



BLACK HAWK
ELECTRIC



Urban Series

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Preface

These instructions provide a guide towards operating and using the product. There may be slight variations to the model, based on the production timeframe of the product. If you have any questions or concerns about the content shown in this manual, please contact our support team here: support@blackhawkelectric.zendesk.com

These instructions are always improving and changing. If you have any feedback on the manual, please provide constructive feedback to the support email address above.

Safety Notice

Prior to riding the Black Hawk Electric Skateboard, it is important to read through this user manual. All instructions and warnings should be followed to ensure safe operation.

Proper judgement and sensible operation should be applied at all times when operating the electric skateboard. This device uses brushless hub motors to accelerate and brake while in operation. The skateboard is capable of high speeds and fast acceleration that could result in serious injury or death if not ridden carefully.

To minimize risk, please read this manual and only operate the skateboard in safe environments.

Your skateboard can lose power or braking ability at any time, so ensure you only ever ride the skateboard at a comfortable speed similar to that of a normal un-powered skateboard. Braking the skateboard manually with enclosed footwear may be required in an emergency.

Always wear a helmet and ensure protective gear such as knee pads, elbow pads and wrist guards are considered. Falling from the skateboard at high speeds can cause serious injuries so protect yourself with appropriate protective equipment.

For more information on our product disclaimer please visit:

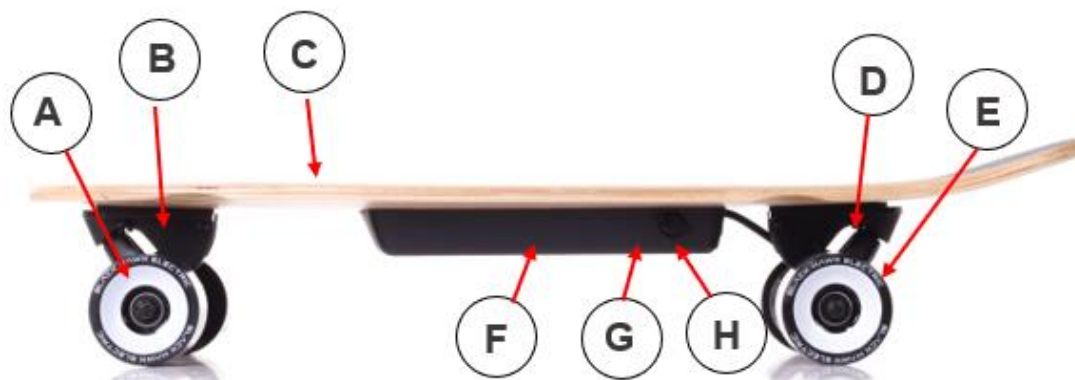
www.blackhawkelectric.com.au

Safety checks all riders must complete before operating their electric skateboard before each and every use:

- Turn on both the skateboard and the remote controller.
- Test functions of the remote controller with the skateboard's motor(s) held up off the ground.
- Test acceleration and braking to ensure that the remote controller's joystick is functioning and returns to neutral when released.
- Ensure all fittings, fixtures and components are tightened and safe to ride on.

Board

See below the breakdown of all components:



A – Front Wheels

B – Front Trucks

C – Deck

D – Rear Trucks

E – Rear Wheels (Motors)

F – Battery

G – On/Off Switch (on other side)

H – Charge Port

Turning the board on using on/off switch:

Turning the board on is quite simple. Just press the on off switch of the board to toggle the board on and off.

Turning the board on using roll to start:

For ease of operation the board has a feature called the roll to start function. To use this function, simply roll the board along the ground and the board will switch on automatically. Then you only need to turn your remote controller on to begin riding.



The board and remote controller automatically turn off after a period of inactivity.



The trucks may need to be adjusted using the provided T-Tool during first use to get your preferred turning circle and stiffness.

Remote Control



Power Button:

This button turns the remote controller on and off. Additionally, it can be used to toggle the speed mode of the board.

Turning the board on/off: Hold this button to turn the remote controller on or off

Changing Speed Mode: Short press this button to toggle through the Speed Mode

Reverse Button:

The remote can be put into reverse in one of two ways depending on the production time of the remote and the board it is being used with.

Option 1: Short press the reverse button to toggle between reverse or forward modes.

Option 2: Hold this button for 3-5s to toggle between reverse or forward modes.

Please note: Reverse mode can only be toggled while the board is stationary. Additionally, the communication light will indicate green for forward and red for reverse.

Throttle/Roller:

The Throttle is used to control the output of the motors, either accelerating or braking. With your index finger through the handle and hand gripping the remote control, use your thumb to gently push the throttle forward or backward to either accelerate or brake respectively.

It is best to use slow controlled movements on the throttle to ensure that the board is controlled in a safe and expected manner.

Communication Light:

The communication light flashes when it communicates with the board.

The communication light will be solid (not flashing) when it is not communicating with the board. For example, when the remote is switched on and the board is switched off.

The colour of light indicates which direction the motors are set to. Green for forward (RWD) and Red for Reverse (FWD)

Battery Indicators:

There are 4 red lights next to a small picture of a skateboard, these indicators will provide various information.

While the board is switched on: these lights will indicate the battery level of the paired board.

While the board is switched off: these lights will flash the battery level of the remote before switching the remote off.

When the remote is plugged into charge: these lights will indicate the charge level of the remote controller and flash up until all four lights are solid.

These lights can also indicate what speed mode and braking mode the board is set to. See: *Speed Modes* and *Advanced Functions: Changing braking sensitivity*

Pairing Button:

This small button is on the back rear side of the remote controller and is used when completing the reset or pairing process. Otherwise, this button is rarely used. To operate this button, you will need a small tool like a tiny hex key or a toothpick. See *Remote Control – Pairing* for step-by-step instructions.

Remote Battery Warning Light:

If this light is on and flashing during operation it means that the remote controller battery is very low and needs to be charged as soon as possible. Continuing to use the remote controller while this light is flashing can cause damage to the remote controller battery.

Additionally, when the remote is critically low on charge the board can only brake and not accelerate.

This light will display red while the remote is plugged in to charge.

Micro USB Charging Port:

Insert the provided micro USB cable here and connect to the standard 5V USB port to charge the remote controller.

Remote Control - Pairing

From new, your remote controller is already paired to your skateboard during quality control testing.

Simply power on your skateboard and then also your remote controller. The connection light will show connectivity.

Should you need to re-pair your remote, please follow these steps.

Turn on both the board and the remote controller.

Hold down the board's on/off switch for 5-7 seconds until the indicator light flashes.

Using a small/sharp object, press the sunken reset button on the remote control. Repeat until paired.



Always use gentle movements on the remote controller throttle to get the desired response from the board.

Remote Control - Speed and Braking Modes

Speed Modes

The remote controller has 4 different speed modes:

1. Slow Mode
2. Medium Mode
3. Fast Mode: Economic
4. Fast Mode: High Power

To change the speed mode of the remote controller, tap the power button and continue to tap the power button until the desired speed mode is selected. The Battery Indicators will change to display which speed mode you are currently using. The bottom battery indicator being *1. Slow Mode* and the top battery indicator being *4. Fast Mode: High Power*.

The Urban Series V3 is board designed around being as light as possible. It does not have a lot of torque/power compared to some of our other boards, for this reason the speed modes may not show a significant difference between them.

Smart Speed Mode Changing

The very latest Black Hawk Electric skateboards have the ability to change speed modes in a smart and safe way without having to take your eyes off the path. Looking down at your remote to find the speed mode button can cause distraction, so the easier way is as follows.

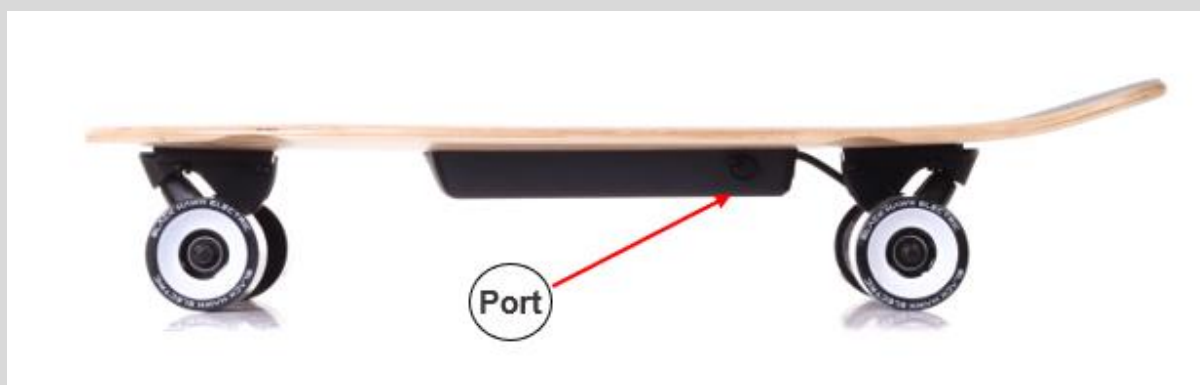
While under throttle, reduce speed back to the neutral position with the thumb lever slowly, then without braking, accelerate upwards again with the thumb lever. This will cycle you through the speed modes continuously in an increasing manner without having to press any other buttons or distract yourself from riding safely. The speed mode will not be increased if you engage the brakes, for safety reasons.

Charging

Board Charging

Charging of your electric skateboard is made simple thanks to an intelligent smart-charger and an on-board Battery Management System, (BMS).

When charging it's important to connect the charger and charger cord to the power outlet, (wall socket) **before** connecting to the skateboard.



Your charger has two lights to display the charging status.

A red light ■ means your charger is connected and charging the battery. A green light ■ means the charger has finished charging the battery. It can also mean the charger is not connected.

**Charging the
Electric
Skateboard
takes 3-4 hours
from empty**



Do not leave the charger connected long than is necessary to charge the battery.

Remote Charging

Charging the hand control is also a simple process thanks to a one-piece USB charging cord. The remote is charged using a Micro USB cable connected to the remote controller and a standard 5V USB port (USB port on a computer for example). The Battery Indicators will flash around in a repeating pattern indicating the remote is charging. Once all four battery indicator lights are solid (not flashing), the remote controller is fully charged. The battery takes 20 mins to charge to 50% and usually charges within an hour from empty.

Operation

Basic Operation

Turning the board on is quite simple. Just press the on/off switch on the board to toggle the board on and off. After switching the board on you can turn the remote on by holding the power button on the remote.



Be sure to set the speed mode to lowest possible setting, we appropriate safety gear, be sure that you aware of your surrounding and are in a safe area to ride (see first ride tips and safety notice). You are now ready to begin riding.

Follow other tips later in this section on Riding Style, Balance and gentle control inputs.

Quick operation

For ease of operation the board has a feature called the 'roll to start' function. To use this function, simply roll the board along the ground, the motors will detect the movement and the board will switch on automatically. Then you only need to turn your remote controller on to begin riding.

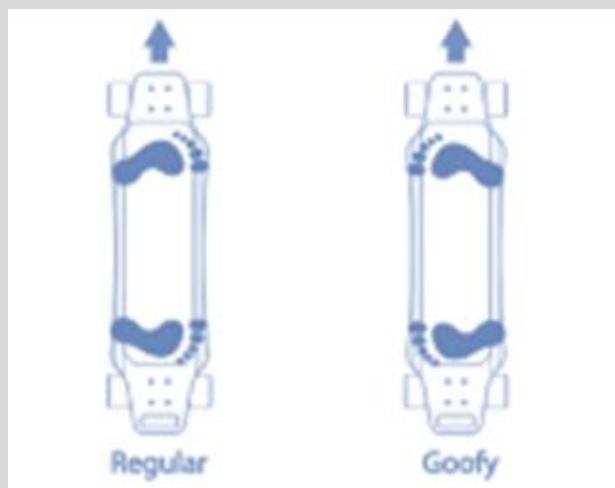


Ensure that you set the remote controller to a speed level that you are comfortable riding on before stepping on the board.

Operation

Riding Style

It is important to make sure you're comfortable and ensure you're riding with the correct stance. You can ride in two different stances as shown below:



Balance

This electric skateboard uses a powerful motor which can throw you off balance when accelerating and also decelerating. It is important to preempt these forces and counteract the propulsion and/or the slowing-down of the skateboard.



When accelerating you will need to either lean slightly forwards or transfer weight onto your front foot.



When decelerating you will need to either lean slightly backwards or transfer weight onto your back foot.

Gentle Control Inputs

When operating the hand control the rider must use a careful amount of input onto the speed/braking controller. Similar to operating a vehicle or motorbike, slow and small movements of the control(s) is crucial.



Fast or erratic inputs to the speed controller will likely cause a loss of balance and lead to the rider falling from the skateboard.

First Ride Tips

Here are some tips for your first ride, some of which have already been covered:

1. Ensure that the safety notice is fully understood, and the safety checks have been completed.
2. To get the most out of your first riding experience, fully charge the board and the remote controller.
3. Wear appropriate safety gear.
4. Choose an appropriate first ride location. Don't jump on the board and ride around a busy street or pathway, that is just asking for trouble. We recommend starting out somewhere away from pedestrians, cars, road debris, with smooth flat surfaces and in dry weather. Like a quiet street, new estate or an empty carpark.
5. Start out slow! Fully understand how to operate the board, including the Smart Speed Control system before beginning to ride. Use the board in its lowest power setting with gentle remote inputs to avoid being thrown off the board. Get a feel for the power of the board and the braking capabilities as you ride.
6. Pay attention to the obstacles in front of you and try to avoid any surface debris that might be around.
7. Adjust the trucks. If you are having some trouble balancing, more experience and time on the board are most important. Though making the trucks slightly tighter can go a long way to improving balance. Just remember tightening your trucks will also affect your turning circle.
8. Enjoy the experience. Riding a skateboard for the first time can be daunting. Take your time and enjoy the experience of learning.



It is very important that the rider does not ride above a speed that they are not comfortable foot braking at (see Safety Notice). Learning how to footbrake is imperative for adequate safety and preventing accidents during emergency situations.



Avoid Riding the board on wet surfaces. Not only can it be dangerous though it can have a negative effect on the electronics. **Warranty does not cover water exposure.**

User Safety

Limitations

It's important to understand what the skateboard is capable of. This includes environment, surrounds, traffic and weather.

We recommend use of the skateboard on smooth, even surfaces away from other vehicles and pedestrians.

Operation of the skateboard on damp roads or in light rain is not permissible and any exposure to water or moisture should be avoided. (See warranty information). Riding the skateboard in wet conditions will compromise traction, braking and turning abilities. All Black Hawk boards have measures in place to show to us any evidence of contact with water.

Things you should avoid

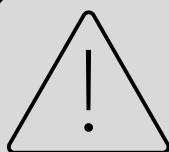
- Bumps, cracks and uneven surfaces
- Rocks, gravel and pebbles
- Steep hills
- Water and wet surfaces
- Sand, grass and dirt

**Water
exposure is
not covered
by warranty**

Further recommendations

- Always wear protective equipment
- Never wear loose clothing that could become caught under the wheels
- Avoid obstructions that could compromise your balance
- Avoid gutters, curbs, steps and driveways
- Apply caution in new areas that you're not familiar with
- Apply caution around pedestrians and always give way
- Avoid speeding up behind pedestrians
- Avoid shared traffic conditions with other motor vehicles

For more information on what the skateboard is capable of and warranty terms for please visit the warranty information on the last page of this user manual or on our website at: blackhawkelectric.com.au



Do not jump on the board, do not ride off gutters or curbs, do not smash the board into hard objects, do not drop the board on the ground to prevent damaging your board and its internal electrical systems.

Battery Safety

It is important to follow and observe all safety information to ensure safe use of the electric skateboard and battery.

- Do not use skateboard if the battery pack is broken or pierced.
- Do not use skateboard if the battery pack emits an unusual smell, smoke or excessive heat.
- Do not use skateboard if battery pack leaks any substance and avoid contact with battery.
- Keep out of reach of children and pets.
- Exposure to battery voltage could result in serious injury or death.
- Unplug or disconnect the skateboard from AC power before removing or attaching battery or performing any service.
- Never work on the skateboard when it is plugged into AC power source. You may risk serious injury from electric shock as well as damage to the skateboard.
- The cells within the battery contain toxic substances.
- Do not attempt open batteries. Do not insert any objects into the battery or use any device to pry the battery out of the skateboard.
- If you insert an object into any of the battery ports or openings you could suffer electric shock, injury, burns or cause a fire.
- Attempting to open the battery casing will damage the casing and could release toxic and harmful substances and render the battery pack and skateboard useless and warranty voided.
- Observe and follow all safety information on the warning label found on the batteries.
- Failure to charge the batteries could result in permanent damage to them. Left unplugged, the batteries could fully discharge over time and could cause permanent damage rendering the battery pack and skateboard useless and warranty voided.



Avoid Riding the board on wet surfaces. **Water exposure** to the charger port, battery or other electronics **is not covered under warranty** and can cause erratic unexpected behaviour.

Battery Safety Continued...

- Only use chargers supplied and approved by Black Hawk Electric and never attempt to bypass or override the protection circuits.
- Do not attempt to wash the skateboard with water or high-pressure water washers.
- Avoid getting water near or into the charge port.
- Do not fit or install any voltage measuring devices to any components.
- Always make sure that the charger port is dry before you connect the charger cord.
- Do not submerge the battery, skateboard or charger into water. If you suspect the batteries or skateboard have been submerged or experienced water intrusion, do not attempt to remove the batteries.
- Do not plug the charger into the board if the skateboard, battery, motors or charger has been submerged or exposed to water ingress.
- As will all rechargeable batteries, do not charge near flammable material or liquids.
- If you use, charge or store the skateboard outside the limits specified, you may void the warranty. You may also damage your batteries and/or experience a reduced range and inconsistent battery charging.
- Do not leave the skateboard charging or stored in any room, dwelling, vehicle or confined space that is above 30° Celsius or below 5° Celsius. Leaving your skateboard in a hot vehicle may cause damage to the battery, motors, vehicle or surrounding environment.
- Lithium Ion batteries are classed as, "Hazardous Materials." Transporting Lithium Ion batteries by air or other methods may be prohibited by policies or law.



Use and charge your board at least once a month to maintain battery health. Long-term storage or failure to charge can cause the battery pack to discharge causing permanent damage, **voiding the warranty**

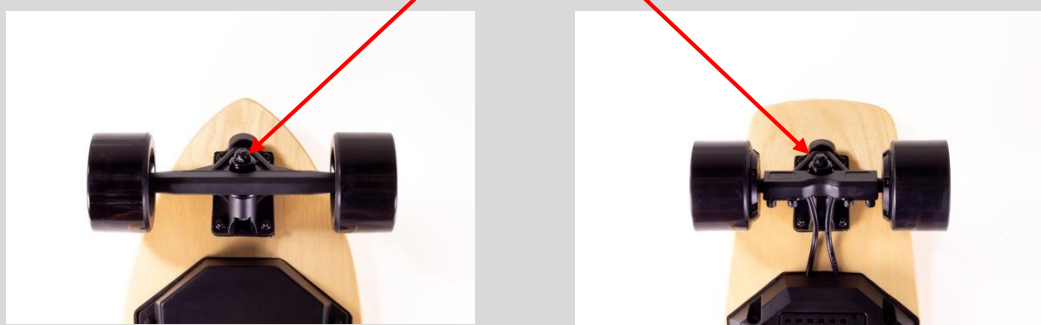
Mechanical Maintenance

Truck Adjustments

Adjusting the turning ability of the skateboard is made simple with the included multitool and the built in hex key. Whilst we recommend leaving both front and rear trucks as is from new, higher speed riding may require stiffer trucks to avoid becoming unbalanced at high speed.

To tighten your trucks, connect your multitool to the black nut of the truck and tighten to the right in a clockwise direction. Only small adjustments are needed. To loosen, reverse the above. Be sure never to loosen the trucks too much as this is a serious safety risk.

Truck Adjustments



Component Removal

Removing any components without permission from Black Hawk Electric may void your warranty. Replacing the battery, controller, a motor or any other working component should only be done after the 12-month warranty period has finished.



Skateboard Care

Wooden Deck

It is important to take care of the wooden deck. For example, we recommend storing the skateboard upright on its wheels. Resting the skateboard on its nose or tail will result in scratches, wear and possible damage to the deck. Repairing the wooden deck is difficult, costly and may void your warranty.

Fittings

For the metal components of the skateboard such as the trucks, we recommend checking over all fastenings every few times the board is ridden to ensure all are tightened appropriately. Riding the skateboard sends vibrations through all components and can over time lead to the loosening of some fasteners. A simple 'once-over' with an Allen key and spanner to the trucks (top and bottom) is all that is required.

Wheel Wear

Wheel wear can occur faster than other typical skateboard wheels. This is especially true for the motors. Should you notice wear on your tires it is important to monitor this wear and ensure the wheels are replaced before riding stability or motor safety is compromised.

Wear and tear are subject to the environmental conditions that the skins are used in. For example, riding on wet roads can cause the wheel skins to crack and split, riding on roads with sharp debris (stones) can take chunks off the skin and even damage the hub caps and hub cap bolts (model dependant).

Grip Tape

The grip tape used on the skateboard is tough wearing however it is expected to wear and decrease in grip with usage of the board. We recommend mounting and dismounting the skateboard without 'scrubbing' the grip tape too much to extend its lifetime. Grip tape can also damage surfaces that it is placed on, a board cover can be used to assist with protection of both the grip and the surfaces it is placed on during storage or transportation.

Specifications

Motors	400W Brushless x 1
Battery	LG 2.2Ah 24V Li-ion 7S 2P
Deck Material	Layered Bamboo
Speed	Up to 15km/h
Range	Up to 10km
Hill Gradient	Suitable for flat areas only
Weight	4kg
Charge Time	3 Hours
Warranty	12 Months
Deck Dimensions	70cm
Wheels	72 mm diameter x 51mm wide
Trucks	Aluminium 220mm
Remote	Ergonomic Bluetooth Remote Controller
Weight Limit	100kg
Intended Usage	Recreational use, on road
Age Limit	12+

Troubleshooting - Sound

This section will detail troubleshooting some of the more frequently encountered sounds.

<p>Motors are squeaking/squealing (Street and Urban Series V3 only)</p>	<p>This can be caused by excess friction between the wheel skin and the motor. It is more common in cold environments and may reduce in volume on a longer ride due to the motors warming up over time. This sound can be reduced by applying a small amount of grease that is safe on polyurethane (such as Innox MX6) on the inside of the wheel skin.</p> <p>Email our support team with a video of the sound and photos of the motors for advice or instructions.</p>
<p>Rattle/buzz from the motors or trucks</p>	<p>Check all truck and hub motor fasteners are tensioned appropriately.</p> <p>When the board first arrives or as the bushings compress over time the truck kingpins may not be tensioned ideally for the rider's weight. This can cause the kingpin washer to resonate on the kingpin in certain circumstances. Increasing the tension of your kingpin nut by a small amount can resolve this.</p>
<p>Constant Clicking/Ticking from the motor during operation</p>	<p>It is recommended to check the tension of all fasteners around the hub motors and check for debris that could be caught near the motor that is periodically colliding with the motor causing the sound.</p> <p>Depending on the age of the board, the bearings could need a clean or have excess debris caught in them. Occasionally this sound is not resolvable without replacement.</p> <p>Replacement bearings are available on the website.</p> <p>If you require assistance, please demonstrate the sound on video and email our support team.</p>
<p>Flapping/clapping from the motors</p>	<p>Check your motor wheel skins for slits or splits in the wheel skin. Larger splits can cause pieces of the wheel skin to slap on the riding surface, creating the sound.</p> <p>Removing the unnecessary slits/splits in the wheel skin can reduce this sound. Small pieces may remove themselves over time as the skin wears.</p> <p>New motors or wheel skins can be purchased from the website, if you require assistance with choosing the correct product, send through a photo of your wheel and our support will advise.</p>

<p>Trucks are creaking or squeaking while turning</p>	<p>This can be caused by the friction between the bushings and truck parts and is common on all skateboards powered or not.</p> <p>Paraffin wax or skateboard bearing grease can be sparingly used on the truck's kingpin, bushings and bushing washers.</p> <p>This can assist in removing the sound. If you need further assistance, email our support team.</p>
<p>My motor/s sound higher pitched during operation and have reduced braking power</p>	<p>Check that you have the remote set to your preferred braking sensitivity.</p> <p>Check the braking operation of the motors. While the board and remote are switched on. Hold the brakes on the remote controller and attempt to turn the motors one by one. They should feel very difficult to turn.</p> <p>If one or more of the motors are easy to turn though still operate normally, this can indicate an issue with the motors inbuilt hall sensors or the cabling of the motor.</p> <p>Please send through photos of the motors and demonstrate the braking operation to our support team for further advice or diagnosis tips.</p>

Troubleshooting - Performance

This section will detail some troubleshooting scenarios that may be related to the performance of the board

<p>My board turns off mid ride (no lights on the board)</p>	<p>It is possible the battery has triggered a safety feature called the low voltage cut-off. This usually only triggers when the motors are exposed to a high load or the battery is critically low and can only be reset by plugging the board into the charger.</p> <p>A high load for the motors could be considered:</p> <ul style="list-style-type: none"> - Hill climbing a hill steeper than boards specifications - Riding with a heavier weight than boards specifications - Riding with low battery charge with a heavy load or hill climbing - Hill climbing from a dead stop - Accelerating from a dead stop with a heavy load <p>If the board is turning off mid ride on flat terrain after a full charge, email our support team.</p>
<p>My board won't turn on</p>	<p>Check if the board is fully charged by following the charging process.</p> <p>If the power switch does not turn the board on. Try to turn the board on with the 'Roll to Start' function by spinning motors.</p> <p>If the board does not turn on after trying both switch and roll to start, demonstrate the situation in a video to support, for additional assistance and diagnosis tips.</p>
<p>My board won't charge</p>	<p>Check if the charger light is on (green) when plugged in the wall socket (not plugged into the board).</p> <p>If the light is not on, try another powerpoint, should trying another powerpoint not resolve, contact our support team</p> <p>If the charger light is on, connect the charger to the board. A red charger light means charging, a green charger light means fully charged or unplugged.</p> <p>If you are having an issue with the charging process after checking the above steps. Please demonstrate the charging process in a video to our support team.</p>

<p>My board lost power while braking riding down a hill</p>	<p>On rare occasions if the board is fully charged before use and then is ridden down a hill while using the brakes, can result in the board suddenly losing power, preventing further braking. The reason this rare scenario can occur is due to the board's regenerative braking feature trickling charge into the battery while slowing down. If the battery is already fully charged while the regenerative braking is active, theoretically it can cause the battery to over charge and trigger the overvoltage safety system designed to protect the battery from being damaged from overcharging or various electrical conditions.</p> <p>It is very important that the rider does not ride above a speed that they are not comfortable foot braking at (see Safety Notice at the start of the Manual). Learning how to footbrake before riding in scenarios that the rider is not comfortable is imperative for adequate safety and preventing accidents during emergency situations.</p>
<p>My motor/s do not brake like they used to</p> <p>OR</p> <p>My motors brake too hard/soft</p>	<p>You may have accidentally changed the braking sensitivity when attempting to change the power mode of the board. Check that your remote controller is set to an appropriate braking sensitivity.</p> <p>Check the braking operation of the motors. While the board and remote are switched on. Hold the brakes on the remote controller and attempt to turn the motors one by one. They both should feel very difficult to turn.</p> <p>If one or more of the motors are easy to turn, this can indicate an issue with the motors inbuilt hall sensors or the cabling of the motor.</p> <p>Please send through photos of the motors and demonstrate the braking operation to our support team for further advice.</p>
<p>One of my motors stopped working or is behaving erratically.</p>	<p>Generally speaking this issue is most commonly caused by accidental mishandling of the cabling near the motors or during operation, debris is kicked up off the road catching the motor cable causing the cable to stretch away from the boards internals or suffer internal cabling damage.</p> <p>Please send through photos of the motors and demonstrate the behaviour to our support team for further advice.</p>
<p>My board runs out of power quickly (low range)</p>	<p>Realistic expectations surrounding top speed performance and range are generally advised. There are countless variables involved with the expected top speed and range from your board's inbuilt battery such as: Rider weight, terrain, gradient, voltage level, plus other factors like wind, heat and many more.</p> <p>If you are concerned that the range that you are receiving is warranty related, please contact our support team with a description of the performance you are currently receiving.</p>

<p>My board is not as fast as it used to be</p>	<p>There are a number of factors that can affect the maximum speed of the board, including but not limited to:</p> <ul style="list-style-type: none"> - Speed setting on remote controller - Rolling resistance of front wheel - Bearing wear or cleanliness - Environment temperature - Natural battery degradation - Riders perception of speed - Battery degradation due to operation/storage of the board in high/low temperature environments <p>Completing a remote reset process can sometimes resolve top speed concerns if the speed difference is drastic. It is recommended to complete a remote reset before contacting support.</p> <p>If you are concerned that the speed that you are receiving is warranty related, please contact our support team.</p>
<p>My board feel slower during a ride and it is a very hot day</p>	<p>On rare occasions if the board is operated in a very hot environment, this can allow the internal electronics to heat up. If they get hot enough the board will detect that heat and reduce the power output of the motors in order to prevent damage to the device. It will continue to reduce power to the motors until the heat gets too high or the board cools down. If the heat exceeds safe level the board will switch off and you may not be able to turn it back on until the board cools down.</p>

Troubleshooting - Remote

This section details some scenarios related to troubleshooting the remote controller or symptoms related to the remote controller.

<p>My board doesn't respond to the remote for a short time</p>	<p>It is possible that the remote has disconnected from the board temporarily. The remote will flash the lights and attempt reconnect with the board in a few seconds</p> <p>This symptom can be caused by:</p> <ul style="list-style-type: none"> • High vibrations <ul style="list-style-type: none"> ○ E.g. gutter drops, manhole covers, grates, pavers, tactile pavers, etc. • Electromagnetic interference <ul style="list-style-type: none"> ○ E.g. Large number of similar devices nearby, high voltage power lines, nearby electromagnetically reflective objects (cars, metal objects) <p>The board will reduce throttle to 0% if connection to the remote is lost for safety reasons. Once connection is restored the remote throttle needs to be released before safely using it again.</p> <p>If disconnection occurs while riding on flat, smooth terrain, without possibility of much electromagnetic interference, check in with our support team.</p>
<p>The motors are fluctuating in speed while holding the throttle steady</p>	<p>Try the remote reset process: With the board and remote switched off, press and hold the pairing button and the power button on the remote together for 3-5 seconds.</p> <p>Try pairing the remote to board again</p> <p>If the above steps do not resolve, demonstrate the situation in a video to our support team for assistance.</p>
<p>The motors are either braking or accelerating without throttle input</p>	<p>First check that the throttle/roller is not damaged in anyway and that it returns to the neutral position when not in use.</p> <p>Try remote reset process: With the board and remote switched off, press and hold the pairing button and the power button on the remote together for 3-5 seconds.</p> <p>Try pairing the remote to board again.</p> <p>If the above steps do not resolve, demonstrate the situation in a video to our support team for assistance.</p>

Warranty and Guarantee

This agreement outlines the warranty coverage supplied by Black Hawk Electric Pty. Ltd.

The company warrants that the product will be free from defect in materials and workmanship for a period of 12 months. If the product proves defective under normal usage within the limitations given, a claim must be filed during the warranty time period. If the product is proved faulty under normal usage, Black Hawk Electric will at its discretion:

- Repair the product by means of email support with supplied photos and/or footage to demonstrate the fault or issue from the customer.
- Repair the product with new or refurbished parts within a reasonable time frame.

Warranty matters cannot and will not be discussed through telephone discussions as all matters must be written in email to keep a paper trail of all things said.

The following situations are beyond the warranty inclusions:

- Damage has been caused by modification or used outside what is specified within the product limitations.
- The product has been dismantled or repaired by an unauthorized third party.
- Damage or fault has been caused by other issues.
- Natural wear and tear does not affect product function, including: scratches, wear and tear on deck, grip tape, bearings, wheels and wheel skins.
- Total distance travelled is over 1500km.
- Damage caused by accidents, such as: dropping the skateboard or leaving the skateboard in a wet environment where rust or corrosion has developed on the skateboard. This includes coastal areas where salt spray is abundant.
- Damage caused by overloading the electric skateboard.
- Damage caused by water.
- Damage caused by natural events such as fire, flood, storm or extreme temperatures.

Contact Black Hawk Electric for any warranty related matters.