

FAQs

During operation, if the hoverboard encounters a problem it will issue a safety alert. You will notice the balance level indicator light will turn RED and you will hear a sound alerting you to take precaution and cease operation.

Not all safety alerts require repair or action; some are just warnings to promote proper usage.

Please take a look at the information below and contact us on 0800 731 0006 or info@hy-pro.co.uk if you need further help. Hy-Pro advises you to contact us directly and not to return this item to the place of purchase.

WHAT YOU NEED TO KNOW

Safety alerts may be issued if:

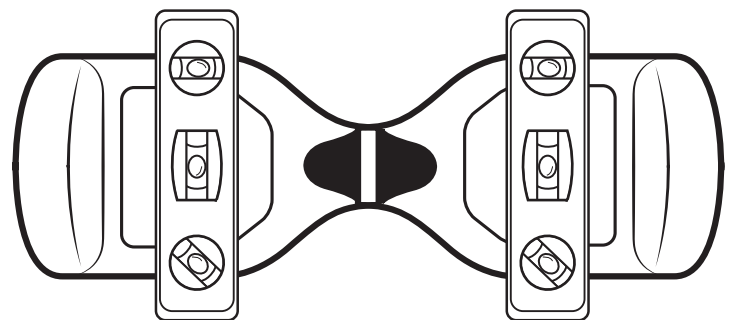
- The surface you are riding on is unsuitable (for example: uneven, too steep a slope or rocky).
- Your riding style is deemed to be dangerous; if the hoverboard is being rocked back and forth quickly for over 30 seconds this will trigger a safety alert.
- You are pushing the motor too hard (for example: driving up a steep slope for a long period of time); the hoverboard motor will power off after 15 seconds to protect itself.
- You are trying to use the hoverboard whilst connected to the charger; the hoverboard cannot be used whilst charging, make sure you disconnect before mounting your Smart X.
- The hoverboard may be overheating; stop usage and allow it to cool.
- When mounting the hoverboard, the platforms are not level and aligned; the foot platforms must not be tilted more than 10 degrees either forwards or backwards from level when mounting.
- When turning off the hoverboard, the platforms are excessively tilted either forwards or backwards from level; the foot platforms must not be tilted more than 35 degrees from level when turning off.
- The battery voltage is too low and you need to charge the hoverboard. If you continue to use the hoverboard until it's nearly run out, it will enter protection mode. If you continue to use the hoverboard further until the charge is completely depleted it will turn off after 15 seconds.
- The hoverboard requires recalibration; please follow the steps below.

If you have further questions or require help, please contact us on **0800 731 0006** or **INFO@HY-PRO.CO.UK**

CALIBRATING THE HOVERBOARD

In order to calibrate the hoverboard, place it on a flat horizontal surface with the foot platforms sitting flat and parallel to the ground (we recommend using a spirit level to check this).

Also ensure the two platforms are perfectly aligned and not twisted. Press the power button for 8 seconds; the hoverboard will beep and the blue LED lights of the board will flash. The hoverboard is now calibrated and ready to go! Calibration may need to be repeated in the future if you notice misalignment or are having balancing difficulties.



RIDING TIPS

- Keep a relaxed posture with your weight evenly balanced and hold your arms in a comfortable position by your sides.
- Use a wide stance with your feet on the foot platforms positioned as close the wheels as possible.
- Stay alert to your surroundings and watch out for obstacles and surfaces changes.
- Do not abruptly accelerate or lunge.
- Always be prepared to stop in an emergency.
- Respect others around you and leave plenty of room when moving past and remember to give others right of way.
- Remember at higher speeds it is necessary to shift your weight to overcome the centrifugal force.
- For bumps or uneven surfaces, bend your knees.