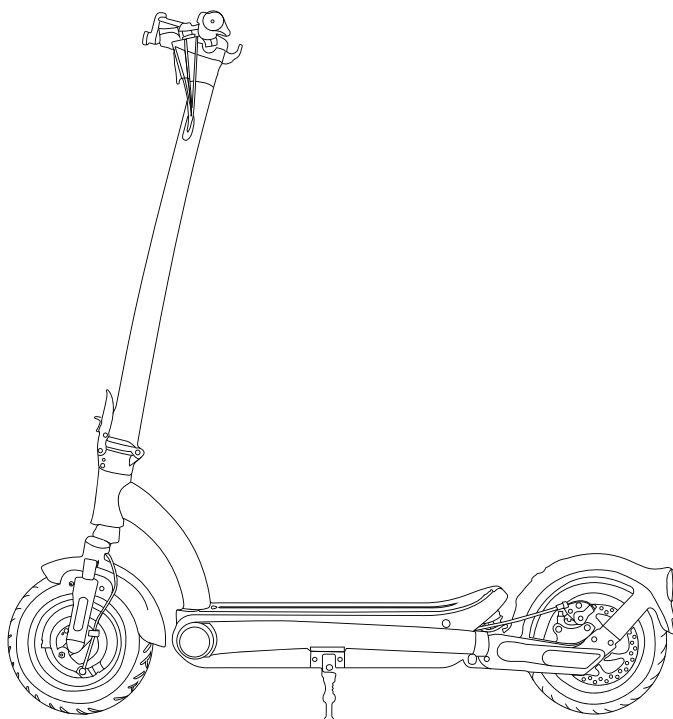


# User Manual

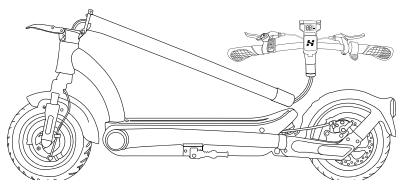
FOXTROT



Hikerboy Electric Scooter

Please read the manual before your first ride.

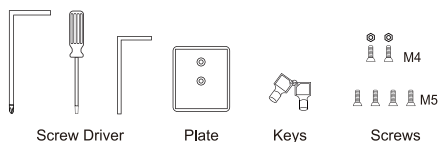
# What's in the Box



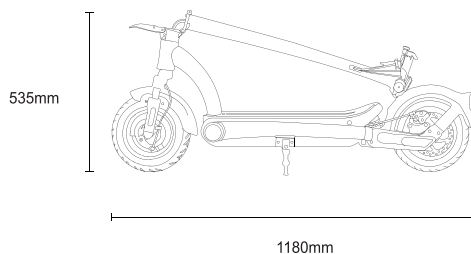
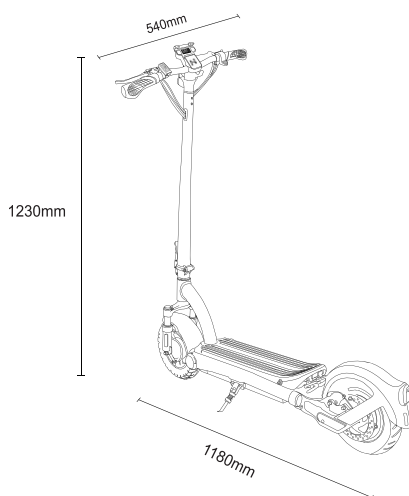
Charger



Installation Kit



# Dimension



# Contents

1. Overview
2. Product Specification
3. Fold the Scooter
4. Battery and Charger
5. Handlebar and Display
6. Riding Instruction
7. Recommendations and Maintenance
8. Warranty
9. Hikerboy Scooter APP
10. Other Information

## **1. Overview**

### **1.1 Welcome**

Welcome and congratulations on your purchase of a new Hikerboy electric scooter. Whether you're an urban dweller or an off-road enthusiast, Hikerboy is your best companion whichever way you ride.

### **1.2 For your safety**

This manual was written to help you understand the proper use and maintenance of Foxtrot. You need to understand your new electric scooter, its features, and performance so that you will enjoy it the most from your first and every ride.

Please read the manual and follow its instructions. They will help you reduce or avoid risks of injuries.

Also, your first ride with Foxtrot must be in a remote location, without any obstacles. A beginner needs to be accompanied by parents or adults to practice riding in open spaces for the first time. Take the time to learn the basics of the practice to avoid any serious accident that can take place in the early months.

### **1.3 Only use the electric scooter under local regulations**

- The vehicle shall be used just for up to one person.
- Use the e-scooter within the specific age restrictions imposed by law and regulations in your respective country.
- Always use the e-scooter within the spaces authorized by the respective country regulations.
- A protective helmet is strongly recommended.

## **1.4 Technical support and after-sales service**

This manual briefly introduces the Hikerboy electric scooter you bought, but the information in it may not be enough to deal with all situations you may encounter. For technical support, including after-sales service, maintenance, and repair information, please consult your dealer. You can also visit our website ([www.hikerboy.net](http://www.hikerboy.net)) to get more information about our products and technologies. We are also reachable by email at [service@hikerboy.net](mailto:service@hikerboy.net).

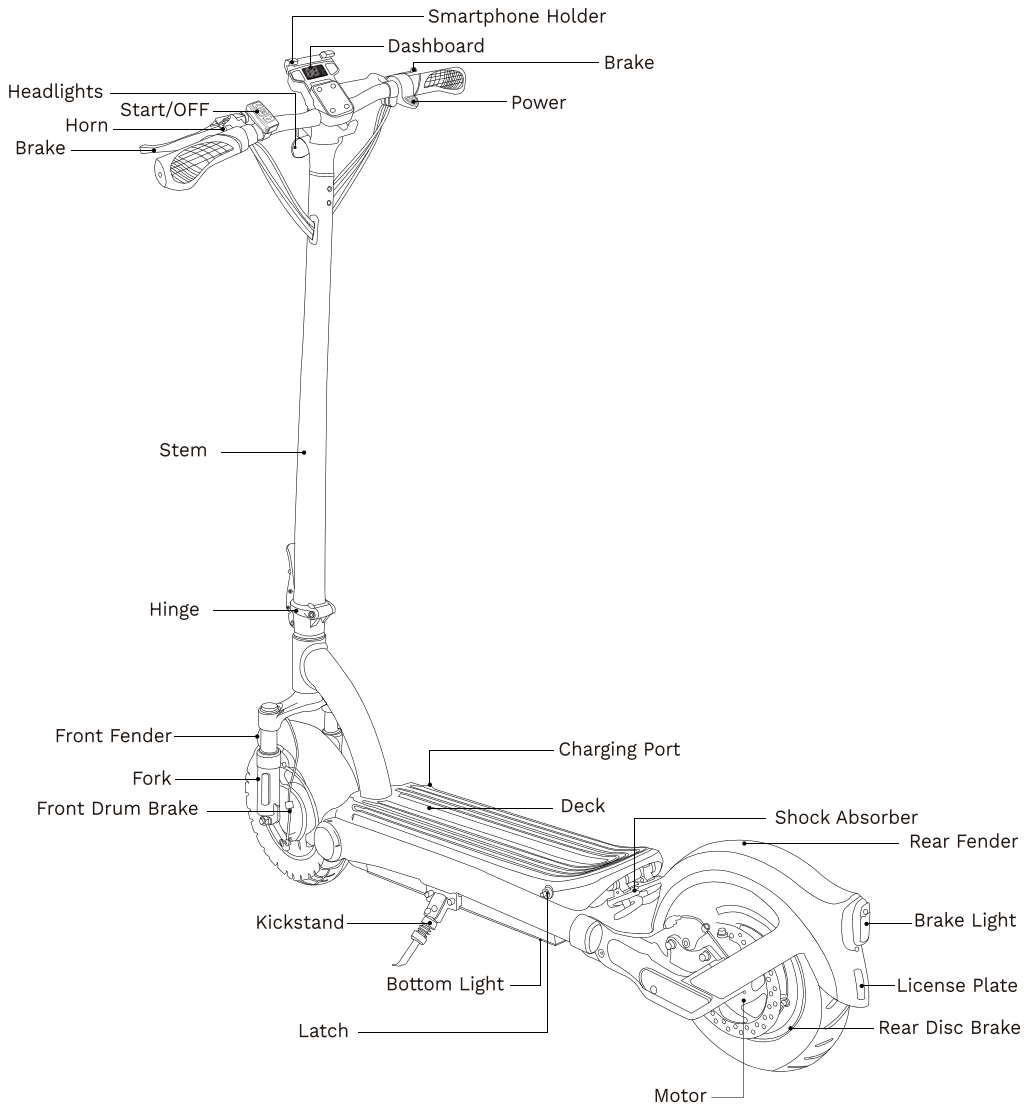
## **1.5 Disclaimer**

Electric scooters might not be permitted on public roads in some countries. It is the complete responsibility of the customer to ensure that you operate your e-scooter within all country and local laws. The customer assumes all liability and risk associated with using the electric scooter products and holds Hikerboy Scooter and its owners free from liability caused by their use.

## 2. Product Specification

Height	160-200 cm
Age	16+ (or otherwise authorized by local regulations)
Model	Foxtrot
Color	5 variants
Max. speed	25 km/h
Pushing aid	up to 6 km/h
Maximum gradient	15 degrees
Range	40 km
Battery	18650 lithium battery, 36V
Net weight	19.5 kg
Max. load	130 kg
Battery capacity	10.4 Ah
Charging time	4-6 Hours
Motor	brushless DC motor
Wheel	10-inch front and rear pneumatic tires
Brake	front drum brake, rear disc brake
Dimension	unfolding size: 1180 x 540 x 1230 mm fold size: 1180 x 540 x 535 mm
Package size	1184*598*274 mm
Material	aluminum alloy with plastic parts
Engine power	350W (standard configuration) 500W (advanced configuration)
Suspension	front and rear shock absorber
Display	LED display with Bluetooth and USB port

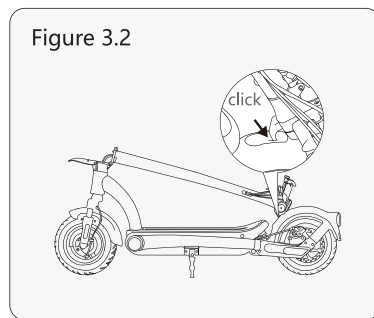
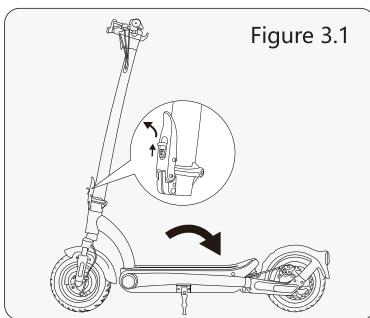
Hikerboy reserves the right to change its product specifications at any time without notification. Please contact the official dealer or our office for clarification if needed.



### 3. Fold the Scooter

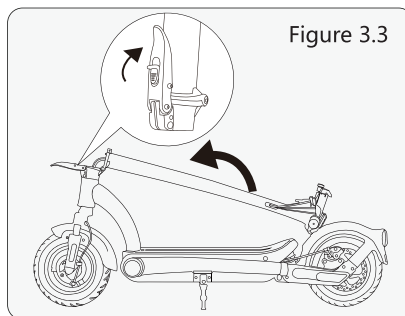
#### 3.1 Fold

Hold the stem of the e-scooter and release the hinge by pushing the button upwards, then the lever downwards. (Figure 3.1) Lower the stem until you hear a "click," indicating that the handlebar is securely fastened to the slot on the rear fender. (Figure 3.2)



#### 3.2 Unfold

Push the handlebar downwards to release it from the security slot, and then lift the stem of the electric scooter until it's aligned with the hinge. Raise and securely fasten the lever until you hear a "click" indicating that the electric scooter is fully unfolded. (Figure 3.3)





## 4. Battery and Charger

### 4.1 External charging

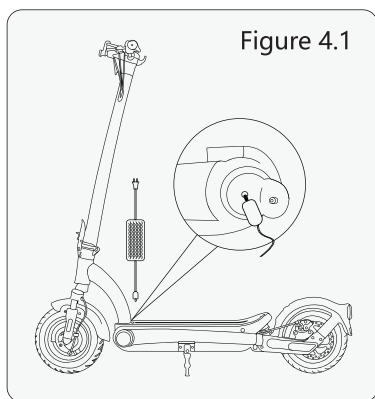


Figure 4.1

Remove the rubber cover on top of the charging port of this electric scooter before connection.

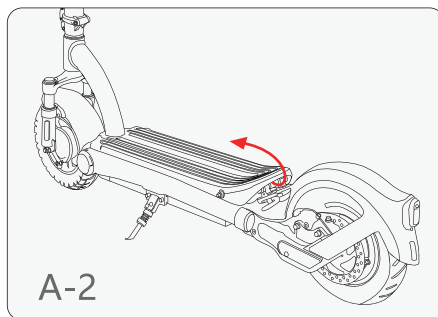
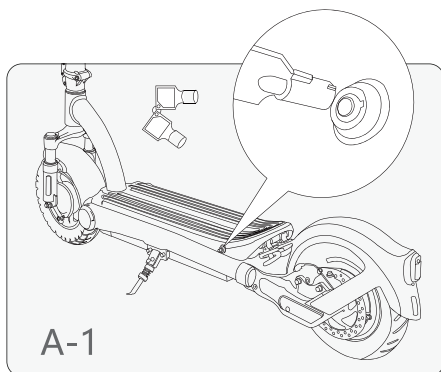
Connect the charger directly to the external charging port to charge the battery. (Figure 4.1)

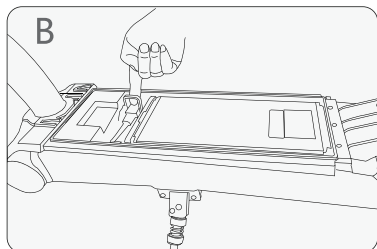
**Note:**

Make sure the power voltage is compatible.  
(AC100V-240V)

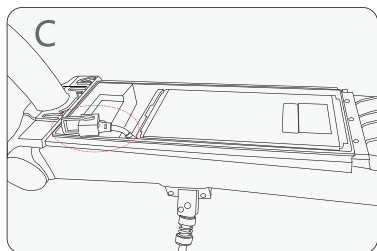
### 4.2 Internal charging

A. Unlock the deck of this electric scooter from both sides using the key provided in the toolbox. (A-1) Push the deck cover slightly towards the back of the vehicle and lift it carefully. (A-2)

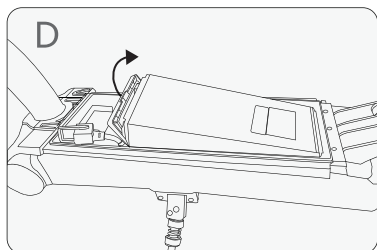




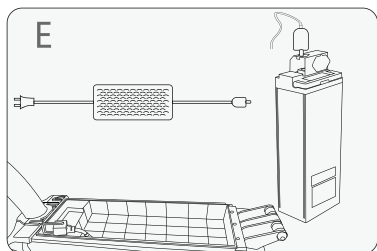
B. Unplug and disconnect the battery as shown.



C. Put the plug aside and seal the charging port with the attached rubber cover.



D. Remove the battery using the battery handlebar.

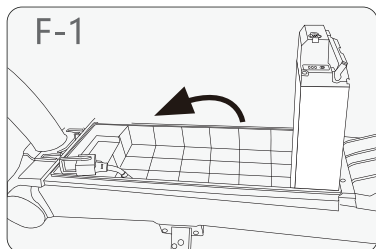


E. Open the rubber seal at the top of the battery pack and connect the charging port with the charger.

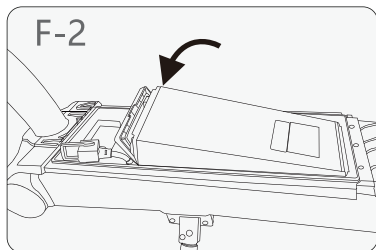
**Note:**

Make sure the power voltage is compatible.  
(AC100V-240V)

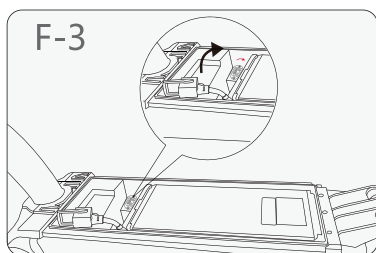
F. After charging is completed.



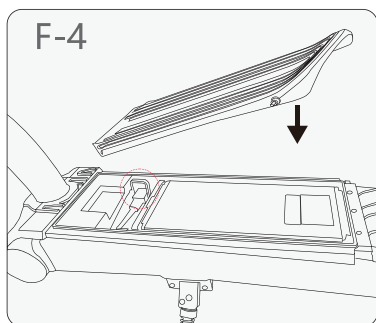
F-1. Position the battery vertically atop the rear of the battery compartment.



F-2. Lay it down gently and make sure that the battery is comfortably fixed inside the compartment.



F-3. Open the rubber seal covering the battery power supply port and insert the plug all the way inside.



F-4. Put the cover back and lock the deck from both sides.

## 4.3 Important information

- The charging indicator is red, meaning the battery is in charge; when the light turns green, the battery is fully charged.
- When charging the battery, please place it in a dry and ventilated environment. Do not cover up the charger when plugged in or charging.
- Do not charge when the charger is in the inverted position, which can inhibit cooling and shorten the service life of the charger.
- It is vital to switch off the vehicle or keep it in a non-operational mode before charging.
- Check the wires, charger, and battery for damage before beginning each charge.

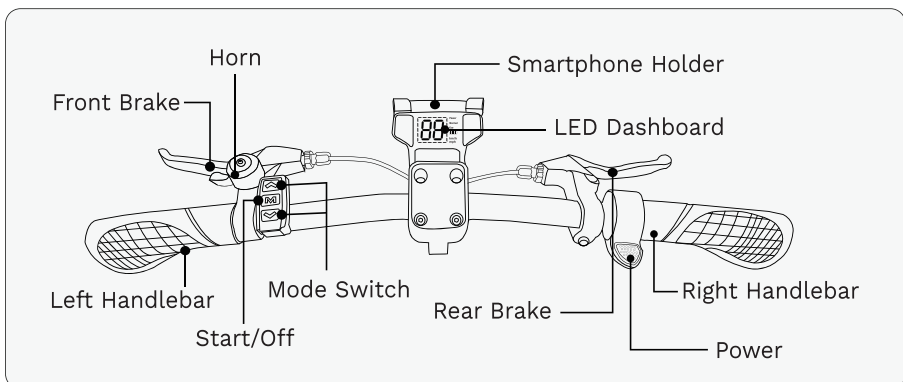
### WARNING:

Charge the battery only use the charger approved by Hikerboy Scooter.

## 5. Handlebar and Display

### 5.1 Handlebar

Foxtrot handlebar is not foldable.

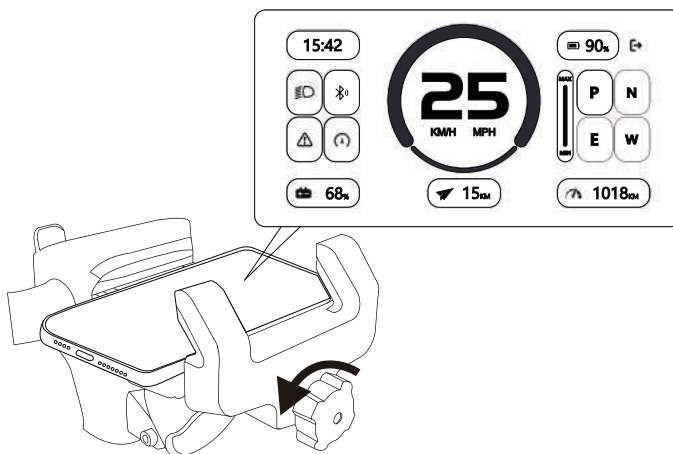


## 5.2 Smartphone holder

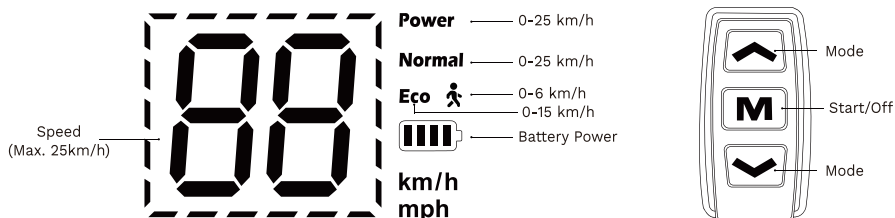
Turn the rotary switch counterclockwise (as shown below) to open. Insert the smartphone and tighten the grip by turning the switch clockwise.

**Note:**

Make sure the smartphone is securely fastened before each ride. Hikerboy Scooter can not be held responsible for any property damage resulted in a fall.



## 5.3 Display



- Press the "Start/Off" button for 3s powers on the electric scooter; Press the "Start/Off" button for another 5s, the e-scooter is powered off.
- Press both "Mode" buttons together for 3s, "km/h" switches to "mph" or vice versa.
- Press the "Mode" buttons to switch driving modes between Power/Normal/Eco and Walk.
- When the battery power is less than 20%, the indicator light on the display will flicker.
- Double click the "Start/Off" button will turn on/off the headlight.
- Press and hold the three buttons simultaneously for 10 seconds to restore to factory settings.
- The electric scooter will automatically shut down after 5 minutes of non-use.

## ERROR CODE

Code	Possible Cause	Most Common Solutions
01E	Hardware overcurrent	Consult the dealer
02E	Undervoltage	Check and charge the battery if needed
03E	Overvoltage	Check and discharge the battery if needed
04E	Rotation-clogging protection	Check and remove any obstacles
05E	Upper MOS tube fault	Consult the dealer, replace parts if needed
06E	Lower MOS tube fault	Consult the dealer, replace parts if needed
07E	Hall fault	Consult the dealer, replace parts if needed
08E	MOS tube over temperature	Check and turn off the electric scooter
09E	Handlebar fault	Consult the dealer, replace parts if needed
10E	Hall brake lever fault	Consult the dealer, replace parts if needed
12E	Drive signal fault	Consult the dealer, replace parts if needed
13E	Software overcurrent	Consult the dealer, replace parts if needed
14E	Short-phase fault	Consult the dealer, replace parts if needed
15E	Abnormal phase line current bias	Consult the dealer, replace parts if needed
16E	Abnormal bus current bias	Consult the dealer, replace parts if needed
17E	Motor overtemperature	Check and turn off the electric scooter
18E	Motor start fault	Consult the dealer, replace parts if needed
19E	Abnormal speed estimation	Consult the dealer, replace parts if needed
20E	Angle estimation fault	Consult the dealer, replace parts if needed

## **6. Riding Instruction**

### **6.1 Before the ride**

Practice your first ride on the Foxtrot in an open space with no obstacles.

Wear a safety helmet or other protective equipment to avoid possible injuries.

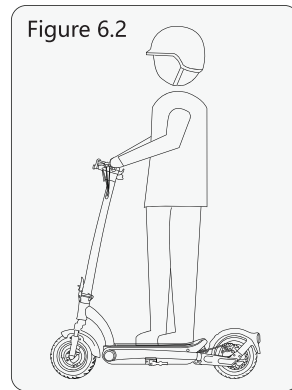
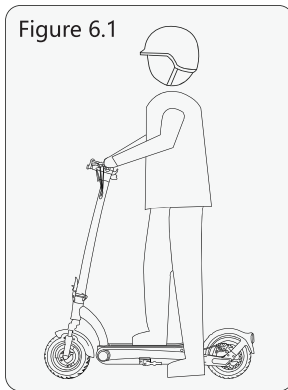
- Check the folding mechanism and make sure the hinge is locked in entirely before driving.
- Check the brakes and cables. Make sure they are in perfect working conditions.
- Check the tire pressure before riding.
- Check the battery status. If the indicator on the dashboard shows low power levels, charge the scooter before riding.

Make sure the kickstand is retracted before you start the electric scooter to avoid danger.

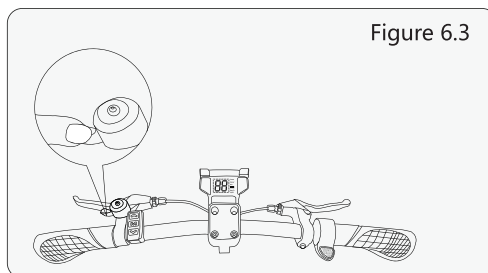


## 6.2 Ride the scooter

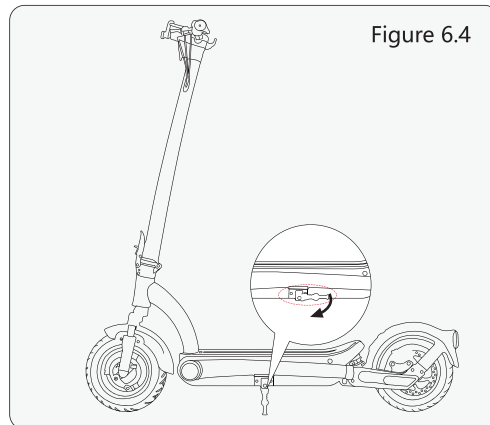
- A. Turn on the electric scooter by pressing and holding the Start/Off button for 3s.
- B. Step on the deck with one foot while the other pushes the scooter forward to kick-start the vehicle. (Figure 6.1)
- C. Slowly accelerate by gently pushing the Power button with your right hand. Place both feet on the deck. (Figure 6.2)



- D. Hold the handlebar with both hands. Apply pressure gently on both braking levers if you need to slow down. Release the brakes when you reach your desired speed.
- E. When approaching a pedestrian or cyclist from behind, use the horn to notify your presence. (Figure 6.3)



- F. Apply the appropriate pressure on both brake levers if you need to stop. Step off the vehicle only when the engine stops completely.
- G. Power off when the electric scooter is standing still. Use the kick-stand to park the vehicle. (Figure 6.4)



**IMPORTANT! Read carefully and keep it for future reference!**

1. **WARNING!** This product is not suitable for a child.
2. **WARNING!** Never use the product close to a water source or in the car lane or violates any traffic regulations.
3. **WARNING!** Stop using the product when damaged.
4. **WARNING!** As with any mechanical component, a PLEV is subject to high stresses and wear. The various materials and components may react differently to wear or fatigue. If the expected service life for a part has been exceeded, it may break suddenly, therefore risking causing injuries to the user. Cracks, scratches, and discoloration in the areas subject to high stresses indicate that the component has exceeded its service life and should be replaced.

**5. WARNING! The accessories and any additional items which the manufacturer does not approve shall not be used.**

6. Check the other necessary preparations for using the vehicle. For example: check that the steering system is correctly adjusted; all connecting elements such as the folding system are correctly tightened and not broken; make sure the brakes and wheels are in good condition.

7. Do not make dangerous moves or ride with one hand while the scooter is running. Keep your feet on the pedal.

8. Adjust the height of the product to the proper position to ensure safe driving.

9. Do not ride this product on slippery surfaces.

10. Do not use this product in freezing weather.

11. Do not use this product on a steep sloping section. When using it uphill, manual assistance may be required.

12. Do not immerse the product in a deep water source to avoid damage to the electrical parts of the vehicle due to water ingress.

13. In bad weather such as rain, snow, and wind, avoid riding as much as possible.

14. There is the possible danger of burns if the brakes are touched after prolonged use.

15. Any load attached to the handlebar will affect the stability of the vehicle.

16. Never ride your e-scooter in conditions of poor visibility.

17. Do not do stunts, wheelies, or jumps. They will increase your chances of injury and cause damage to the electric scooter.

18. Never carry passengers.

19. Always wear shoes and keep your feet on the deck when driving the electric scooter. Riding is prohibited when barefoot or wearing sandals.

20. When riding, wear bright and visible clothes and/or reflective signs on the front and back of your body so that other participants on the road can notice you from a distance.
21. Do not wear too loose when riding to avoid accidentally touching the scooter's moving parts or being hooked by objects on the roadside.
22. Riding speed is essential for safety and should be kept at a level suitable to the riding condition. You should keep in mind that speed is closely related to e-scooter control and directly impacts the stress carried by each component.
23. It is forbidden to ride under the influence of alcohol, medication, or drugs.
24. If you are not sure about your health condition, please consult your doctor before riding.
25. Never ride recklessly as it could put yourself and/or others in danger.
26. Please mind the braking distance, which will be increased by unsatisfactory road conditions (such as wet or gravel roads).
27. This electric scooter is mainly suitable for riding on paved roads and paths with good conditions. It is not recommended to use this e-scooter to climb in extremely mountainous areas because the torque system of the motor is not designed for these purposes.
28. Keep this manual with your e-scooter as failure to follow the instructions may cause severe damage to the vehicle. If the e-scooter is lent or resold to others, it is necessary to give this manual to him/her together with the vehicle.

29. Traffic in the city has many obstacles to cross, such as curbs or steps. It is essential to anticipate and adapt your trajectory and speed before crossing these obstacles. It is also recommended to get off the vehicle when these obstacles become dangerous due to their shape, height, or slippage.

## **7. Recommendations and Maintenance**

To keep your Hikerboy electric scooter in optimal conditions and your riding experience at its most enjoyable, we strongly recommend you to follow the suggested maintenance schedule. Please consult your dealer before repairing or changing any parts of this electric scooter, except the inner and outer tires.

Check regularly the tightening of the various bolted elements, particularly the wheel axles, the folding system, the steering system, and the brake shaft. If it is loose, please tighten it in a clockwise direction.

Do not modify or transform the vehicle, including the steering tube and sleeves, stem, folding mechanism and brakes, or any other modifications that are not noted in this manual.

## 7.1 Troubleshooting

Scenarios	Possible Causes	Most Common Solutions
It doesn't work	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Faulty connections</li> <li>3. The battery not fully seated in the compartment</li> <li>4. Improper turn on sequence</li> <li>5. Brake(s) are applied</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge the battery</li> <li>2. Clean and repair connections</li> <li>3. Install battery correctly</li> <li>4. Turn on the scooter with the proper sequence</li> <li>5. Disengage brake(s)</li> </ol>
Irregular acceleration and/or reduced top speed	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Loose or damaged throttle</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge or replace the battery</li> <li>2. Replace the throttle</li> </ol>
When powered on, the motor does not respond	<ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Loose or damaged throttle</li> <li>3. Loose or damaged motor plug wire</li> <li>4. Damaged motor</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair and or reconnect</li> <li>2. Tighten or replace</li> <li>3. Secure or replace</li> <li>4. Repair or replace</li> </ol>
Range reduced	<ol style="list-style-type: none"> <li>1. Low tire pressure</li> <li>2. Low or faulty battery</li> <li>3. Driving with too many hills, headwind, braking, and/or excessive load</li> <li>4. Battery discharged for an extended period without regular charges, aged or damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust tire pressure</li> <li>2. Check connections or charge battery</li> <li>3. Assist with pedals or adjust the route</li> <li>4. Replace the battery</li> </ol>
The battery won't charge	<ol style="list-style-type: none"> <li>1. Charger not well connected</li> <li>2. Charger damaged</li> <li>3. Battery damaged</li> <li>4. Wiring damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the connections</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or Replace</li> </ol>
Wheel or motor makes strange noises	<ol style="list-style-type: none"> <li>1. Damaged motor bearings</li> <li>2. Damaged motor wiring</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace</li> <li>2. Repair or replace the motor</li> </ol>

## 7.2 Wheel

This electric scooter uses wear-resistant and inflatable tires. When the tires appear noticeably worn out or ruptured, contact the dealer for replacement.

### WARNING:

- Check tire pressure frequently or at least once a week before riding.
- Check the minimum and maximum inflation pressure of tire sidewall, and always ensure they are inflated within the indicated pressure range.
- If the pressure is too low, the wheel may be damaged, or the inner tube may be stressed. If the pressure exceeds the recommended range, it may also cause damage to the tires injure the rider or people in the close vicinity.
- To ensure that your tire pressure is always correct and ideal, please use a bicycle pump with a built-in pressure gauge.

## 7.3 Battery

The lithium battery charging cycle of this electric scooter is at least 500 times, and the expected use can generally reach more than 600 times. When the battery is fully charged but the mileage is only half of the factory mileage, it is recommended to replace the battery as soon as possible.

When you get the electric scooter for the first time, please fully charge the battery before using it.

Charge immediately if you see a warning signal on the Display to avoid damaging the battery and affect your use.

When the electric scooter is not used for a long time, please fully charge the battery at least once a month.

If the battery is not used for a long time and can no longer be charged, please contact the dealer for replacement.

The battery automatically stops charging when it's complete. The electric scooter will automatically shut down after 5 minutes of non-use.

If the battery is damaged due to water, collision, and other abnormal factors, it is not covered by the warranty.

#### **WARNING:**

- Keep out of reach of children.
- Do not short-circuit metallic objects on the battery.
- Do not immerse in any liquid.
- Do not open or disassemble the battery.
- Do not incinerate. There is a risk of explosion.

#### **Note:**

A battery pack contains toxic heavy metals and is therefore subject to special waste treatment. Lithium batteries cannot be disposed of with regular trash. All batteries must be disposed of at a household hazardous waste collection point (check with your local landfill) or battery recycling drop off location, NOT placed in the trash.

## **7.4 Placement and daily care**

Do not leave the electric scooter under the sun or in the rain for a long time.

Clean the electric scooter with wet towels.

**WARNING:** Do not wash the electric scooter directly with water. It might cause irreparable damages to the electric parts of the vehicle.



## 8. Warranty

Hikerboy provides a limited manufacturer warranty from the date of your purchase. It covers any defective parts supplied by the manufacturer, excluding parts that fail due to normal wear and tear or careless use.

Parts	Warranty Period
Motor	one year due to malfunction
Controller	one year due to malfunction
Charger	one year due to charge failure
Lithium battery	one year due to charge failure
Display	two years due to malfunction
Upright lever	one year due to malfunction
Deck	two year due to breakage
Handlebar	two year due to breakage

During the warranty period, it is not within the scope of free service if the following reasons caused the failure:

- The electric scooter is not adequately maintained and repaired following the instructions of this manual.
- The electric scooter is used for dangerous actions such as stunts, resulting in damage or malfunction.
- Any disassembly or use of parts outside of the described recommendations in this manual.
- Traffic accidents or accidental collisions.
- The electric scooter is driven under terrible road conditions, which resulted in damages or malfunctions.
- Commercial rental or extensive usage.
- Natural disaster.
- Rapid aging and malfunction due to prolonged exposure to the sun or rain.

**Note:**

consult your dealer or visit our website at [www.hikerboy.net](http://www.hikerboy.net) for more warranty information.

# Warranty Card

Product Information	Name	Model	Serial Number
User	Name	Telephone	Zip Code
	Address		
Distributor	Name		Telephone
	Sales Date		Sales Address

Record	Submission Date	Maintenance Request	Maintenance Results	Signature

**Note:**  
Serial number can be found under the vehicle.

## **9. Hikerboy Scooter APP**

The Hikerboy Scooter APP is tailored to work with Foxtrot electric scooters. Connected via Bluetooth, users will be able to adjust vehicle settings, conduct self-check, follow real-time performance data and control the e-scooter from their fingertips, without the need to create or log-in to an account.

With the Hikerboy Scooter APP, users will have access to our online shop as well as all the information they might require to operate and maintain the vehicle. Thanks to its multi-lingual feature, users world-wide will have the same chance to enjoy the ride with Foxtrot electric scooter.



Scan the QR code to download the APP.  
Follow the step-by-step instructions to  
connect with the vehicle.

## 10. Other Information

**Yunyun Internet of Things and Technology (Suzhou) Co., Ltd.**

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215132 Suzhou | China

Tel: +86 (0) 512 6615 6981

**AlpMars S.A.**

45A rue de Lausanne | 1201 Geneva | Switzerland

Tel: +41 (0) 21 311 51 60

Email: [service@hikerboy.net](mailto:service@hikerboy.net)

[www.hikerboy.net](http://www.hikerboy.net)

Trademark

**HIKERBOY**

Origin	Holder	Int. Reg. No.	Reg. Date
CH	Longwin International SA	1436810	2018-08-15