

HIBOY

NEX5

*ELECTRIC SCOOTER
USER MANUAL*

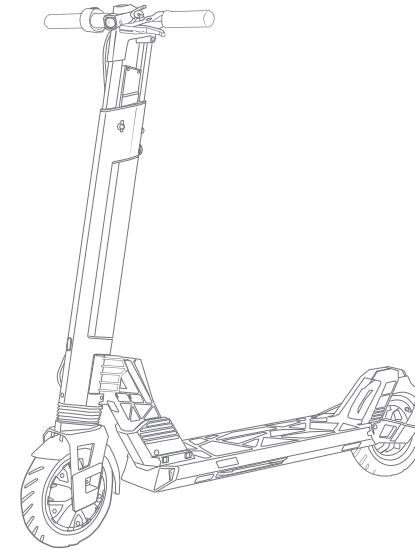


The manufacturer reserves the right to make changes to the product and manual at any time
Visit www.hiboy.com to download the latest user materials

Contents

1. Package Contents	01
2. Product Overview	02
3. LED Display	03
4. Assembly	05
5. Unfolding Steps	07
6. Folding Instruction	08
7. Charging	09
8. Handlebar Operation Instructions	11
9. Riding Instructions	12
10. Safety Notice	14
11. Safety Instructions	18
12. Daily Care and Maintenance	19
13. Specifications	20
14. Limited Warranty Statement	22

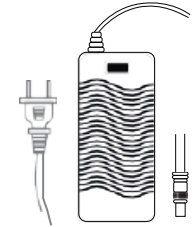
1. Package Contents



Carefully check package contents, if anything is missing or damaged, please contact Hiboy customer service for support:
us.support@hiboy.com



Manual



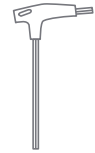
Power adapter



Charger base

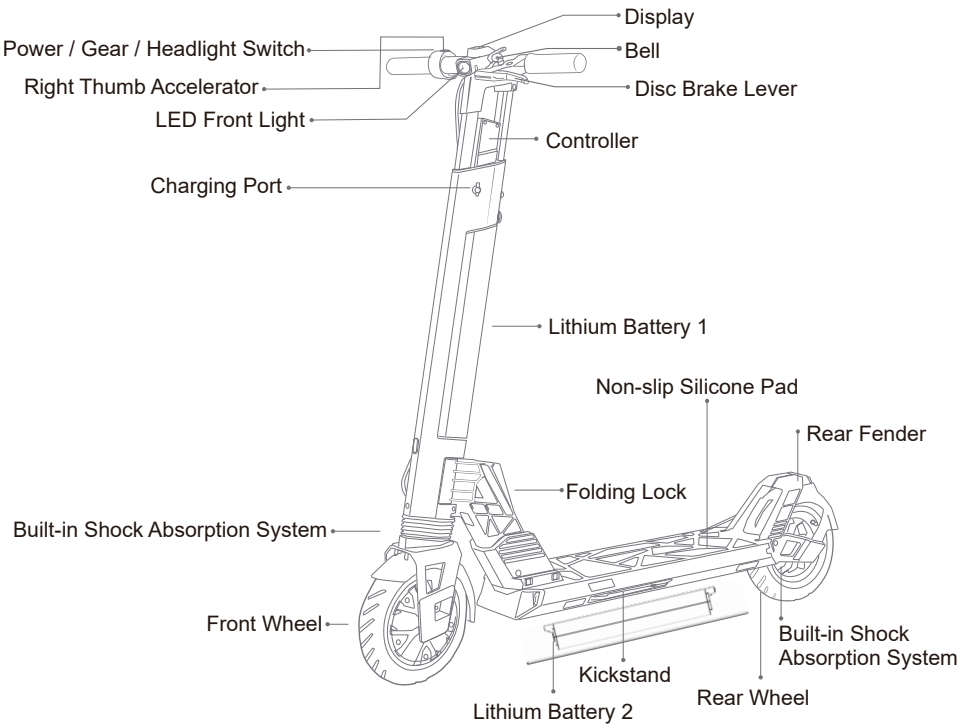


Screws*6

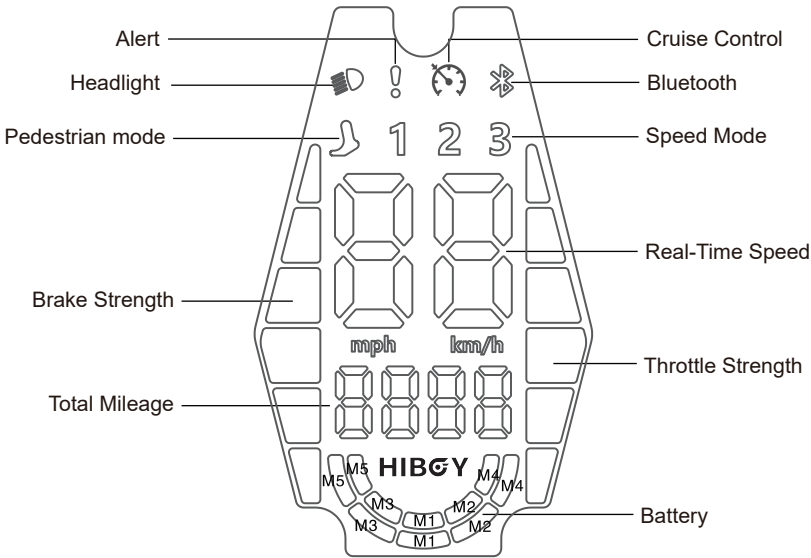


Hex key

2. Product Overview



3. LED Display



Battery Display

Each battery bar represents 20% power, when the battery is below 20%, the battery bar will flash.

80%-100%	60%-80%	40%-60%	20%-40%	<20%
M1-M5 Light up	M1-M4 Light up	M1-M3 Light up	M1-M2 Light up	M1 Flash

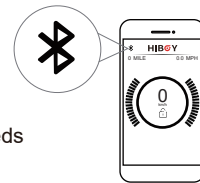
Function	Description
Headlight	When the scooter is on, press the power button one time will turn on/off the light.
Pedestrian	Double press the power button to activate pedestrian mode
Brake Strength	Light up when you press the brake, each bar indicates 15% strength.
Total Mileage	Default current mileage, short press 4 times to display total mileage, 5 seconds switch back to the default.
Alert	When the alert lights up, check page 24 for more detail about error code.
Cruise Control	Turn on/off the cruise control on App. When the icon lights up, you have activated cruise.
Speed Mode	Double press to switch modes. Modes can be set to pedestrian mode, Level 1, Level 2, Level 3.
Throttle Strength	Light up when you press the throttle, each bar indicates 15% strength.
Real-Time Speed	Showing the real-time speed with MPH or KM/H. Change the speed unit on the App.
Zero/Non-Zero start (Not on the screen)	Triple press the power button to switch the non-zero or zero mode.
Bluetooth	Download "HIBOY NEX5" from "App store"(iPhone) or "Google Play"(Android), then connect to your scooter.



HIBOY NEX5 APP

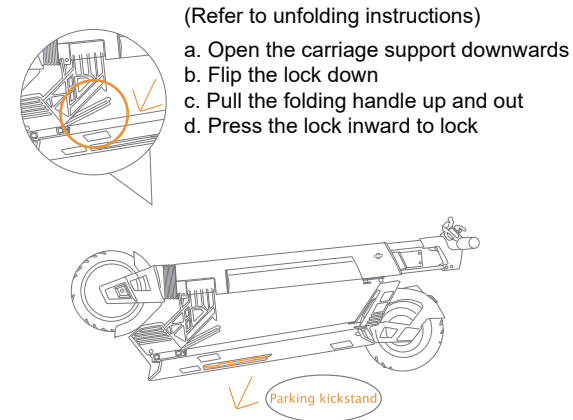
Download "HIBOY NEX5" from "App Store"(iPhone) or "Google Play"(Android), or scan the QR code to download the APP, then connect to your scooter.

1. Install the App.(Please keep the Bluetooth on)
2. Register: Enter the Email to obtain the verification code and set the login password.
3. Login: Use the Email and the password to login.
4. After successful login, click on the Bluetooth search, select the scooter name that needs to be connected (the scooter that has bound to can be directly connected).

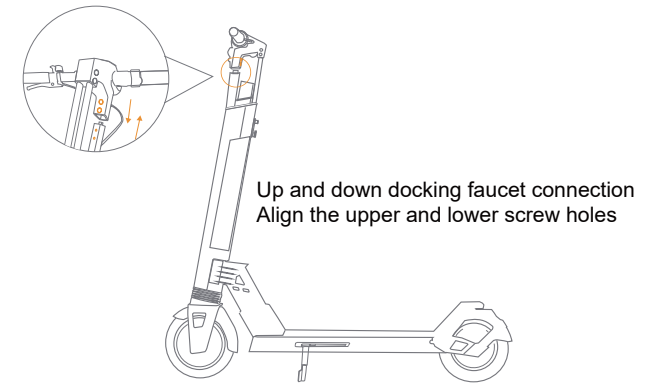


4. Assembly

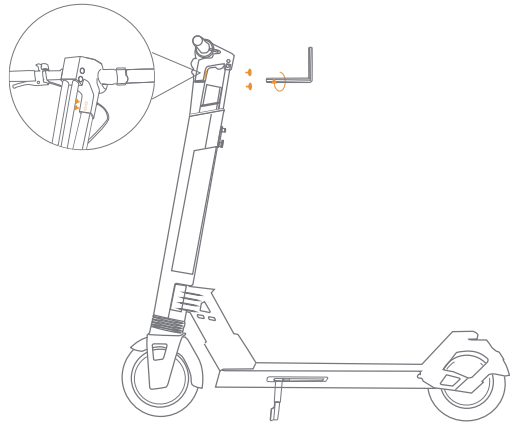
1. Unfold the scooter and open the kickstand
(Refer to Unfolding Instructions on page 7)



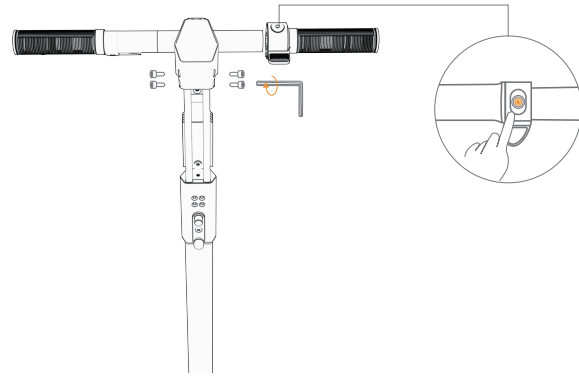
2. Faucet butt wiring, butt up and down



3. Use the allen wrench included in the package to tighten the screws on the front of the handlebar



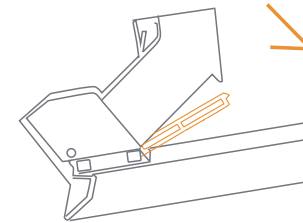
4. Use the allen wrench included in the package to tighten the screws, and check the power switch after assembly



Safety Tips: Before each ride, please check to ensure that the screws, folding switches and other link parts are not loose.

5. Unfolding Steps

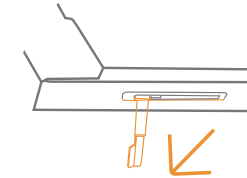
1. Open the security lock upwards then the shackle downwards



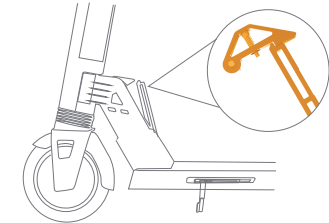
3. Lift the head of the scooter



2. Open the kickstand



4. Push the Shackle inward then the security lock inward until you hear a click

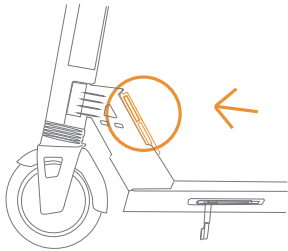


Safety Tips: Make sure the shackle is locked before riding. You will hear a sound once you push the shackle into the security lock. Do not put your hands near any moving parts when raising the front of the scooter.

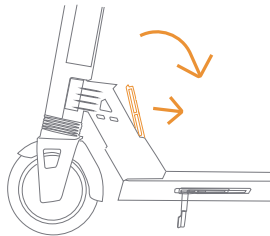
6. Folding Instruction

Note: For your safety, it is recommended to switch the power off before folding.

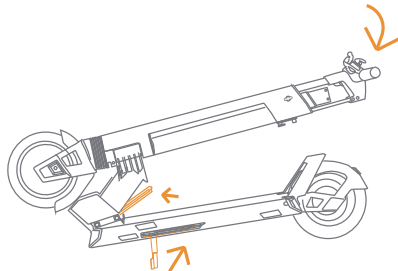
1. Open the security lock and keep it still. Pull the shackle downwards.



2. Press down and fold the handle



3. Push the security lock inward, then retract kickstand complete folding.

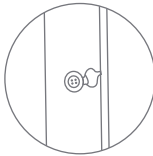


7. Charging

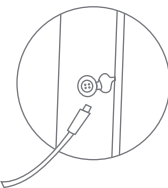
 **WARNING!**

Do not use this product while it is charging to avoid damage. It is recommended to charge at room temperature.

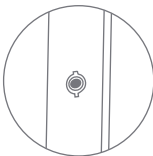
1. Charging



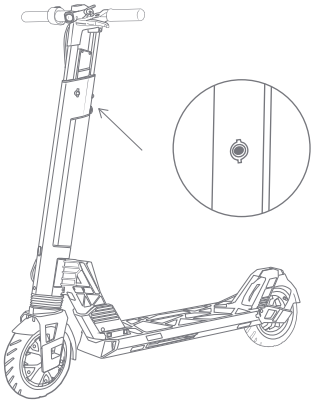
Open the rubber protective cover of the charging port



Connect the charger

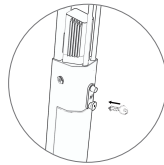


After charging, cover the charging port by the rubber protective cap.

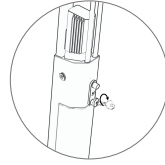


When the charger LED indicator is colored, this means it is charging, and when the charger indicator turns green, this means the battery is fully charged.

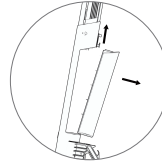
2. Charging Base



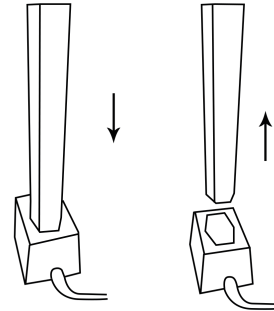
1. Insert key



2. Turn right



3. Lift the lock up to the unlock line and take out the battery.



Make sure the lock is under the lock line when you put battery back. You must turn the keyhole back to its original position to lock the battery, otherwise, the battery may drop out.



Vertical means locked

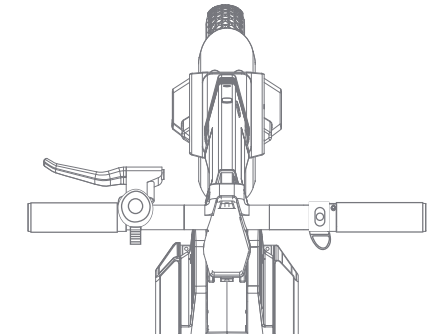


Do Not Ride

Horizontal means unlock

8. Handlebar Operation Instructions

1. Hold the handlebar tightly with both hands, never with just one hand.
2. Hold the handlebar and turn left and right by twisting to that direction.
3. Do not rotate the handlebar 360 degrees.
4. The handbrake and bell are on the left side of the handlebar.
5. Use your left hand to operate the brake.
6. The button for power & gear switches are on the right side of the handlebar.
7. Press the right thumb accelerator to control the speed when riding.
8. Ring the bell when crossing crowded areas.
9. Front baskets are not allowed to be installed.
10. The HAV (Hand-arm vibration) of this scooter should not exceed 1.78 m/s². please check carefully to avoid unnecessary vibration.



WARNING!

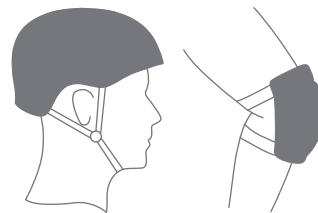
- (1) Do not hang heavy objects on the handlebars when riding, which will affect the stability of the scooter and cause potential safety issues.
- (2) Regularly check the tightness of the screw in the handle, whether the frame, fork, brake, and some other parts can be used normally. If there is an issue found, please stop using the scooter and repair or replace the part properly.

9. Riding Instructions

Provide appropriate pre-cycling training by the dealer

Preparation for riding

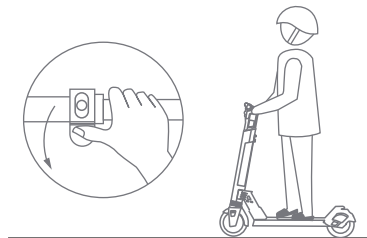
1. Select an appropriate riding area.
2. Ride on a paved flat road.
3. Prepare the product according to the instructions and bring the protective gear.
4. Wear flat sneakers.
5. Keep away from vehicles and crowded areas.



Riding

1. Press the power button and turn on the scooter.
2. Put one foot on the scooter and the other foot on the ground.
3. Make the scooter body slide forwards and gently press the right thumb accelerator, the scooter will slowly run forwards, when the scooter is running steadily, shift the other foot onto the footboard.

The more you twist the accelerator, the faster you will move.

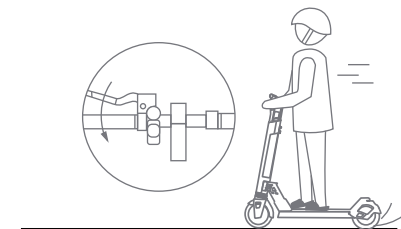


Note: For the riding safety, the NEX5 has non-zero start or zero start modes. The accelerator cannot be used until the scooter is already moving forward for a certain distance.



Stop

1. Under normal circumstances, if you hold the left brake lever, the motor will be immediately powered off and subject to braking, the greater the holding force, the greater the braking force.
2. Under emergency conditions, you can hold the left brake lever tightly to simultaneously enable the front electromagnetic brake and rear wheel friction brake. Be careful, the brake will heat up quickly during use, do not touch.



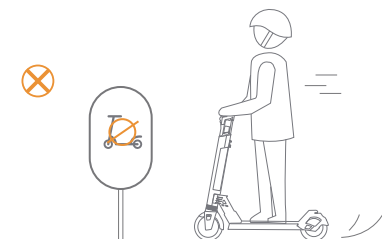
10. Safety Notice

Note: Please read the following important safety information carefully before use and follow it.

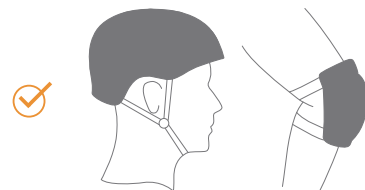
1. This product is an electric scooter for adults. Usage is limited to one person. Do not carry others at the same time. The NEX5 is recommended for persons aged between 13 and 65 years old.



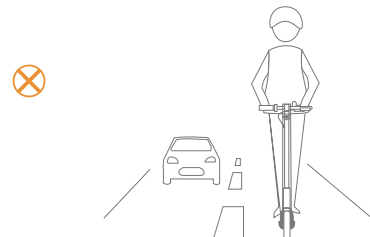
3. Do not ride this product in unsafe or illegal places.



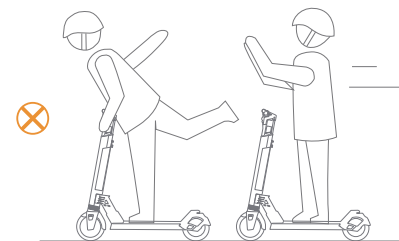
2. When riding the NEX5, please wear a safety helmet and other protective equipment, as well as well as fitting sports shoes.



4. Please practice in an open area first, avoid riding on a traffic line, and then use this product until you are skilled in operation.



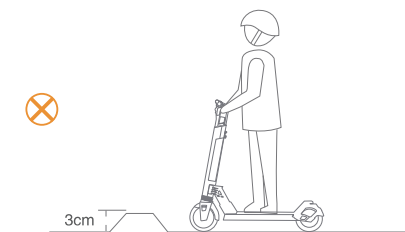
5. Do not take dangerous actions such as riding with one hand while operating the NEX5 and keep both feet on the scooter.



7. For your driving safety, please keep the speed within 15mph. Avoid using the NEX5 at night. If you are riding after sunset, please switch on the lights and operate at 9.5mph or below.



6. Do not go over bumps that are steeper than 1.2 inches. This may cause the scooter to overturn and cause the injury to the driver or damage the scooter. Bumps or potholes less than 3cm should also be avoided as much as possible.



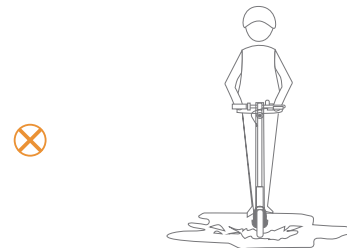
8. Do not use the NEX5 in environments below 23°F (-5°C).



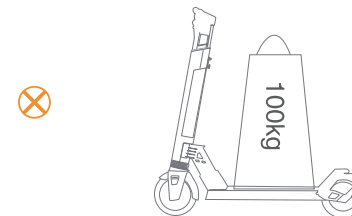
9. In the event of bumps or poor road conditions, please operate the NEX5 slowly or get off the scooter and manually push until conditions improve.



10. Do not ride the NEX5 on oily terrains or icy surfaces.



13. The user should use this product in accordance with the relevant instructions in this product manual, and not exceed the load that the NEX5 can bear (Maximum weight: 220lbs).



14. Please avoid using or placing the NEX5 in high or low temperature environments. Please don't store this product near flammable materials.



11. Do not immerse the product in water deeper than 1.5 inches to avoid damage to the electrical parts of the vehicle.



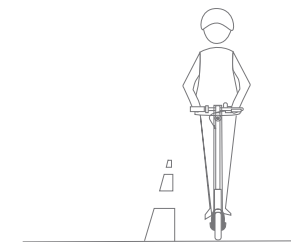
12. In severe weather such as rain, snow, or strong winds, please avoid riding as much as possible to avoid possible damage. Ensure more distance between cars to avoid sudden braking on rainy days.



15. The scooter is a special riding product, please try to ride on smooth roads and avoid potholes.



16. Ride legally in strict accordance with the local laws and regulations.



11. Safety Instructions

The Hiboy NEX5 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.

- WARNING – Risk of Fire – No User Serviceable Parts.

12. 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.

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

Storage and Disposal

1. Please try to store the scooter in a cool and dry place between 14°F and 104°F. In extremely humid environments the interior of the scooter may suffer condensation or even water accumulation, which may damage the battery rapidly. 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.
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.

13. Specifications

Parameter	Name	NEX5
Size	L * W * H	1150*485*1125 mm / 45.3*19.1*44.3 inch
	After folding: L*W * H	1150*485*440 mm / 45.3*19.1*17.3 inch
Weight	Net weight	Approximately 18.5±1kg / 40.8±2 lbs
State	Maximum load capacity	100 kg / 220 lbs
Parameters	Maximum speed	Approximately 30 km/h / 19 mph
	Range	50-65 km / 31-41 miles(Depends on factors such as environment, angle, speed, driving habits, etc.)
	Max slope	Approximately 15%
	Scope of application	Stable and smooth road surface, with bumps less than 2cm and depressions less than 3cm
	Tires	8.5-inch solid tire
	Damping system	3-Weight shock absorption; front and rear shock absorption + tubeless tire shock absorption
	Noise test	The A-weighted emission sound pressure level of the vehicle in operation is less than 70 dB(A)
	Dustproof and waterproof grade	IPX4
	Brake system	Rear wheel disc brake + front wheel(motor) electric brake, braking distance 4.4m (20km/h)

	LED display	Speed, KM, mile, gear, brake
	Lighting system	LED Highlight headlights
	Motor Power	350W
Charging parameters	Adapter charging	Smart charger/42V/2A/short circuit protection
	Lithium battery	36V-7.5AH x 2
	Charging time	Approximately 8-10 h

14. Limited Warranty Statement

30 DAY SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, Hiboy’s 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, 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 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 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 warrants the original purchaser that your Hiboy product shall 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.

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, 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 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 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.

The Warning LED flickers the displayed value E1-E7 also flickers

Malfunction	Code	Solution		
Communication Failures	E1/E7	Check whether the brake taillight is on, if the brake taillight is not on, it indicates that the controller is not powering the controller or instrument. If the brake taillight is on, check that the connecting cable between the instrument and the controller are connected properly.		
Brake failure	E2	Check whether the brake is pressed	If the brake is pressed release it	
			Check the connecting cable between brake and instrument for short or open circuits	In case of open or short circuit, replace the connecting cable
			Replace brake lever	
Referral Failure	E3	Please check if the finger is pressed	If you press	
			No, please check the connection line between the dial and the meter for a short or open circuit	Open or short circuit. Replace the cable
			Change finger	
Motor Failure	E4	Check whether the motor is connected to the controller line	No connection, connect the cable between the motor and the controller	
			If there is a connection, please disconnect the connecting wire and measure whether the internal resistance between the three-phase wires of the motor is within a reasonable range, generally within 0.1-1 ohm. The motor needs to be replaced if it exceeds the range.	
Controller Failure	E5	If the controller is damaged, replace the controller		

Note: Regularly check the tightness of various screw components especially the axle, folding system, steering system and brake shaft.

Common Problem & Solutions

1. The display is black

Cause: the product is subject to long-time exposure to sunlight.

Solution: keep the product in shade for some time to recover.

2. The value does not match the actual value

Cause: Parameters are set improperly or lost

Solution: Press and hold the power button to turn off and then press it again to restart the scooter

3. The displayed value is dim.

Cause: The battery is in poor contact or empty. Solution: Turn off the power supply and then turn it on again. If this problem still occurs, contact the manufacturer or dealer.

4. If this product does not work properly, perform the following check

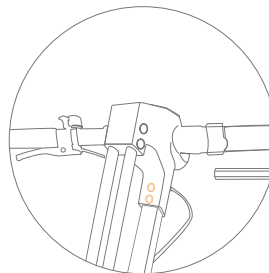
- a. Check power supply is turned on
- b. Check the battery power level on the display
- c. Check the left brake lever and rear brakes are in their original positions.
- d. Check that all jacks and cables are connected correctly.

If all the steps are completed but the product is still not working properly, contact the manufacturer or dealer.

5. The screws at the junction of the handlebar and the pole are loose

Cause: The lock screw of the handlebar and vertical rod is loose.

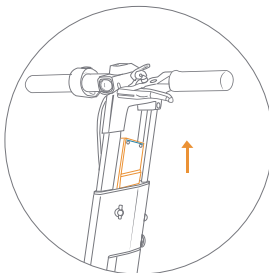
Solution: Tighten this lock screw with accessories screw tools.



As the picture shows

6. The controller is damaged, replace the controller.

Replacement: Do not damage or bend when taking out the controller.



As the picture shows

Contact Us

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your Hiboy NEX5

HIBOY INTELLIGENT INC

4045 Cheyenne Ct,
Chino, CA 91710

E-mail Service: us.support@hiboy.com



hiboyus



@hiboyscooter



HiboyUS



www.hiboy.com