



HX Phantom Hoverboard 2.0

M O V I N G   T H E   W O R L D



**USER'S MANUAL**

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TO ENSURE YOUR SAFETY AND TO GET THE BEST PERFORMANCE FROM YOUR HX BOARD, PLEASE READ THESE INSTRUCTIONS CAREFULLY.

Children below the age of 14 should always be accompanied by an adult when using the HX Board. Children or persons who do not meet the minimum weight limit of 20kg and maximum weight limit of 120kg should not use the HX Board.

The Phantom Hoverboard is a recreational product. Individuals without prior experience and/or possess poor physical coordination and adaptability will require time to learn how to use the HX Board. You are strongly advised to exercise extra care when learning to use the HX Board. Neither Optimum Appliances Pty Ltd nor Hover X Pty Ltd nor Goglobal Solutions Pty Ltd is responsible for any injuries or damage caused by a rider's inexperience or failure to follow the instructions in this document.

Read all instructions in this manual carefully before using the HX Board and adhere to all safety measures and user guidelines to avoid injury or damage to property.

The HX Board should not cause damage or injury to the user due to loss of control, fall or collision.

To avoid damage or injury, ensure you read and follow all instructions in this manual carefully.

Please understand that you can reduce the risk by following all the instructions and warnings in this manual, but you cannot eliminate all the risks. Remember that whenever you ride the HX Phantom hoverboard you risk injury or death from loss of control, collisions, and falls.

When entering into public spaces always comply with the local laws and regulations. As with other vehicles, faster speeds require longer braking distance. Sudden braking on smooth surfaces could lead to wheel slip, loss of balance, or falls. Be cautious and always keep a safe distance between you and other people or vehicles when riding. Be alert and slow down when entering unfamiliar areas.

Do not attempt your first ride in any area where you might encounter children, pedestrians, pets, vehicles, bicycles, or other obstacles and potential hazards.

Respect pedestrians by always yielding the right of way. Pass on the left whenever possible. When approaching a pedestrian from the front, stay to the right and slow down. Avoid startling pedestrians.

When approaching from behind, announce yourself and slow down to walking speed when passing.

Please obey local traffic laws and regulations if the situation is different.

In places without laws and regulations governing self-balancing electric vehicles, comply with the safety guidelines outlined in this manual. Neither Optimum Appliances Pty Ltd nor Hover X Pty Ltd nor Goglobal Solutions Pty Ltd is responsible for any property damage, personal injury/death, accidents, or legal disputes caused by violations of the safety instructions.

Do not use the HX Board for activities which could cause injury or damage to others or their property.

Do not allow anyone to ride your Hoverboard on his/her own unless they have carefully read this manual, watched the safety video. The safety of new riders is your responsibility. Assist new riders until they are comfortable with the basic operation of the HX Phantom, make sure each new rider wears a helmet and other protective gear.

Before each ride check for check for damaged tires or loose accessories, and low tire pressure.

If the HX Phantom Hoverboard makes abnormal sounds or signals an alarm, immediately stop riding. Diagnose your HX via the relevant app and if you notice any abnormality, please contact the authorised service centre for repair or servicing immediately.

Be alert! Scan both far ahead and in front of your HX board — your eyes are your best tool for safely

avoiding obstacles and low traction surfaces (including, but not limited to, wet ground, loose sand, loose gravel, and ice).

Children are prohibited to clean and repair the HX Board without parental guidance.

Do not change the HX Board parts; this could affect performance or cause serious damage to the HX Board. This could also result in serious injury and/or damage, and could void the Limited Warranty.

To reduce risk of injury, you must read and follow all "CAUTION" and "WARNING" notices in this document. Do not ride at an unsafe speed. Under no circumstance should you ride on roads with motor vehicles. The manufacturer recommends riders should be 6+ years old.

Ensure every safety measure is taken when using the HX Board. This includes:

- Wearing suitable sportswear, knee guard, elbow guard, helmet (Use an approved bicycle or skateboard helmet that fits properly with the chin strap in place, and provides protection for the back of your head.) etc. when using the HX Board;

- Relaxing your legs and bending your knees slightly, keeping your feet on the foot pad while riding;

- Only allowing one rider on the HX Board at any one time;

- Prohibiting children, the elderly and pregnant women to use the HX Board;

- Riders under the age of 16 years old should ride under adult supervision.

- Prohibiting children and persons who do not meet the weight limit (20kg-120kg) from using the HX Board;

- Prohibiting the use of the HX Board under the influence of alcohol or drugs;

- Anyone who suffers from disease that puts them at risk if they engage in strenuous physical activity should not ride the HX board

- Anyone who has problems with balance or with motor skills that would interfere with their ability to maintain balance should not ride the HX board

- Ensuring you are free from distractions when using the HX Board, such as using a mobile phone, listening to music through earphones, etc.;

- Paying close attention to the road conditions when riding the HX Board, avoid extremely steep or undesirable roads and obstacles (i.e. roads exceeding the height limit, filled with sand, stones and soil, wet floors, snowfields, icy grounds, etc.);

- Not using the HX Board on slopes of more than 15°, or in dimly lit or dark places;

- Do not accelerate or decelerate suddenly. Do not accelerate when the HX Phantom tilts back or sounds an alarm. Do not attempt to override the speed limiter.

- Not using the HX Board under unsafe circumstances, such as dangerous places in the vicinity of flammable gases, steam, liquid, dust or fibre, etc.;

- To ride safely, you must be able to clearly see what is in front of you and you must be clearly visible to others.

- Not using the HX Board on public transportation; the HX Board is meant for personal use only;

- Not accelerating at high speeds when the alarm is sounded.

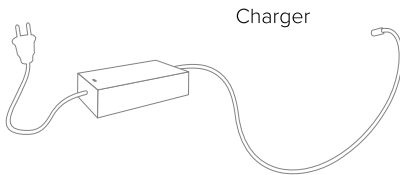
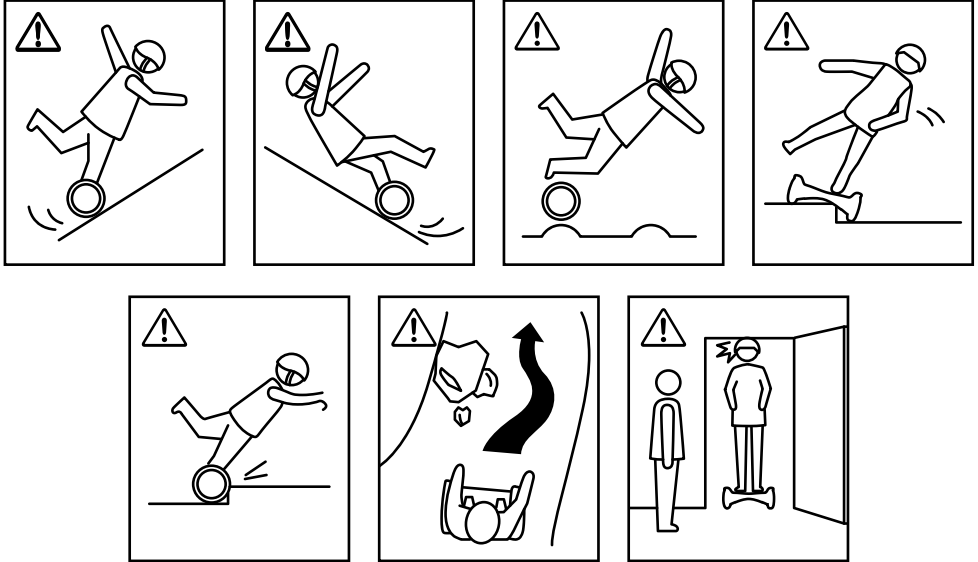
- Comply with local laws and regulations when riding this product. Do not ride where prohibited by local laws

- Do not attempt to charge your HX board if the charger, or the power outlet is wet.

- As with any electronic device, use a surge protector when charging to help protect your HX board from damage due to power surges and voltage spikes. Only use the supplied charger. Do not use a charger from any other product.

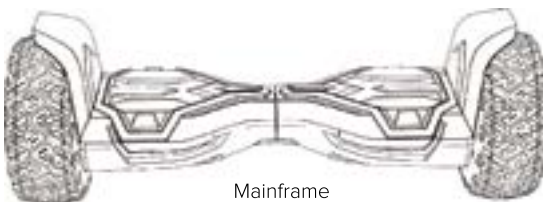
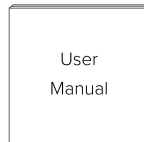
- Do not sit on the steering bar. Doing so could result in serious injury and/or damage to your HX board.

**FAILURE TO FOLLOW SAFETY INSTRUCTIONS AND WARNINGS COULD RESULT IN SERIOUS INJURY. MISUSE OF YOUR HX BOARD MAY DAMAGE YOUR HX BOARD AND VOID YOUR WARRANTY.**

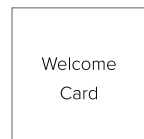


Charger

User Materials



Mainframe

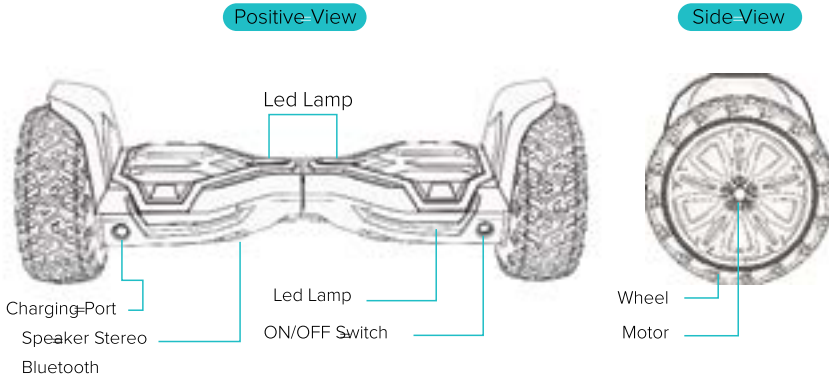


## 4 // HX BOARD

When unpacking your HX Board, please verify that the above items are included in the package. If you are missing any components, please contact your dealer/distributor or nearest service center (see Contacts in the user manual). After verifying that all components are present and in good condition, you can assemble your new HX Board.

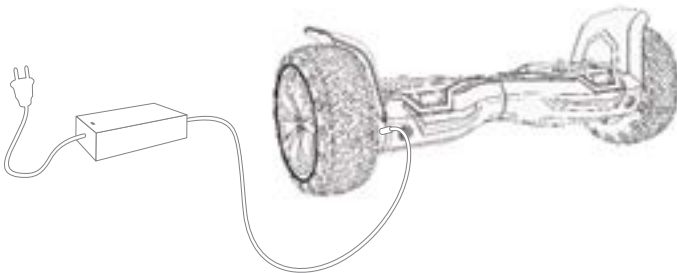
Please retain the box and packaging materials in case you need to ship your HX Board in the future.

Always power off your HX Board and unplug the charge cable before assembling, mounting



Do not connect the charger if the charge port or charge cable is wet.

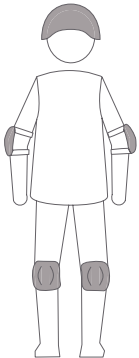
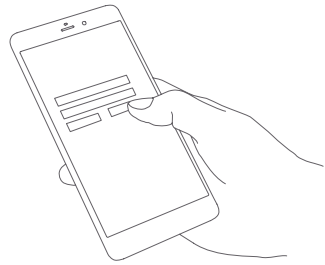
Your HX Board is fully charged when the LED on the charger changes from red (charging) to green (trickle charge). Close the rubber cap when not charging.



There are safety risks when learning to ride the HX Board. You must read the Safety Instructions and follow the New Rider Tutorial in the App before your first ride.

For your safety, your HX Board is not activated at this time and will beep occasionally after Power ON.

Please download the app on the app store/google play by searching “gryoor scooter”.



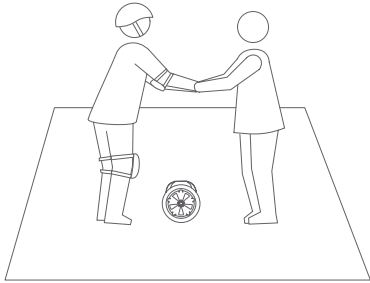
**WARNING:**

Rider must weigh **44–256lbs (20–120 kg)**, and should be over **4ft(121cm)** tall.  
Wear an approved helmet and other protective gear to minimize any possible injury.

For a new user, please adjust HX Board to child mode by app or hands.



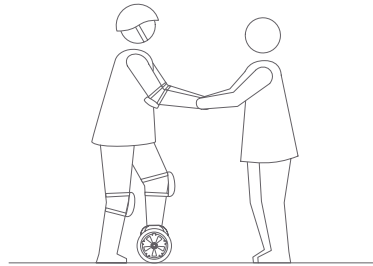
## 6 // HX BOARD



≥ 12ft. (4 m)

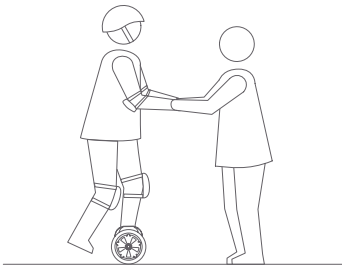
1. Go to a large open area and ask a friend to assist you on your first ride.

**WARNING : Always step off from the back of the HX Board.**

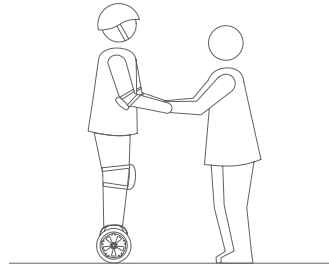


≥ 12ft. (4 m)

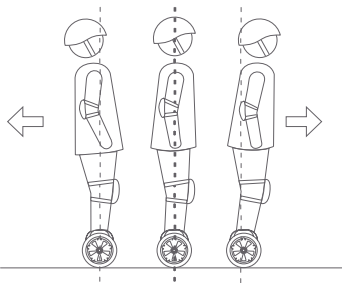
2. Lightly place one foot on the foot mat, while keeping your other foot on the ground holding your weight. Do not press the steering bar with your leg.



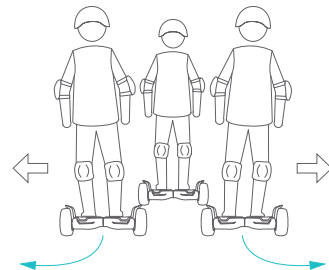
3. Slowly transfer your weight onto the HX Board . The unit will beep, indicating it is now in Balance Mode. Slowly step on with your other foot.



4. Stand with your weight evenly distributed on both feet and relax, looking straight ahead.



5. Gently lean your body forward and backward to control your movement.

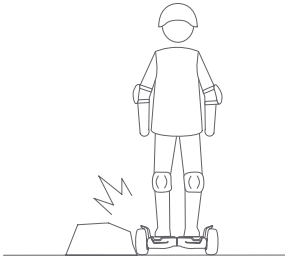


6. To turn, gently lean left or right against the steering bar.

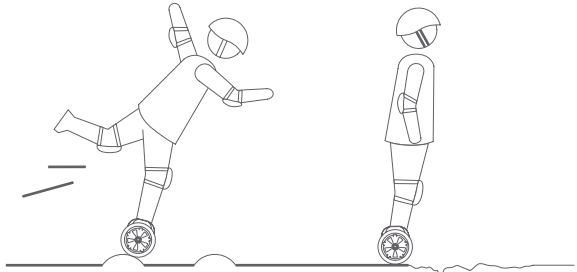


**WARNING**

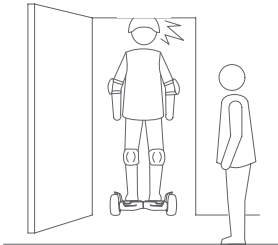
You must read and understand the Warnings and Safe Riding instructions in this manual before attempting to ride the G2. Failure to follow these warnings could result in death or serious injury due to: loss of balance, traction, and/or control; collisions; and falls.



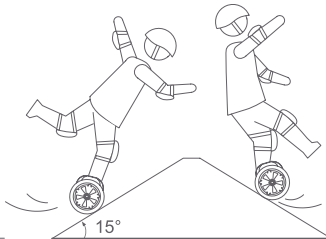
- ⚠️ Avoid contacting obstacles with the tire/wheel.



- ⚠️ When traversing small bumps or uneven terrain, maintain a moderate speed of 2-6 mph (3-10 km/h) and keep your knees bent. Do not go too slow or too fast; otherwise you may lose control and fall.



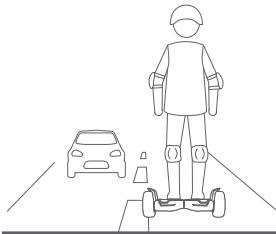
- ⚠️ Watch your head when passing through doorways.



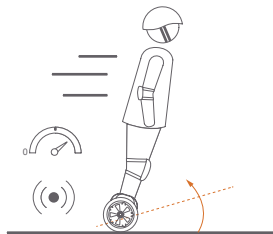
- ⚠️ Avoid slopes steeper than 15°. Avoid slopes steeper than 10° when payload is greater than 176 lbs (80 kg).



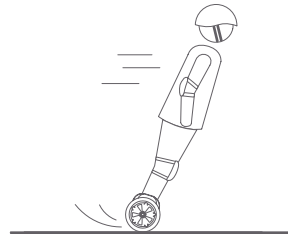
- ⚠️ Do not ride through puddles or other bodies of water. Do not get wet.



- ⚠️ Do not ride on public roads motor ways, highways, or streets.

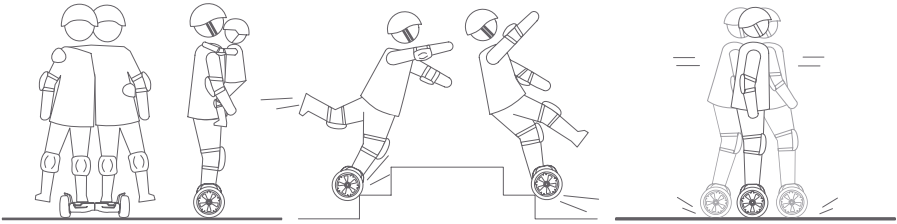


- ⚠️ Do not accelerate when the HX Board tilts back or sounds an alarm. Do not attempt to override the speed limiter.



- ⚠️ Do not accelerate or decelerate abruptly. Do not lean more than 5° or accelerate/decelerate faster than 2.5 mph/s (4 km/h/s).

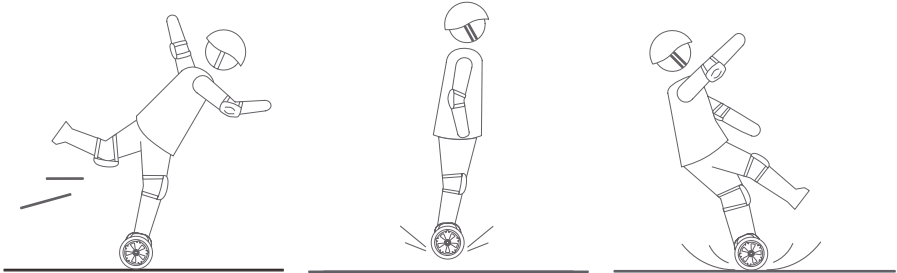
# 8 // HX BOARD



⚠ The HX Board is for one rider only. Do not ride double or carry any passengers. Do not carry a child.

⚠ Do not ride over holes, curbs, steps, or other obstacles.

⚠ Do not rock back and forth or shift your weight abruptly.



⚠ Do not attempt stunts of any kind. Always keep both feet on the foot mats.

⚠ Maintain contact with the ground at all times. Do not jump or attempt stunts.

⚠ Do not ride on low traction surfaces (including, but not limited to, wet ground, loose sand, loose gravel, and ice).



When turned on



⚠ For your safety, do not lift the HX Board by the fenders when the hoverboard turn on, you risk pinching or injuring your fingers/hands.

### **Cleaning and Storing Your HX Board**

Use a soft, wet cloth to wipe the mainframe clean. Hard to remove dirt can be scrubbed with a toothbrush and toothpaste, then cleaned with a soft, wet cloth. Scratches on plastic parts can be polished with extra fine grit abrasive paper.

#### **NOTE**

**Do not** wash your HX Board with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of your HX Board. Do not wash your HX Board with a power washer or high pressure hose.

#### **WARNING**

Make sure the HX Board is powered OFF, the charging cable is unplugged, and the rubber cap on the charge port is tightly sealed before cleaning; otherwise you may expose yourself to electric shock or damage the electronic components.

Store your HX Board in a cool, dry place. Do not store it outdoors for extended periods of time. Exposure to sunlight and temperature extremes (both hot and cold) will accelerate the aging process of the plastic components and may reduce battery life.

### **Battery Pack Maintenance**

Do not store or charge the battery at temperatures outside the stated limits (see Specifications). Do not discard or destroy the battery. For more battery information, refer to the sticker on the battery itself, located on the bottom of the HX Board.

Refer to your local laws and regulations regarding battery recycling and/or disposal.

A well maintained battery can perform well even after many miles of riding. Charge the battery after each ride and avoid draining the battery completely. When used at room temperature (70°F [22°C]) the battery range and performance is at its best; whereas using it at temperatures below 32°F (0°C) can decrease range and performance. Typically, at -4°F (-20°C) range can be half that of the same battery at 70°F (22°C). Battery range will recover when temperature rises. More details are available in the APP.

#### **NOTE**

Typically, a fully charged battery should retain charge for 60-90 days in Standby Mode. Remember to charge the battery after each use. Completely draining the battery may cause permanent damage to the battery. Electronics inside the battery record the charge-discharge condition of the battery; damage caused by over-discharge or under-discharge will not be covered by the Limited Warranty.

#### **WARNING**

Do not attempt to disassemble the battery. Risk of fire. No user serviceable parts.

### WARNING

Do not ride when the ambient temperature is outside the machine operation temperature(see Specifications) because low/high temperature will limit the maximum power/torque. Doing so could cause personal injury or property damage due to slips or falls.

### Calibration

When in Balance Mode, if the HX Board moves forward or backward on its own on flat ground, it needs to be calibrated. Should the problem persist, please contact after-sales service.

### To Calibrate the HX Board

Confirm that the hoverboard is turned off and keep both sides of the pedals parallel to the horizontal plane.

Press and hold down the power switch for 5 seconds and then release it. Once you hear a sound, the system starts to calibrate; the red light (that is, the running indicator and the left turn indicator) flashes 3 times. Wait until the red light is on to signify that the system calibration is complete. You can cycle modes when you turn it off and on again.

### Self-balance

App adjustment: conversion of self-balance and not self-balance on app.

Manual adjustment: Place the car horizontally - make sure the HX Board is turned on and press down on the power switch for about 6 seconds until you hear the beep. Restart the hoverboard and the adjustment is complete.

### Child mode/ Adult mode

App adjustment: conversion of adult mode and child mode on app.

Manual adjustment: Stand up the HX Board, press the power button to turn it on - release the button - then keep pressing down for 6 seconds until a beep is heard and the hoverboard is restarted. Child mode switching is complete.

### Alarm

A ) Overheating - Riding for an extended period of time could increase the internal temperature of your HX Board in excess of 122°F(50° C). If this happens, the glow lights will flash red, an alarm will sound and your HX Board will not be able to charge. Simply step off the HX Board, power off, and give it time to cool back down to a normal operating temperature.

B) Speeding - Speeding on your board will cause a lift alarm, please note the speed you set in the app.

C) Other Alarms - If any other alarms alert, try restarting your HX Board. If the problem persists, please contact after sales service

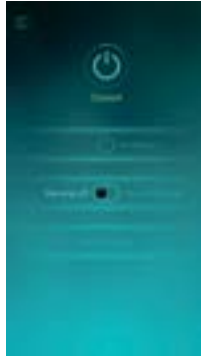
App name and wifi SSID - HX PHANTOM 2.0



Home



Bluetooth Connection



Analysis and warning



Color Adjustment



Settings

Click the Bluetooth icon to open the bluetooth and enter the Bluetooth link

Show the speed of the hoverboard.

Battery reminder (now it shows the battery empty)

Click this button to enter the switch and warning page.

Click this button to enter light color change page

Click this button to enter model adjustment and speed control page.

Search the bluetooth of the hoverboard.

Click this button to control the switch machine

Open this function when you need to left hoverboard for a while, it will warning

Fault Analyse help you to find the problem of the hoverboard.

Light color control page.

This product has been tested and passed ANSI/CAN/UL-2272.

The battery complies with UN/ DOT 38.3

Electromagnetic Compatibility Directive & Low-Voltage Directive. Declares that the equipment listed in this section are in compliance with the essential requirements and other relevant provisions of Directives 2014/30/EU & 2014/35/E.

## 1. How to download the app?

Please download by searching "HX PHANTOM 2.0" on the app store or Google Play.

## 2. How do I connect the app and bluetooth speaker?

After downloading the app, open it and you will see a sign for bluetooth on the upper left corner. Click it and you will enter a new page where you will be able to scan for a device. When you see the "SCOOTER M 1", click to connect to bluetooth successfully.

For connecting to the bluetooth speaker on the HX Board, please turn on bluetooth on your phone and search for a bluetooth connection. Upon successful connection, the connection name will change to "Wheel-music".

## 3. I can't find the bluetooth for app or bluetooth speaker, does it support app and bluetooth speaker function?

The HX Board supports app and bluetooth speaker function. If you can't detect bluetooth, please restart the hoverboard or your phone. If the problem still persists, please try with another smartphone. If this does not solve the problem, please contact HX PHANTOM 2.0 customer service.

## 4. Do you have any suggestions for a new user?

Please subscribe to @ridehx on Facebook, where you will find a variety of beginner's guides and videos.

- a) In general, we advise that beginners practice on flat ground in child mode. Step on one foot at a time and if you have issues stabilising yourself, try pressing your feet against the outer edge.
- b) Make sure that you have someone or something to hold on to. Step off backwards, not forwards.
- c) Tilt both your feet forward to go straight. Tilt them back to go backwards. Slightly tilt your right foot to turn left. Slightly tilt your left foot to turn right.
- d) You can get through tighter spaces by moving the board back and forth. Try not to panic when getting on -- confidence is key. Be confident and just relax.
- e) Just have some fun with it for a few minutes so that you can master it well -- it takes some practice but you will get there!

## 5. The hoverboard is shaking and seems a little dangerous, what's the problem?

If your board is shaking, it is possible that the user's weight is not high enough for the hoverboard -- simply adjust it to child mode using the HX PHANTOM 2.0 app or adjust manually.

## 6. The speed on both wheels are different and I can't turn smoothly / One side of the pedals is not on the horizontal line when starting up, what should I do?

This means that your hoverboard has lost balance and needs to be calibrated. Confirm that the hoverboard is turned off and keep both sides of the pedals parallel to the horizontal plane. Press and hold the power switch down for 5 seconds and then release it. When you hear a sound, the system starts to calibrate; the red light flashes 3 times. Wait until the red light is on -- the system calibration is complete.

## 7. I'm an experienced rider, I do not like the self-balance, can I cancel it?

You sure can -- simply adjust it via the HX PHANTOM 2.0 app or manually.

### 8. When I stop riding, the HX Board shakes a lot, is this normal?

If you suddenly stop using the board, it is normal for the HX Board to shake for a few seconds. This is caused by strong motor power. We advise that you can adjust it to child mode to reduce shaking and advise against abruptly getting off the board.

### 9. What should I do if there are problems with my HX Board?

If you find there are problems with your hoverboard, please contact HOVERX customer service on Facebook @ridehx or email support@hoverx.com.au with a video to show the problem and don't forget to provide your order number.

## HELP, SOMETHING'S GONE WRONG!

PROBLEM	POSSIBLE CAUSE	SOLUTION
My HX Board boots up but when I step on the pedal, the safety lights and indicators always light up with the alarm going off.	The HX Board was not placed on level ground.	Place the HX Board on level ground and ensure the pedals are parallel to the floor.
	You have not calibrated your HX Board successfully.	Turn off the HX Board. Press and hold the power button for 5 seconds until the LED lights start to flash. Turn off the HX Board then switch it on again to start riding.
My HX Board fails to start.	The battery is drained.	Check the battery level and charge the HX Board for a short while to see if it can be switched on.
My HX Board fails to charge.	The power outlet is not switched on.	Ensure the main switch is switched on.
	The plug or charger is not connected properly to the power outlet or charging socket on the HX Board.	Ensure the plug, charger and charging ports are connected properly.
The Cycling mode is not flexible.	You have not switched modes successfully.	Restart the HX Board, or switch modes (switch off the HX Board, press the power button again within 2 seconds; a 'beep' sound should be produced when modes have been switched successfully).

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

This device may not cause harmful interference.

This device must accept any interference received, including interference that may cause undesired operation.

**CAUTION:**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:**

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 to 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.



<b>Dimensions</b>	Unit	28×12×10 in (700×250×280 mm)
	<b>Weight</b>	Payload
Net		Approx. 30 lbs (13.5 kg)
<b>Rider</b>	Recommended age	6+ years old. See the weight limit
	Required Height	Over 4ft (121cm) tall
<b>Machine Parameters</b>	Max Speed	Approx. 10 mph (16 km/h) Top speed varies to adapt different riding manner Top speed will reduce when remaining battery life drops.
	Typical range	Approx. 5.5-11 miles (8-16 km)
	Traversable Terrain	Pavement, packed dirt, slopes < 10°, obstacles < 0.4 in (1 cm), gaps < 1.2 in (3 cm)
	Operating Temperature	14–104°F (-10–40°C)
	Storage Temperature	-4–122°F (-20–50°C)
	Max. Storage Time	Approx. 90 days(100%power)    Approx. 30 days(30 %power)
	IP Rating	Mainframe IP54
Charge Time	Approx. 2 hours	
<b>Battery</b>	Nominal Voltage	36 VDC
	Max. Charging Voltage	40 VDC
	Charging Temperature	32–104°F (0–40°C)
	Nominal Capacity	144 Wh
	Battery Management System	Over-voltage, under-voltage, short circuit, and over-heating protection. Auto-sleep and auto-wake.
<b>Motor</b>	Nominal Power	350×2 W
	Charging Temperature	32–104°F (0–40°C)

This warranty as outlined below solely covers distributors of the HX range of appliances. Please contact your distributor for full product warranty.

**Effective as of 1st January 2014.**

HX® warrants this appliance to be free from defects in materials and workmanship and to perform satisfactorily under personal use for a period of 1 year from the date of purchase when used in accordance with the accompanying instruction book

Any warranties exceeding this standard period are offered as extended terms by the selling distributor and claimable only through that provider.

Defects that occur within this manufacturers warranty period, under normal use and care will be repaired or replaced at our discretion only if the selling distributor is unable to do so. This is done solely at our option with no charge for parts. This warranty does not extend to accessories included or purchased separately. Replacements can be offered for major faults as determined by your distributor and at their own discretion.

In the event that the goods requiring repair are under warranty, and this distributor is unable to provide the repairs, the customer is responsible for the cost of the return of the product to HX® (or their approved service provider) and also the cost of return to the customer.

Whilst in transit, the goods are at the owner's risk and any further damage during this transportation is not covered under warranty.

Customers should ensure that the product being returned is properly packaged so as to ensure that no damage occurs to the product during transit. To be able to process the warranty claim, ensure you have included an explanation of any problem; HX® will not fault-find and will only repair described faults as covered under warranty. This full warranty is void if this appliance has been subjected to abuse, negligence, accident, alteration, failure to follow operating instructions, or the product has been exposed to abnormal or extreme conditions.

Cosmetic changes that do not affect performance, such as discolouration of parts of the product in the hands of the user or the effects of the use of abrasive cleaners will not be warranted or considered defects. The cleaning or removal of dirt and debris along with any damage caused by allowing them to build up is not covered by this full warranty.

This warranty does not cover normal wear and tear of the product or parts.

This warranty does not cover any defect caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by HX®.

The warranty will not apply if damage, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, maladjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the product.

Warranty does not cover damage done to any product by using the machine with an alternate power source (solar, inverter, generator, etc.) and the use of these devices to power your appliance is not recommended.

You must keep your purchase docket/receipt as proof of purchase and as proof of the date on which the purchase was made. The purchase docket or receipt must be presented when making a claim under this warranty.

In the event the receipt of purchase is not presented, then this warranty is invalid. Consumer Law allows us to request reasonable proof of purchase to service a warranty claim.

This warranty does not imply, intend to or detract any consumer rights listed in and able to be enforced from Regulated Consumer Law, any condition which is found to be in breach of the consumer law, the single condition shall be void only and all other conditions remain in place.

