
USER MANUAL

TR00PER



BOLZEN

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TROOPER USER MANUAL

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⚠ DANGER Indicates a hazardous situation that will result in serious injury.

⚠ WARNING Indicates a hazardous situation that could result in serious injury.

⚠ CAUTION Indicates a hazardous situation that could result in minor or moderate injury.

CONGRATS AND WELCOME TO TEAM BOLZZEN

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Thanks for choosing the Trooper Smart Electric Scooter. This electric ride is a fresh way to cruise around outdoors in style. It's all about bein' eco-friendly, making your travel smoother, and getting some chill exercise while you're at it.

The Trooper electric scooter keeps it simple with its lightweight design and a sleek, stylish look. The scooter's body is made of strong and lightweight magnesium alloy, which means it's not just good-lookin', it can take a hit too with it's awesome front and rear shocks. And that high-def LED dashboard - it's not just pretty, it's smart and innovative too.

But before you hit the streets, make sure you give the user manual a read. Safety first, my friend!



Team Bolzzzen

BEFORE RIDING AND SAFETY

BOLZZEN

Please read this manual carefully before using your Bolzzzen Scooter:



1. General Safety Guidelines and Restrictions:

- Even if your scooter is within the warranty period, you may be liable for any accidents caused by the following factors.
- Be cautious of water as this product and its components are not waterproof. Prevent water from entering your scooter and its components.
- Never use your scooter on wet roads due to rain, snow, or hailstones.
- When washing your scooter, be extremely careful as water ingress can lead to malfunction and permanent damage to the electrical components.

2. Beware of Folding and Moving Parts:

Keep your fingers, hair, and other body parts away from the moving or folding parts of the scooter to avoid severe injuries.

3. No Stunts or Tricks:

Performing stunts or tricks such as jumping or wheel-stands is strictly prohibited as they can lead to malfunction, permanent damage, and an increased risk of accidents resulting in injury.

4. No Companion Boarding:

This scooter is intended for one adult rider only. Children, infants, or two people boarding are prohibited.

5. Self-Maintenance:

Do not open or modify any electrical components, including batteries, controllers, or motors, as it will void your warranty. You are encouraged to perform general non-electrical maintenance such as changing brake pads, tubes, and tires.

BEFORE RIDING AND SAFETY

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6. Laws and Regulations:

Be aware that certain states and territories of Australia have specific laws and regulations regarding the use of Bolzzzen scooters. Comply with the applicable laws and regulations of your location and operate the scooter safely and legally.



7. Novice Riders:

Inexperienced riders who are not familiar with electric scooters should avoid high-speed riding and stick to low-speed modes.



8. Use of Brakes:

- Use the brakes safely by applying equal pressure to both the front and rear brakes when braking suddenly.
- Avoid using excessive pressure on the front brake, as it may cause the scooter to overturn forward.
- It is not recommended to rely solely on the rear brakes, as it reduces stopping power and leads to uneven wear of the brake pads.



9. Riding on Inclines:

Pay attention to the acceptable gradeability for your specific scooter. Excessive inclines beyond the specifications may damage the electrical components, leading to temperature cut-offs, overcurrent, or low voltage cut-offs, resulting in scooter malfunction.



10. Safety Warning When Lifting the Product:

Always lift the scooter with at least one other person and follow proper lifting procedures to avoid injury.



11. Safety Gear:

Ensure your safety by wearing a full-face helmet and other protective gear for your knees, elbows, hands, and upper body. Avoid inappropriate footwear like thongs or high heels, which can hinder safe riding.

BEFORE RIDING AND SAFETY

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1. Night riding should be avoided where possible. If doing so, all scooter lights should be switched on and a high visibility vest is strongly encouraged.
2. Select the mode that best suits your riding ability. In order to handle sudden situations, be prepared to slow down and brake at all times.
3. When turning left / right, slow down to avoid the danger of overturning or slipping, then turn safely.
4. When crossing a pedestrian crossing, dismount and walk alongside the scooter.
5. Do not ride in a way that threatens any other means of transport, such as pedestrians, bicycles, motorcycles, cars and trucks etc.
6. When passing speed bumps and road obstacles, be sure to slow down.
7. When decelerating or braking, do not stop with your foot, but by using the brakes appropriately.
8. Beware of the risk of burns due to heat from the motor and brake (especially disc rotor) after riding.
9. Always keep two hands firmly on the handlebars whilst riding. Due to small diameter of scooter wheels/tyres relaxed or one-handed riding will almost certainly result in an accident.
10. Do not ride with the kick stand down.

What's in the box?

Scooter / Welcome Card (QR Code to User Manual) / Charger / Multitool

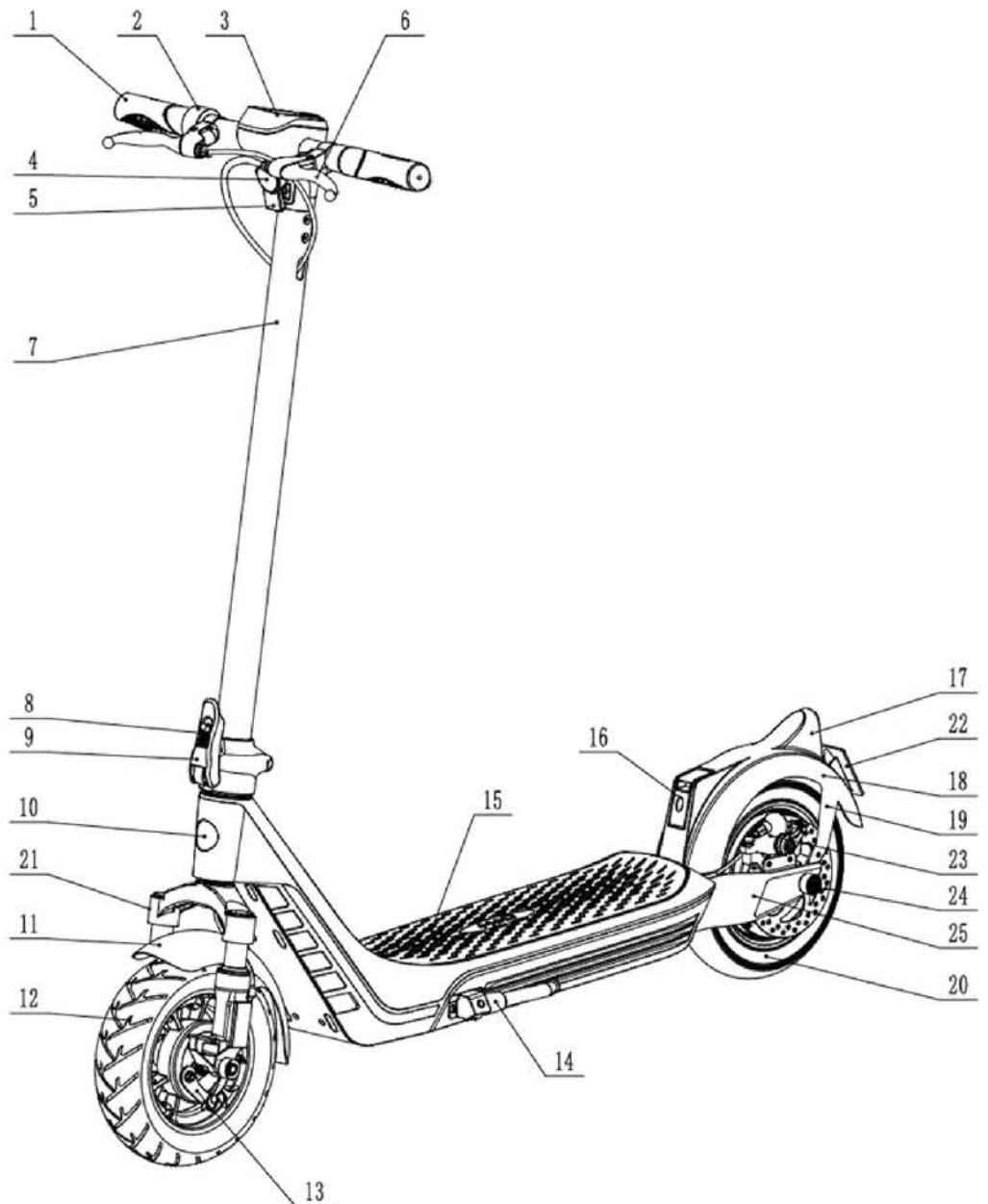


SCOOTER COMPONENTS

BOLZEN

Scooter

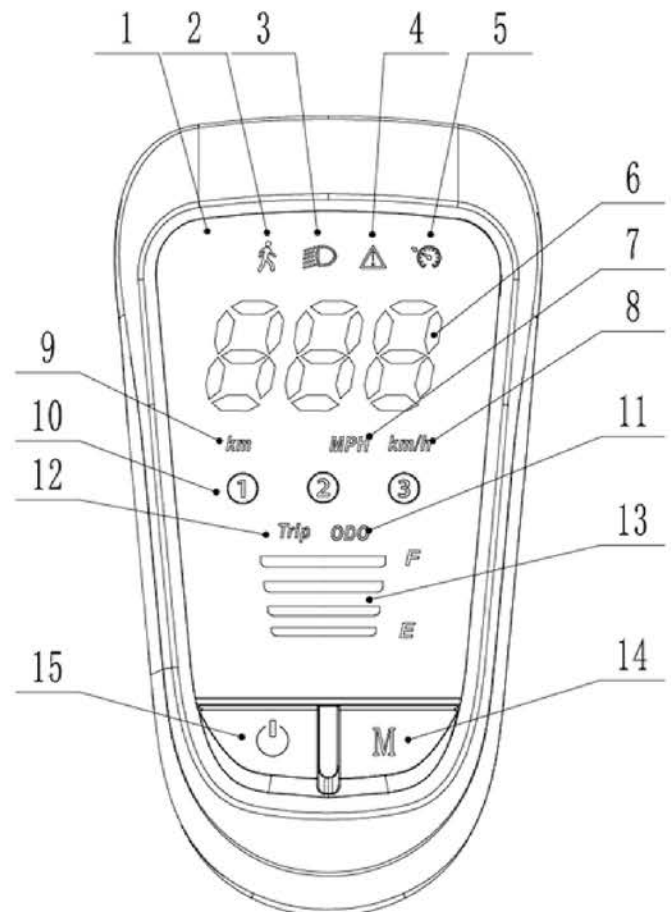
- 1: Grip
- 2: Thumb throttle
- 3: Dashboard
- 4: Front headlight
- 5: Front Reflector
- 6: Left brake lever
- 7: Folding stem
- 8: Folding Safety lock
- 9: Folding Safety lever
- 10: Aluminum label
- 11: Front mud guard
- 12: Front wheel
- 13: Drum brake
- 14: Kick stand
- 15: Foot pad
- 16: Hook catch
- 17: Taillight
- 18: Rear mud guard
- 19: Side Reflector
- 20: Motor wheel
- 21: Front fork
- 22: License plate holder
- 23: Disc brake device
- 24: Disc brake pad
- 25: Rear swingarm



SCOOTER DISPLAY

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1. Display Screen
2. Push mode
3. Headlamp
4. Fault
5. Cruise control
6. Speed/Mileage
7. Mile
8. Kilometer
9. Total Mileage
10. Gear
11. Odometer
12. Trip distance
13. Battery Power
14. Power Mode
15. Power / Light



Display

- 1 : Long press the Power button to turn on, long press again to turn off.
- 2 : Short press the Power button to turn on/off the lights.
- 3 : Short press the Mode button to switch 1,2,3 gear.
- 4 : Long press the Mode button to switch single trip mileage and total mileage.
- 5 : To unlock the 25km/h speed limiter (strictly for private property use), press the Mode button 3 times quickly.

ERROR CODES



Error Code	Meaning	Solution
01E	Signal communication fault	Check all cables and connectors firstly, if cannot fix the problem, then replace the display panel or controller
02E	Throttle fault	Check cable connectors of throttle or replace a new throttle
03E	Battery fault	Replace a new battery
04E	Motor fault	Check cable connectors of motor or replace a new motor
05E	Controller fault	Check cable connectors of controller or replace a new controller
06E	Motor's Hall fault	Replace a new motor
07E	Brake lever fault	Check cable connectors of brake lever or replace a new brake lever
10E	Battery protection	Replace a new battery
11E	Battery short-voltage	Charge the battery
20E	Power button fault	Check power button or replace a new display panel
21E	Gear button fault	Check gear button or replace a new display panel

DISPLAY PASSWORD

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1. Setting or Changing Password:

- - The default password is "000." Use the "M" button to change the number from 0 to 9. Press the power button to confirm the number and shift to the next position. When all three positions show "0," double press the power button to enter the normal riding interface. Now, you can start riding.

2. Changing Password:

- Hold the two buttons (Power and M button) for more than 5 seconds.
- Step 1: It will show photo no.3. Input the old password.
- Step 2: It will show photo no.1. Input the new password.



3. Activating/Canceling Password Function:

- Hold the two buttons (Power and M button) for more than 10 seconds.
- If there was a password before, it cancels the password function and enters the normal riding interface.
- If there was no password before, it activates the password function, requiring input before entering the normal riding interface.

4. Restoring Factory Settings:

- Hold the two buttons (Power and M button) and simultaneously press the power throttle to the maximum for more than 10 seconds.
- The scooter will restore the factory settings, and you need to input the default password "000" to enter the normal riding interface.

SCOOTER ASSEMBLY

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1. Take the scooter out of the box and place it on a flat surface. Open the kickstand (1). Connect the waterproof cable of the front tube to the folding stem (2). Insert the front tube into the folding stem (3), then unfold the stem and lock it with the folding lever (4). You'll hear a 'click' when the stem is securely locked in place.

2. Use the Allen Key and screws to secure the front tube and folding stem. Remember to insert the four screws one by one in order and finally tighten them together.

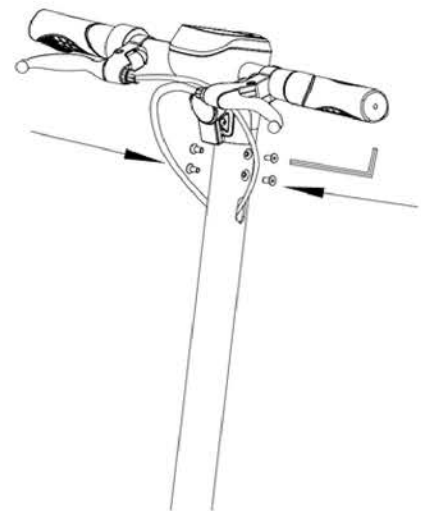
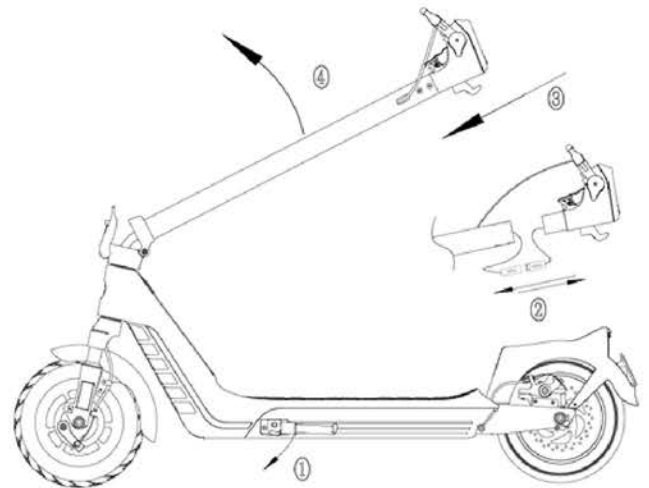
Note: Take extra care when inserting the screws to ensure that you don't strip the thread inside the stem.

3. Check tyre pressures and inflate to the Maximum PSI indicated on the tyres.

Note: It is highly recommended to regularly check tyre pressures as doing so will result in minimising the risk of punctures.

4. Test the assembly:

- Power on inspection
- Mode shift inspection
- Front headlight inspection
- Braking force inspection



RIDING OPERATION

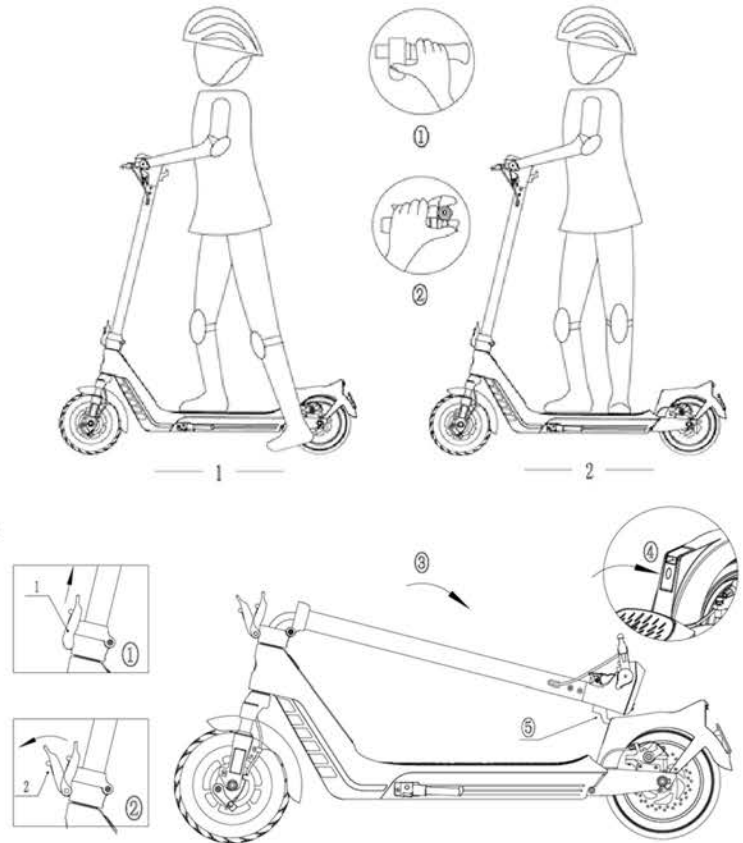


Note: Beginners learning to ride electric scooters are at risk of falling and injury. Please wear helmets and protective gear at all times.

Scooter Operation

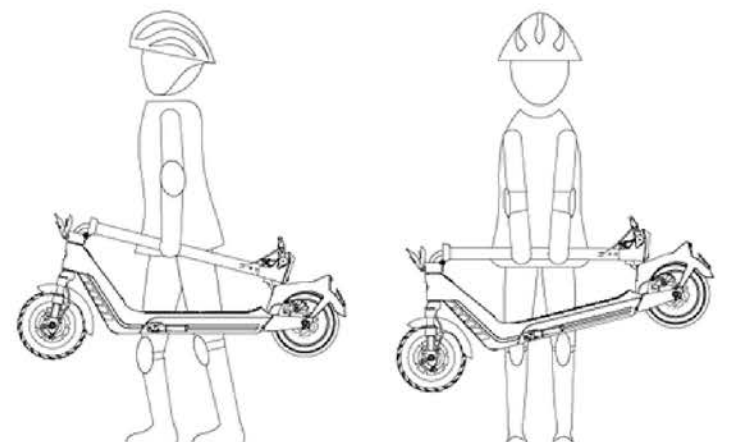
1. To start the scooter, kick off with one foot while the power is on. Place one foot on the deck and kick the other foot back on the ground.

2. Once the scooter is in motion, bring the other foot back to the pedals. When the scooter is stable, push the right power throttle (1). Hold the left hand on the brake lever firmly when braking (2). Both the front wheel drum brake and the rear electronic brake will engage simultaneously.



Folding and Carrying

To fold the scooter, turn off the power first. Lift the safety lock, then open the safety lever and fold the folding stem to the rear part of the scooter. Lift the hook buckles on the rear mudguard and buckle the two hooks together to complete the folding. After folding, you can easily take the scooter on public transport or place in boot of car.

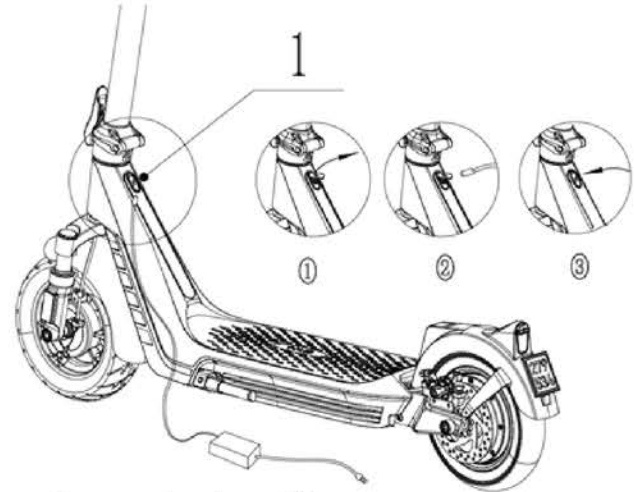


CHARGING YOUR SCOOTER

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1) Basic Charging

1. Open the charger port cap and connect the charger lead to the charge port. Then connect to the wall outlet.
2. Charging status indicator
(Red) Charging (Green) Charging complete
3. Be sure to close the charger port cap when riding or storing (only leave open when charging).



2) Safe use of charger

*Failure of the charger and abnormal conditions can cause electric shock and fire. Learn the correct usage and prevents accidents in advance.

1. Manufacturers and sellers are not responsible for any problems arising from any disassembly, modification, or mixing with other chargers.
2. The charger is NOT to be used in places subject to high humidity, heat, flammable materials, confined spaces, or where there is no ventilation such as in a car.
3. The charger is not waterproof. It is vital to prevent moisture from entering the charger.
4. Children and pets should not be allowed to approach the charger as they may cause an electric shock if they come into contact
5. Discontinue use if the following occurs and immediately contact your service center. If the charger light does not work, the charger is dropped, you experience strong external shock, long time charge, cable cover damage.
6. Unplug the charger when you are away from home for long periods.
7. Use only genuine charger.
8. Do not insert conductors into the charging port.
9. Do not touch the plug for approximately 10 seconds after unplugging the charger. There is a risk of electric shock from instantaneous discharge.
10. Do not remove the charger lead during charging. Otherwise, you may charge the internal circuit of the charger and cause malfunction.
11. Do not operate the product during charging.
12. Charging leads should be firmly connected during charging and should not be used if charger leads are corroded or damaged.
13. When disconnecting the charger from the scooter, it is safe practice to hold the charger lead without holding the wire.
14. Be sure to keep the charger disconnected from the scooter after the charging is complete. The charger must be disconnected if it is not used for longer than a few days, as there is a risk of overcharging when charging more than the time indicated on the product specifications.



LITHIUM BATTERY SAFETY PRECAUTIONS



- 1) Care** Lithium batteries should be protected from direct exposure to children and pets.
- 2) Performance** Lithium batteries are affected by external temperature. In the winter, when the temperatures are low, the performance of the battery may be temporarily deteriorated, and the mileage and power output is reduced.
- 3) Charging**
 1. Lithium batteries should all only be used with genuine battery and charger supplied from the manufacturer. Any problems caused by use of battery made by the manufacturer, mixed use, or using the charger are not covered by the manufacturer.
 2. Charging the lithium battery with a non-genuine charger may cause malfunction or fire.
 3. The lithium battery should be charged in a well ventilated dry place where there is no flammable material near or around the charger.
 4. Lithium battery should be charged at 0 ~ 45 C and charged within -10 ~ 60 C. The sub battery must be charged at 0 ~ 50 C and charged within -20 ~ 75 C. Charging or discharging at a temperature outside this range may cause malfunction fire or explosion.
 5. In case of moving from cold outside to warm indoor please charge it after one to two hours. This is to prevent condensation from occurring inside the product due to the temperature difference.
- 4) Storage**
 1. Lithium batteries should be kept away from snow, rain and direct sunlight. Do not store or charge them in a confined space such as the boot of the car or hot room. Select a dry place and store at room temperature (10 ~ 20 C).
 2. When storing for more than 3 months, charge the remaining battery level to 70 ~ 80% (do not store full charge).
- 5) Trouble Shooting, safety**
 1. Lithium batteries should be responsibly discarded immediately if it is damaged or there is leakage of battery, sour odour, visually appears deformed etc. Please contact the place of purchase to get technical support and service.
 2. If overheating, smoke, or ignition is detected in a product with a lithium battery, immediately stop charging and use, move the product outdoors as soon as possible and then use a fire extinguisher to extinguish flames. Do not spray water or immerse the product in any situation which can lead to more danger.
 3. Lithium battery packs have very high energy density so if you charge the battery for a long time and there is a case of short circuit, leakage, bad battery etc it can lead to ignition. Therefore, you should avoid charging for a long time without a person being present to avoid the risk of unexpected fire.
- 6) Misuse** if the lithium battery is short circuited the polarity is changed or if the battery is impacted malfunction or fire may result. If you think that the battery has been impacted, you should stop charging an using it and visit the nearest service centre for inspection.
- 7) Water or moisture** Prevent water or moisture into the lithium battery at all times. There is a risk of fire or electric shock if the charger is connected while moisture is present.
- 8) Disposal** When disposing of the lithium battery the battery should be separated from the product at the point of purchase or near the service centre and the charge and discharge terminals are not short circuited. Dispose of it as industrial waste.



Battery Disassembly Prohibited. Battery disassembly, modification and repair are not covered under warranty.

SAFETY GUIDELINES BEFORE RIDING

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1) Required checking before use

1. Check throttle and handle

- Operate the accelerator throttle lever about 2 -3 times to check whether it returns to the home position.
- Be careful that excessive throttle pressure and manipulation of the throttle can cause malfunction due to internal parts damage.
- Check for free gap in the handlebars before using.

2. Check brake and cable

- Check that the braking force is sufficient for safe operation. If the braking force is significantly reduced, only use once adjusted or repaired.
- Check that the brake pads are not too worn, that the cable is not damaged or loose, and that there is no leakage in the case of hydraulic brakes.
- If there is an unusual feeling or noise during operation, check for breakage, wear, and deformation of the inner wire of the brake cable
- Check that the fixing nuts and bolts of the brakes are not loose and that the disc is not deformed or damaged

3. Check tyre pressure and abnormal tread wear

- Check the front and rear tyres for wear and punctures and check the value marked on the surface of the tyre. When the air pressure is too low the possibility of puncture increases, so always check before riding.
- Is necessary to assess the replacement time by observing the appearance of the tyre such as tyre damage, uneven wear.

4. Check all nuts and bolts etc

- Make sure that the nuts and bolts of all parts of the scooter are tight and safe from loosening. Check the fastening condition and clearance of the folding mechanism, the handlebars and stem, swingarms, wheels etc.



In these cases, stop riding immediately.

If you encounter any of the following situations while riding, stop riding immediately and contact your nearest branch or service centre for proper protocol. If you provide pictures and videos you are more likely to get an accurate diagnosis.

- Unusual overheating of the motor
- Error messages on the LCD display
- When the throttle is not returning to its original position
- Abnormal noises
- Product smoke, ignition, sour odour
- When raining or wet in a similar situation
- When the battery doesn't fully charge and shorter riding distance after a full charge (battery explosion may cause due to faulty battery cell or battery cell breakdown)

CARE, MAINTENANCE & WARRANTY

BOLZZEN

Care and Maintenance

- Metallic vibrations may occur due to the motor and brake disc vibrations during acceleration (typically between 15-30km/h, varying for each product). This is common in rotating machinery (fans, cars, ships, etc.), not specific to e-scooters. However, if there's excessive continuous noise or metallic sounds, it might indicate a bent or deformed disc.
- Be cautious of potential burns from the heat generated by the motor and brakes (especially the disc rotor) after riding.
- Keep an eye on the bolts of the motor, rim, and motor shaft, as they may loosen due to vibrations.
- Non-standard bolts (long bolts) can cause severe damage to the battery casing (battery cells), leading to fire or safety accidents.
- Folding mechanism may experience movement due to scooter design, may naturally wear out the surface or paint, especially if operated incorrectly.
- When inspecting the scooter, place it on a secure workstation with both wheels off the ground at all times.

Warranty Terms

12 months or 2000kms whichever comes first.

Warranty Conditions

The Bolzzzen does not cover the following:

1. Damage caused by improper use like jumping, wheelstands or other forms of abuse.
2. Damage caused by accidents.
3. General wear and tear of consumables like tyres and tubes, brake discs and pads etc
4. Damage caused by water. Although Bolzzzen scooters have IP water ratings, use in raining conditions or hosing down can allow water into the deck of the scooter which will lead to certain damage.
5. Warranty is not transferable between owners, we recommend only buying from an authorised Bolzzzen retailer.