indoors When Not in Use.
2. In daily use, try to avoid recharging the scooter after completely exhausting the battery. If the battery is low, charge it as soon as possible.
3. Please charge the scooter every other month to preserve the battery.



If the brake is too tight, use the allen wrench to loosen the screws on the caliper, and slightly send back the brake cable to shorten the exposed length, then tighten the screws. If the brake is too loose, loosen the screws, and slightly pull out the brake cable to lengthen the exposed length, then tighten the screws.



If the handlebar and its stem sway during riding, use the to tighten the screws on the folding mechanism.

11. Specifications

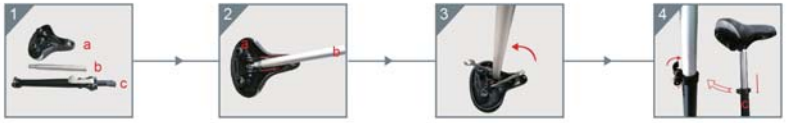
S2	Item	Electric Scooter
Dimensions	Unfolded (Length. x Width x Height)	45.7*17.0*47.2inch
	Folded (Length. x Width x Height)	45.7*17.0*19.3inch
Weight	Net Weight	31.9lb
User	Load	44 ~ 220lbs
	Recommended Age	16-50
Scooter	Max. Speed	19mph
	Max. Range	17mile
	Max. Slope	15º
	Operating Temperature	14-104 ° F
	IP Rating	IPX4
Battery	Voltage	36V DC
	Max. Charging Voltage	42V DC
	Capacity	7.5 Ah
Motor	Nominal Power	350W
Charger	Input Voltage	110V ~ 240V
	Output Voltage	42V DC
	Output Current	1.5A
	Charging Time	3h-5h

(1) The height of the body: distance from the ground to the highest end of the body.
(2) Description of the battery life: it is measured under the condition of full charge, a load of 165 lbs (75 kg), 77°F (25°C), on a flat road without wind, and at 60% of max. speed. The real battery life will differ with different factors of the load, humidity, wind speed and operation habits.
(3) The maximum allowable weight shall be kept within 220lb (driver and objects included)in any case. Consider an extra weight of the clothes or other accessories with us during the trip and the gravity generated by speed, the scooter will not support it if this load limit is exceeded.

S2 Pro	Item	Electric Scooter
Dimensions	Unfolded (Length. x Width x Height)	45.3*16.5*47.6inch
	Folded (Length. x Width x Height)	45.3*16.5*19.3inch
Weight	Net Weight	36.3lb
User	Load	44 ~ 220lbs
	Recommended Age	16-50
Scooter	Max. Speed	19mph
	Max. Range	25mile
	Max. Slope	15º
	Operating Temperature	14-104 °F
	IP Rating	IPX4
Battery	Voltage	36V DC
	Max. Charging Voltage	42V DC
	Capacity	11.6 Ah
Motor	Nominal Power	500W
Charger	Input Voltage	110V ~ 240V
	Output Voltage	42.5V DC
	Output Current	2A
	Charging Time	4h-6h

(1) The height of the body: distance from the ground to the highest end of the body.
(2) Description of the battery life: it is measured under the condition of full charge, a load of 165 lbs (75 kg), 77°F (25°C), on a flat road without wind, and at 60% of max. speed. The real battery life will differ with different factors of the load, humidity, wind speed and operation habits.
(3) The maximum allowable weight shall be kept within 220lb (driver and objects included)in any case. Consider an extra weight of the clothes or other accessories with us during the trip and the gravity generated by speed, the scooter will not support it if this load limit is exceeded.

12. Instructions of Seat Assembly(Option)



1. Seat components a, b, c

2. Insert b into a

3. Make b perpendicular to a, and tighten it with wrench

4. Insert the seat into c, and tighten the screw rod and press down the seat clamp as shown in the figure.

5. The seat assembly is completed

6. Insert the assembled seat into the hole on the scooter.

7. Open the safety ring.

8. Pull the fixed handle and put the seat down

9. Tighten screw with a hexagonal wrench.

10. Fasten the fixed handle.

11. Lock the safety ring.

12. Seat assembly completed.

* The seat is not included, please purchase separately from hiboy store*

13. Limited Warranty Statement

30 DAY SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, Hiboy's return policy allows you to return the product purchased on the Authorization channel within 30 days counting from the date of receipt of shipment, and request a refund from the Authorization channel for any reason. Note: Express shipping cost is non-refundable.

For the return request, Hiboy is not responsible for lost packages due to the carrier, or products received that cannot be verified. Received products that have damage determined to have been caused by the end-user may be subject to denial of the return request.

TO QUALIFY FOR A REFUND, ALL THE FOLLOWING CONDITIONS MUST BE MET:

1.A Return Merchandise Authorization (RMA) must be requested from Hiboy within 30 days from the date of receipt of shipment. To request an RMA, contact Hiboy Service Team at us.support@hiboy.com.
2.The cost of return shipping will be borne by the customer.
3.For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
4.Returned product must be in good physical condition (not physically broken or damaged).
5.All accessories originally included with your purchase must be included with your return.
6.If you return a product to Hiboy, (a) without an RMA from Hiboy(b) without all parts included in the original package, Hiboy retains the right to refuse delivery of such return.

LIMITED PRODUCT WARRANTY

Hiboy warrants the original purchaser that your Hiboy product shall be free from defects in materials and workmanship under normal use for a period aforementioned.
Hiboy does not warrant the operation of the product will be uninterrupted or error-free.
Hiboy is not responsible for damage arising from failure to follow instructions relating to the product's usage.

REMEDIES

If a hardware defect is found and a valid claim is received by Hiboy within the Warranty Period, Hiboy will, at its option and to the extent permitted by law, either (1) repair the product at no charge, using new or refurbished replacement parts or, (2) replace the product with a new or refurbished product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply except where prohibited by applicable law. This Limited Warranty is valid only in the jurisdictions where the products are sold by www.hiboy.com, and is valid to the extent permitted by the applicable laws of such jurisdictions. Any replacement hardware product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

HOW TO OBTAIN WARRANTY SERVICE

A Warranty Service Order must be requested from Hiboy within Warranty Period from the date of receipt of shipment. To request a Warranty Service Order, contact Hiboy Service Team us.support@hiboy.com.
To obtain warranty service, you must deliver the product, in either its original packaging or packaging providing an equal degree of protection, to the address specified by Hiboy. In accordance with applicable law, Hiboy may require the customer to furnish proof of purchase details and/or comply with registration requirements before receiving warranty service.period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

LIMITATION OF DAMAGES

Except to the extent prohibited by applicable law, Hiboy shall not be liable for any incidental, indirect, special, or consequential damages, including but not limited to loss of profits, revenue or data, resulting from any breach of express or implied warranty or condition, or under any other legal theory, even when Hiboy has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Question & Answer

1. Is there any necessary information need to be included before contacting with Hiboy Support Team?

A: Yes, if you need any support from Hiboy, please contact us at us.support@hiboy.com, and please always include your order number, correct model No., descriptions of the problem, pictures, and videos that can show details about the issue in the email, thanks.

2. My scooter can’t be turned on, what can I do?

A: First please make sure you are not turning on the scooter during charging, because for safety consideration, we have set the scooter can’t be turned on during charging. Second please make sure the scooter has been charged for a while to have enough battery to support it can be turned on, otherwise please contact us at us.support@hiboy.com for further support.

3. I can’t charge my scooter, what’s the problem?

A: Please note if the scooter is charging, then the led on the charger will show red color, if the scooter is fully charged, then the led on the charger will show green color.So please help to verify if the charger is defective first: Plug the charger into the socket but not connecting to scooter, if the charger led is NOT on or it is NOT green color, then it means the charger is defective.If the charger is not defective, please contact us at us.support@hiboy.com for further support.

4. I forgot the password for the App, can I reset it?

A: Yes, please click “Forgot password” to reset your password.

5. What if the E-Scooter arrived missing accessory or broken part?

A: Please take a photo and send to Hiboy Support Team’s email: us.support@hiboy.com, Hiboy Support Team will reply you soon and send correct accessory or part replacement.

6. How to attach the seat?

A: Please refer to the assembly steps in this manual, and you can also search for “how to assemble Hiboy seat” on Google, and then you can find some Youtube tutorial videos.

7. Is that possible to replace some components for example the rear fender?

A: Yes, please take a photo and send to Hiboy Support Team’s email: us.support@hiboy.com, Hiboy Support Team will reply you soon.

8. My scooter is stolen, can you help me?

A: I’m sorry we can’t track on the location or serial number of the scooter, please call the local policeman and ask them for help.
the device on his/her App account, then you can connect with it.

9. I have written several emails to us.support@hiboy.com, but no responses received, why?

A: Our Hiboy Support Team will reply to you within 1 working day, if you didn’t receive any reply from us,please also kindly check your spam box, and add us.support@hiboy.com on your whitelist to make sure our reply is not blocked. In addition, you can also contact us on the platform where you purchased the scooter for example Amazon chat box, leave message on hiboy.com website, eBay chat box...etc.

10. When I press on the throttle, why the scooter is not moving?

A: Please note our scooter is set with a kick-off start function considering safety factors, which means you need to stand on the scooter, kick it off to reach a certain minimum speed 3.1 mph, then when you press down the throttle, the scooter will accelerate further, you can check about this kick-off start operation description in the user manual, too.At the same time, you can also adjust in the App.

11. What can I do with the App?

A: Via the App you can turn on / off the lights, lock / unlock the scooter, set the max speed, turn on / off cruise control or Zero start (Kick-off start) function, change the speed unit, modify the scooter name, checking the scooter status for example speed,battery capacity...etc.

12. Why the S2 Pro max distance is lower than 25 miles?

A: Please note the 25 mph riding distance is measured when it is no wind and at 77°F, the scooter's fully charged to ride at a even speed of 9.3 mph on a flat surface with a load of 150 lbs, please check about the rider's weight, road situation, average speed and if the user has used the brake frequently during riding, such factors will influence the riding distance a lot.

13. Can I ride the scooter in the rainy days?

A: Kindly note the scooter waterproof level is IPX4, we don't suggest you to ride it in the rainy days.

14. Is there any caution for storing the scooter if I need to go out for a long time vacation?

A: Please make sure the scooter is stored in a dry & cool place, do not put it outdoors for long time, and if the scooter is expected to be left idle for more than 30 days, please fully charge the battery, keep in mind to recharge it every 60 days to protect the battery from potential damage which is beyond limited warranty.

Trouble shooting

Error code	Error description	Solution
E1 / F1	Brake error	Need to replace the disc brake lever or E-brake
E2 / F2	Throttle error	Need to replace the throttle
E3	There is problem for the communication between the top display and controller inside the frame	Need to replace the top display PCB and the display-controller connection cable
E4	Over current protection, when E4 appears, both electronic brake and throttle will stop working	Normally the E4 will disappear automatically after cool down the scooter for a while, if the E4 continues to show up frequently, then need to replace the controller
E5	Low voltage protection, when the battery voltage is lower than 30V, it will show up E5	First charge the scooter and see if E5 disappears, if E5 doesn't disappear after charging, then need to replace the battery
E6	Over voltage protection, when the battery voltage is higher than 46V, it will show up E6	When E6 shows up, please do not brake suddendly or climb / go down slopes, just consume some power of the battery, then it will be back to the normal
E7	Motor hall error	Need to check if the motor hall cables are connecting well first, if any cable is not connecting well, re-connect it and see if the E7 error disappears; After re-connecting the haul cables and E7 still exists, then need to replace the motor.
E8	Motor phase error	Need to replace the motor.
E9	Hardware error	Restart the scooter for several times and see if the E9 disappears, otherwise need to replace the controller

Contact Us

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your Hiboy Scooter

E-mail Service: us.support@hiboy.com

@Hiboy_Official

HiboyUS

@HiboyUS

www.hiboy.com

FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

The device has been evaluated to meet general RF exposure requirement.