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USER MANUAL
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GETTING STARTED

Riding HX Urban is similar to any other board sport; you will require practice to learn how to ride.

Ensure you read the entire user manual before attempting to ride HX Urban.

Fully charge HX Urban before first use.

Wear full safety equipment including wrist guards, knee/elbow pads and helmet at all times when riding HX Urban.

Visit **WWW.H-X.INTERNATIONAL** for more information and video tutorials.

WARNINGS

- ~ Children below the age of 14 should always be accompanied by an adult when using the HX Urban.
- ~ As with any vehicle, when using HX Urban, riders risk death or serious injury from loss of control, collisions, and falls.
- ~ Do not ride in indoor environments, busy streets, or traffic.
- ~ Only ride HX Urban where permitted. Consult local traffic authorities if you are uncertain.
- ~ Only wear flat, closed-toed shoes when riding HX Urban.
- ~ While riding HX Urban, wear clothing that allows unrestricted movement, but does not fit so loosely those articles of clothing can come in contact with the wheel.
- ~ Do not touch the wheel with hands, feet, or other objects; never insert anything into the gaps between the wheel and frame body of HX Urban.
- ~ Rider weight must not exceed 80kg (176 lbs).
- ~ Do not ride HX Urban into slopes greater than 10 degrees.
- ~ Do not ride across the face of hills.
- ~ Make turns gradually to prevent tipping or loss of control.
- ~ Exercise extreme caution when changing direction on slopes.
- ~ Only allow people who understand and agree to follow the instructions and guidelines described in this user manual to ride HX Urban.
- ~ HX Urban is only used by one person at a time. Please do not carry passengers.
- ~ Performing stunts and turning abruptly may cause you to lose control and cause serious injury.

HX URBAN FEATURES

What is in the box?



HX Wheel Urban



Charging Adapter



Quick Start Guide

HX Urban



START FOOT PAD

POWER SWITCH

CHARGER PLUG

BEFORE YOU RIDE HX URBAN

HX Urban is not designed to withstand running over sharp bumps, stairs or drop-offs.

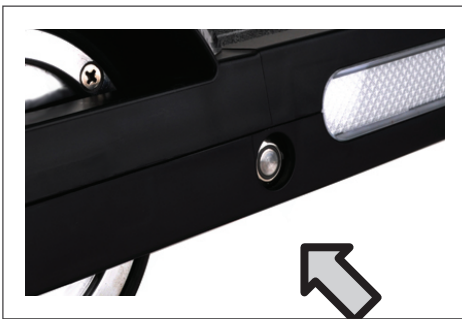
Do not ride HX Urban:

- ~ On wet surfaces or in the rain.
- ~ While wearing clothing that could restrict rider movement or interfere with HX Urban's function. Closed-toed, athletic shoes must be worn at all times.
- ~ Without an approved safety helmet and full safety equipment including wrist guards, knee/elbow pads.

Charging and Discharging

1. Plug the charging cable into the wall outlet and HX Urban charging port.
2. The charging adapter light will turn RED.
3. When HX Urban is fully charged, the charging adapter light will turn GREEN.
4. Unplug the charging adapter from the wall outlet and HX Urban charging port. HX Urban is at full power.

Battery Status



When the battery needs charging, the LED light around the power button will flash slowly.

At 5% battery status, all LED will turn into RED color.

Refer to App Settings to see further details on battery status.

HOW TO RIDE HX URBAN

Downloading Application and Firmware Upgrades

Download the RideHX App to update the firmware and customise your settings.

- 1.** Search RideHX in the App Store or Google Play.
- 2.** Download the App to your smartphone and connect your HX Wheel Surf to the App using Bluetooth.
- 3.** Follow the instruction on the App to update to the latest firmware.

IMPORTANT: Do not use RideHX App while riding.



Getting Started in Trainer Mode

- 1.** For first time use, the HX Urban is in “Learner Mode” usage. Learner Mode is designed for the HX Urban and the speed is limited to 8kmh (5miles). Once you have advanced your skills, you can switch off the learner mode and adjust the performance setting to regular via the App. Please refer to 'Change from Learn Mode to Regular Mode' on page 7 for more information.
- 2.** As before any physical activity, stretching and warming up are recommended before riding HX Urban.
- 3.** Place HX Urban on a level surface with one end touching the ground. This is called “rest position”.
- 4.** Push the power button. The LED light will flash for a few seconds, then remain RED.
- 5.** You have two ways to trigger the start of HX Urban:
 - A.** Place your foot on the foot pad side first and put both feet on HX Urban; slowly lean to the center to trigger start.
 - B.** Place your foot on the side without foot pad and step on the foot pad; HX Urban will lift you up to balanced level.

The foot pad is used to trigger the start of HX Urban.

Moving Forward/Backward

When standing on HX Urban in balanced mode, lean forward to move forward.
Lean backward to move backward.

Stopping and Disabling Self-Balancing Mode



- 1.** To deviate HX Urban during riding, lean to the side 30 degree.
- 2.** HX Urban's motor will stop carrying the rider forward and balanced mode will be deactivated when your foot leaves the foot pad for more than 2 seconds.

WARNING:

NEVER USE BUMPS OR ANYTHING ELSE TO BRAKE THE HX URBAN.

Turning

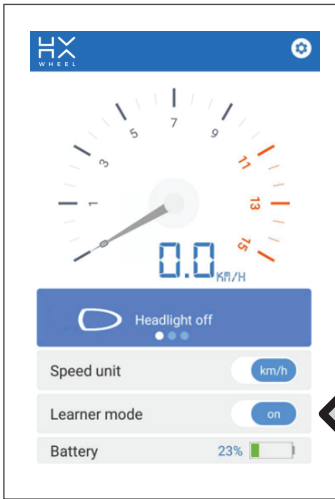
- 1.** Similar to snowboarding, shifting rider weight from left to right will cause HX Urban to curve. Point your leading shoulder in the direction you want to turn.
- 2.** Twisting your hips will cause HX Urban to make sharper, more sudden turns.

Overload or Error Mode

HX Urban can carry riders weighing up to 80 kg (172 lbs). If the rider is too heavy, HX Urban will shift into Overloaded or Error mode.

The LED light will flash in 1/2 second intervals when it is in Overloaded or Error mode. If HX Urban shifts into error mode, power off and power on to reset.

Change from Learn Mode to Regular Mode



Change Mode to Go Faster

Turn Off the learner mode to enter regular usage mode. The regular usage mode allows you reach up to 18kmh.

SPECIFICATIONS

Motor	Rated power 250W
Battery	Lithium Battery 43.2V, 2000amh
Tire	12.5cm (5 inches)
Max tilting angle	12 degrees
Top speed	18 km/h (11mph)
Typical range	15km (10miles)
Max load capacity	80kg (176 lbs)
Recharge time	2 hours
Dimensions	66*18*13.5cm
Net weight	8.8 kg
Packaging	75x28x25cm (1 unit/ carton)
Gross weight	10kg

CARE & MAINTENANCE

Cleaning

Ensure the charger and charging cable are disconnected, and the HX Urban is turned off before cleaning. Use a soft cloth to wipe the shell to clean the HX Urban. Do not add excessive lubricating oil to the bearings.

Warning: Do not use a high-pressure water gun or immerse the HX Urban in liquid to clean it. This may lead to malfunction and permanent damage.

Before storage, ensure the HX Urban is fully charged to prevent the battery from excessive self-discharge due to long periods of disuse. Ensure the HX Urban is charged and discharged at least once every 3 months.

If the storage environment temperature is less than 0°C, do not charge the HX Urban. Place the HX Urban in a warmer environment (higher than 10°C) to charge. Store at a temperature between 0-40°C.

Store the HX Urban indoors in a dry and cool environment. You can store the HX Urban in a dust bag (not provided) to prevent dust accumulation affecting the performance of the HX Urban. Warning: Do not dismantle or modify the HX Urban or warranty may be void.

Battery Disposal

HX Urban's Lithium-ion batteries are considered a hazardous material, it is important to dispose of them properly. Please find a battery recycling company near you and properly recycle your batteries.



Only for EU countries. Do not dispose of electric appliances together with household waste material! In observance of European Directive 2002/96/EC on waste electrical and electronic equipment and its implantation in accordance with national law, electric appliances that have reached the end of their life must be collected separately and returned to an environmentally compatible recycling facility.

FAQ

Question: Are there rider weight limits for the HX Urban?

Yes, HX Urban sets weight limits to reduce the risk of damage to the machine. The maximum payload (which includes rider and the skateboard) for the HX Urban is 80kg (176 lbs).

Question: How fast can a HX Urban skateboard travel?

HX Urban's maximum speed is 18 km/h (11mph) .This speed may vary depending on rider weight and terrain.

Q: How far can the HX Urban skateboard go on a single charge?

Depending on rider weight and terrain, a single charge can support up to 15km (10miles).

Q: How do you charge it?

A standard wall outlet can charge your HX Urban batteries in about 2 hours with the HX Urban charger.

WARRANTY TERMS & CONDITIONS (INTERNATIONAL)

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.

- 1.** 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.
- 2.** Any warranties exceeding this standard period are offered as extended terms by the selling distributor and claimable only through that provider.
- 3.** 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.
- 4.** 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.
- 5.** Whilst in transit, the goods are at the owner's risk and any further damage during this transportation is not covered under warranty.
- 6.** 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.
- 7.** 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.
- 8.** 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.
- 9.** This warranty does not cover normal wear and tear of the product or parts.
- 10.** 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®.

11. 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.

12. 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.

13. 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.

14. 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.

15. 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.

To Fulfill a Warranty

To begin the warranty process, please bring your HX Urban into an authorized dealer to assess the HX Urban and begin the process to take care of the problem. The original purchaser is responsible for the return of the HX Urban to the authorized local dealer.

The purchaser is responsible for any cost when shipping HX Urban to and from the dealer and/or HX Urban headquarters if required. If the HX Urban dealer is unable to fix a problem and needs to send it to HX Urban HEADQUARTERS, HX Urban will reimburse the original purchaser for reasonable shipping costs incurred from dealer to HX Urban HEADQUARTERS ONLY.

If warranty is not valid, HX Urban will contact the owner and offer to repair or replace parts at a reasonable price. Owner will then be responsible for all shipping costs.

CONTACT US

Please contact the distributor located in the country where you made your original purchase for all Support, Servicing and Warranty.



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