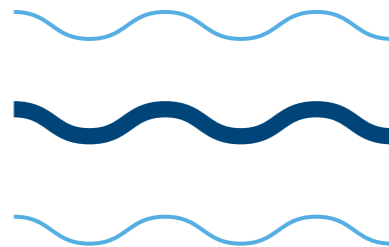


**hiboy**  
— [www.hiboy.com](http://www.hiboy.com) —



**hiboy**

**TITAN**  
Electric Scooter



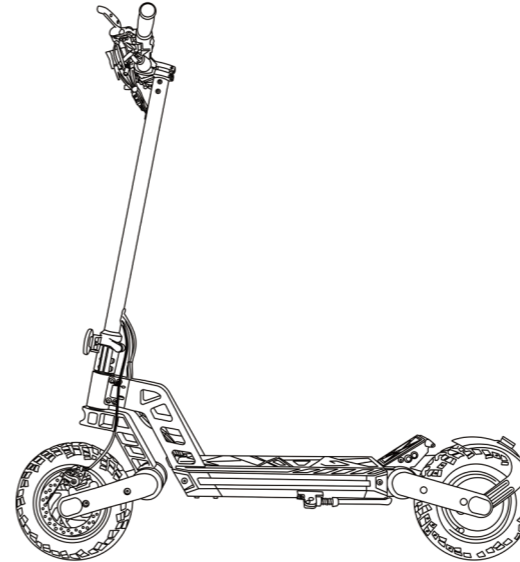
USER MANUAL

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

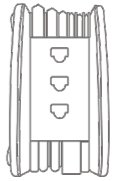
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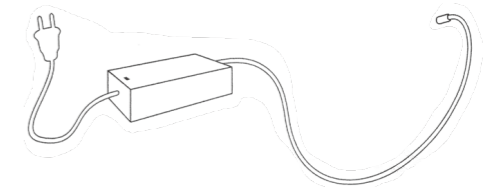
## 1. Package Contents



2 x Screws



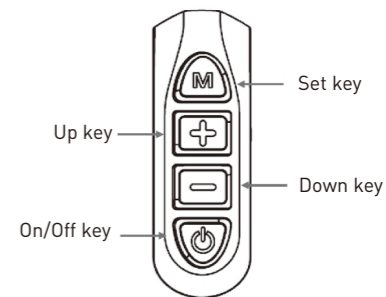
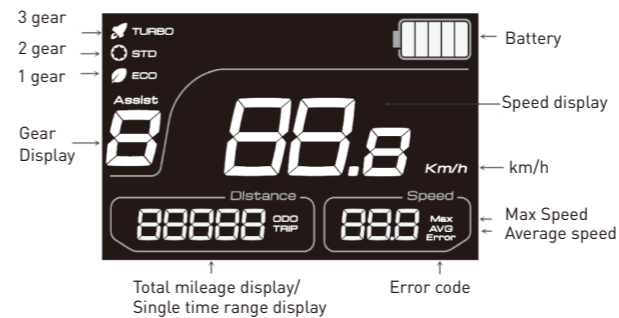
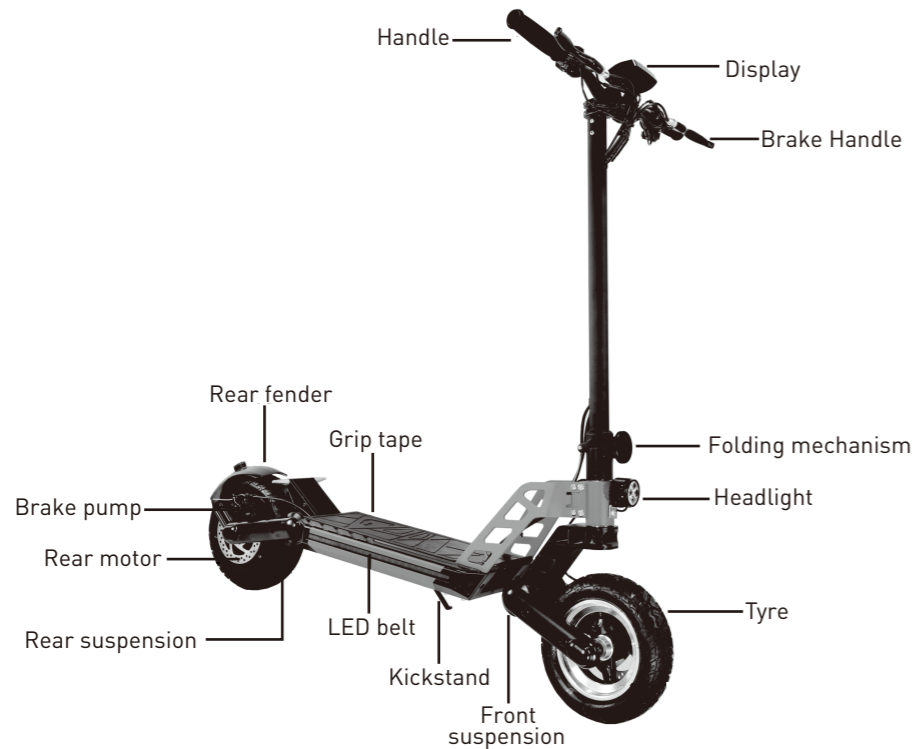
Allen Wrench



Charger

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)

## 2. Product Overview



### Speed Mode

Click "+" and "-" button to adjust Speed Mode( Mode1(ECO), Mode2(STD), Mode3(TURBO))

### 3. Assembly



1. Take the scooter out of the box, unfold the scooter and tighten the folding mechanism as the picture.



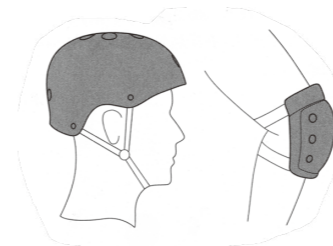
2. Use a proper Allen Wrench to tighten the two screws of handlebar.



3. Loosen the folding mechanism (circle metal) to fold the scooter.

### 4. Riding Basics

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



#### Preparation for riding

Prepare the product according to the instructions. Always wear a helmet and safety gear so to avoid falling and injury during the driving learning, as shown in the figure. Keep away from vehicles and crowded areas.

#### Riding

1. Click the power button to start your scooter
2. Click "+" and "-" button to adjust Speed Model (Mode1(ECO), Mode2(STD), Mode3(TURBO))
3. Step on the deck of scooter and propel yourself, then press throttle lever to ride your scooter.

#### Handlebar Operation Instructions

1. Press the yellow button to start the ring bell
2. Press the red button to open the headlight
3. Use your left hand to operate the rear brake.
4. Use your right hand to operate the front brake.
5. Press the right thumb accelerator to control the speed when riding

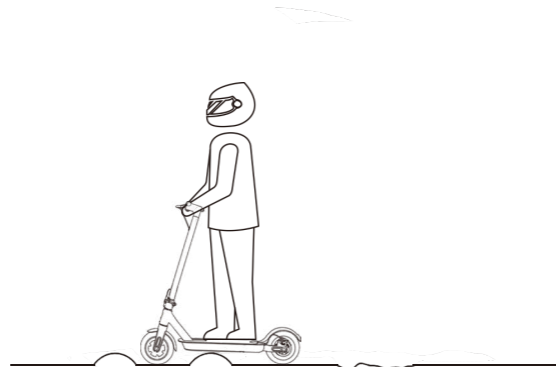


## 5. Riding Notice



⚠ Do not ride in the rain.

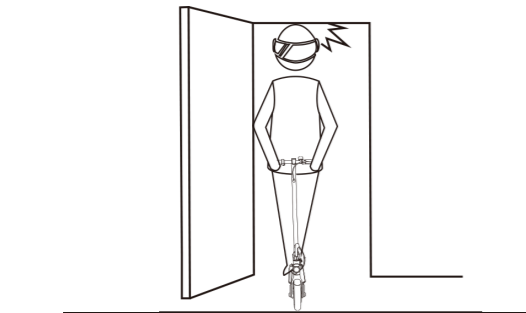
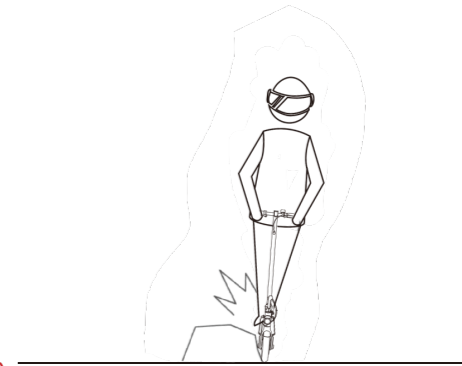
⚠ Please keep a medium or low speed ( 5mph) when you ride through speed bumps, elevator door sills, bumpy roads or other uneven surfaces. Slightly bend your knee to better adjust mentioned surfaces.



⚠ Do not press the throttle when walking with the scooter.



⚠ Always steer clear of obstacles.

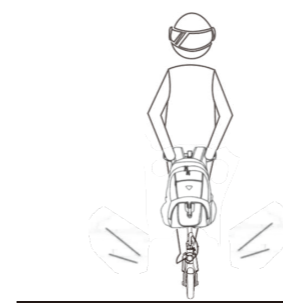


⚠ Look out for doors, elevators and other overhead obstacles.

⚠ Do not accelerate when you go downhill.



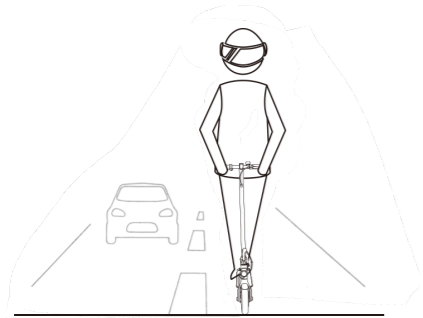
⚠ Do not hang bags or other heavy stuff on the handlebar.



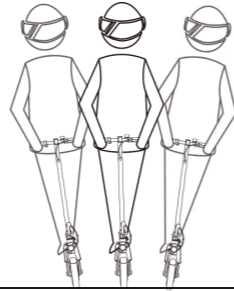
⚠ Keep both feet on the deck all time.



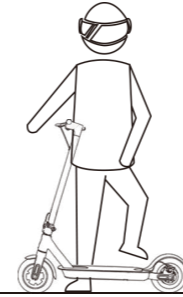
## 6. Dangerous Actions (No Attempting!)



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



**⊘** Do not turn the handlebar violently during high-speed riding



**⊘** Do not keep your feet on the rear mudguard.



**⊘** Do not touch the disc brake.



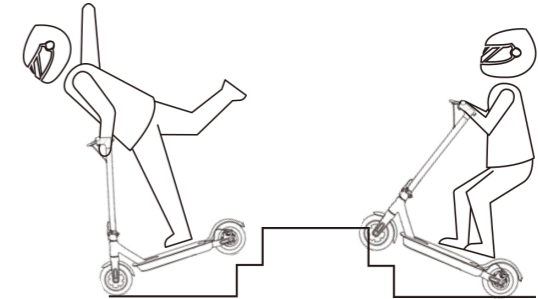
**⊘** Do not ride in a ponding that is higher than 0.79 inches.



**⊘** Do not ride with anyone else, including children.



**⊘** Do not keep your hands away from handlebar.



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

## 7. Safety Instructions

The Hiboy Titan 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.**

## 8. 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 fire 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.

### 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.

## 9. Specifications

Item	Item	Specifications
Dimensions	Unfolded [L x W x H]	47.3*24.4*47.6 inch [120*62*121 cm]
	Folded [L x W x H]	47.3*24.4*20.9 inch [120*62*53 cm]
Weight	Net Weight	50.7 lbs (23 kg)
User	Max. Load	286 lbs (30 kg)
	Recommended Age	16-50
Scooter	Max.Speed	25 mph
	Max. Range	28 miles (45 km)
	Max.Slope	25°
	Operating Temperature	14-104 °F
	IP Rating	IP53
Battery	Voltage	48 VDC
	Max. Charging Voltage	54.6 VDC
	Capacity	12.5 Ah
Motor	Rated power	800 W
Charger	Input Voltage	100 V ~ 240 V
	Output Voltage	54.6 VDC
	Output Current	2 A
	Charging Time	6 h - 8 h

[1] Item height: from the ground to the top of the scooter;

[2] Max. load: the maximum allowable weight shall be kept within 220 lbs (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.

[3] MAX range: measured when it is no wind and at 77°F, the scooter's fully charged to ride at a even speed of 11.4 mph (18.4 km/h) on a surface with a load of 165 pounds (75 kg).

The real battery life vary with different factors of the load , humidity , wind speed and operation habits...etc.



## 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 your undamaged Hiboy 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: The cost of return shipping will be borne by the customer if the product has no quality issue.

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 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 product basically will 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 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 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

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 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 support@hiboy 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 support@hiboy.com for further support.

4. Can I purchase a extra battery?

A:Yes. Please take a photo and send to Hiboy Support Team's email: support@hiboy.com, Hiboy Support Team will reply you soon and send correct battery.

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: support@hiboy.com, Hiboy Support Team will reply you soon and send correct accessory or part replacement.

6. 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: support@hiboy.com, Hiboy Support Team will reply you soon.

7. Why the screen returns an error code like 2, 6, or 8 ? What should I do?

A: Please contact Hiboy Support Team to remove the error code.

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.

9. I have written several emails to 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 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 message on hiboy.com website, eBay chat box...etc.

10. Why the max distance is lower than advertised max distance?

A: Please note the max distance is measured when it is no wind and at 77°F, the scooter's fully charged to ride at a even speed of 11.4 mph (18.4 km/h) on a at surface with a load of 165 pounds (75 kg). The real battery life vary with different factors of the load , humidity , wind speed and operation habits...etc.

11. 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.

12. 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.

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16. What is the max rider weight? Does the 286 lbs include the weight of the scooter?

A: Hello, we advise the max rider weight is 286lbs on the smooth road. The 286lbs does not include the weight of the scooter.

17. I'm trying to find what inner tire i need to get because i want to change a new inner tire.

A: Please take a photo and send to Hiboy Support Team's email: support@hiboy.com, Hiboy Support Team will reply you soon

18. How do you remove the rear tire? There is a plate on one side and the nut on the other side does not seem designed to come off easily.

A:You can also search for "Replace the Hiboy Titan Rear Fender" on Google, and then you can find some Youtube tutorial videos. You can also send to Hiboy Support Team's email: support@hiboy.com

## 12. Error Code

Error Code	Definition
2	Overcurrent protection is detected inside the controller. Check whether the three-phase wire terminal and the Hall signal connector are in poor contact. After reconnecting the connector, if the state still appears, the controller or motor is damaged.
3	The controller cannot start the motor correctly: check whether the three-phase wire terminal and the Hall signal connector are in poor contact, or the load is too heavy and the system startup time exceeds 2S, such as climbing or wheel jam. If the state still appears after reconnecting the terminals, the controller or motor is damaged.
4	Low battery voltage protection, under voltage protection
5	After the system is powered on, check whether the brake is working properly. If the brake signal is less than 0.75 volts for a long period of time, the brake has failed.
6	Check whether the connection is loose between the motor cable and the controller.
7	Power on the system to check whether the handlebar is out of control, or the handlebar signal is less than 0.75 volts. Or the customer turns the handle before the system works, and the fault can be removed after resetting.
8	Controller Error
A/10	Instrument and Controller Communication Error The yellow cable is not connected.
D/13	Controller program error or 5V error, check whether the brake signal is 5V short circuit.
F/15	Instrument and Controller Communication Error, the green cable is not connected. Or the communication protocol does not match.

If the 5-core wire connecting the instrument and the controller fails, the specific reasons may be as follows:

- (1) If the instrument cannot be turned on, the screen does not display. Possible causes: the main power cord between the controller and the battery is not connected well, or any one of the red, black and blue wires connected between the instrument and the controller has a problem.
- (2) If the instrument can be turned on, but it stops working after 3S. Possible cause: Any one of the green and yellow signal wires connecting the instrument and the controller is broken circuit.

## 13 Contact Us

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

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



@Hiboy\_Official



HiboyUS



@HiboyUS



[www.hiboy.com](http://www.hiboy.com)