

hiboy

## U2 Pro

Electric Scooter



USER MANUAL

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

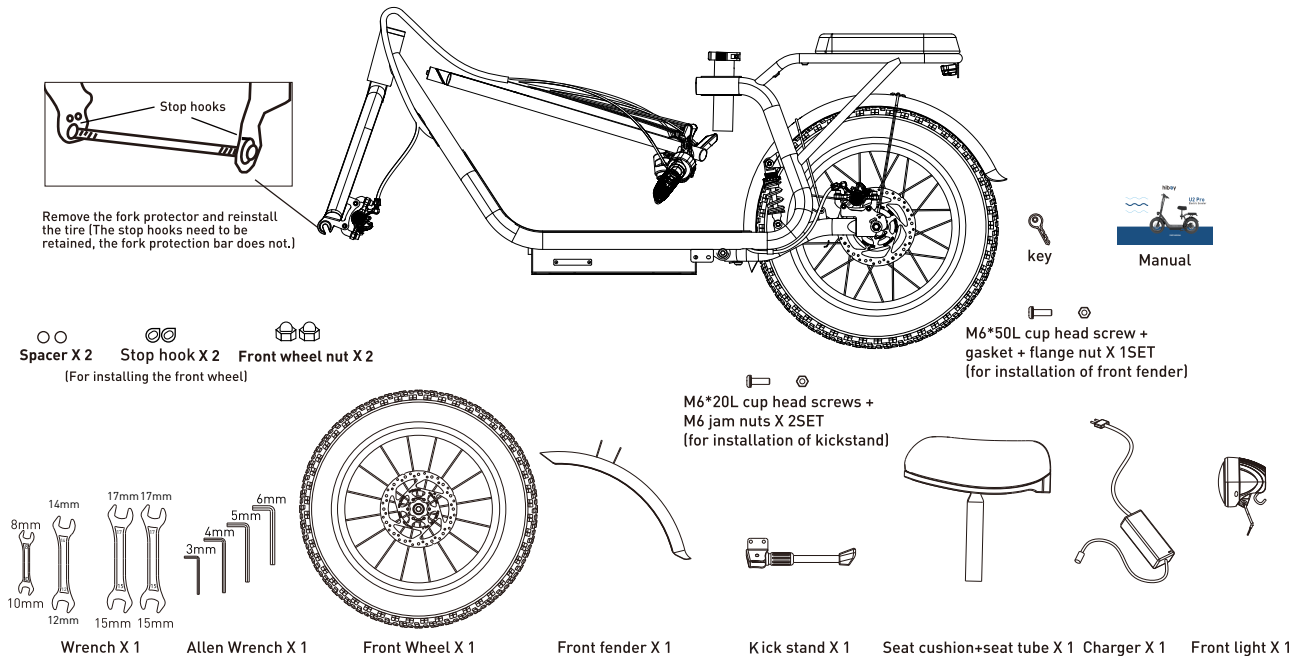
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## 1. Statement

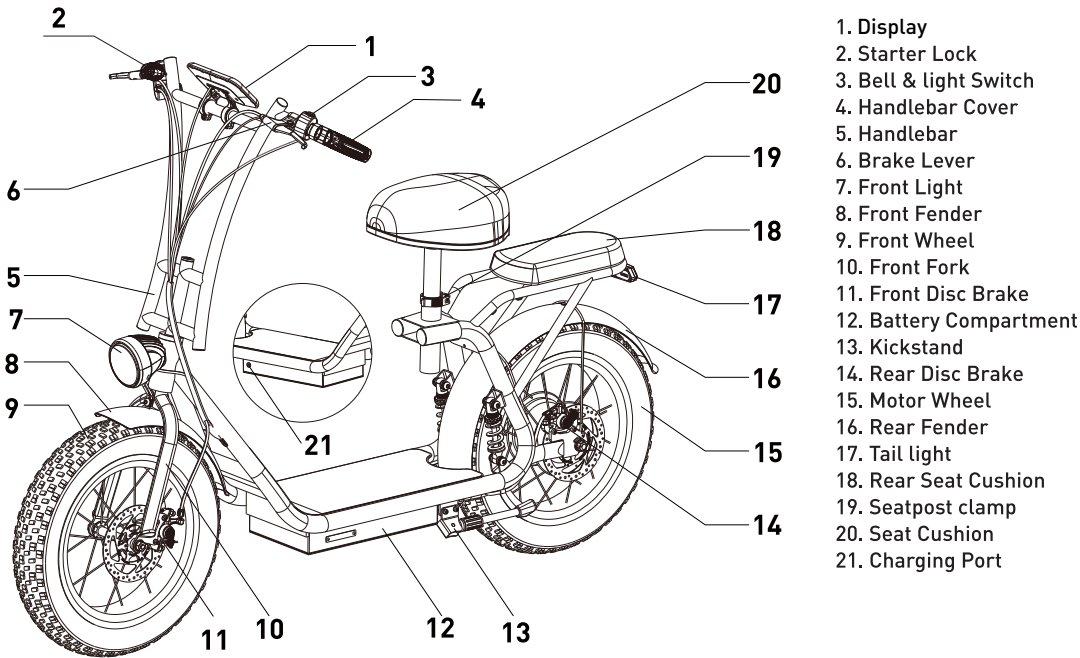
Read and understand this entire manual before using this product! For assistance contact Hiboy customer service for support: [support@hiboy.com](mailto:support@hiboy.com).

**PLEASE DO NOT RETURN BEFORE YOU CONTACT HIBOY**

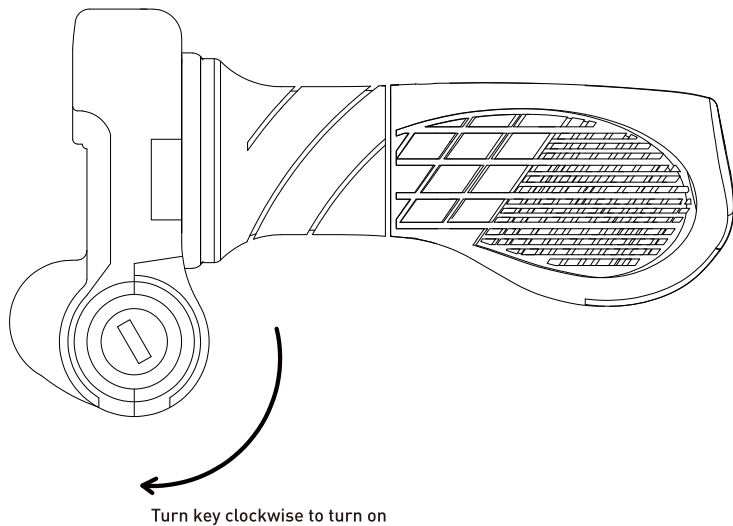
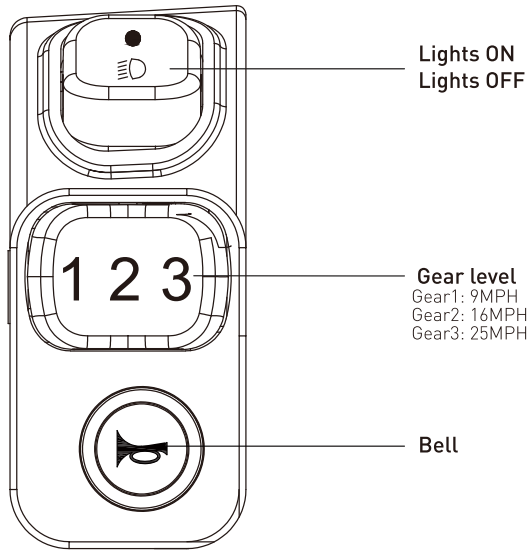
2. Package Contents



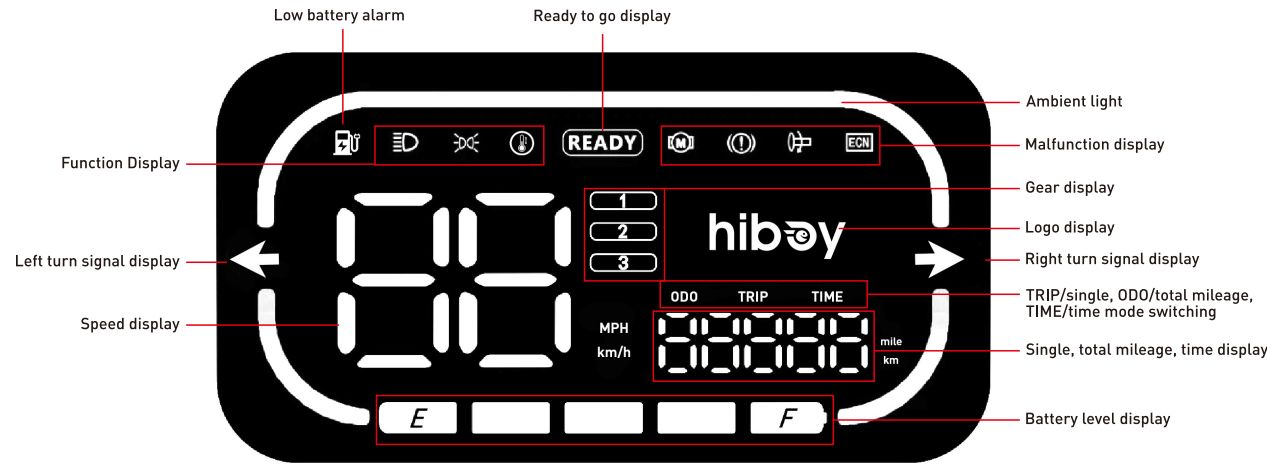
3. Product Overview



Key Operation Instructions



Display Instruction



Function Display

- Low battery indication
- Lights On Indication (Lights On Icon Lights Up)
- Width indicator
- High temperature alarm indication

Malfunction indication

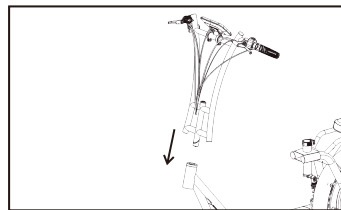
- Motor malfunction indication
- Brake indication
- Accelerator malfunction indication
- Controller malfunction indication

\* Please charge when only one bar is remaining.

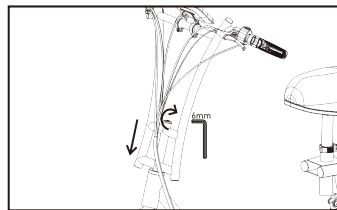


## 4. Installation Instructions

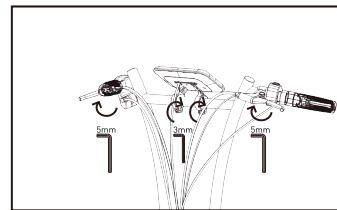
### 1. Install the handlebar



1. Take the scooter out of the box, then insert the handlebar into the front tube. Next, stand in front of the scooter and use your legs to hold the front wheel in place, adjusting the handlebar to the correct position.

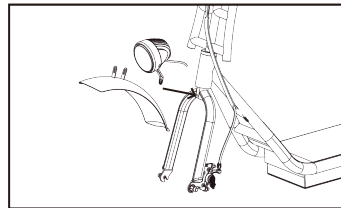


2. Insert the handlebar into the front and vertical tube holes, adjust the handlebar, and then lock the fixing screws with 6mm hexagonal plate handles.

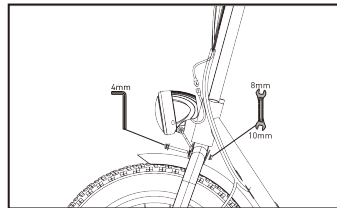


3. Adjust the position of the instrument and the left and right brakes, and then lock the screws tightly.

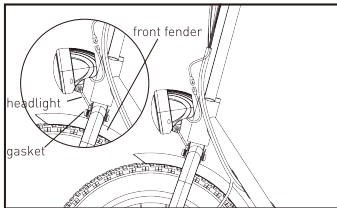
### 2. Install the headlight and front fender



1. Install the front fender and headlight, align the front fender and headlight mounting holes with the fork holes.

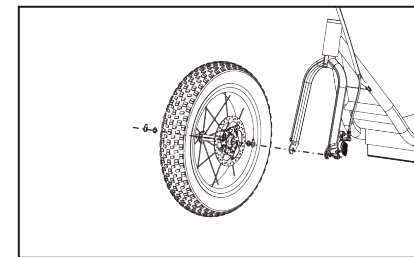


2. Fix the front fender and headlight with M6\*50 cup head screws, spacers and flange nuts.

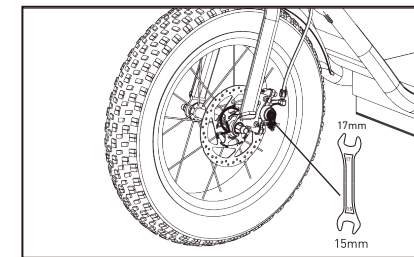


3. Connect the headlight connector.

### 3. Install the front wheel

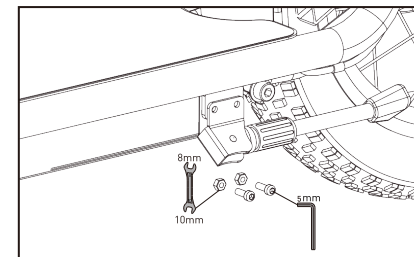


1. Place the front wheel under the fork, ensuring the disc brake is properly engaged. Then, insert the spacers on both sides of the fork axle, followed by the stop hooks on the outer side of the spacers. Align the hooks with the fork grooves and secure them in place to firmly attach the front wheel.



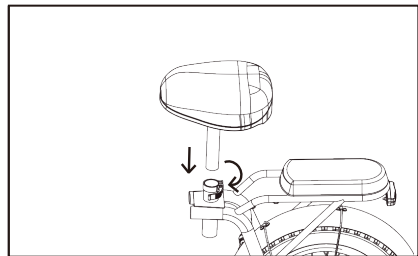
2. **Adjust the disc brakes by turning the wheel all the way around until the discs don't rub and make noise.** Then use 15-17# wrench to tighten the nuts at both ends.

### 4. Install the kickstand



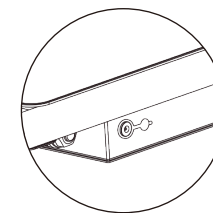
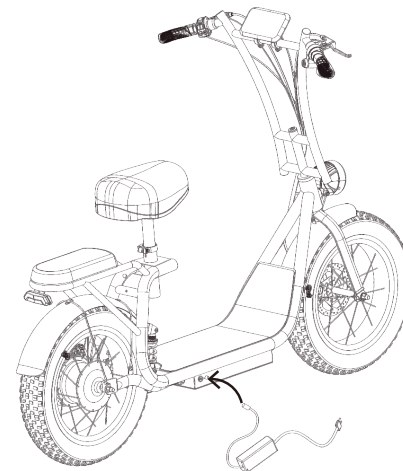
Use 2 sets of M6\*20L cup head screws + jam nuts to install the kickstand.

## 5. Install the seat cushion

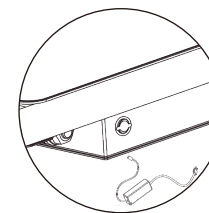


Insert the seat post into the seat tube, adjust the height and alignment to a comfortable position, then tighten the seat clamp.

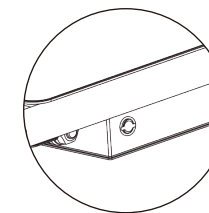
## 5.Charging



1. Open the waterproof plug of the charging port



2. Plug in the charger



3. After charging, unplug the charger and put back the waterproof cover.

- \* Your scooter will be fully charged when the LED light on the charger changes from red (charging) to green (fully charged).
- \* After a period of full charge, it will automatically cut off the charging. Even so, we still don't recommend to charge your scooter for a long time.
- \* Do not connect the charger if the charging port is wet.
- \* Cover the charging port when not use.
- \* Leave it indoor when charging or not riding.
- \* Charging of the scooter shall only be performed with the manufacturer's recommended charger.
- \* Please do not turn on the scooter when charging. (The scooter is equipped with a protection mechanism that prevents the scooter from turning on when the battery is charging.)

## 6. Operation Basics

**Brake** Check the brake for proper function. When you squeeze the brake lever, the brake should provide positive braking action. Make sure brake is not rubbing when the lever is released. When you apply the brake with the throttle on/engaged, the brake cut-off switch should cut power to the motor.

**Wheels** Periodically inspect the wheels for excessive wear.

**Tires** Periodically inspect the tires for excess wear and replace as needed. Regularly check the tire pressure and inflate as needed.

**Frame, Fork and Handlebars:** Check for cracks or broken connections. Although broken frames are rare, it is possible for an aggressive rider to run into a curb or object and wreck, bend or break a frame. Get in the habit of inspecting your scooter on a regular basis.

**Hardware/Loose Parts:** Before every ride, check all parts, such as nuts, bolts, fasteners, etc, to ensure they are secure and assembled correctly. There should not be any unusual rattles or sounds from loose parts or broken components. If you cannot solve the abnormal sound problem, please contact Hiboy after-sales team immediately. Our email is support@hiboy.com

**Safety Gear:** Always wear proper protective equipment, such as an approved safety helmet with chin strap securely buckled, elbow pads, and kneepads. A helmet may be legally required by local law or regulation in your area. A long-sleeved shirt and long pants are recommended. Always wear shoes and keep shoelaces tied and out of the way of the wheels and motor and drive system. NEVER RIDE BAREFOOTED OR IN SANDALS.

**\* Once all of the above has been checked, you can start the scooter with the key. (Insert the key into the key cylinder and turn it on by twisting it to the left.)**

**Laws and Regulations:** Always check and obey any local laws or regulations.

### Insurance

Do not assume that your existing insurance policies necessarily provide coverage for product use. Check with your insurance company for information regarding insurance.

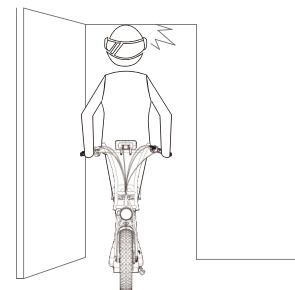
### Storage

Prolonged exposure to UV rays, rain and the elements may damage the enclosure materials, store indoors when not in use

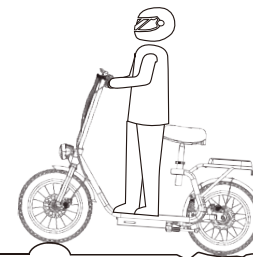
## 7. Safety Instructions



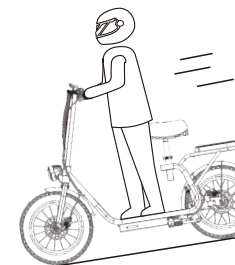
⚠ Do not ride in the rain.



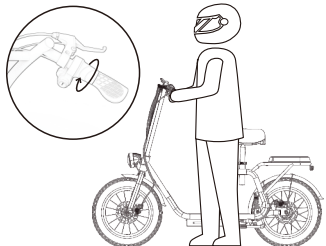
⚠ Look out for doors, elevators and other overhead obstacles.



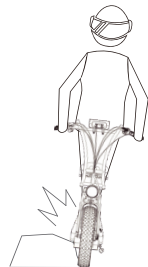
⚠ Keep your speed between 3.1-6.2 mph when you ride through speed bumps, elevator door sills, bumpy roads or other uneven surfaces. Slightly bend your knee to better adjust mentioned surfaces.



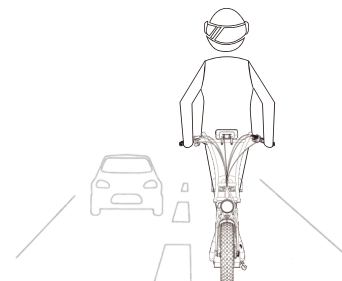
⚠ Do not accelerate when you go downhill.



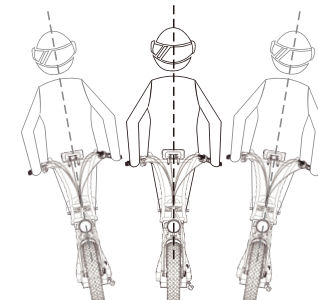
⚠ Do not press the throttle when you're walking alongside the scooter.



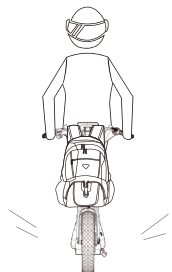
⚠ Always steer clear of obstacles.



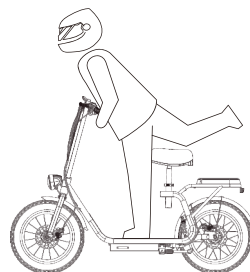
⊘ Do not ride in traffic lanes or residential areas where vehicles and pedestrians are both allowed.



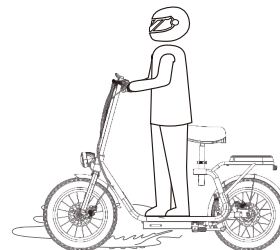
⊘ Do not turn the handlebar violently during high-speed riding.



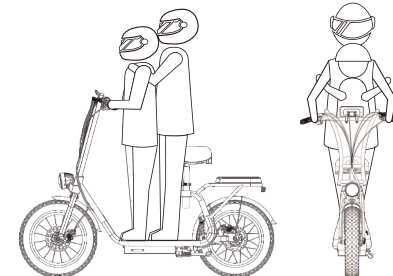
⚠ Do not hang bags or other heavy stuff on the handlebar.



⚠ Keep both feet on the deck all time.



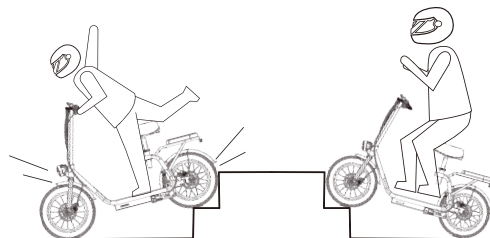
⊘ Do not ride in a ponding that is higher than 0.78 inches.



⊘ Do not ride with anyone else, including children



Do not keep your hands away from handlebar or keep your feet on the rear mudguard.



Do not try riding up or down stairs, and jumping over obstacles.

## Safety Reminder

- Please make sure the brake function is normal before riding.
- Please make sure the handlebar is not loose or shaking before riding.
- Please make sure the seat is not loose before riding.
- Please use the original charger.
- Please retract the kickstand before riding.
- Make sure the tire pressure meets the tire pressure standard before use.

● This 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. (Pour votre sécurité, veuillez suivre les instructions contenues dans le manuel et les lois sur la circulation et les règlements énoncés par les organismes gouvernementaux et réglementaires).

● 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 pedestains, keep the lowest speed or getting off the vehicle.

● Closely follow the safety instructions in the manual especially in the countries that lack relevant laws and regulations regarding electric scooters. 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 immediately and call for professional support.

● Devices are not intended for use at elevations greater than 2000 m above sea level Prolonged Exposure to UV Rays, Rain and the Elements May Damage the Enclosure Materials, Store Indoors When Not in Use.

● **WARNING – Risk of Fire – No User Serviceable Parts.**

● **AVERTISSEMENT - Risque d'incendie - Aucune des pièces ne peut être réparée par l'utilisateur.**



## WARNING!

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

Do not place the battery in an environment where the ambient temperature is higher than 104°F or lower than 14°F (e.g., do not leave the scooter or the battery pack in a car under direct sunlight for an extended time). Do not throw the battery pack into fire as it may lead to battery failure, battery overheating, and even another fire. **If the scooter is expected to be left idle for more than 30 days, please fully charge the battery and place it in a dry and cool place. Keep in mind to recharge it every 60 days to protect the battery from potential damage which is beyond limited warranty.**

Always charge before exhausting the battery to prolong the battery's lifespan. The battery pack performs better at normal temperature, and poor when it is below 32°F. For instance, when it is below -4°F, the riding range is only half or less at normal state. When the temperature rises, the riding range restores.

The damage caused by prolonged no charge is irreversible and is beyond limited warranty. Once the damage is done, the battery can not be recharged.

## 8. Daily Care and Maintenance

### Cleaning and storage

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. If you see scratches on plastic parts, use sandpaper or other abrasive materials to polish them.

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 scooter 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's 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 tire aging and compromise the scooter and the battery pack's lifespan. (Lorsque le scooter n'est pas utilisé, gardez-le à l'intérieur dans un endroit sec et frais. Ne le mettez pas en plein air pendant longtemps. La lumière du soleil excessive, la surchauffe et le sur-refroidissement accélèrent le vieillissement des pneus et compromettent le scooter et la durée de vie de la batterie.)

## 9. Specifications

U2 Pro	Item	Specifications
Dimensions	L x W x H	64.37*28.35*46.85 inch[163.5*72*119 cm]
Weight	Net Weight	80.69 lbs[36.6 kg]
	Load	264 lbs[120 kg]
Riding Requirements	Recommended Age	16-50
	Max Speed	25 Mph[40 km/h]
Main Parameters	Max Range	34.18 Mile[55 km]
	Max Slope	20%
	Charge Temperature	32-113 °F
	Discharge Temperature	-4-131 °F
	IP Rating	IPX4
Battery Pack	Voltage	48 V
	Max. Charging Voltage	54.6 V
	Capacity	13 Ah
Wheel Motor	Nominal Power	750 W
	Max Power	810 W
Charging Adapter	Output Current	2A
	Output Power	109.2 W
	Output Voltage	DC 54.6 V
	Charging Time	6.5-7.5 H

[1] Item height: from the ground to the top of the scooter;

[2] Max. load:the maximum allowable weight shall be kept within 264lbs [driver and objects included] in any case. Considering the extra weight of the clothes or other accessories with us during the trip and the gravity generated by speed, the scooter will not support it if this load limit is exceeded.

The real battery life varies with different factors of the load,humidity, wind speed and operation habits...etc.

## 10. Limited Warranty Statement

### 30 DAY SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, Hiboy’s return policy allows you to return your undamaged Hiboy 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: The cost of return shipping will be borne by the customer if the product has no quality issue.

For the return request, Hiboy 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 Hiboy Service Team at 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 Hiboy, (a) without an RMA from Hiboy(b) without all parts included in the original package, Hiboy retains the right to refuse delivery of such return.

### LIMITED PRODUCT WARRANTY

Hiboy product basically will be free from defects in materials and workmanship under normal use for a period aforementioned.

Hiboy does not warrant the operation of the product will be uninterrupted or error-free.

Hiboy 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 Hiboy within the Warranty Period, Hiboy 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. This Limited Warranty is valid only in the jurisdictions where the products are sold by [www.hiboy.com](http://www.hiboy.com), and is valid to the extent permitted by the applicable laws of such jurisdictions. 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 Hiboy within Warranty Period from the date of receipt of shipment. To request a Warranty Service Order, contact Hiboy Service Team [support@hiboy.com](mailto: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 Hiboy. In accordance with applicable law, Hiboy 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, Hiboy 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 Hiboy 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.

11. Question & Answer

1. Is there any necessary information that needs to be included before contacting the Hiboy Support Team?  
A: Yes, if you need any support from Hiboy, please contact us at [support@hiboy.com](mailto:support@hiboy.com), and please always include your order number, correct model No. descriptions of the problem, pictures, and videos that can show details about the issue in the email, thanks.

2. My electric scooter cannot be turned on. What can I do?  
A: First, please make sure you do not turn on the electric scooter while it is charging. For safety reasons, we have set the electric scooter so that it cannot be turned on during charging.  
Secondly, please ensure that the electric scooter has been charged for a while to have enough battery power to support its operation. If it cannot be turned on, please contact us at [support@hiboy.com](mailto:support@hiboy.com) for further assistance.

3. I can't charge my electric scooter. What's the problem?  
A: Please note that if the electric scooter is charging, the LED on the charger will show a red color. If the electric scooter is fully charged, the LED on the charger will show a green color.  
To verify if the charger is defective, please follow these steps: Plug the charger into the socket without connecting it to the electric scooter. If the charger LED is not on or is not green, it indicates that the charger is defective. If the charger is not defective, please contact us at [support@hiboy.com](mailto:support@hiboy.com) for further support.

4. What should be done if the electric scooter arrives with missing accessories or broken parts?  
A: Please take a photo and send it to Hiboy Support Team's email: [support@hiboy.com](mailto:support@hiboy.com). The Hiboy Support Team will reply to you promptly and send the correct accessory or replacement part.

5. My electric scooter has been stolen. Can you help me?  
A: Unfortunately, we are unable to track the location or serial number of the electric scooter. Please contact the local police for assistance.[]

6. I have written several emails to [support@hiboy.com](mailto:support@hiboy.com), but I have not received any responses. Why?  
A: Our Hiboy Support Team will reply to you within one working day. If you don't receive any response from us, please check your spam folder. Also, add [support@hiboy.com](mailto:support@hiboy.com) on your white list to ensure our replies are not blocked. In addition, you can also contact us on the platform where you purchased the electric scooter, for example, Amazon chat box, leave a message on the Hiboy.com website, eBay chat box, etc.

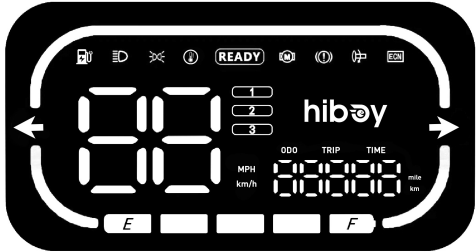
7. Why can't the speed reach 25 mph?  
A: Please ensure that you have set the gear lever to mode 3. In addition, the battery status, rider weight, and road conditions will also influence the maximum speed. With enough battery, a weight of up to 220 lbs, and riding on flat roads, the scooter can reach a speed of 25 mph.






8. Can I ride the electric scooter on rainy days?  
A: Please note that the electric scooter has a waterproof rating of IPX4. We do not recommend riding it on rainy days.

9. Is there any precaution for storing the electric scooter if I need to go out for a long vacation?  
A: Please ensure that the electric scooter is stored in a dry and cool place. Do not leave it outdoors for an extended period. If the electric scooter is expected to be idle for more than 30 days, please fully charge the battery. Remember to recharge it every 60 days to protect the battery from potential damage that is beyond the limited warranty.
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12. Trouble shooting



Error Indication	Error description	Solution
	Low battery indication	Charge it.
	Brake fault indication	The brake is triggered, check the brake handle for damaged brake or jamming.
	Motor fault indication	It's a motor error, please check if the motor terminals are connected or if the motor is damaged.
	Accelerator handle fault indication	It's a turnbuckle error, please check the turnbuckle or replace the brake.
	Controller fault indication	It's a controller error, the controller needs to be replaced.

13. Contact Us

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your Hiboy U2 Pro  
E-mail Service: [support@hiboy.com](mailto:support@hiboy.com)

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

