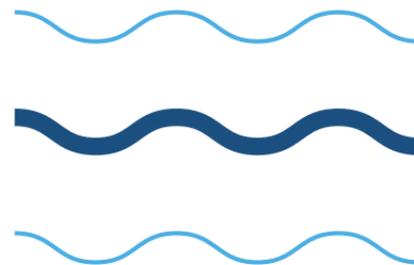


**hiboy**  
— [www.hiboy.com](http://www.hiboy.com) —



**hiboy**

**VE1 PRO**  
Electric Scooter



USER MANUAL

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

# Contents

1	Statement .....	01
2	Package Contents .....	02
3	Product Overview .....	03
4	Assembly and Set up .....	05
5	Charging .....	07
6	Riding Basics .....	08
7	Safety Instructions .....	09
8	Dangerous Actions (No Attempting!) .....	11
9	Safety Reminder .....	13
10	Daily Care and Maintenance .....	14
11	Specifications .....	18
12	Limited Warranty Statement .....	19
13	Q&A and Trouble shooting .....	21
14	Contact Us .....	24

## 1. Statement

Read and understand this entire manual before  
using this product! For assistance contact Hiboy.

**PLEASE DO NOT RETURN BEFORE YOUR CONTACTING HIBOY**

## 2. Package Contents



Please check package contents carefully, if anything is missing or damaged, please contact Hiboy customer service for support: [support@hiboy.com](mailto:support@hiboy.com)

## 3. Product Overview



- ① display screen
- ② bell
- ③ throttle
- ④ brake lever
- ⑤ adjustable height point
- ⑥ T-tube
- ⑦ folding lock
- ⑧ headlight
- ⑨ front fork
- ⑩ front fender
- ⑪ inflation inlet
- ⑫ front wheel
- ⑬ reflective piece
- ⑭ disc brake pads
- ⑮ disc brake device
- ⑯ battery
- ⑰ frame
- ⑱ motor
- ⑲ charging port
- ⑳ kickstand
- ㉑ taillight

⑤: Height range(39.37-47.24inch) The vertical distance from the ground to the handle bar

Recommended tire pressure:35-45 PSL (240-310 kpa)

## Screen Display



### Gear Mode

Click "▲" and "▲" button to adjust Gear Mode 1Gear(8MPH),2Gear(16MPH),3Gear(23MPH)

### Item Name

ODO:Total mileage display // DIS:Single time range display // VOL:Voltage(Press power button to switch item name)

Throttle: Press throttle to accelerate

### Battery Display

Each battery bar represents 20% power, when the battery is below 20%, the battery needs to be charged

## 4. Assembly and Set up

Before you begin: Remove contents from box. Remove the separators that protect the components from damage during shipping. Inspect the contents of the box for scratches in the paint, dents, or kinked cables that may have occurred during shipping. Because the electric scooter was partially assembled and packed at the factory, there should not be any problems, even if the box has a few scars or dents.

MAKE SURE POWER SWITCH IS TURNED "OFF" BEFORE CONDUCTING ANY ASSEMBLY OR MAINTENANCE PROCEDURES. Hiboy recommends assembly by an adult with experience in bicycle mechanics.

### ★ Unfold the scooter(Open the folding lock)

#### Attaching the Handlebars

Required Tools: 5 mm Allen Wrench (included)

1. Loosen the screw on Top of T-tube
2. Put the handle bar on(the thread part should be in the middle)
3. Tighten the screw

Note: The Angle of handle can be adjusted according to personal habit during installation.

### ★ Tighten the Rod of Rear Fender

Required Tools: 3 mm Allen Wrench (included)

1. Loosen the screw on rear wheel (See image)
2. Align the rod with the hole
3. Tighten the screw

### ★ Attaching the headlight

Required Tools: 2 mm Allen Wrench (included)

1. Loosen the screw on headlight
2. Align the headlight with the hole on the top of front fork
3. Tighten the Screw



⚠ Need Help? Please search "Hiboy us" on Youtube website to find our Channel. You can watch the Installation video of VE1 PRO. Or contact Hiboy after-sale team by email: support@hiboy.com.

## Attaching the Front Wheel

### ★ Attaching the Front Fender

Required Tools: 5 mm Allen Wrench, 10 mm Wrench (included)

1. Loosen the screw on Top of T-tube
2. Align the hole on the front fender with the hole in the middle of front fork
3. Tighten the Screw

### ★ Attaching the Front Wheel (See Image A1,A2)

Required Tools: Two(2) 16 mm Wrenches (included)

1. Put the bearing into the front wheel
2. Put the short bearing bush on the wheel side(with Disc Brake Pads)
3. Put the long bearing bush on the other wheel side(without Disc Brake Pads)
4. Attaching the front wheel under the front fork, the Disc Brake pads should be inserted into the Disc Brake device
5. Put the mousing-hook on the each side of bearing(The hook part should hook the corresponding holes on the two sides of the front fork)
6. Put the flat washer on the each side of bearing
7. Tighten the nut of each side

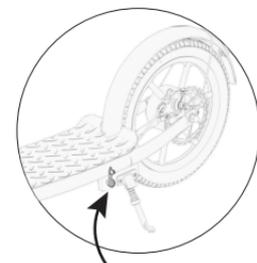


### ★ Tighten the Rod of Front Fender

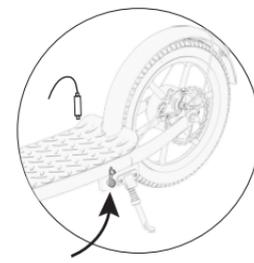
Required Tools: 3 mm Allen Wrench (included)

1. Loosen the screw on front wheel (See image A3)
2. Align the rod with the hole
3. Tighten the screw

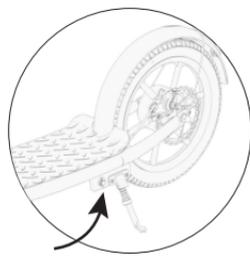
## 5. Charging



Open the rubber cover



Insert the charger plug in



Fill and fix the rubber plug after the charging

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.

⚠ Need Help? Please search "Hiboy us" on Youtube website to find our Channel. You can watch the Installation video of VE1 PRO. Or contact Hiboy after-sale team by email: support@hiboy.com.

## 6. Riding 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.

**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.

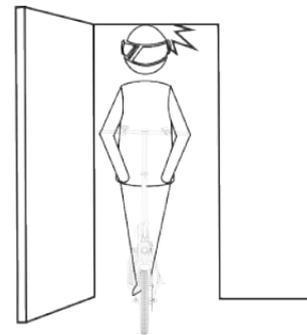
### Storage

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.



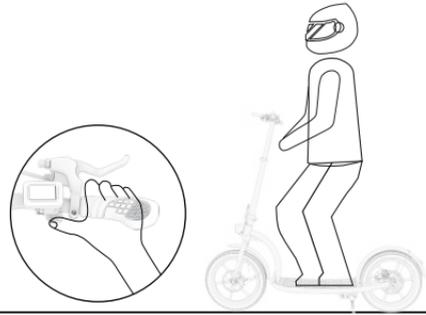
 Look out for doors, elevators and other overhead obstacles.



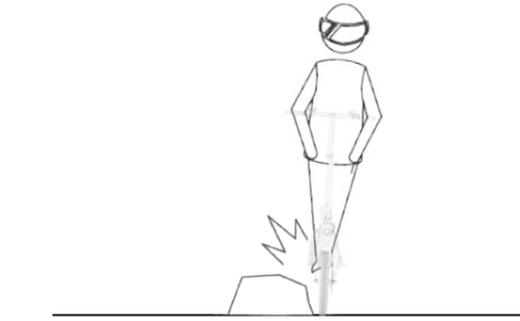
 Keep your speed between 3.1-6.2 mph when you ride through speed bumps, elevator door sills, bumpy roads or other uneven surfaces. Slightly bend your knee to better adjust mentioned surfaces



 Do not accelerate when you go downhill.

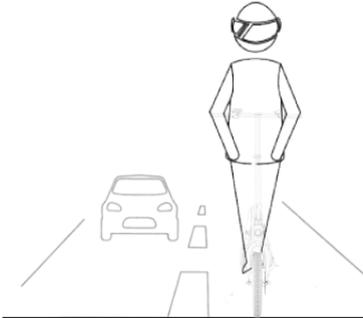


**!** Do not press the throttle when you're walking alongside the scooter.

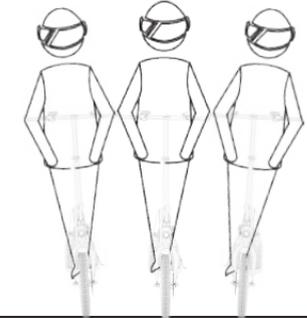


**!** Always steer clear of obstacles.

## 8. Dangerous Actions(No Attempting!)



**⊘** 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.



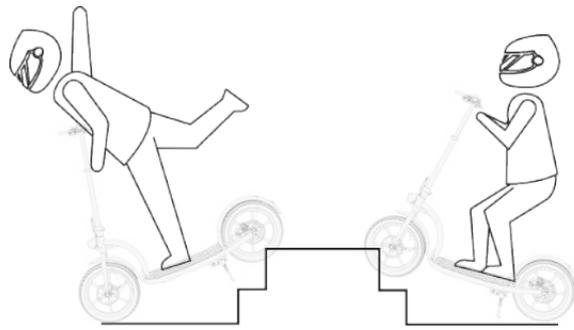
**⊘** Do not ride with anyone else, including children.



 Do not keep your feet on the rear mudguard.



 Do not keep your hands away from handlebar.



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

## 9. Safety Reminder

- 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 pedestrians, 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**

## 10. 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.)



### 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.

**ISED Canada Statement:**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence exempt RSS(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

**Radiation Exposure:** This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment. To maintain compliance with IC's RF Exposure guidelines, this equipment should be installed and operated with minimum distance of 5mm from your body. This device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter.

**Déclaration de l'ISED Canada:**

Cet appareil contient des émetteurs / récepteurs exempts de licence qui sont conformes aux RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. L'opération est sous réserve des deux conditions suivantes :

- (1) cet appareil ne peut pas causer d'interférences et
- (2) ce dispositif doit accepter toute interférence, y compris peut provoquer le fonctionnement indésirable de l'appareil.

**Exposition aux rayonnements:** Cet équipement est conforme aux radiations du Canada limitées d'exposition pour un environnement incontrôlé. Pour maintenir le respect des guides d'exposition RF d'IC, l'équipement doit être installé et actionné avec une distance minimale de 5mm du radiateur de votre corps. Cet appareil et ses antennes ne doivent pas être co-localisés ou en opération en conjonction avec toute autre antenne ou émetteur.

**FCC Warning Statement**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

The device has been evaluated to meet general RF exposure requirements.

## 11.Specifications

VE1 PRO	Item	Electric Scooter	
1	Dimensions	Tire	16 inch
		Unfolded (Length. x Width x Height)	48.4*10.2*20.9 inch
2	Weight	Net Weight	48.94 lbs
3	User	Load	220 lbs
		Recommended Age	16-50 Years old
4	Scooter	Max Speed	23 Mph
		Max Range	31 Mile
		Max Slope	15%
		Charge Temperature	32-113 °F
		Discharge Temperature	-68-140 °F
5	Battery	IP Rating	IPX4
		Voltage	48V
		Max. Charging Voltage	54.6V
		Capacity	10Ah
6	Motor	Nominal Power	350W
		Max Power	500W
7	Charger	Output Current	2A
		Output Power	50/60HZ
		Input Voltage	100-240V~ 50/60Hz
		Output Voltage	54.6V DC
		Charging Time	5-6 hours

## 12. 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.

## 13. Question & Answer

1. Is there any necessary information need to be included before contacting with 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 scooter can't be turned on, what can I do?

A: First please make sure you are not turning on the scooter during charging, because for safety consideration, we have set the scooter can't be turned on during charging. Second please make sure the scooter has been charged for a while to have enough battery to support it can be turned on, otherwise please contact us at [support@hiboy.com](mailto:support@hiboy.com) for further support.

3. I can't charge my scooter, what's the problem?

A: Please note if the scooter is charging, then the led on the charger will show red color, if the scooter is fully charged, then the led on the charger will show green color.

So please help to verify if the charger is defective first: Plug the charger into the socket but not connecting to scooter, if the charger led is NOT on or it is NOT green color, then it means 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 if the E-Scooter arrived missing accessory or broken part?

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

5. Is that possible to replace some components for example the rear fender?

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

6. My scooter is stolen, can you help me?

A: I'm sorry we can't track on the location or serial number of the scooter, please call the local policeman and ask them for help.

7. I have written several emails to [support@hiboy.com](mailto:support@hiboy.com), but no responses received, why?

A: Our Hiboy Support Team will reply to you within 1 working day, if you didn't receive any reply from us, please also kindly check your spam box, and add [support@hiboy.com](mailto:support@hiboy.com) on your whitelist to make sure our reply is not blocked. In addition, you can also contact us on the platform where you purchased the scooter for example Amazon chat box, leave message on [hiboy.com](http://hiboy.com) website, eBay chat box...etc.

8. Why the speed can't reach 22/23 mph?

A: Within 220 lbs weight and ride on flat road can reach 22/23 mph

speed easily. The Max speed is affected by many factors. The battery status, rider weight and road situation will also influence the max speed.

9. Why the max distance is lower than advertised max distance?

A: Please note the max distance is measured when it is no wind and at 77°F, the scooter's fully charged to ride at a even speed of 11.4 mph (18.4 km/h) on a at surface with a load of 165 pounds (75 kg). The real battery life vary with different factors of the load , humidity , wind speed and operation habits...etc.

10. Can I ride the scooter in the rainy days?

A: Kindly note the scooter waterproof level is IPX4, we don't suggest you to ride it in the rainy days.

11. Is there any caution for storing the scooter if I need to go out for a long time vacation?

A: Please make sure the scooter is stored in a dry & cool place, do not put it outdoors for long time, and if the scooter is expected to be left idle for more than 30 days, please fully charge the battery, keep in mind to recharge it every 60 days to protect the battery from potential damage which is beyond limited warranty.

## Trouble shooting

Error code	Error description	Solution
E1	Motor Hall Error	Need to check if the motor hall cables are connecting well first, if any cable is not connecting well, re-connect it and see if the E1 error disappears;After re-connecting the haul cables and E1 still exists, then need to replace the motor.
E2	Brake Error	Check whether the contact switches of the left and right brake bars cannot return to the position. If they cannot return to the position, please replace the brake bars. (Brake handle fault will only be detected when starting up)
E3	There is problem for the communication between the top display and controller inside the frame	Need to replace the top display PCB and the display-controller connection cable
E4	Over current protection, when E4 appears, both electronic brake and throttle will stop working	Normally the E4 will disappear automatically after cool down the scooter for a while, if the E4 continues to show up frequently, then need to replace the controller
E5	Low voltage protection, when the battery voltage is lower than 30V, it will show up E5	First charge the scooter and see if E5 disappears, if E5 doesn't disappear after charging, then need to replace the battery
E6	There is problem for the communication between the top display and controller inside the frame	Check whether THE communication assembly line between the top display and the controller is loose or the communication line is torn off. Replace the controller and the top display
E8	Controller Error	Need to replace the controller
E9	Motor Stuck Error	Turn the motor wheel by hand to see if the motor is stuck. If the motor is stuck, replace the motor with a new one.

## 14. Contact Us

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your Hiboy VE1 PRO

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



@Hiboy\_Official



HiboyUS



@HiboyUS



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