



BLVD

**URBN AND URBN +
TROUBLE SHOOTING GUIDE**



- **ERROR CODES**
- **REAR WHEEL AND MOTOR REPLACEMENT**
- **BATTERY REPLACEMENT**
- **CHARGER PORT REPLACEMENT**
- **CONTROLLER REPLACEMENT**
- **FOLDING MECHANISM AND STEM REPLACEMENT**
- **TIGHTENING AND LOOSENING FOLDING MECHANISM AND STEM**
- **FRONT WHEEL REPLACEMENT**
- **GRIP REPLACEMENT**
- **HANDLEBAR KIT**
- **REAR FENDER REPLACEMENT**

•E1 - Bad connection between motor and controller.

Symptom: Unit doesn't work

Solution: Check connections between the motor and controller by disconnecting and reconnecting.

Note: the motor may be the issue, but this is highly unlikely.

•E2 - Throttle failure

Symptom: Unit doesn't work

Solution: Check connections between the throttle and controller by disconnecting and reconnecting.

Note: If connections are OK then throttle needs to be replaced. - contact customer service.

•E3 - Motor issue

Symptom: Motor stops working suddenly, usually due to overload such as climbing a slope.

Solution: Cycle the throttle or turn the unit off, then on.

Note: It may be necessary to wait for the motor to cool down.

•E4 - Motor issue

Symptom: Unit doesn't work, or motor vibrates and/or doesn't turn properly.

Solution: Replace controller - reach out to customer service for a new controller unit or check out our parts page online.

•E6 - Controller issue

Symptom: Unit doesn't work

Solution: Check connections between the display and controller by disconnecting and reconnecting.

Note: If connections are OK, the controller needs to be replaced, reach out to customer service for a new controller unit or check out our parts page online.

•E7 - Battery

Symptom: Unit doesn't work

Solution: Battery needs to be replaced. Reach out to customer service or check out our parts page online.

•E8 - Motor issue

Symptom: Unit doesn't work, or motor doesn't turn properly

Solution: Replace motor. Reach out to customer service or check out our parts page online.

•E9 - Brake issue

Symptom: Unit doesn't work

Solution: Check connections between the brake and controller by disconnecting and reconnecting

Note: If connections are OK then the brake lever needs to be replaced. Reach out to customer service or check out our parts page online.

CUSTOMER SERVICE: customer.service@blvdscooters.com

PARTS AND ACCESSORIES available at blvdscooters.com

Required Tools: (Not included)

- A. Phillips screwdriver
- B. Two (2) 19 mm wrenches

⚠ WARNING

⚠ CAUTION: To avoid potential shock or other injury, turn power switch OFF and disconnect charger before conducting any assembly or maintenance procedures. Failure to follow these steps in the correct order may cause irreparable damage.

Step 1

Using a Phillips screwdriver, remove six (6) screws from the deck. Remove the deck from the unit and set aside.

**Step 2**

Locate and disconnect the motor connectors from the controller.



Required Tool: (Not included)

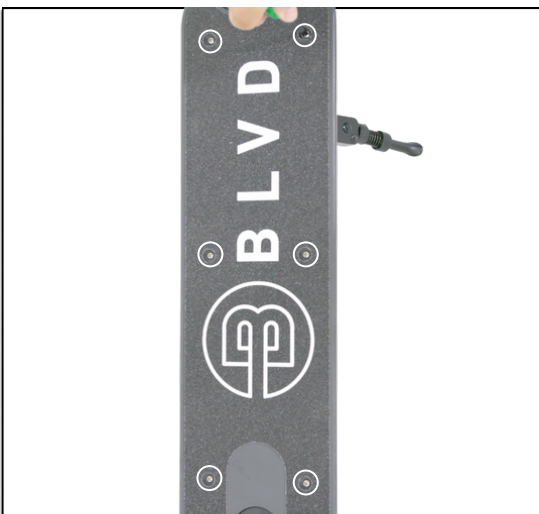
A. Phillips screwdriver

⚠ WARNING

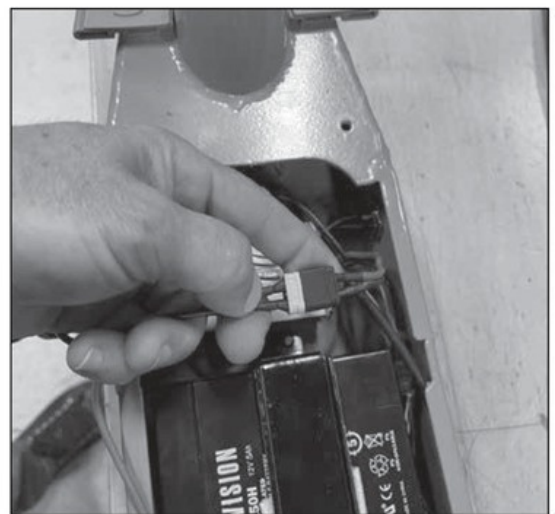
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Step 1

Using a Phillips screwdriver, remove six (6) screws from the deck. Remove the deck from the unit and set aside.

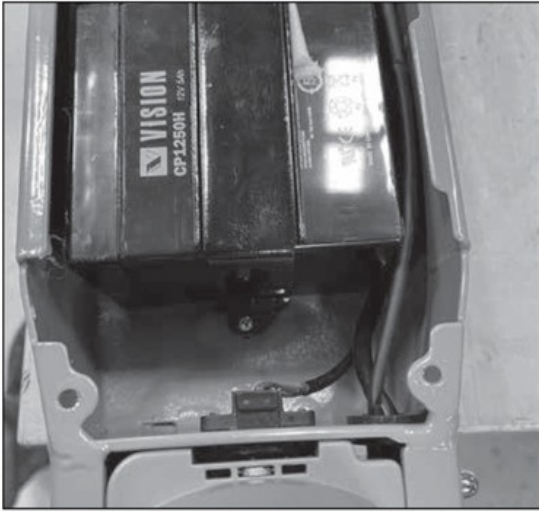
**Step 2**

Locate and disconnect the battery connector from the controller.



Step 3

Using a Phillips screwdriver, remove two (2) screws from the battery bracket. Remove the battery bracket and set aside. Remove the old/used battery and replace with new battery.



Step 4

Reverse the steps.

- Reattach the battery bracket on top of the battery.
- Reconnect the battery to the controller.
- Reposition the deck and attach with the screws that were removed in Step 1.

ATTENTION: Charge battery 8 hours before using.

Required Tools: (Not included)

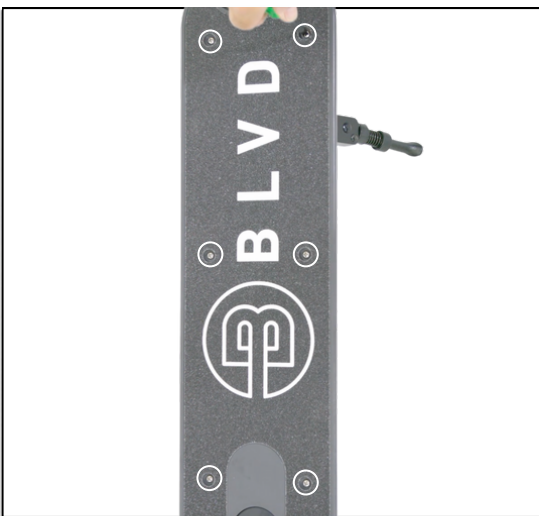
- A. Phillips screwdriver
- B. Flat screwdriver
- C. 17 mm wrench
- D. Needle nose pliers

⚠ WARNING

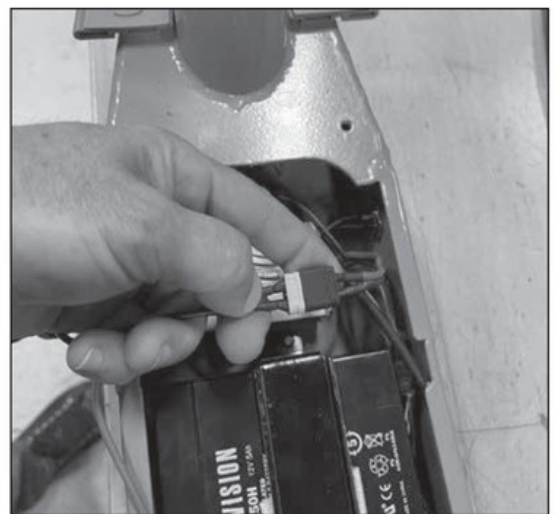
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Step 1

Using a Phillips screwdriver, remove six (6) screws from the deck. Remove the deck from the unit and set aside.

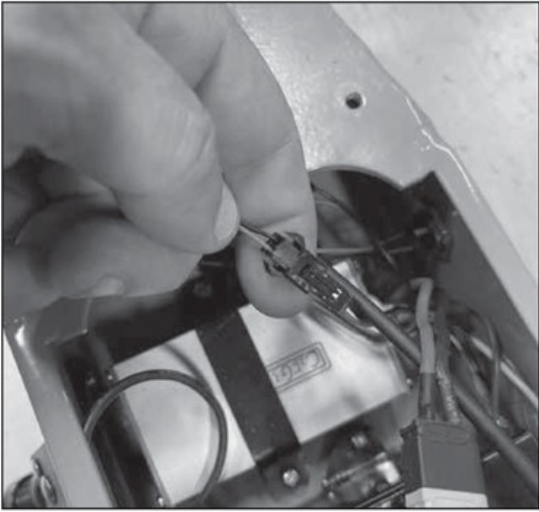
**Step 2**

Locate and disconnect the battery connector from the controller.



Step 3

Disconnect the charger port from the controller.



Step 4

Using a flat screwdriver remove the plastic glue at the back of the charger port.



Step 5

Using a 17 mm wrench or long needle nose pliers loosen and remove the lock nut from the charger port and pull the charger port from outside the unit.



Step 6

Reverse the steps.

- Reposition the deck and attach with the screws that were removed in Step 1.

ATTENTION: Charge battery 8 hours before using.

Required Tool: (Not included)

A. Phillips screwdriver

⚠ WARNING

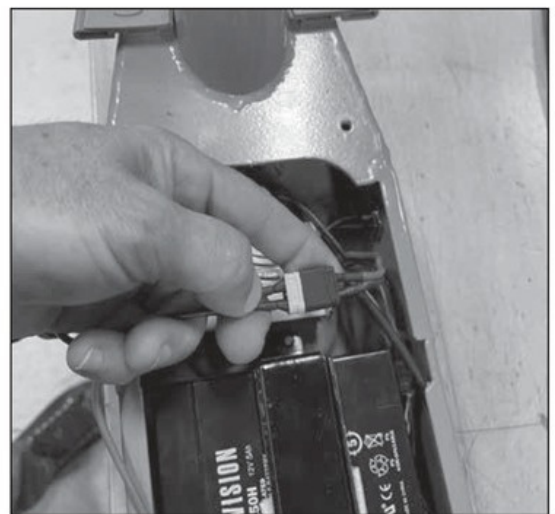
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Step 1

Using a Phillips screwdriver, remove six (6) screws from the deck. Remove the deck from the unit and set aside.

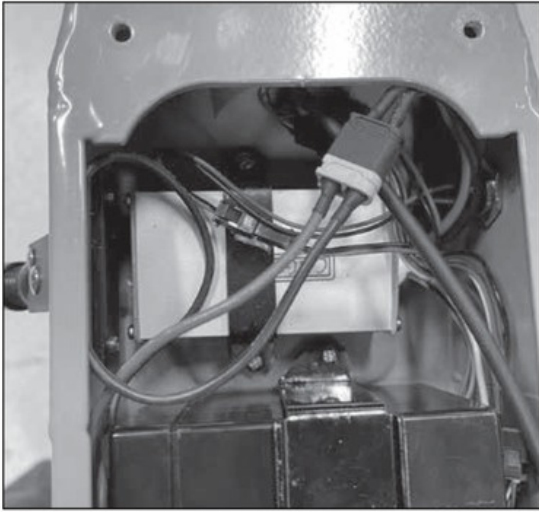
**Step 2**

Locate and disconnect the battery connector from the controller.



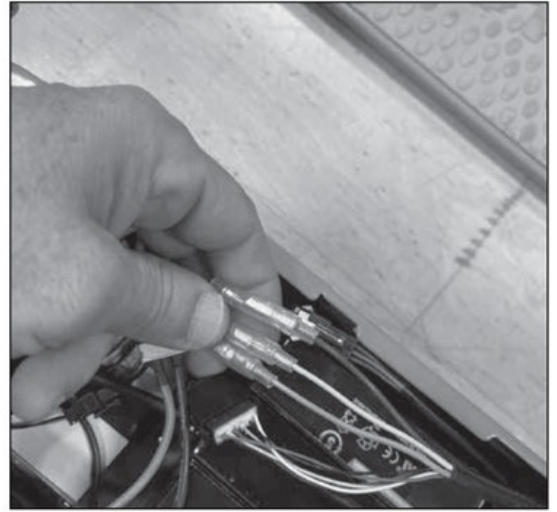
Step 3

Using a Phillips screwdriver, remove two (2) screws from the controller bracket. Remove the bracket and controller from the unit and set aside.



Step 4

Continue to disconnect the rest of the connectors from the controller.



Step 5

Reverse the steps.

- Reattach the battery bracket on top of the battery.
- Reconnect the battery to the controller.
- Reposition the deck and attach with the screws that were removed in Step 1.

ATTENTION: Charge battery 8 hours before using.

Required Tools: (Not included)

- A. 4 mm Allen wrench
- B. Flat screwdriver
- C. 5 mm Allen wrench

⚠ WARNING

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Step 1

Using a 4 mm Allen wrench, loosen and remove the four (4) bolts that attach the t-bar to the stem.

**Step 2**

Remove the t-bar from the stem being careful not to damage the wires. Using both hands disconnect the plug from the t-bar.



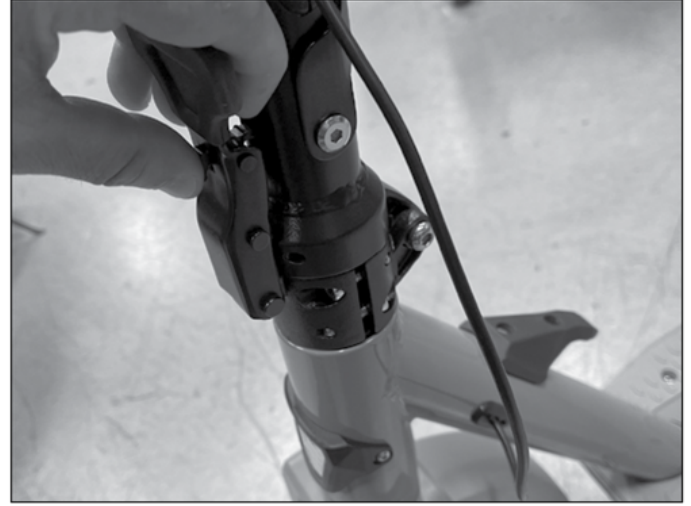
Step 3

Using a flat screwdriver, remove the grommet at the bottom of the stem.



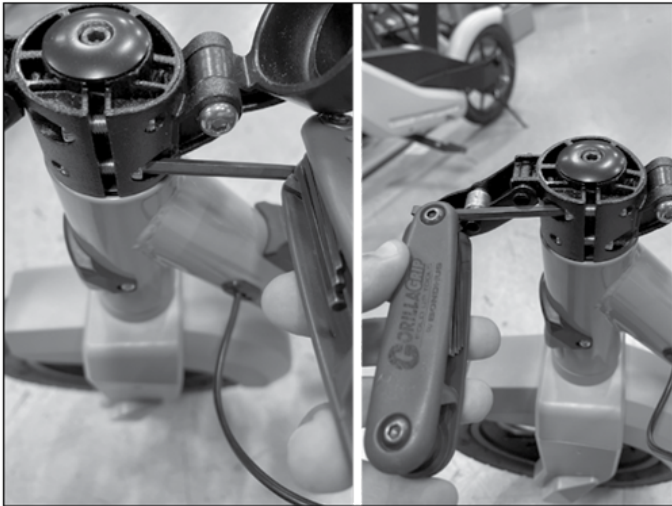
Step 4

Fold the stem by pressing the folding latch button and pulling the lever.



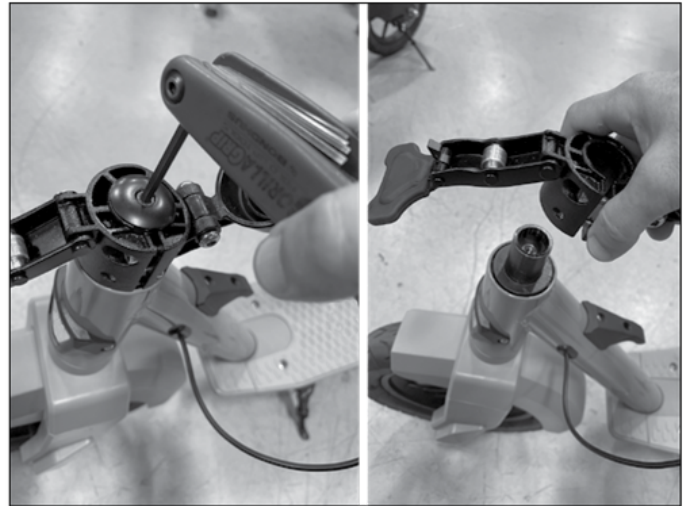
Step 5

Using a 5 mm Allen wrench, loosen the two (2) bolts that clamp the folding mechanism onto the front fork.



Step 6

Loosen and remove the bolt and top cap, slide the folding mechanism up and out from the fork.



Step 7

Reverse the steps.

ATTENTION: Charge battery 8 hours before using.



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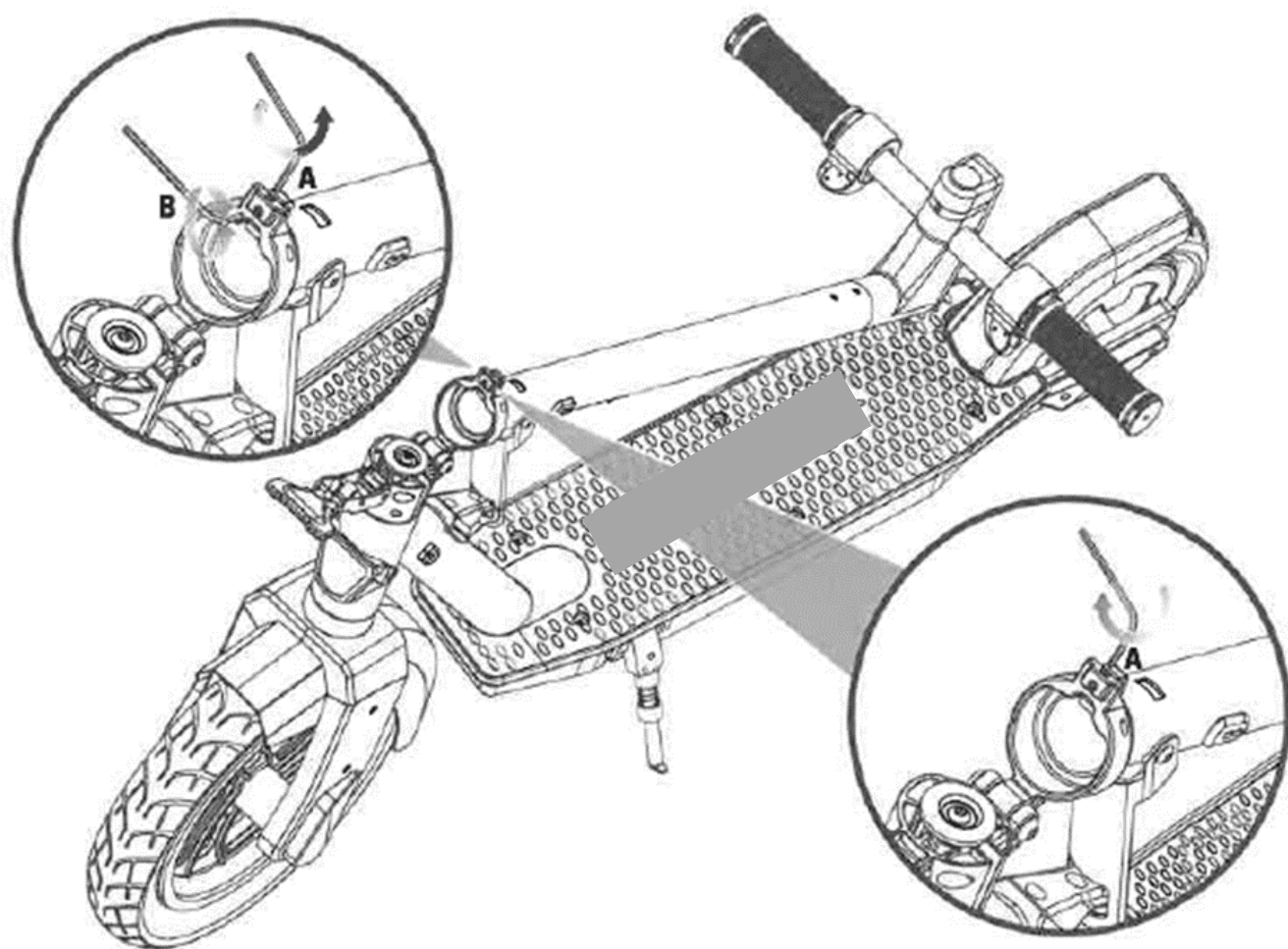
TIGHTENING AND LOOSENING THE FOLDING MECHANISM AND HANDLE BAR

Required Tools: (Not included)

A. 2.5 mm ALLEN WRENCH

⚠WARNING

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1 Fold scooter according to folding scooter instructions on page 8. Using a 2.5 mm Allen wrench, loosen screw **A**. Using a 2.5 mm Allen wrench adjust screw **B**.

2 Tighten screw **A** and unfold to complete adjustment.

Required Tools: (Not included)

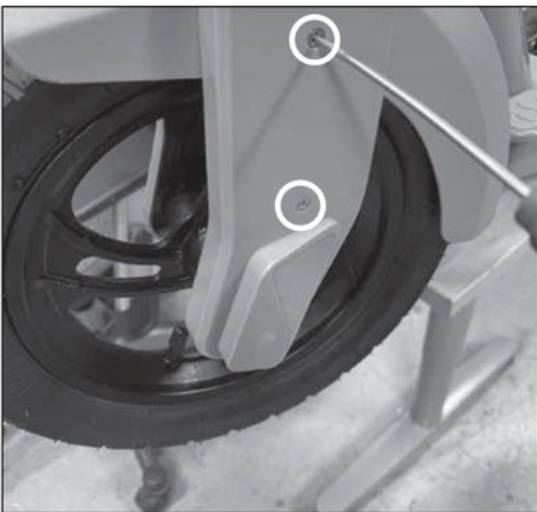
- A. Phillips screwdriver
- B. Two (2) 18 mm wrenches

⚠ WARNING

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Step 1

Using a Phillips screwdriver, remove four (4) screws from the front fork covers. Remove front fork covers and set aside.

**Step 2**

Using two (2) 18 mm wrenches loosen the lock nuts from the axle and slide the wheel down.



Step 3

Reverse the steps.

- Reposition the front fork covers and attach with the screws that were removed in Step 1.

ATTENTION: Charge battery 8 hours before using.

Required Tools: (Not included)

- A. 3 mm Allen wrench
- B. Small flat screwdriver

⚠ WARNING

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Step 1

Using a 3 mm Allen wrench, loosen the set screws under the throttle and brake and move them away from the grips being careful not to damage the wires.

**Step 2**

Using a small flat screwdriver, insert the blade between the grip and the handlebar. Apply a few drops of WD40® or soapy water, remove the screwdriver and pull firmly to remove grip from the handlebar.



Step 3

Repeat the steps on the other side, clean handlebars and grips before installing new grips.



Step 4

Reverse the steps.

ATTENTION: Charge battery 8 hours before using.

Required Tools: (Not included)

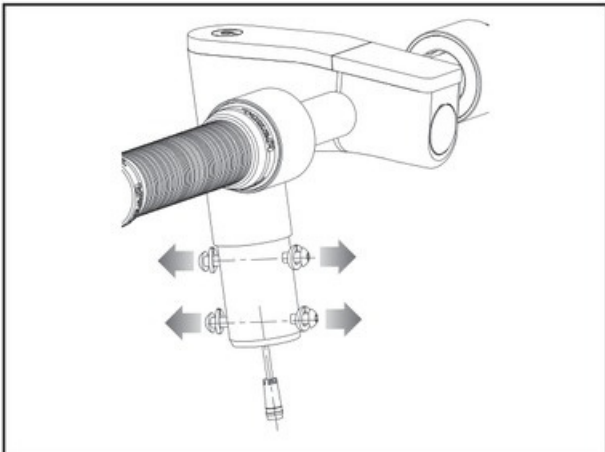
A. 4 mm Allen wrench

⚠WARNING

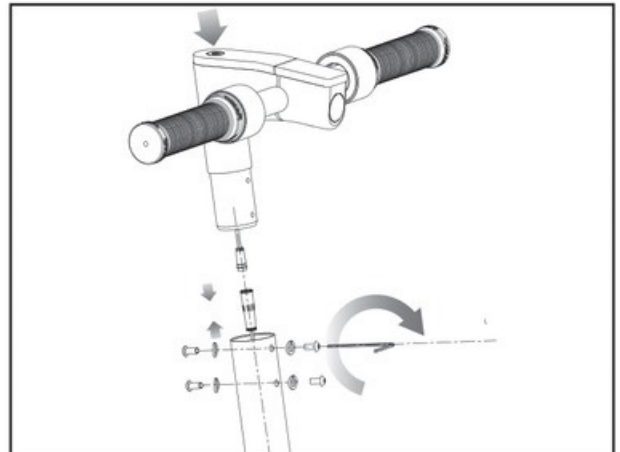
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Step 1

Using a 4 mm Allen wrench, remove the four (4) Allen screws and washers from the handlebar.

**Step 2**

Plug in connector. Slide the stem onto the Steer Tube. Be careful not to pinch wire. Tighten the four (4) handlebar screws and washers securely with a 4 mm Allen wrench.



Required Tools: (Not included)

- A. Phillips screwdriver
- B. 5 mm Allen wrench
- C. 10 mm wrench

⚠ WARNING

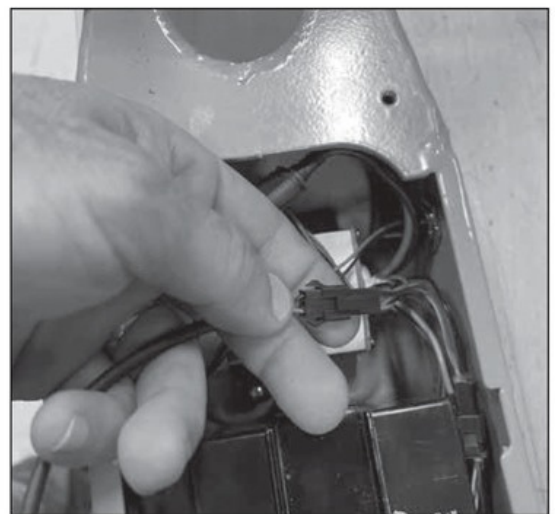
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Step 1

Using a Phillips screwdriver, remove six (6) screws from the deck. Remove the deck from the unit and set aside.

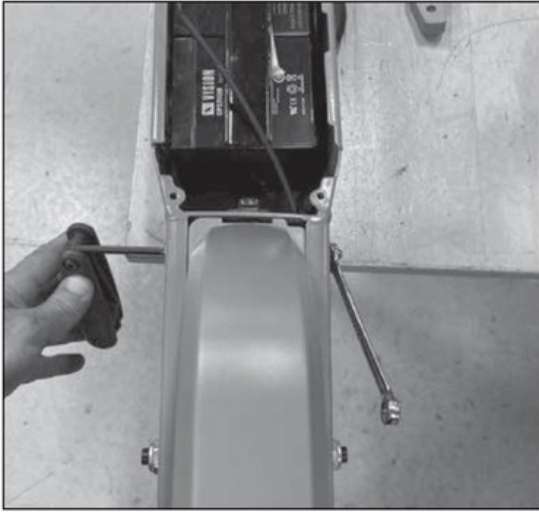
**Step 2**

Locate and disconnect two (2) rear fender connectors.



Step 3

Using a size 5 mm Allen wrench and a 10 mm wrench remove the lock nut and bolt that holds the rear fender onto the frame.



Step 4

Using a Phillips screwdriver, remove two (2) screws that hold the brake sensor onto the frame. Remove brake sensor and set aside.



Step 5

Reverse the steps.

- Reposition the deck and attach with the screws that were removed in Step 1.

ATTENTION: Charge battery 8 hours before using.