

# HIBOY

# MAX V2

## HIBOY MAX ELECTRIC SCOOTER

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

Visit [www.hiboy.com](http://www.hiboy.com) to download the latest user manual.

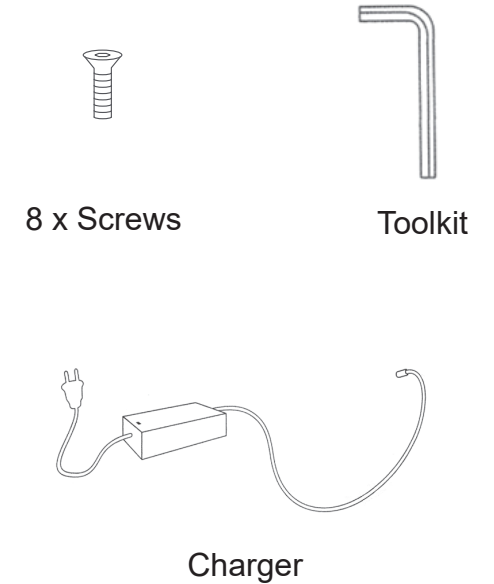
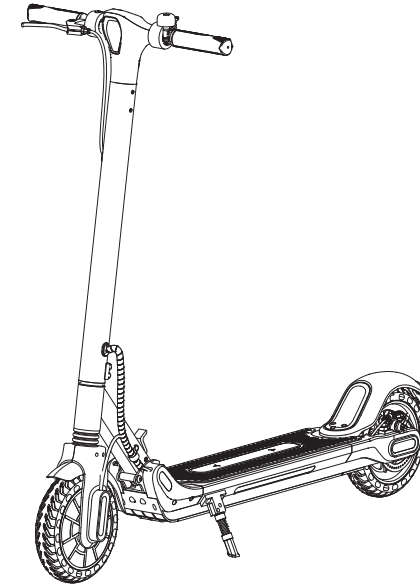
[www.hiboy.com](http://www.hiboy.com)

**USER MANUAL**

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## 1. Package Contents



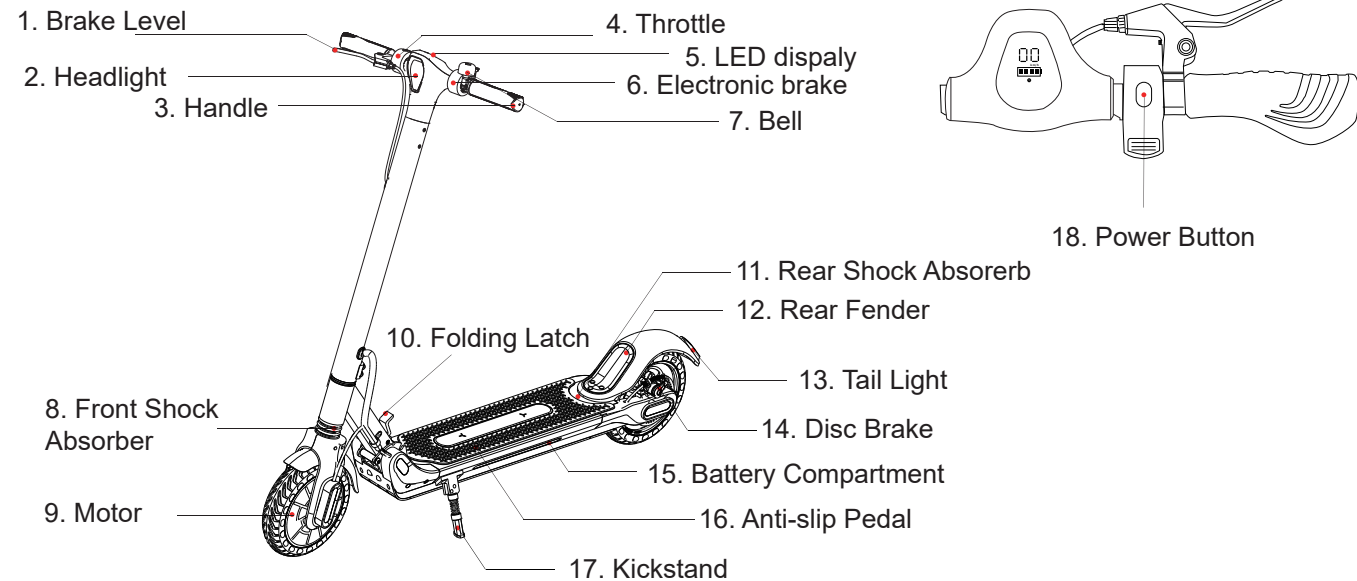
8 x Screws

Toolkit

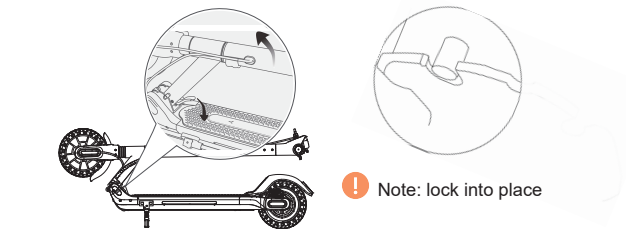
Charger

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)

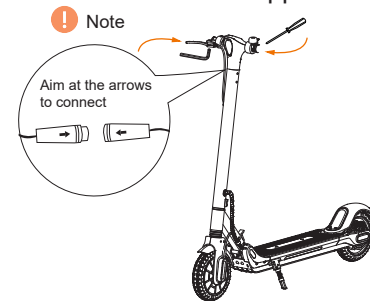
## 2. Product Overview



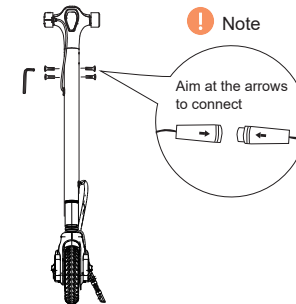
## 3. Assembly



1. Step on the folding latch, unfold the stem and push it hard until you hear a CLEAR click. Then unfold the kickstand to support the scooter.



3. Connect the brake cable. Install the bell with the screwdriver on the left side and install the brake with the allen wrench on the right side.

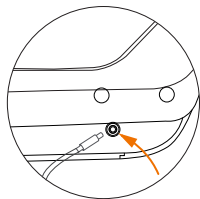


2. Connect the power cable. Attach the handlebar to the stem. Then tighten the screws onto both sides of the stem with the included allen wrench.

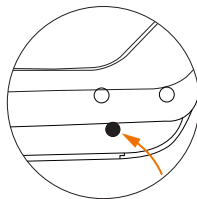


4. Screw the two handles to the handlebar. Then verify that your scooter powers on and off.

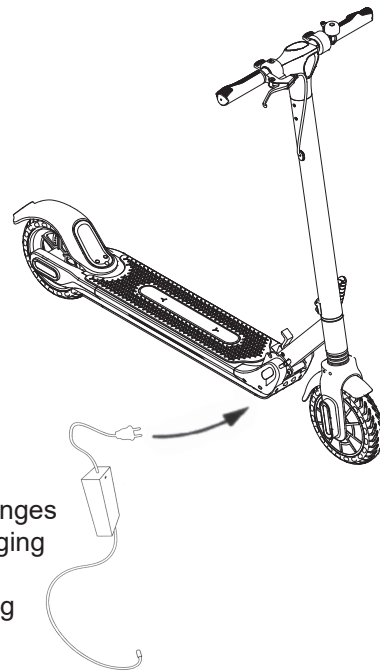
## 4. Charging



Open the rubber plug  
Insert the charging plug in



Fill and fix the rubber  
plug after the charging




⚠ Note: Do not turn on the scooter when it is charging.

Your scooter will be fully charged when the LED light on the charger changes from red (charging) to green. Even so, we still don't recommend charging your scooter for long time.

Do not connect the charger if the charging port is wet. Cover the charging port when not use.

## 5. Quick Start

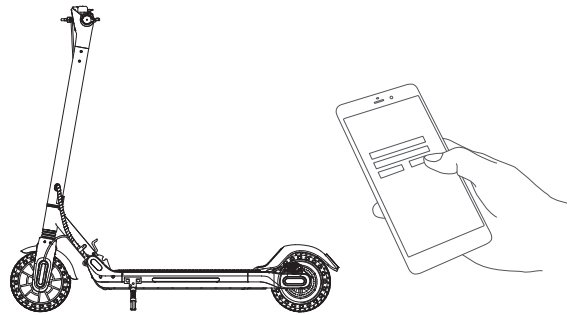
1. To turn on/off the power: press the power button for 3 seconds.
2. To switch different speeds modes by tabbing power button  
Beginner mode: "S" gear characters display in blue  
Normal mode: "S" gear characters display in yellow  
Sports mode: "S" gear characters display in red
3. To turn on/off the Headlights: Double tab the power button.
4. To switch (KM/H) & (Mph): Triple tab the power button.
5. Two Startup Settings: None startup (kick start): Stand on the base with one foot and propel yourself with the other foot. Zero startup: Start the scooter directly by pressing the throttle. (You can change the startup settings via HIBOY MAX app)
6. Cruise Control: Keep the accelerator pedal for 6 seconds at 7 Mph (or faster speed) to activate the cruise mode. After hearing a beep, the scooter would maintain current speed. To deactivate the cruise mode by pressing accelerator again or brake.
7. A light up  icon on the display will remind you that the scooter is out of action.
8. To brake: For safety concerned, the MAX scooter is equipped with dual braking system: disc brake and electronic brake. Disc brake controls the rear wheel and electronic brake controls the front-wheel motor, we highly recommend riders to use the disc brake preferentially when there is a need to stop the scooter. As for electronic brake, it directly controls the motor, there is a danger of falling over while using it suddenly, especially when riding fast.



## 6. HIBOY MAX APP

Download "HIBOY MAX" from "App Store"(iPhone) or "Google Play"(Android), then connect to your scooter.

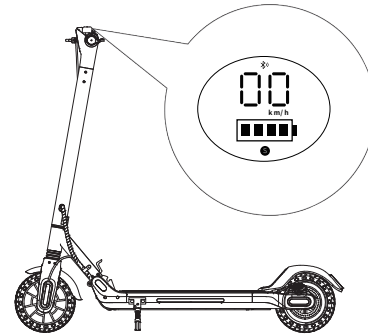
1. Install the App.



3. (The Bluetooth pin is "000000" if needed.) The Bluetooth icon will appear and remain illuminated when the connection is successful.

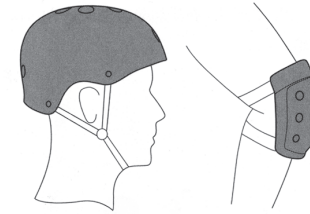
You can now start to use your Electric Scooter, check the status with App, and interact with other users. Have fun!

2. Power on the HIBOY MAX Electric Scooter.

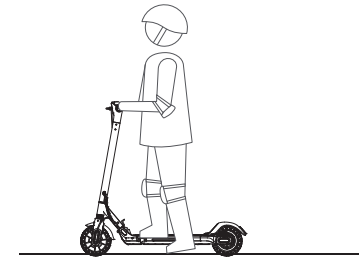


## 7. How to Ride

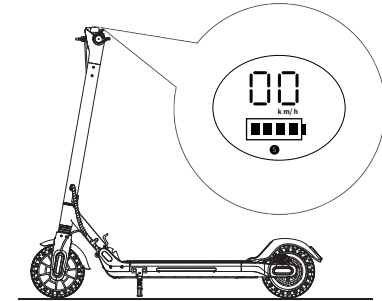
1. Before riding: wear helmets and knee pads in case of falls and injuries when you learn to ride the scooter. **!** Note: Do not keep your feet on the rear mudguard.



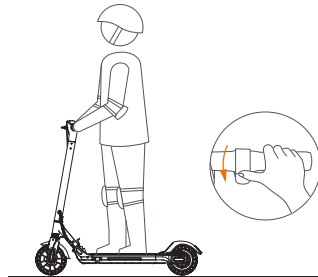
Always wear a helmet and safety gear to avoid falling and injury during the driving learning, as shown in the figure.



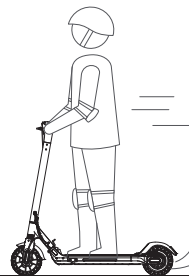
2. Stand on the footrest with one foot, and push off with the other foot to starting gliding.



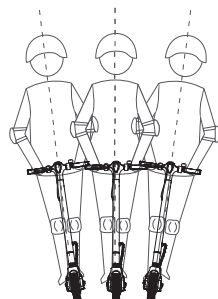
1. Turn on the scooter, and check the electricity indicator.



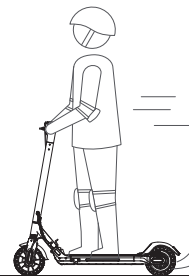
3. When the scooter starts to glide, put both feet on the footrest and press the accelerator.



4. Release the accelerator to reduce the speed slowly.



6. Tilt your body to the steering direction as you turn and slowly turn the handlebar.

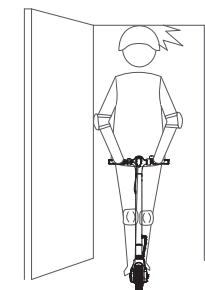


5. Press the throttle again or the brake level to deactivate cruise control, then use the disc brake first to slow down and then use the e-brake to completely stop the scooter.

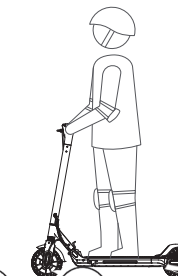
## 8. Riding Notice



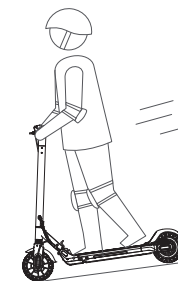
⚠ Do not ride in the rain.



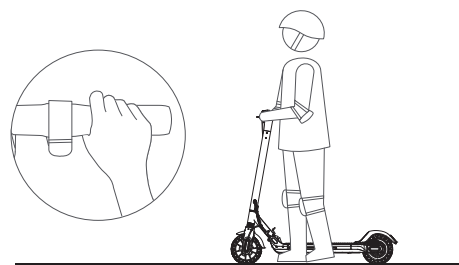
⚠ Look out for doors, elevators and other overhead obstacles.



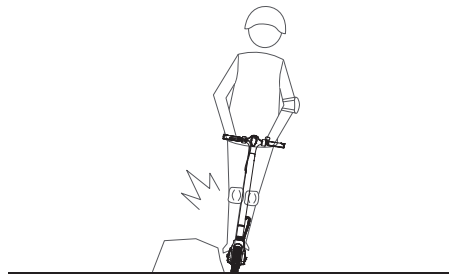
⚠ Please keep a medium or low speed (5mph) when you ride through speed bumps, elevator door sills, bumpy roads or other uneven surfaces. Slightly bend your knee to better adjust mentioned surfaces.



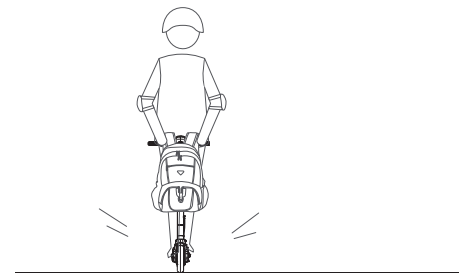
⚠ Do not accelerate when you go downhill.



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



⚠ Always steer clear of obstacles.

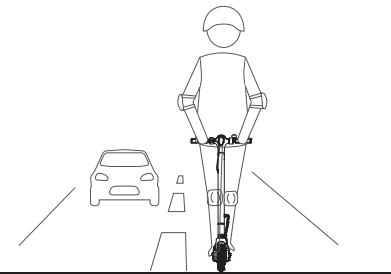


⚠ Do not hang bags or other heavy stuff on the handlebar.

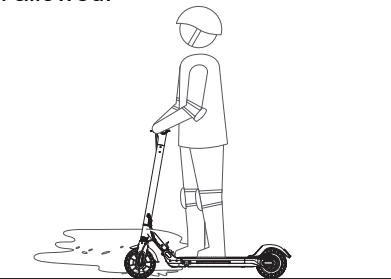


⚠ Keep both feet on the deck all time.

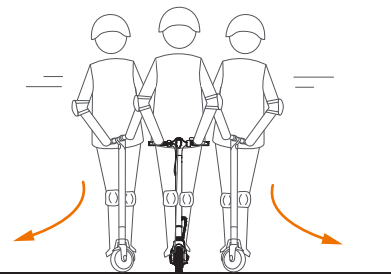
## 9. Dangerous Actions (No Attempting!)



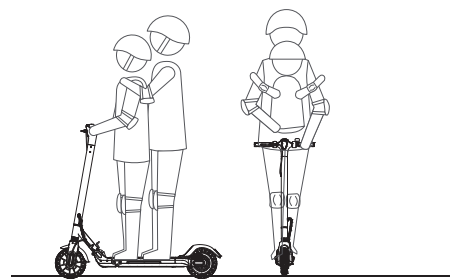
⚠ Do not ride in traffic lanes or residential areas where vehicles and pedestrians are both allowed.



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



⚠ Do not turn the handlebar violently during high-speed riding



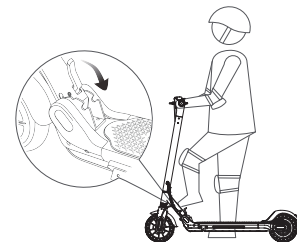
⚠ Do not ride with anyone else, including children.

## 10. Safety Instructions

The Hiboy Max 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.

## 11. Folding and Carrying



Make sure that the scooter is turned off. To fold, press the brake, step on the folding latch while pushing the handlebar forward with great force, then fold the handlebar down.

To open, step on the folding latch again, and unfold the stem and push the handlebar until you hear a CLEAR click. Please make sure that you hear a click, otherwise, the folding machine will not lock into place.

If you still have questions with folding the scooter, please kindly go to [www.hiboy.com](http://www.hiboy.com) for tutorial videos, thank you.



When your scooter is folded up, simply lift it by the stem to carry.

## 12. Daily Care and Maintenance

### Daily Care and Maintenance

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 dire 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 long time. Excessive sunlight, overheating and overcooling accelerate the battery pack's lifespan.

Notes: do not clean the scooter with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire 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 long time. Excessive sunlight, overheating and overcooling accelerate the battery pack's lifespan.

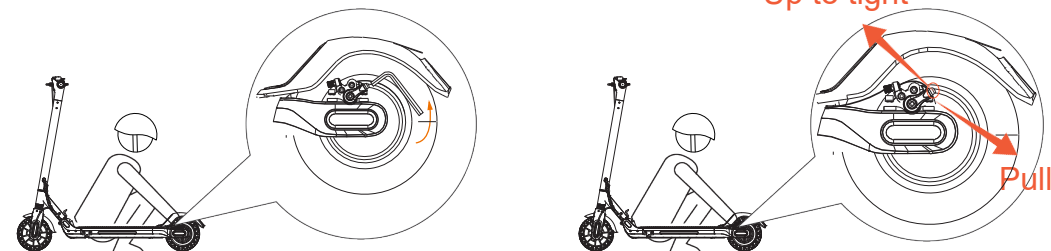
### Battery maintenance

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 of used batteries.
5. After every use, fully charge the battery to prolong its lifespan.

### Store

1. Please try to store the scooter in a cool and dry place between 14 ℉ and 104 ℉. Extremely humid environments the interior of the scooter may suffer condensation or even water accumulation, which may damage the battery rapidly.
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.
3. Please charge the scooter every other month to preserve the battery.



If the brake is too tight, use the allen wrench to loosen the screws on the caliper, and slightly send back the brake cable to shorten the exposed length, then tighten the screws. If the brake is too loose, loosen the screws and slightly pull out the brake cable to lengthen the exposed length, then tighten the screws.

## 13. Specifications

Motor	350W
Battery	36V/7.5AH
Charging time	4-6H
Display	LED
Frame Material	Aluminum alloy + ABS + PC
Tires	Rubber
Wheel Size	8.5inch
Max Slope	15°
Riding Modes	Beginner Mode: 9.3mph Intermediate mode: 13.6mph Advanced mode: 18.6mph
Voltage	36V
Load Range	55-265 lbs
Age	16-50
Dimensions	44.5*18.8*44inch
Dimensions (After folding)	44.5*18.8*16.9inch

## 14. Limited Warranty Statement

### 30 DAY SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, the return policy allows you to return the 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: Express shipping cost is non-refundable. For the return request seller 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 the customer service centre at [us.support@hiboy.com](mailto:us.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 seller, (a) without an RMA from seller(b) without all parts included in the original package, seller retains the right to refuse delivery of such return.

## LIMITED PRODUCT WARRANTY

Seller warrants the original purchaser that your e-scooter shall be free from defects in materials and workmanship under normal use for a period aforementioned. Seller does not warrant the operation of the product will be uninterrupted or error-free. Seller 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 Seller within the Warranty Period, Seller 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. 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 seller within Warranty Period from the date of receipt of shipment. To request a Warranty Service Order, contact the customer service center: [us.support@hiboy.com](mailto:us.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 seller. In accordance with applicable law, seller 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, seller 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, even when seller has been advised of the 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.

## Question & Answer

1.What if the E-Scooter arrived missing accessory or broken part?

A: Please take a photo and send to Hiboy Support Team by sending email: [us.support@hiboy.com](mailto:us.support@hiboy.com)  
And Hiboy Support Team will reply to you soon and send correct accessory or part replacement.

2. Is that possible to replace some components for example the rear cover?

A: Yes, please take a photo and send to Hiboy Support Team by sending email: [us.support@hiboy.com](mailto:us.support@hiboy.com)  
And Hiboy Support Team will reply to you soon.

3. Why my scooter is hard to fold? What should I do?

A: The folding machine is designed a little bit tight which can make sure it will not fold itself while riding.  
Thus a new scooter will not easy to fold, please follow the below tips to try to fold it again:  
Hold the scooter, press the brake, and push hard the handlebar forward at the same time,  
step on the latch. (when you are folding, please let the scooter remain steadfast)  
If you still have questions with folding the scooter, please kindly go to [www.hiboy.com](http://www.hiboy.com) for tutorial videos.

4.What if the MAX scooter gets a 02 code and the scooter can't accelerate?

First, please check the accelerator wire and see if it is defective. Second, please repeatedly press the accelerator and recover it.

If the problem can't be fixed, please kindly contact Hiboy Support Team via [us.support@hiboy.com](mailto:us.support@hiboy.com). And Hiboy Support Team will reply to you soon and send you a new accelerator.

5. Is there an Android/iOS app? If so, what does it do?

A: Yes, the app is HIBOY MAX

Simply pair the Electric Scooter via Bluetooth (the Bluetooth pin is 000000 if needed)and use the app to lock the scooter and view current speed, remaining power and other real-time riding statistics. The Self Checking system enables you to check the motor, battery accelerator and hall. Check the scooter before every use helps you discover the problem early. Firmware updates ensure that you always have the best riding experience possible.



## Contact Us

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your Hiboy MAX V2.

HIBOY LIMITED

12178 4TH STREET. RANCHO CUCAMONGA. CA 91730

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



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