

# HIBOY ELECTRIC SCOOTER P10



The manufacturer reserves the right to make changes to the product, and update this manual at any time.

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# USER MANUAL

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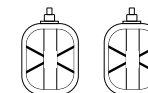
## 1. PACKAGE CONTENTS



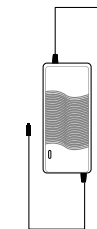
Carefully check package contents, if anything is missing or damaged, please contact Hiboy customer service for support: [us.support@hiboy.com](mailto:us.support@hiboy.com)



Rear Flap



2 x Pedal



Charger

## 2. PRODUCT OVERVIEW



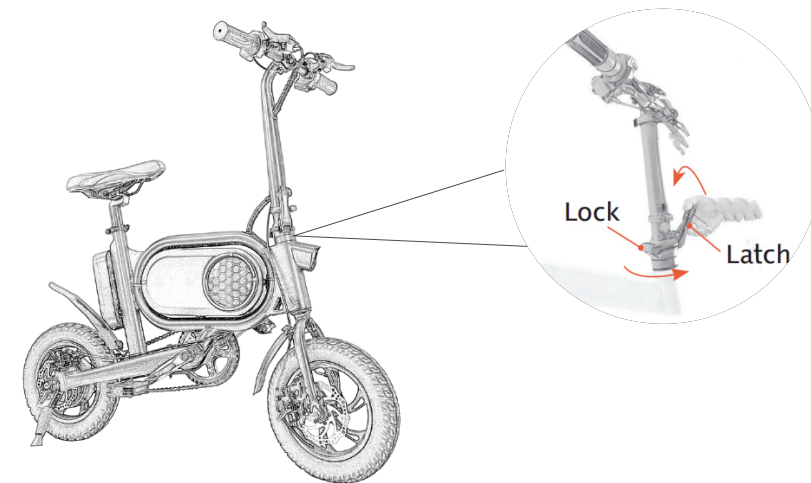
## 3. ASSEMBLY

### UNFOLDING THE HEAD TUBE

Step 1. Unfold the rear wheel / section and hold your E-Bike upright with the kickstand.

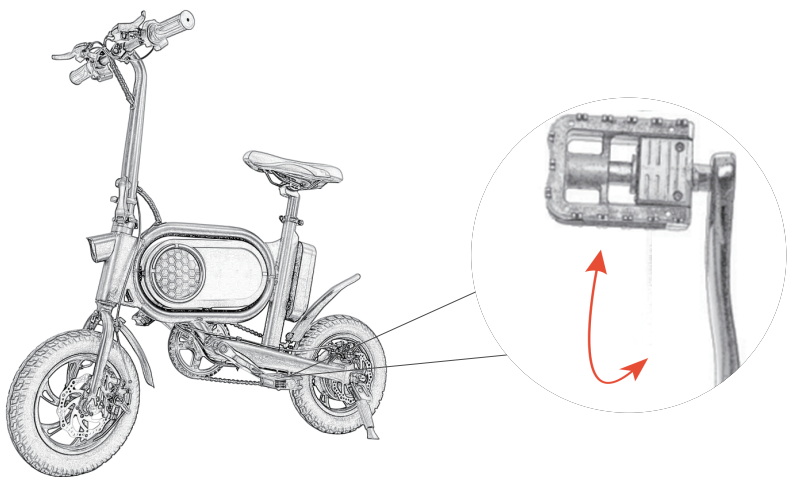
Step 2. Pull the head tube and handlebars upright.

Step 3. Fold the latch up, then turn the lock so that its end is inserted into the latch to lock it in place.



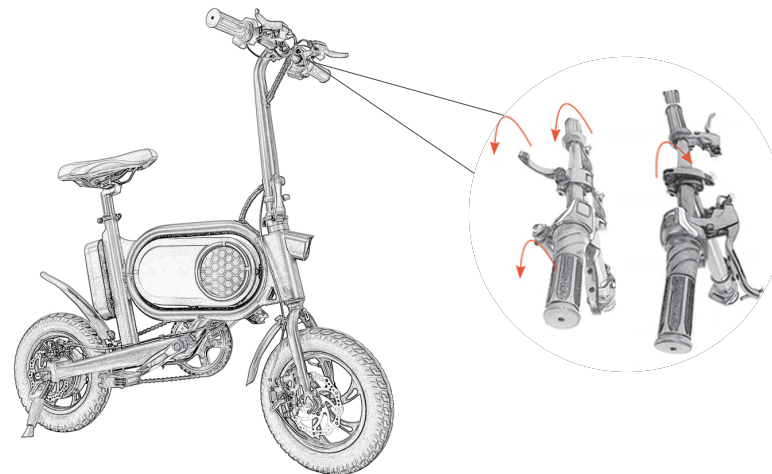
## INSTALL THE PEDALS & REAR FLAP

L for Left, R for right, holding the crank arm vertical, rotate the pedal into the crank arm. Repeat with the other pedal as needed.  
Then install the rear flap.



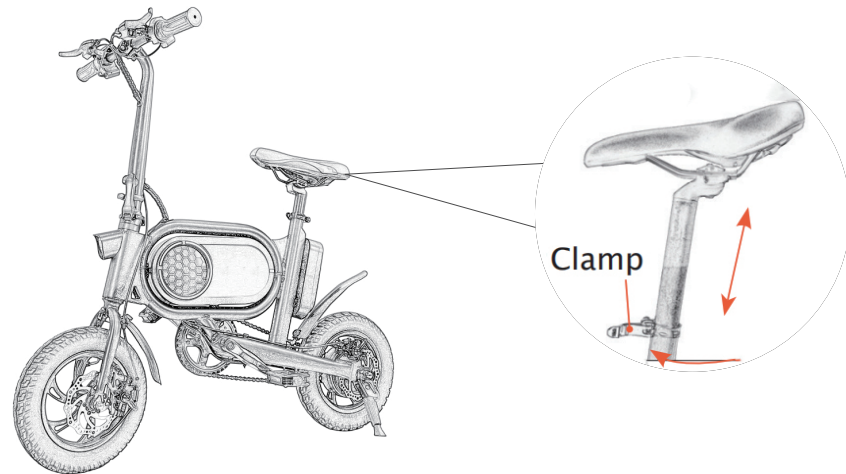
## ADJUSTING THE HANDLEBARS

Unfold the clamp to rotate and adjust the direction of the handlebars to a comfortable position.  
Secure the handlebars by flipping the clamp closed.

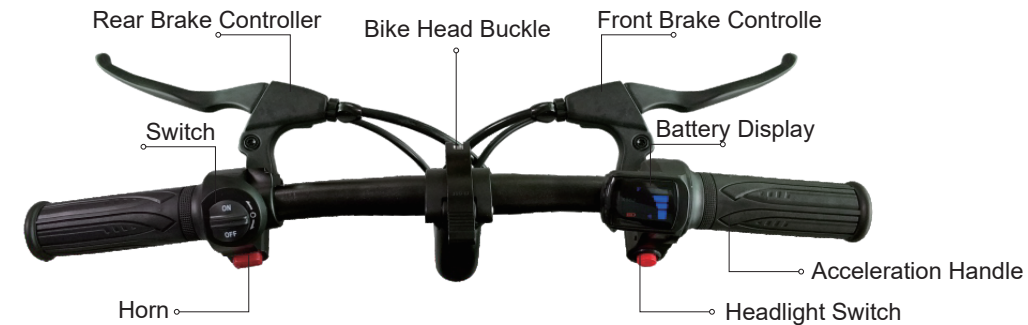


## ADJUSTING SEAT HEIGHT

First, open the clamp under the seat post. Pull the seat up or push it down to adjust height. Check to make sure the seat post is fully inserted into the frame and the head of the seat is parallel with the frame. Lastly, close the clamp to secure the seat in place.



## 4. HOW TO RIDE



The instructions below will ensure you have a comfortable and safe riding experience. Please read carefully.

Start your E-Bike by pressing the Power Button,

- Moving forward on your E-Bike is as easy as twisting the Throttle.
- To slow down, first let go of the Throttle then gradually squeeze the Rear Brake to slow the rear motorized wheel down.
- To stop, first let go of the Throttle, then squeeze the front and rear brakes to slow the front and rear wheels down.
- Use the Bell to alert pedestrians and other riders of your presence.
- The Display shows how much charge is left in the battery. Make sure the battery is at full power before heading out on a long distance ride.

## 5. SAFE RIDING TECHNIQUES

Following these techniques and tips can ensure you have a safe, fun riding experience on the P10 Electric Bike. Check to make sure your brakes are fully intact, pedals are securely installed, and handlebars are locked in place.

- Always wear an ASTM F1492 approved helmet and protective gear to avoid possible injury.
- Make sure your feet are always on the pedals. Taking your feet off the pedals while riding is dangerous.
- Ensure the battery is fully charged especially if you plan to travel long distances.
- Ensure your tires are intact with no punctures.
- Ensure the vehicle speed is safe to yourself and others, and be ready to stop at any time.
- When riding with friends, keep a safe distance between your devices to prevent collisions.
- Be aware of your surroundings at all times to ensure a safe ride. Your eyes are your best tools for safely avoiding obstacles and slippery surfaces.
- Stay in open spaces and flat areas, avoid steep slopes or high traffic areas until you're familiar with riding.
- Only ride the E-Bike where permitted, you must comply with local laws and give way to pedestrians.

## WARNING

- Never ride at high speeds on uneven terrain or slopes.
- Never perform stunts or turn abruptly without checking your surroundings.
- Never carry passengers on the E-Bike with you.
- Never carry heavy items while riding.
- Never ride in the rain.
- Never use the E-Bike to do anything that may cause personal injury or property damage.
- Never get off the E-Bike when it is in motion.

## 6. CHARGING

WARNING: Ensure the E-Bike is turned off before charging and remains off while charging.

- Your bike will be fully charged when the LED light on the charger changes from red to green.
- After a period of full charge, the charging will automatically cut off.

Even so, we still don't recommend charging your bike for long time.

- Do not connect the charger if the charging port is wet. Cover the charging port when not use.

### TIPS:

- Fully charge the battery before your first use, this may take up to 3 hours.
- To maximize the life of the battery, you must charge it after each riding session.
- When not in active use, please charge at least once a month to maintain optimal battery levels.
- Perform periodic visual inspection of the charging ports and charger cables.

### NOTE:

- When the battery is fully charged, please STOP CHARGING and unplug the unit.
- Keep your charging environment clean and dry at all times.
- If the charging port is damp or has any liquid on it, do not charge your E-Bike.
- In order for the battery to operate at maximum efficiency, avoid charging your E-Bike in extremely hot or extremely cold environments.
- Use only the battery and charging cable provided to you by HIBOY. If a replacement is needed, please contact HIBOY directly.

### DO NOT charge the battery in the following cases

- There is excessive odor or heat.
- Leakage or physical damage.

## 7. SAFETY INSTRUCTIONS

The Hiboy electric bike P10 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 bike is, the longer it takes to stop. On a smooth surface, the bike may slip, lose balance, and even result in a fall. Thus it is crucial that you use caution, keep proper speed and distance, especially 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 bike 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 bike 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 bike before every use. When you note loosen parts, low battery alerts, excessive wear, strange sounds, malfunctions and other abnormal conditions, stop riding.



## 8. CLEANING AND STORAGE

If you see stains on the bike'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 bike with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage. Do not wash the bike with a high-pressure water spray. During cleaning, make sure that the bike is turned off, the charging cable is unplugged, and the rubber flaps are closed as water leakage may result in electric shock or other major problems. When the bike not in use, keep it indoors where it is dry and cool. Do not put it outdoors for long time. Excessive sunlight, overheating and overcooling accelerate the battery pack's lifespan.

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.

### STORE

1. Please try to store the bike in a cool and dry place between 14°F and 104°F. In extremely humid environments the interior of the bike may suffer condensation or even water accumulation, which may damage the battery rapidly.
2. In daily use, try to avoid recharging the bike after completely exhausting the battery. If the battery is low, charge it as soon as possible.
3. Please charge the bike every other month to preserve the battery.

## 9. SPECIFICATION

Item		Electric Bike
Dimensions	Bike Size (Length. x Width x Height)	39.3*35.4*19.6inch
	Folded (Length. x Width x Height)	39.3*27.5*7.8inch
Weight	Net Weight	35.21lb
User	Weight	Max. Load (Weight)
		265lb
		Recommended Age
		16-50
Bike	Max. Speed	15.5mph
	Max. Range	18.6miles
	Assist Distance Range	31miles
	Max. Slope	15%
Battery	Voltage	36V DC
	Capacity	7.5Ah
Motor	Nominal Power	350W
	Charging Time	5.5h

(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 150 lb, at 77°F, on a flat road without wind, and at a speed of 9.3mph. 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 265lbs (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 bike will not support it if this load limit is exceeded.

## 10. 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 damaged determined to have been caused by the end-user may be subject to denial of the return request.

### 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.

**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](mailto: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.

**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](http://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](mailto: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.

## 11. QUESTION & ANSWER

Q: What if there is missing accessory or broken part?

A: Please feel free to contact Hiboy Support Team by sending email: [us.support@hiboy.com](mailto:us.support@hiboy.com). And Hiboy Support Team will reply you and resolve the issue asap.

Q: Is it water/rain proof?

A: You can ride on damp roads but not in standing water puddles (Water resistance not water proof)

Q: Is that possible to replace the components for example the rear cover?

A: Yes, please take a photo and send to Hiboy Support Team by sending email: [us.support@hiboy.com](mailto:us.support@hiboy.com). And Hiboy Support Team will reply you soon.

# 12. CONTACT US

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your Hiboy P10.

HIBOY LIMITED

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E-mail Service: [us.support@hiboy.com](mailto:us.support@hiboy.com)



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