

# USER MANUAL

## URBAN COMFORT

**ALPMARS SA**

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## INTRODUCTION

The manual of use and maintenance for the electric scooter will ensure proper use of the scooter and help to reduce the risks of danger and harm.

- Reading this manual and following the instructions will help you reduce your risks.
- Always follow the local traffic laws and regulations.
- Riding is prohibited under poor visibility.
- Do not use the scooter in a dangerous way (such as acrobatic figures, slalom, racing...).
- Always safely use the scooter to avoid the risk of injury and damages to the product.
- Neither the producer nor the seller is responsible for collateral damage or damage caused by directly or indirectly the use of this product.
- Please make sure the safety switch is inserted in the folding device / the folding pin must be snapped into place before riding.
- This product is for one person only. It is prohibited to carry passengers.
- Please wear safety gear and use your two hands to hold the joystick steady while riding. Do not ride with one hand.
- For better use, charge continuously the scooter 6 hours before using.
- Use the scooter only in open space and after being comfortable with its operating system.
- Do not ride under unsafe conditions or in illegal ways.
- Do not turn off the power while you are riding.
- Do not ride up or down stairs with the scooter.
- Do not attempt to overpass another vehicle with a distance less than 2 m, it may lead the scooter to overturn, causing injury or damages.
- Do not use this product when the temperature is less than 5°C. Charge the battery at least once every 30 days even if you do not use the product.
- Keep your feet on the scooter while it is moving.
- Slow down and drive carefully while you are riding on a rough or uneven road.
- Do not ride on the floor with water, oil, snow, or ice.
- The user must adjust the height to an appropriate position before riding.
- Do not wash the product directly with water, which will cause motor and circuit shortcuts.

## SAFETY INSTRUCTIONS

It is forbidden to ride on the motorway and in residential areas with the coexistence of people and vehicles. The scooter is suitable for the use of only one person. Do not ride up or down stairs or on the escalators and stop riding when you encounter speed bumps or potholes.

This electric scooter is a mobility equipment and must be driven in public areas according to transport security rules and regulations. For proper use and to protect other people's safety, please follow the instructions in this manual. When riding the scooter on the public road, all the usual rules prevail. Your speed should always be appropriate to the road and weather conditions. It is important to maintain a reasonable and safe distance from other people and vehicles while you are riding. When you enter unfamiliar terrain, please stay alert and ride at low speed. Respect the right of pedestrians and avoid frightening pedestrians when you are riding. When passing through the rear of the pedestrian, please remind the pedestrian and slow down through the passage. Please slow your speed when traveling with pedestrians.

While you ride in countries where there are no national standards and regulations for electric scooters, please strictly abide by the safety requirements of this manual. The company will not bear the direct responsibility and joint liability for all adverse events of conflict of interest caused by the behaviour violating this manual, including all financial and personal losses, accidents, legal disputes, and all other things.

Do not lend the electric scooter to others who cannot use the product to avoid causing some damages. Take the responsibility for the safety of your friends. So, you should teach your friends how to use this product and inform them to wear safety gear before they ride. Please check the product before riding. If you find any obvious loose parts, if the battery life is significantly reduced or excessive wear, if something is abnormal, stop using it immediately. In the meantime, please contact your dealer or the customer service.

## RIDING GUIDELINES

### 1. POWER SWITCH AND POWER DISPLAY

LCD Liquid crystal display accelerator: Long press power button ① to turn on the power and Short press "MODE" button ② to Mapping Function. "TIME" means trip time, "ODO" means odometer; short press power button means gears, at the same time, if you press the "MODE" button, you could adjust the gear (L1 low speed, L2 medium speed, L3 fast speed); the adjusted gear is automatically memorized (when you restart the scooter the same speed as the last time will be set up). If you turn on the scooter but do not use it within 5 minutes, it would turn off automatically.

NOTE: Charge the battery before it has no power, otherwise, it would damage the battery life and endurance mileage.

### 2. LCD LIQUID CRYSTAL DISPLAY ACCELERATOR

Back-pull the LCD to accelerate and control the speed, the speed is in a range of 1 to 40km/h. The liquid crystal display accelerator switch has the function of cruise control. If you back-pull the liquid crystal display accelerator for more than 6 seconds, the speed would keep on the current speed even you loose the liquid crystal display accelerator. If you want to escape this speed control, you can pull-back the liquid crystal display accelerator and pinch the brake, BUT this function is set for different models.

### 3. BRAKE SYSTEM

The braking handle controls the braking of the front and rear wheels, which makes the user decelerate at any time. Meanwhile, the braking handle could control the stoplight. The stoplight would light while braking.

NOTE: Do not brake at high speed or on wet roads to prevent the rear wheel from slipping, which can make you fall.

### 4. CONTROLLING THE DRIVING LIGHT AND SPEAKER

The left handlebars are equipped with a horn switch and a headlight for light control.

## RIDING OPERATION

### 1. FASTENER

Check all fasteners before using.

### 2. RIDING

- Choose a flat, wide field
- Unfold and put the scooter on the field as described before
- Adjust the height of the T-shaped tube
- Turn on the power
- To ensure user safety, the scooter has a booster start system. Put one foot on the scooter and give a little impulsion with the other foot. Then back-pull the liquid crystal display accelerator smoothly.
- The scooter would move forward, and you should put your other foot on the deck. If you back-pull the liquid crystal display accelerator heavier, the speed would be faster.

### 3. PARKING

Back-pull the brake smoothly and it will immediately cut off the motor's power supply and decelerate to stop, then place the foot on the ground. Please note that slamming the brakes will cause the tire wear and make the riding not secure.

NOTE: Do not ride this scooter when it is raining!

### 4. NOTES

Like most sports, riding involves risks of injuries and damage. If you choose our scooter, you should take the responsibility for the product and its risks. You need to understand and obey the safety regulations.

## BATTERY & CHARGER INSTRUCTIONS

Each electric vehicle is equipped with a special lithium battery and a charger. Do not charge with other brands chargers.

This charger is not suitable for other types of batteries.

### 1. LITHIUM BATTERY AND LEAD-ACID BATTERY

The battery would be charged at any time without risking harming it. If you are not using the scooter for a while, please charge it at least once a month; otherwise, the battery will be damaged and cannot be charged anymore. In the case of a problem with the battery, contact your dealer.

The indicator light on the accelerator is only a rough indication of the amount of electricity (Non- power/ Full power).

#### **Recommendation:**

- Do not store the battery in a fully charged statue for a long time (over a month).
- Avoid battery having no power for a long time (over a month).
- In order to optimize the performance of the battery, it should be charged once every month.
- Charge the battery before its totally empty.

#### **Do not use the battery in the following situations:**

- In case of damage. Releasing abnormal smell and heat. Avoid touching the leakage of the battery.
- Batteries should be placed where children and pets cannot access. Exposure to the voltage of the battery could cause death or injury.
- Using, storing, or charging the electric scooter beyond the specification range, will result in warranty losing effectiveness, battery out of service, and battery charging invalid.
- The battery of this product can be recharged 500 times, if the time to charge full power is too short, it needs to be replaced.

### 2. CHARGER

The charger has an overcharge protection function. When the battery is 100% full, it would stop charging automatically and disconnect from power for 1-2 hours after stopping charging.

NOTE FOR CHARGING: Do not use the scooter while charging.

#### **Charging instructions:**

Electric scooters have an external charger, insert the plug of the charger into the charging socket, which lies in the lower right of the panel, and then insert the plug of the charger into the power supply AC100V-240V.

The charger light indicator shows red when the battery is charging and green when charging is complete. After the light turned green for 2 hours, the battery is optimally filled.

Please make sure you have cut off the power before you install or maintain the scooter. It is very dangerous for you to do these operations without cutting off the power which would cause the wear and damage to the scooter.

Do not demolish or insert something into the battery with any equipment, which would cause electrical damage or burning. Any operation mentioned in demolishing or inserting something into the battery would cause destroying and toxic gas leaking.

Please make sure that there is no inflammable and explosive material around when charging.

Charge the scooter with the charger which meets the electric scooter standard.

Please remove the battery and carry the electric scooter in a permitted environment and compliance with state requirements.

## ADDITIONAL INSTRUCTIONS

### 1. DISPLAY

When the button on the display table is not operated and the speed adjustment handle is completely relaxed (speed is zero) over 3-5 minutes, the system will automatically shut down and enter the power-saving mode. Press the switch button for 3 seconds to restart.

### 2. LUBRICATION

Each month requires a small amount of lubricant oil or lubricant liquid in the handle of the fold.  
NOTE: Do not use WD40 to lubricate the product parts, and do not lubricate the front and rear wheels. In doubt, consult the dealer.

### 3. BRAKE

When the braking performance begins to decline, the regulator on the brake line can be adjusted to reach the desired sensitivity. If the brake line is adjusted and the braking performance is still not good or makes sound, the brake pad needs to be changed.

### 4. CLEAN-UP

It is recommended to clean dirt on the scooter with a brush or a wet cloth.

## IN CASE OF TROUBLES

When the product is unable to operate normally, please check whether the following actions have been completed:

- Power on
- Check state of charge
- Brake handle released
- All socket and connector are clean and connected

If all the above actions are completed but the product is still unable to operate normally, please consult your product dealer

## PRODUCT DETAILS

<b>URBAN COMFORT</b>	Overall specification	Unfold size (mm)	1100*580*1100 mm length*width*height
		Fold size (mm)	1090*224*360 mm length*width*height
		Package size (mm)	1210*330*390 mm length*width*height
	Weight	Max. load (kg)	120 kg
		Net weight (kg)	16 kg
	Riding requirements	User group	Adult
		User height (cm)	150-200 cm
	Vehicle parameters	Max. speed (km/h)	25 km/h (30 km/h on private roads)
		Autonomy (km)	25 km
		Max. gradient	10 degrees
		Work temperature °C	-5 °C – 40 °C
		Storage temperature	-10 °C – 40 °C
	Battery parameters	Type	18650 Lithium
		Voltage (V)	36 V
		Battery input (V)	42 V
		Capacity (Ah)	10 A
	Motor parameters	Type	Brushless DC motor
		Engine Power (Watt)	350 W
		Max rotational speed	800 RPM
		Nominal Voltage	36 V
	Charger parameters	Nominal Watt	84 W
		Nominal Input (V)	100-240 VAC
		Nominal Output (V)	42 V
		Rated current	2 A
		Charging time (H)	4-6 H
	Other parameters	Wheel (Inch)	10'' front and rear tube tire
		Framework materials	Aluminium alloys
		Display	LCD with eco, normal & sport mode
		Acceleration	Hand acceleration
		Brake	Front and rear disc brake, EABS
Color		Black	

## WARRANTY REFERENCE

The related national policy of repair, replacement and return are implemented for all Hikerboy products; therefore, all products that meet the warranty conditions will be provided with free repair, replacement and return services. Warranty services are provided free of charge, except for postal and shipping costs.

### Within seven days

Due to quality problems, once confirmed, you can apply for replacement or return.

### Within fifteen days

Due to quality problems, once confirmed, you can apply for a return.

For other specific warranty conditions, please refer to the warranty chart.

Motor	Due to malfunction	1 Year
Battery	Due to charging failure	1 Year
Charger	Due to charging failure	1 Year
Controller	Due to malfunction	1 Year
Folding handle	Due to breakage	2 Years
Pedal	Due to deformation and breakage	2 Years
Upright lever	Due to breakage	2 Years
Multi-function dashboard	Due to display malfunction	2 Years

NOTE: The warranty does not cover damage caused by human factors. Free repair during the warranty period, excluding material cost and transportation cost.

Hikerboy reserves the final right of interpretation.

The following cases are not quality issues, thus not applicable to the warranty terms. Cost and repair fees might occur.

- Malfunction due to not following the operating instructions and precautions.
- The dysfunction caused by improper assembly or improper repairs by the user.
- Faults due to repairs not conducted by officially appointed service providers or defects due to modification or replacement of the original parts.
- Failure to proper replacement and maintenance in time due to wear and tear of consumables, resulting in malfunction or damage of other components.
- Leaking or blew-out tire due to puncture or impact of a foreign object.
- Damage caused by overloading or passing obstacles and performing extreme sports.
- Damage caused by force majeure (e.g., fire, earthquake, lightning strike, flood).
- Free warranty services are invalid for parts that are in regular use/natural wear.
- Water into the battery, when ridden in rain, is not covered by the warranty.