X2
HOVERBOARD
-MANUAL-
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INTRODUCTION

This manual will tell you all you need to know about your new Jetson X2 Hoverboard, from what’s in the box and how to put it all together, to how to maintain it correctly and use it safely. Please read it carefully before your first ride. The more you know about riding safely, the better to avoid collisions, falls, loss of control, and other events that might cause injury. Remember, you’re the one responsible for how you use the X2.

Also, before you get going be sure to check for damaged wheels, loose parts, and anything else you think might be a problem. If something doesn’t look right to you, please contact Jetson Customer Support at 1-888-976-9904, or email customerservice@jetsonbike.com.

Jetson and our authorized dealers can’t be held liable for injury or damage caused by riding the X2. The rider is responsible for the consequences of ignoring warnings and improper operation of Jetson X2 Hoverboard.

If you want to return this product for any reason, please call or email us before taking it back to the store so we can assist you.

INCLUDED IN THE BOX

CHARGING CABLE

X2 HOVERBOARD

CHARGER
SPECIAL FEATURES
• Bluetooth® Stereo Speakers
• 100% Electric
• Customizable Front LED Lights
• Back Brake Lights
• Durable Rubber Tires
• Water-Resistant
• 3 Skill Modes: Beginner/Intermediate/Advanced

SAFETY FEATURES
• Anti-slip grip mat
• UL 2272 Certified
• Flame-Resistant
• Automatic Shut Off Timer

SPECIFICATIONS
• Motor Power: 800 Watt Hub
• Charging Voltage: AC110-240V
• Battery: Rechargeable Lithium-Ion 36V, 4.4 Ah
• Bluetooth® Version: V4.1
• Max Speed: 12 mph
• Travel Distance Per Charge: 14 miles
• Climbing Height: 20°
• Maximum Load: 300 lbs
• Charge Time: up to 3 Hours
• Low Battery Protection
• Aluminum shell for extreme durability
• Weight: 40 lbs
• Dimensions: 25.7” (L) x 8.5” (W) x 9.5” (H)
• Wheel Size: 8.5” diameter, extreme terrain wheels

SPEC AND FEATURES
1. Wheels
2. Charging Port
3. Lights
4. Battery Indicator
5. Status Indicator
6. Power Button
MAT SENSORS
There are four sensors under the mat. Never remove the mat, or you will revoke the warranty. When the X2 is turned on and you step on, it will automatically adjust to the balance mode. Don’t step outside the outline on the mat. Do not put items on the mat; that will prevent the X2 from switching off, which could cause a collision. The device will not move without putting pressure on at least one sensor.

INDICATOR LIGHTS
1. Warning Indicator Light (Red) If red warning light is flashing, there is an issue with the hoverboard (low battery, over speed, power issue, etc.)

2. Balance Indicator Light (Green) The hoverboard is in Balance Mode when in use.

3. Battery Status Indicator Light (Green) When power is on, the battery status indicator light will be solid green.

4. Battery Level Indicator Lights (Green)
   • Three green Battery Level indicator lights, about 71-100% Power
   • Two green Battery Level indicator lights, about 41-70% Power
   • One green Battery Level indicator light, about 11-40% Power
   • No Battery Level indicator lights, about 10% or less Power

Warning If battery power goes below 10%, the device will automatically turn off for your safety.
HOW TO CONNECT TO BLUETOOTH®
To connect to your Bluetooth speaker:
1. Turn on the X2 and it will become discoverable on your handheld device.
2. To connect, activate your Bluetooth in your handheld device’s settings.
3. Find the X2 in your handheld device list, and select to connect to play your music.

HOW TO RECALIBRATE
When the X2 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 mat facing up.
2. Press and hold the Power Button for about 5 seconds until the lights on the X2 flash, and you are notified of a successful calibration.
3. Turn it OFF and then ON again to restart the X2. That completes the recalibration, and is now ready for use.
HOW TO CHARGE THE BATTERY

Your X2 comes with a rechargeable lithium-ion battery. Always use the provided charger only. Before your first ride you must fully charge the X2 - charge for 4 hours. For every ride after, charge your X2 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.

1. Plug one end of the power cord into a grounded AC outlet and the other into the X2’s Charging Port. The red charging light on the charger unit will turn on.
2. The red light will turn green once fully charged. Recharge the X2 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 X2 displays low power.

Don’t use the battery if it emits strange odors, overheats, 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 X2. Do not charge the battery if it has over-discharged. It should be discarded for your safety.
HOW IT WORKS

The X2 Hoverboard uses advanced acceleration sensors to control balance while in use based on the rider’s center of gravity. It also uses automatic control systems to drive the motor efficiently. When you stand on the X2, just move your body forward or backward and the motor will automatically control the wheels to help maintain your balance. To turn, first slow down then point right toes downward to turn left, or point left toes downward to turn right. Built-in stabilizing systems maintain forward and backward direction, but they cannot guarantee left and right stability. When you ride, be sure to shift your weight to overcome centrifugal force and improve turning safety.

SAFE RIDING
Always make sure you’re wearing closed-toe, flat shoes, and do not wear loose clothes. Always wear a helmet, elbow pads, and knee pads when riding. Next, find a spacious place, and make sure there are no obstacles in the way. And always be sure the charger is unplugged before riding your Jetson X2.

Now find the power button. It’s located next to the Charging Port on the back of the unit. Press it until you hear the X2 beep and the lights on the top turn green. When you do, it’s on.

Remember that the range of the X2 depends on how you use it. The battery will run out quicker if you ride at higher speeds and/or up or down an incline.

GETTING ON AND OFF THE X2
When you stand on the X2, keep your feet shoulder-width apart. Do not stand on the center portion. Keep a relaxed, upright posture, with your knees slightly bent.

When you are getting on the X2, the LED lights should be in the front, and the brake lights should be in the back. Always be careful getting on and off, and while first getting used to your Jetson X2 hold on to stable objects for assistance.

Always step forward when getting on the X2 and step backward when getting off. Getting on or off any other way may result in a fall and possible injury.

HOW TO RIDE
1. Set the X2 on flat ground and turn the power on. The green light on top of the unit will light up. If you stand on the X2 when it is not on a level surface, the notification will sound, the warning indicator will light up red, the X2 won’t self-balance, and you won’t be able to go for a ride.
2. Put one foot on the mat. That will trigger the pedal switch, which will turn on the green indicator light. After the system enters self-balancing mode, put your other foot on the mat. If the system does not enter self-balancing mode, do not place your other foot on the mat.

3. After standing up successfully, stay upright and maintain your balance to keep the X2 stationary.

4. Shift your body weight forward gradually to pick up speed. Do not lunge forward or backward. Remember that even slight movements will increase speed, so be cautious as you become accustomed to the X2's controls.

5. Moving Forward: Lean forward on the mat and/or point your toes down.

6. Moving Backward: Lean backward on the mat and/or push your heels down.

7. Turning Right: Point your left toes downward, rotating the platform forward, to instruct the X2 to turn right.

8. Turning Left: Point your right toes downward, rotating the platform forward, to instruct the X2 to turn left.

9. To rotate, slightly tilt one foot forward and the other foot backward.

10. When you are ready to get off, slow down by getting to an upright and stationary position, step off with one foot behind the unit, and then step down with the other.

11. Once you are safely off, power down the X2. 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 X2 will shut off automatically after 10 minutes.

REMEMBER: ALWAYS ACCELERATE AND DECELERATE AT A SAFE SPEED. ACCELERATING OR DECELERATING TOO QUICKLY MAY RESULT IN LOSS OF BALANCE OR CONTROL, AND POSSIBLE INJURY.

AVOID TURNING SHARPLY AT HIGH SPEEDS, AND RIDING OVER LOOSE OBJECTS, CRACKS, RAISED BUMPS, OR POTENTIALLY HAZARDOUS TERRAIN.

DO NOT RIDE DOWN STEPS OR TURN AROUND QUICKLY ON SLOPES.

DO NOT LIFT THE X2 OFF THE GROUND WHEN IT IS TURNED ON, AND DO NOT TURN IT ON IN MID-AIR.
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 X2 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 X2 is 12 mph. When you approach the maximum speed, it will try to prevent you from accelerating further. It will automatically tilt back to shift your weight backward. You may feel that you are being pushed back or that you cannot make it go any faster. Do not continue leaning or bending forward to try and increase your speed, or you will fall.

WEIGHT RESTRICTIONS
The maximum load is 300 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.

TERRAIN
The X2 behaves differently depending on riding terrain and other conditions. When using it, please keep the following in mind:
• The X2 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 X2 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 X2 to lose traction.

PROTECTION FUNCTION
If there is a system error or improper operation during usage, the X2 may give you a prompt. This will only occur under certain conditions, such as:
• Surface angle exceeds 20°.
• The angle of the terrain is more than 35° (the motor will shut off after 15 seconds).
• Maximum speed is reached.
• Motor is overheating.
• System enters overcharging protection mode (the green indicator will light up).
• A wheel is blocked (the X2 will shut down after 2 seconds).
• Battery is low but still being used (the X2 will turn the motor off after 15 seconds).
• Balancing in a neutral position for over 30 seconds.

STORAGE
If you plan on storing the X2 for a substantial period of time, please do the following:
• Fully charge the battery before storing.
• If you store the X2 for more than one month, remember to charge it at least every two months.
• If the ambient temperature of your storage area is below 32 degrees Fahrenheit, do not charge. You should bring the vehicle into a warm environment (above 50 degrees Fahrenheit) for charging.
• To protect against dust, cover the X2.
• Store the X2 indoors, in a dry place and at a suitable temperature.
• Do not leave the X2 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:

SAFE RIDING

• Children, the elderly, and pregnant women should not use the X2. The recommended age is 13+.
• Do not ride after drinking or taking prescription medication.
• Do not carry items when riding.
• Prior to each ride, inspect each part of the X2 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 X2 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 mat.
• The X2 can not be ridden by two or more people.
• A rider may not weigh less than 45 lbs. The X2 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 X2 along with other hoverboard users, always keep a safe distance to avoid a collision.
• While on the X2, 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 X2 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 Jetson X2 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 X2, and do not jump while using it. Always keep your feet firmly planted on the hoverboard mat while in operation. Always check battery charge before using. Do not ride when battery is low, as indicated by a twinkling green light or a solid green light.

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 Jetson X2?: _________________________________________________

___________________________________________________________________________________

Complete this form and mail it to:

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