V12 HOVERBOARD

-MANUAL-
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Congratulations on your new Jetson V12 Hoverboard! The V12 is an innovative and fun personal transportation device, ready to take on everyday use. Before your first ride, check whether the wheels are damaged, or parts are loose. If there are any abnormalities, please contact Jetson Customer Support at 1-(888) 976-9904 or email us at customerservice@jetsonbike.com.

This product manual can help you understand, use, and maintain your V12. In order to avoid danger caused by collisions, falls, and loss of control, please use caution and learn how to ride the V12 safely. Jetson and authorized dealers cannot be held liable for injury or damage caused from riding the V12. Users ride at their own risk.

The rider is responsible for consequences caused by violating warnings or improper operations.

If you want to return this product for any reason, be sure to first call or email us before taking it back to the store.
INCLUDED IN THE BOX

V12 HOVERBOARD

CHARGER

CHARGING CABLE
**SPECIFICATIONS**

- Motor: 500 W
- Motor Type: Hub Motor
- Max Speed: 10 Mph
- Max Range: 12 Miles
- Battery Type: Lithium Ion 24V 4.4 Ah
- Battery Indicator: Yes
- Charger: 100-240V
- Charge Time: 2-3 Hours
- Remote Charger: N/A
- Product Weight: 20 Lbs
- Weight Limit: 230 Lbs

**FEATURES & SPECS**

- Product Dimensions: 24” X 8.5” X 7.5”
- Wheel Size: 6.5” All-terrain tires
- Speaker: One Bluetooth Speaker
- Bluetooth Version: 4.0
- Climbing Angle: 15°
- Removable Battery: No
- Recommended Age: 13+
- UL 2272 Certified: Yes

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1. LED Deck Lights
2. Pressure Sensors
3. LED Headlights
4. Battery Indicator And Status Light
5. Power Button
6. Charging Port
7. Wheels
PRESSURE SENSORS
Never remove the pressure sensors or you will revoke the warranty. When the V12 is turned on and you step on, it will automatically adjust to the balance mode. Don’t step outside the outline on the pressure sensors. Do not put items on the pressure sensors; that will prevent the V12 from switching off, which could cause a collision. The device will not move without putting pressure on at least one pressure sensor.

CHARGING BATTERY
Your V12 comes with a rechargeable lithium battery. Always use the provided charger only. Before your first ride you must fully charge the V12 - charge for 2-3 hours. For every ride after, charge your V12 until it is fully charged, and not longer. Do not leave any chargers plugged in overnight, or leave it plugged in past the charge time.

• Plug one end of the power cord into a grounded ac outlet and the other into the V12’s charging port. The red charging light on the charger unit will turn on.
• The red light will turn green once fully charged. Recharge the V12 after each use.

(Please note: always plug the charger into the wall first before the device. If the wall outlet doesn’t have power and you plug the charger into the device first, it will light green, even if the battery is not full. So always plug into the wall first to make sure there is power.)

THE CHARGER OFFERS A CHARGING STATUS ON THE TOP OF THE CHARGER:
Charging Light Red battery is charging.
Charging Light Green charging is complete.

Stop riding immediately if the V12 displays low power.

Don’t use the hoverboard if the battery emits strange odors, over-heats, or begins leaking. If the battery does leak, do not touch any leaking materials, as the battery contains dangerous substances. Do not open the battery and do not insert anything into the battery.

Only use the provided charger for the V12. Do not charge the battery if it has over-discharged. It should be discarded for your safety.

BATTERY LEVEL INDICATOR LIGHTS:

• When the battery is charging, the battery light will flash red when it’s 0-30% full, flash yellow when it is 31-75% full, and flash green when the battery is 75-100% full. When the battery is fully charged at 100% the battery light will be solid green.

Warning: if battery power goes below 10%, the device will automatically turn off for your safety.
The Ride Jetson App is available for download from the App Store and the Google Play Store, and unlocks exciting features on your V12. Simply install the app and connect to your V12 via Bluetooth® (as detailed below).

With the Ride Jetson App, you can...
- Watch your real-time speed
- Keep track of your travel time and distance
- Customize the front LED’s color and brightness level
- Compete with friends in challenges
- Share your ride stats on Facebook, Twitter, and Instagram…and much more!
BLUETOOTH FUNCTION

HOW TO CONNECT TO BLUETOOTH
Your V12 is equipped with two Bluetooth modules: one for your Bluetooth speaker and one for the App. You will need to connect to them separately.

TO CONNECT TO YOUR BLUETOOTH SPEAKER:
1. Turn on the V12 and it will become discoverable on your handheld device.
2. To connect, activate your Bluetooth in your handheld device’s settings.
3. Find the V12 in your handheld device list, and select to connect to play your music. The V12’s LED Headlights will automatically flash to the music.

TO CONNECT TO THE RIDE JETSON APP:
1. Open the Ride Jetson app on your handheld device.
2. Tap the Bluetooth symbol in the top left corner of the app to find your V12.
3. Select your hoverboard. Default password is “000000.” (note: To customize your password go to Settings in the App. To factory reset the password please recalibrate the device)
4. You should now be connected and able to use the Ride Jetson app with your V12.

NOTE: When your app is not connected via Bluetooth, the Bluetooth logo in the app will be white. When your app is connected via Bluetooth, the Bluetooth logo in the app will turn green.

MODE SETTINGS IN THE RIDE JETSON APP
There are three mode settings that can be selected in the Ride Jetson App:
• Maximum speed in Beginner operating mode: Up to 4 mph**
• Maximum speed in Intermediate operating mode: Up to 8 mph**
• Maximum speed in Advanced operating mode: Up to 10 mph**

**A lot of factors can affect speed and drive distance, such as the weight of the driver, weather conditions, terrain, and overall maintenance of the V12.

NOTE: Rider can also manually customize settings outside of preset settings. Features that can be adjusted in the Ride Jetson App include Steering Sensitivity, Driving Force, Maximum Speed, and Auto Shutdown Time.
HOW IT WORKS

SAFE RIDING
- Always wear comfortable clothes and closed-toe, flat shoes. Use the V12 in a spacious area and ensure that there are no significant obstacles in the way. Make sure the charger is unplugged before riding the V12. Clothing should not be so loose that a garment may be caught on a passing object or in the wheels; this could result in loss of control and personal injury. The V12 is intended to use indoors or on smooth, flat surfaces.
- The power button is located next to the charging port on the back of the device. Press it until you hear the V12 beep to turn it on or off.
- The range of the V12 is dependent upon the way you use it. The battery will run out quicker if you ride at high speeds and/or up or down an incline.

GETTING ON AND OFF
1. Be careful getting on and off the V12. Always step forward when getting on the V12 and step backward when getting off. Getting on and off the V12 in any other manner may result in a fall.
2. Set the V12 on flat ground and turn the power on.
3. Put one foot on the pressure sensor and the green light on top of the unit will light up.
4. Lift your other foot slowly and place it on the other pressure sensor.
5. When standing on the V12, keep your feet shoulder-width apart. Do not stand on the center portion of the V12. Keep a relaxed, upright posture, with your knees slightly bent.
6. After standing up successfully, remain upright and maintain your balance to keep the V12 stationary.
7. Shift your body weight gradually to pick up speed. Do not lunge forward or backward. Slight movements will pick up speed, so be cautious as you become accustomed to the V12.
8. When you are ready to get off the V12, come to a complete stop by getting to an upright and stationary position.
9. Step off with one foot first behind the unit and then step down with the other.
10. Once you are safely off, power down the V12. If you do not turn it off, it will stay on for 10 minutes allowing you to step on and go again without engaging the power button. The V12 will shut off automatically after 10 minutes.

HOW TO RIDE
- Moving forward: Lean forward on both platforms and/or point your toes downward to move forward.
- Moving backward: Lean backward on both platforms and/or push your heels down to move backward.
- Turning right: point your left toes downward, rotating the platform forward to turn right.
- Turning left: point your right toes downward, rotating the platform forward to turn left.
- To rotate: slightly tilt one foot forward and the other foot backward.
Point right toes downward to turn left
Point left toes downward to turn right

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← →
CARE AND MAINTENANCE

DRIVING RANGE
A lot of factors will affect how far you can go per charge:
• Driving surface: A smooth, flat surface will increase driving distance.
• Weight: More weight means less distance.
• Ambient temperature: Please ride and store the V12 under recommended temperature, which will increase its longevity and driving distance.
• Maintenance: Timely battery charging and maintenance will increase driving distance.
• Speed and driving style: Maintaining a moderate speed will increase distance. Frequent starting and stopping, acceleration, and deceleration will reduce it.

SPEED LIMIT
The top speed of the V12 is 10 mph. When you approach the maximum speed, it will try to prevent you from accelerating further. It will tilt back in order to shift your weight backward. Do not continue leaning or bending forward to try to increase your speed or you will fall.

WEIGHT LIMIT
The maximum load is 230 lbs., and the minimum load is 45 lbs. Going above the maximum weight limit can cause injury, and going below the minimum weight limit will disable control features. If your weight is slightly above 45 lbs. and you find the hoverboard shaking, please adjust the sensitivity or force in the Ride Jetson app and it should no longer shake.

TERRAIN
The V12 behaves differently depending on riding terrain and other conditions. When using it, please keep the following in mind:
• The V12 is intended for use on smooth, flat surfaces. To prevent loss of traction, always be careful when riding, and learn to identify and avoid slippery and wet surfaces, loose materials, slopes, potholes, and other obstacles. Stop and step off the V12 when you come to unsafe surfaces or terrain.
• The wheels must be able to grip the ground for you to stay upright. Slips occur with loss of traction, potentially causing loss of control and a fall. Abrupt maneuvers and riding over slippery surfaces, bumps, and loose objects and materials may cause the V12 to lose traction.

PROTECTION FUNCTION
If there is a system error or improper operation during usage, the V12 may give you a prompt. This will only occur under certain conditions, such as:
• Surface angle exceeds 15° (If the angle is more than 35° the motor will shut off after 15 seconds).
• Maximum speed is reached.
• Motor is overheating or overcharging.
• System enters overcharging protection mode (the green indicator will light up).
• A wheel is blocked (the V12 will shut down after 2 seconds).
• Battery is low but still being used (the V12 will turn the motor off after 15 seconds).
• Balancing in a neutral position for over 30 seconds.
HOW TO RECALIBRATE
When the V12 experiences an error, the running indicator light will turn red. That means it will not operate until it is properly recalibrated. Please do not try getting on the unit until the error has been fixed. To recalibrate, follow these steps:

1. Put the hoverboard on a flat, level surface, with the sensors facing up.
2. Press and hold the Power Button for about 5 seconds until the lights on the V12 flash, and you are notified of a successful calibration.
3. Turn it OFF and then ON again to restart the V12. That completes the recalibration, and is now ready for use.

STORAGE

• If you plan on storing the V12 for a substantial period of time, please make sure you fully charge the battery before storing. The battery should be fully charged once a month after this.
• You should bring the V12 into a warm environment (above 50 degrees Fahrenheit) for charging.
• To protect against dust, cover the V12.
• Store the V12 indoors, in a dry place and at a suitable temperature.
• Do not leave the V12 plugged into the charger for long periods of time.
SAFETY WARNINGS

Here are some useful tips to make sure you always have a safe ride:

• Children, the elderly, and pregnant women should not use the V12.
• Do not ride after drinking or taking prescription medication.
• Do not carry items when riding.
• Prior to each ride, inspect each part of the V12 that you’re using to ensure it has been maintained correctly and is functioning properly.
• Always give way to pedestrians.
• Always comply with local traffic laws and regulations. Remember, the V12 is a motor vehicle, and is treated as such by local law enforcement. You can and will be arrested for drunk driving. Many cities have restrictions on where you can drive motor vehicles, as well as additional restrictions on driving non-automobiles on streets and highways.
• Be alert to things in front and far away from you.
• Make sure your feet are always placed securely on the pressure sensors.
• The V12 cannot be ridden by two or more people. Only one person can ride at a time.
• A rider may not weigh less than 45 lbs. The V12 is unable to operate properly with such a rider, especially on downhill terrain where the driver will be unable to reduce speed or stop safely.
• When you ride the V12 along with other hoverboard users, always keep a safe distance to avoid a collision.
• While on the V12, your height increases by several inches. Be careful when you pass through doorways.
• When turning, be sure to maintain your balance.
• Do not allow distractions when riding, such as answering the phone or engaging in any other activities.
• Do not ride in the dark.
• Avoid riding in the rain or on smooth surfaces such as snow, ice, and slippery floors.
• Do not ride on roads with obstacles (such as twigs, litter, small stones, etc.).
• Avoid riding in narrow spaces or on steep slopes.
• Avoid riding around flammable gas, steam, liquid, or dust that could cause fire.

CALIFORNIA WARNING
This product contains chemicals, including lead, which are known to the state of California to cause cancer, birth defects, and other medical conditions.

MODIFICATIONS
Do not attempt to disassemble, modify, repair, or replace the V12 unit or any components of the unit. This will void any warranty, and can lead to malfunctions which may cause injury.

ADDITIONAL OPERATION CAUTIONS
Do not lift the V12 off the ground while it is in operation and the wheels are in motion. This can result in freely spinning wheels, which may cause injury to yourself or others nearby. Do not jump on or off the V12, and do not jump while using it. Always keep your feet firmly planted on the hoverboard sensors while in operation. Always check battery charge before using. Do not ride when battery is low.
LIMITED 1 YEAR WARRANTY

TO QUALIFY FOR WARRANTY SERVICE:
1. You must present a copy of the sales receipt from an approved retail partner within 90 days of purchase.
2. This product cannot be used for rental or commercial use.
3. This product cannot be used for competition.

LIMITATIONS OF LIABILITY
- This Limited 1 Year Warranty is non-transferable after the product’s initial sale.
- No unapproved modifications can be made to the product, its performance or otherwise, in order for this Limited 1 Year Warranty to remain in effect.
- No reimbursement is provided for towing, loss of time, loss of use, inconvenience, incidental or consequential damages.
- Warranty is void if weather related water damage is determined. Owner is responsible for storage and protection from weather.
- Jetson® makes no warranty with respect to products or trade accessories not made by Jetson®, including, but not limited to, motors, tires, wheels, and batteries, such products or trade accessories, such items being subject to the original manufacturer’s warranty, if any.
- This Limited 1 Year Warranty does not cover minor surface blemishes, rips, tears, or other cosmetic damages due to normal use, or other intentional or unintentional damage to the product.
- This Limited 1 Year Warranty will not cover any damage which results from the application of improper cleaners, solvents or chemicals to the product, water damage, smoke or soot, or from exposure to saltwater, sea breeze or salt.
- This Limited 1 Year Warranty will not cover any damage which results from aging, such as fading of paint, deterioration of plated surfaces, deterioration of rubber or plastics, or rusting.
- This Limited 1 Year Warranty does not cover improper repair or misdiagnoses of problems.
- This Limited 1 Year Warranty only covers parts due to manufacturer defect.
- Damage due to misuse or neglect, use other than as specified in the Owner’s Manual, or use under abnormal conditions are not covered by this Limited 1 Year Warranty.

OWNER’S WARRANTY RESPONSIBILITIES
As the device’s owner, you are responsible for the performance of the required maintenance. You may be denied a warranty claim solely because of your failure to ensure the performance of all scheduled maintenance. As the owner, you should be aware that you may be denied your warranty coverage if your device or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications. For any issue regarding your Jetson® product, call toll free 1-(888) 976-9904, or email customerservice@jetsonbike.com.
PRODUCT REGISTRATION

Please complete and mail this card within 10 days of purchase or go to https://www.ridejetson.com/product-registration.

Name: ____________________________________________

Address: ____________________________________________

City, State, Zip: ____________________________________________

Email: ____________________________________________

Home Phone: ___________________________ Gender: _____________________________

Purchase Date: ___________________________ Purchased From: __________________________

Serial Number: ____________________________________________

Is this your first Jetson product? ____________________________________________

Other similar product owned before: ____________________________________________

Why did you buy this product?:  
☐ For myself  
☐ For my child  
☐ For my grandchild  
☐ Gift for someone else (adult)  
☐ Gift for someone else (child)

How did you hear about the V12 Electra-Light? ____________________________________________

Complete this form and mail it to:

Attention: Product Registration
Jetson Electric Bikes
1 Rewe Street
Brooklyn, NY 11211