zinc®

FOLDING ELECTRIC VELOCITY 2.0 SCOOTER

WARRANTY

So that your warranty is valid please register at www.zincsports.com within 30 days of receiving the product.

USER MANUAL

INTRODUCTION

Hello World

Thank you for purchasing the Zinc Velocity 2.0 scooter.

The electric scooter industry is still young and it takes forward-thinking customers like yourself to advance it. We hope you enjoy your new scooter as much as we loved developing it.

Please be aware that the model depicted in this manual serves as a general representation. Your specific model may feature slight differences in design or functionality. For the most accurate and current user manual, please visit our Servicing & Support Centre to access the latest version.

How to get help?

We're here to help regardless of the issue you are facing. Visit our Support Page below to access our Servicing & Support Centre, as well as to find various ways to get in touch with our team.

IMPORTANT! Read carefully and keep for future reference.

WARNING

Incorrect assembly, maintenance, or use of your Zinc Velocity 2.0 scooter can cause component or performance failure, loss of control, serious injury, or death. Even if you're an experienced scooter rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding. In the event of a malfunction or damage to any of the components during set up or use, please discontinue set up or use and contact our support team through our Support Page. If you are not sure you have the experience, skills, and tools to correctly perform all assembly steps in the manual and the assembly video, consult our support team or a local electric scooter shop.

For your safety and that of others, please read and make sure you understand all of the warnings and instructions contained in this Manual. FAILURE TO FOLLOW THESE WARNINGS AND INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR DEATH.

Contents

UNBOXING

Intro

Setting up your scooter right is the single most important step to your safety.

We recommend having the following items ready prior to starting the setup process:

- Box cutters or knife
- Stool or bench
- Air pump
- Someone to help

Unbox your scooter

Open the box using the box cutter and fold open the top. Inside you should see protective styrofoam along with the following contents:

- Zinc Velocity 2.0
- Manual
- Charger
- Hex key
- Screw Kit
- Tire valve connector

If any of these items are missing, please contact us immediately.

With the help of someone, remove the scooter from the box and place it on a flat surface.

We recommend using a stool or bench as the wheels need to be able to spin freely.

Carefully remove the protective material from the scooter and set it aside. We require you to keep both the styrofoam and the box in case you need to ship your scooter back to us. Otherwise recycle the materials wherever possible.

Prepare for assembly

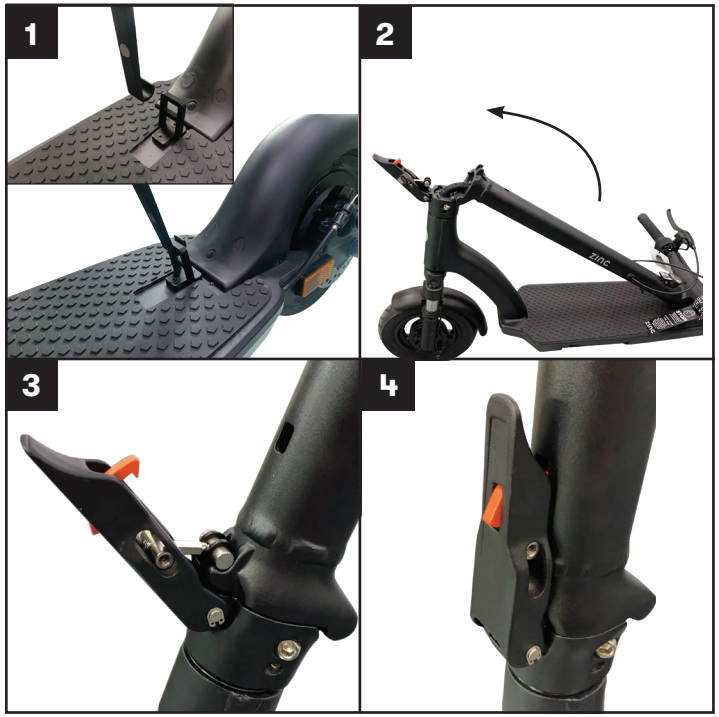
Unfolding

1. The first step is to unfold your Zinc Velocity 2.0 scooter. To do so, ensure the hook is not clipped into the rear foot rest. If it is, push down on the stem and unhook it from the rear foot rest.
2. Unfold the stem by pulling it to a vertical position. Ensure you do so until the stem is completely vertical.
3. Locate the folding latch and bring it up, locking the stem. The latch will require some force to lock fully upright.
4. Lastly, make sure the safety button of the folding mechanism is clipped in the stem. This safety mechanism prevents the latch from unlocking due to vibration or shock.

Notification: It is necessary to check that the steering system is correctly adjusted, that all connection elements (such as a folding system) are correctly tightened and not broken, and that the brakes and wheels are in good condition.

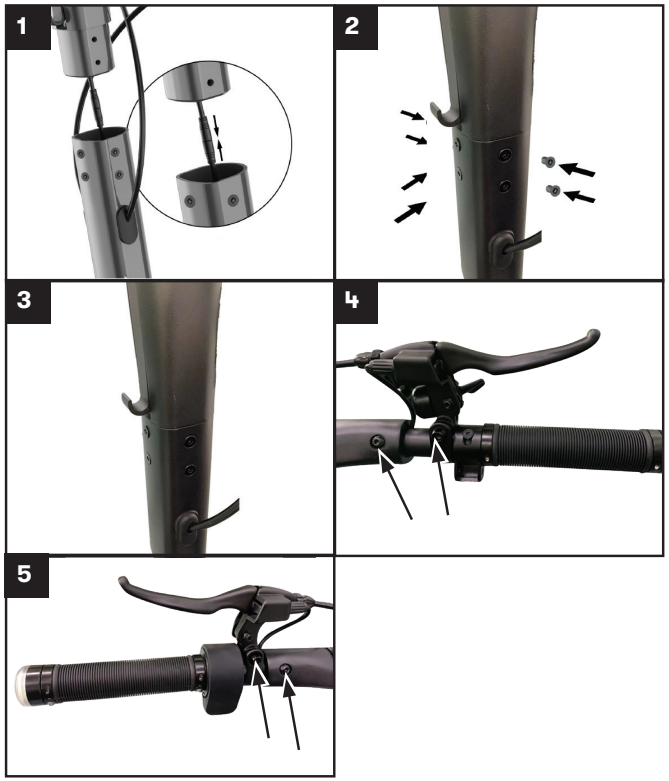
WARNING

Always follow the below instructions when unfolding your scooter and prior to each ride. Failure to ensure the safety button of the folding mechanism is clipped into the scooter stem and to ensure the stem is fully secured before your ride may lead to the stem coming undone during your ride, which can result in loss of control, serious injuries and death. Do not operate the scooter if you notice anything wrong with the scooter stem, the safety button, or the locking mechanism.



Attach handlebar

1. Remove the six hex screws from the handlebars and connect the male connection cable coming out of the handlebar into the female cable coming out of the front stem. Make sure the pins are aligned.
2. Make sure the male port and the female port are aligned properly. Insert the handlebar at the top of the front stem and tighten into place with the six hex screws provided.
3. **Caution:** Be careful not to damage the cable when connecting the handlebar to the front stem.
4. You will find that the latches and buttons on your handlebar are not tight. We deliver this way to avoid damage during shipping. Before tightening the screws, adjust the left button panel. Twist it upward or downward until it reaches a comfortable angle, keep in mind that once on a scooter, you will be higher up than you are while setting up your scooter. When you have found a comfortable position, go ahead and tighten the screws.
5. Repeat the same process for the screws on the right hand side of your handlebar.



Phone Holder (optional)

1. Attach the phone holder to the handlebar, and tighten the screws to secure.
2. Insert Phone into the slot - adjust the silver screw to secure the phone in place.
3. Adjust the red screw to change the tilt angle of the phone.

Perform test

1. Locate the power button on the right side of the handlebar and press it for 3 seconds to power on the scooter. You should now be able to see the display powered on. Keep the scooter elevated on the stool or bench, as the testing will involve spinning both wheels. The scooter should be in Kick to Start mode, to begin testing the motor, spin the wheel (over 3 km/h) manually and then press the throttle. The wheel should begin to spin normally. You may notice the motor emitting a noise at low speeds, this is normal.

Note: The scooter will turn off automatically if it has not been used for 10 minutes.

The motor is communicating with the controller and identifying its position as well as which direction to roll in. If after performing this test the wheels are spinning normally, you can now move to step 2.

WARNING

If you notice one of the wheels is not spinning DO NOT ATTEMPT TO OPERATE THE SCOOTER.

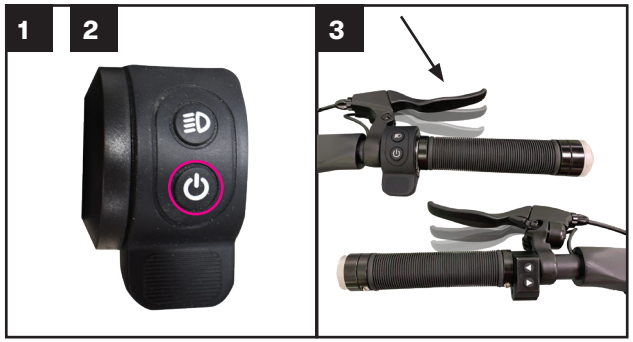
Contact us immediately via our Support Page.

2. Test gear change by quickly pressing the Power Button once.

- Pedestrian mode: The rear light will on. The maximum speed is 6km/h.
- Middle speed mode: You should see a Green “S” on the display. The maximum speed is 15km/h.
- High speed mode: You should see a Red “S” on the display. The maximum speed is 25km/h.

To read more about the speed of each mode, refer to the Display section in this manual.

3. When you press the right brake handle, the power should be cut and the front wheel should stop rotating. When you press the left brake handle, the power should be cut and the motor wheel (rear wheel) will stop working.



4. Next, when scooter turn on, press the Light button once times to turn on/off the front light.

WARNING

If front/rear light do not power on, DO NOT ATTEMPT TO OPERATE THE SCOOTER.

Contact us immediately via our Support Page.

WARNING

Never press the throttle when walking with your scooter. Pressing the throttle while walking the scooter may cause loss of control, and serious injury or death to you or others.

5. Test your right signal light, press the right arrow button on the left side of the handlebar. The right signal light should turn on. To turn it off, click on the button again.

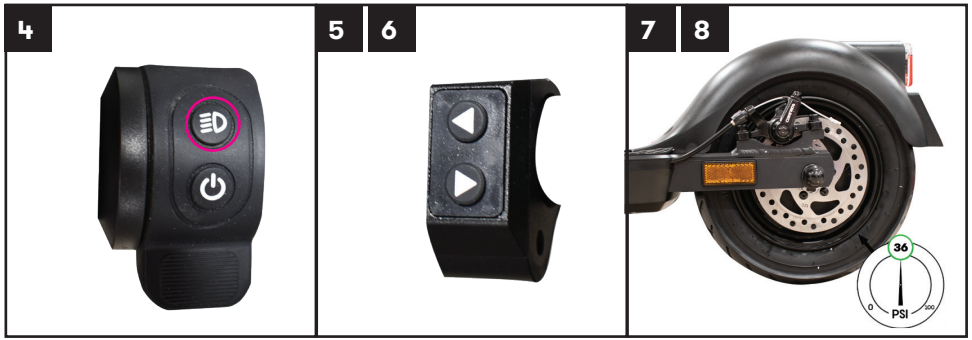
6. Test your left signal light, press the left arrow button on the left side of the handlebar. The left signal light should turn on. To turn it off, click on the button again.

7. Next, grab an air pump and locate the air valve on the front tire. Remove the safety cap and attach the pump tube to the tire valve. Turn on the air pump and read the PSI measure - the ideal tire pressure for the air is 36PSI.

8. Inflate or deflate the tire as needed until the pressure is 36PSI. Repeat the step with the rear tire.

Congratulations, you have successfully set up your new Zinc Velocity 2.0 scooter.

If you experience difficulties with the setup at any step, you can contact our support team via our Support Page.



OPERATION

Charging

This section focuses on how to charge your scooter correctly. For information about battery health and best practices, please review the Battery Information section.

Please do not leave the scooter plugged in and charging for extended periods of time as it may result in battery damage or fire.

NOTICE

You will need to turn off the scooter before charging.

WARNING

- Do not overcharge as this will affect the life of the battery and may cause overheating which can lead to a fire hazard. Never charge near flammable materials or liquids.
- The best charging temperatures are between 0°C~40°C. Extreme cold and extreme heat will prevent your battery from charging fully.
- Wait 30 minutes after a ride before attempting to charge the battery.
- Make sure to unplug your charger before standing on or operating your scooter, as this can be very dangerous.
- Use only the charger and charging cable supplied by Hy-Pro. Use of any other charger or cable may lead to damage to the product, overheating and risk of fire. Use of any other charger or cable voids the warranty.
- Plug the cable into a main socket rather than an extension lead.
- Do not cover the battery/product with anything while charging.
- Make sure you use the battery recommended by the manufacturer.
- The charger is not a toy, it should be operated by an adult.
- Once your scooter has been charged, unplug the charger from the wall outlet and then from the scooter. Do not leave the scooter on charge overnight and do not leave the scooter unattended whilst on charge. Ensure you have working smoke alarms on every floor of your home and in the room where you charge the scooter.

- In an ideal situation, you would have somewhere secure to store/charge your scooter, such as a shed or garage. It would also be desirable for this area to have plugs where you can charge your scooter.
- If you spot any signs of wear and tear or damage, visit our website at http://www.zincsports.com or contact us at customerservices@zinchq.com to buy a replacement charger.

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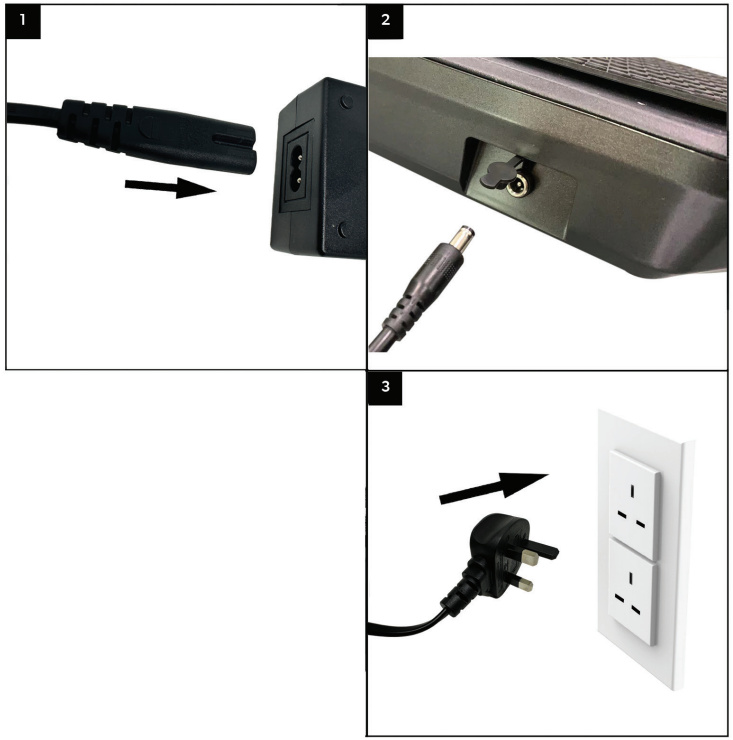
1. First, ensure the two parts of the charger are connected securely. The wall AC plug should be connected to the charger box. The connection between the cable and box should feel firm with no wobble or play.
2. Next, locate the charging port cap on your scooter and open it to find the charging port. Locate the round connector on one end of the charger, this is the end you must insert in the charging port.
3. Proceed to plug the AC plug on the other end of the charger into a 100-240 volt power outlet. If the battery is 100% full, the charger light will turn green. If the battery is not fully charged, the charger light will light up red.



Folding

1. To fold, begin by locating the safety button and press it to unlock the folding lever.
2. Grab the folding latch, and pull it down to fold the stem. Make sure to keep one hand on the stem at all times as it will drop down instantly after the folding latch is released.
3. Fold down the stem towards the rear wheel.
4. Make sure it is folded all the way down before moving on to the next step.
5. Locate the locking hook on the inside of the from stem and take it out. Attach the hook on the stem to the locking ring located at the end of the deck.

WARNING

Make sure the scooter was turned off before folding.

Handlebar features

1. Display
2. Accelerator throttle
3. Power button/Gear change
4. Light button
5. Left turning signal
6. Right turning signal

Display

The display screen, located on the handlebar, shows you the speed, the battery charge, whether the front and rear lights are on, and any failure displays.

1. ON/OFF BUTTON

Press one time to change the speed mode.

- Pedestrian mode: the rear light will flash and the maximum speed is 6km/h.
- Middle speed mode: a green “S” will appear on the display and the maximum speed is 15km/h.
- High speed mode: a red “S” will appear on the display and the maximum speed is 25km/h.

Press two times to switch between Single Mileage (TRIP) and Total Mileage (ODO).

Press three times to change the speed unit (km/h or mph).

IMPORTANT: You must reset your scooter to pedestrian mode before you power off your scooter to ensure that the scooter remains in this mode on restart. Failure to adjust the mode before powering down, will result in the scooter starting in a more advanced speed mode.

2. TURN SIGNALS

Left arrow button - Press one time to turn on the left turning signal light and it will be flashed continuously. Press one more time to turn it off.
Right arrow button - Press one time to turn on the right turning signal light and it will be flashed continuously. Press one more time to turn it off.

3. LIGHT BUTTON

Press one time to turn on/off the front and rear light.

Cruise Control Function: If you want to activate the function, press the light button two times. You will hear two beeps sound and the cruise control symbol on the display will flash continuously.

If you want to deactivate the function, press the light button two times. You will hear one beep sound and the light of cruise control symbol will be off.

When you activated the cruise control function and the scooter is in the middle/high speed mode, press the accelerator right thumb and keep the same speed for 5 seconds. You will hear two beeps sound and the cruise control symbol will light up, that means the cruise control mode was automatically entered. If you want to leave the cruise control mode, press the brake lever or accelerator right thumb. You will hear one beep sound and the cruise control symbol will flash continuously.

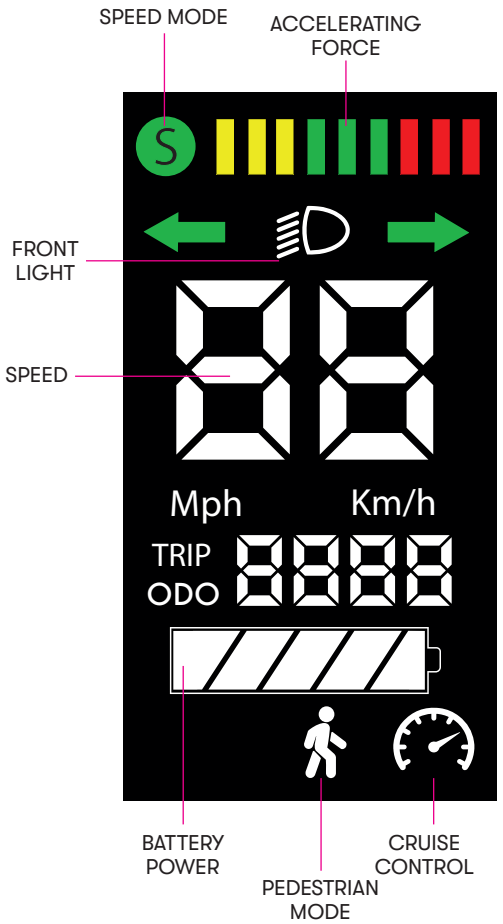
Remark: You cannot enter the cruise control mode when the scooter is in pedestrian mode.

When the scooter is in middle/high speed mode, the accelerating force will be indicated on the display:

Red colour - the scooter speed is accelerating.

Green colour - the scooter is cruising without accelerating or decelerating.

Yellow colour - the scooter speed is decelerating.



BATTERY INFO & LOW BATTERY

Charging

- Charge the scooter fully after every ride. This will prolong the battery life.
- When charging, wait for the charger light to turn green. The charging process will then be completed and all the cells will have been balanced by the battery management system.
- If not used, power on the scooter once at least once a month to check the charge level. Ideally, the charge level should be between 70% and 90%

Storage

- The best storage temperature needs to be between 10°C–25°C
- For long term storage (such as the winter season), the ideal battery level is approximately 70%. This is based on the fact that at 70% charge level, the energy inside the battery cells is the most stable.

NOTICE

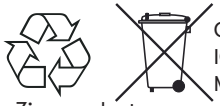
When there is only one battery bar remaining, it is advisable to stop using the scooter if possible and to recharge it in order to prolong the lifespan of the battery, a deep discharge will decrease the lifespan of the battery.

Battery Warning

Failure to follow the Safety Precautions listed as below could lead to serious bodily injury and death. Seek immediate medical attention if you are exposed to any substance that is emitted from the battery.

- Do not disassemble or modify the battery. The battery contains safety and protection devices, which, if damaged, may cause the battery to generate heat, explode or ignite.
- Do not use your scooter if the battery begins to emit odour, overheats, smokes, changes colour/ shape, or appears abnormal in any other way.
- Do not touch any leaking materials, or breathe fumes emitted.
- Do not allow children and animals to touch the battery.
- The battery contains dangerous substances, do not open the battery, or insert anything into the battery.
- Do not connect the positive terminal and negative terminal of the battery to each other with any metal object (such as wire).
- Do not attempt to charge the scooter if the battery has discharged or emitted any substances. In that case, the battery should be abandoned for safety.
- Please follow all local, state and federal laws in regards to recycling, handling and disposing of Lithium batteries.
- Do not carry or store battery together with necklaces, hairpins or other metal objects.
- Do not pierce the battery with nails, strike the battery with a hammer, step on the battery or otherwise subject it to strong impacts or shocks.
- Do not expose battery to water, or allow the battery to get wet.
- Do not place the battery in an environment where the ambient temperature is higher than 50°C or lower than -20°C (e.g. do not leave the scooter or the battery pack in a car under direct sunlight for an extended time). Do not throw the battery pack into fire as it may lead to battery failure, battery overheating, and even another fire. If the scooter is expected to be left idle for more than 30 days, please fully charge the battery and place it in a dry and cool place. Keep in mind to recharge it every 30 days to protect the battery from potential damage which is beyond limited warranty.

Do not store the battery in temperatures above 50° C or below -20° C.



CONTAINS SEALED LITHIUM-ION BATTERIES. BATTERIES MUST BE RECYCLED. Your Zinc product uses sealed lithium-ion batteries which must be recycled or disposed of in an environmentally sound manner. Do not dispose of a lithium-ion battery in a fire. The battery may explode or leak. Do not dispose of a lithium-ion battery in your regular household trash. The incineration, land filling or mixing of sealed lithium-ion batteries with household trash is prohibited by law in most areas. Return exhausted batteries to a local, approved battery recycler or a local seller of automotives.

SAFE RIDING INSTRUCTIONS & WARNINGS

WARNING

Velocity 2.0 Scooter is designed to be used and operated by riders over the age of 14 years. Should the rider have any disabilities or impairments (visual, hearing, language, seizure, etc.), please consult your physician before any ride or purchase of an electric scooter.

You are responsible to perform due diligence, understand and follow all laws, rules and regulations, for the safe and lawful operation of your electric scooter, in the locations in which you choose to operate it. If not used properly or lawfully, electric scooters can lead to injury or death. By purchasing a Zinc scooter, you assume the responsibility for its safe and lawful operation as well as the risks for any failure to safely and lawfully operate it. Any fines due to illegal or unauthorized use, including but not limited to any failures to wear protective equipment, are your responsibility. Should you have any questions or concerns, feel free to contact us at customerservices@zinchq.com

Avoid obstacles such as curbs or steps. It is recommended to avoid obstacle jumps. It is important to anticipate and adapt your trajectory and speed to those of a pedestrian before crossing these obstacles. It is also recommended to get out of the vehicle when these obstacles become dangerous due to their shape, height or slippage.

Please read the entire manual carefully before use. If uncertain about any section, contact us directly or visit our website to find more information. We always recommend starting slow and getting used to the scooter before riding at faster speeds and for longer distances.

As with any mechanical component, a vehicle 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 component has been exceeded, it may break suddenly, therefore risking causing injuries to the user. Cracks, scratches and discolouration in the areas subject to high stresses indicate that the component has exceeded its service life and should be replaced.

The A-weighted emission sound pressure level at workstations, where this exceeds 70 dB(A).

WARNING

- ALWAYS wear comfortable clothes and flat, closed toe shoes when riding.
- ALWAYS inspect your scooter before riding. Do not ride if you notice any damage to your scooter.
- ALWAYS make sure the safety button of the folding mechanism is clipped into the stem and that stem is fully secured before beginning your ride.
- ALWAYS keep both hands on the handlebar when riding. ALWAYS ride safely and at an appropriate speed to avoid falls and collisions.
- ALWAYS avoid contact with moving parts of the scooter, such as the motor and wheels.
- NEVER ride under the influence of any drugs, alcohol or substance that could limit or affect judgement, control or rider safety. You must always ride with a fully conscious and sober mind to ensure a safe ride.
- NEVER exceed the maximum capacity weight of the scooter. NEVER ride on sidewalks, motorways or highways.
- NEVER ride with more than one rider.
- NEVER ride on stairs, jump the scooter, or operate it at high speeds over bumps for risk of loss of control.
- NEVER race or perform stunts with the scooter.
- Never ride your scooter near motor vehicles or on public roads. It's the user's responsibility to ensure that their electric scooter is used in accordance with all local and country laws.
- Never ride the scooter in dark or poorly lit areas.
- Never ride the scooter when you are restless or sleepy.
- Never ride the scooter while talking, texting, or looking at your phone.
- Never ride indoors or on surfaces that could become damaged such as carpet or glossy flooring.
- Never ride the scooter in wet or icy weather and never immerse the scooter in water, as the electrical and drive components could be damaged by water or create other possibly unsafe conditions.
- Do not make any modifications that are not noted in the manufacturer's instructions.
- The scooter can be used on paved private land that is flat and even. Never drive in or near puddles of water, mud, sand, stones, gravel, debris or near rough and rugged terrain. If you encounter uneven pavement, please lift your scooter over and past the obstruction.
- At higher speeds, always take into consideration your stopping distance is increased.
- Riding the scooter is not advisable for persons with heart disease, pregnant women, people with illness, disabilities or who have recently had an operation. There is always a risk of injury and riders should carefully assess their own health and physical condition. If they are in any doubt as to their fitness to ride the scooter, they should consult with their GP beforehand.
- Must be used with caution since skill is required to avoid falls or collisions causing injury to the user or third parties.
- Any load attached to the handlebar will affect the stability of the scooter.
- Accessories and additional items which are not approved by the manufacturer shall not be used.
- Keep plastic covering away from children to avoid suffocation.

NOTICE

Avoid overcrowded areas.
In any case, anticipate your trajectory and your speed while respecting the code of the road, the code of the sidewalk and the most vulnerable.
Notify your presence when approaching a pedestrian or cyclist when you are not seen or heard.
Cross the protected passages while walking.
In all cases, take care of yourself and others.
Do not divert the use of the vehicle.
This scooter is not intended for acrobatic use.
Caution, the brake may become hot in use. Do not touch after use.
Regularly check the tightening of the various bolted elements, in particular the wheel axles, the folding system, the steering system and the brake shaft.
Eliminate any sharp edges caused by use.
Do not modify or transform the scooter, including the steering tube and sleeve, stem, folding mechanism and rear brake.
The self-tightening nuts as well as the other self-tightening fastenings may lose their efficiency and that they may need to be retightened (the average value is 17.17N/m).

Operating in Wet Conditions

WARNING

In rain, snow, ice, or other wet conditions, braking distances increase and the risk of loss of control increases. Riding in these conditions, and/or failing to take into account increased braking distances, can cause loss of control, serious injury, or death.

Riding your scooter in heavy rain or wet condition may introduce moisture in the main compartment which could damage the scooter's electronics.

WARNING

Maximum and minimum rider weight: 50~100kg

Maximum rider height: 213cm

Maximum speed: 25 km/h

Maximum continuous rated power of the electric motor: 500W

Disposal: Handle according to local regulations.

Protective Gear

WARNING

We strongly recommend wearing protective equipment any time the scooter is in use. In addition to always wearing a helmet, it is recommended that you also other protective gear, including but not limited to, knee and elbow pads, and protective armour.

Operating in Cold Conditions

WARNING

Operating in cold conditions could cause condensation and moisture to accumulate in the main compartment which could damage the scooter's electronics.

Avoid Exposure to Water and Humidity

NOTICE

You must avoid exposing your scooter to water and humidity. Zinc scooters are not waterproof and are not designed for extreme or prolonged exposure to water or humidity. Operating your scooter in rain, wet, or other extreme (ice, snow, etc.) conditions can cause component or performance failure, in addition to loss of control, serious injury, or death. Please note that any damage to the scooter due to water exposure is not covered by warranty.

MAINTENANCE

WARNING Incorrect assembly, maintenance, or use of your Zinc scooter can cause component or performance failure, loss of control, serious injury, or death.

Getting started

Regular maintenance is important and it will influence the safety of this scooter. Replace worn or broken parts immediately.

We recommend doing maintenance to your scooter every 6 months to make sure all of the components are working properly. Below you can find the steps to perform a basic maintenance of your Zinc Velocity 2.0 scooter. However, if you need additional information or help, please contact our support team.

A tune up consists of the following steps:

- Tire pressure check
- Bearing lubrication
- Suspension lubrication
- Brake adjustment
- Screw tightening

You will need a few things to get these done, all of them can be purchased at a local hardware store. If you have difficulty locating these items, contact our support team for help:

- Electric tire pump/inflater
- Jig-a-loo lubricant (or any other lithium grease in spray format)
- Brake pads
- Blue Loctite
- Basic toolkit

These are low cost items that, if used regularly, can make your scooter last dramatically longer. In other words, they're an investment definitely worth making.

Tire pressure (Tire valve connector included)

Let's get started with a tire pressure check, which will allow you to see the tire pressure of your tires. The ideal tire pressure for the Zinc Velocity 2.0 is 36PSI. It is important to keep your tires at the ideal pressure for a better riding experience and to avoid getting a flat tire.

To get started place your scooter on a bench, chair, or box, making sure that the tires are easy to access. Start with the front tire -locate the air valve and remove the safety cap.

Attach the air hose and flip the latch to tighten it. You should be able to power on your electric pump and get a read of the current tire pressure.

If it's below 36PSI, start to inflate until the dial reads exactly 36.

If the pressure is higher than 36PSI, deflate the tire by pressing down on the air valve mechanism. To do so, find a small object such as a pen or key, and insert it into the air valve. You will hear the air escape. Do so until the tire feels flat, then reattach the electric pump and inflate until at 36PSI. When the tire is properly inflated, put the cap back on the air valve.

Repeat the process with the rear tire.

Bearing lubrication

We recommend purchasing lithium-based spray lubricants.

The next maintenance step is to lubricate the bearings. Your bearings are the connection between the rotating wheels of your scooter and the non-rotating frame that holds them stable. As you use your scooter, the friction can cause

the bearing to get worn out. We prevent this from happening by lubricating them regularly.

Start by cleaning/wiping the bearings using with a clean and wet towel, you can spin the wheel at the same time which might make it easier for you to clean. After your bearings are clean, it's really important for you to add lubricant to the bearings, if you don't they will get worn very rapidly.

Spray the lubricant generously. Spray directly at the bearings and in the general bearing direction, since they are sealed for better protection. Spin your wheel at the same time to make sure the lubricant is dispersed effectively.

Suspension lubrication

We recommend purchasing lithium-based spray lubricants.

The suspension must only be lubricated if it is making noise. The constant movement of the suspension causes friction and may result in noises or squeaking sounds.

Ensure the suspension is clean before lubricating. Spray the lubricant inside the spring and on the travel shaft of the spring located inside the coil. Then spray on the top and bottom pivot points of the suspension.

A good way to distribute the lubricant inside of the suspension spring is to jump lightly on the scooter following the application of lubricant. The up-down movement will create friction and will help distribute the lubricant throughout the suspension system.

Drum Brake Adjustment

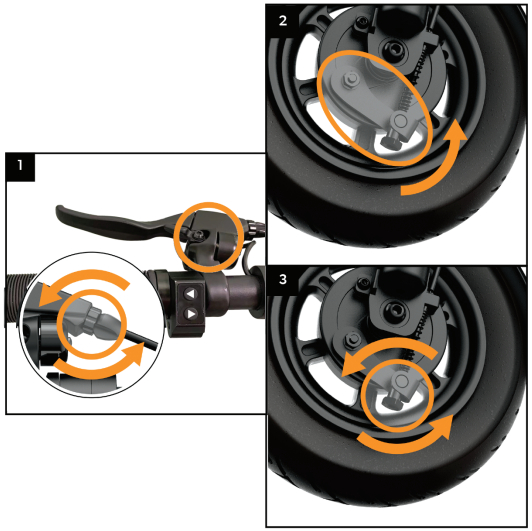
Note: this section describes a basic adjustment to your front drum brake.

1. Your brakes are an important component of your scooter. If you feel your brakes are not performing as well as they should, you might want to tighten your brakes.

   The first point of control of your brakes is your brake handle. Locate the adjustment screw at the connection of the brake line to the brake handle. Turn it counter-clockwise to tighten your brake. Turning it clockwise will loosen your brake. If you have reached the maximum position of the adjustment screw and the brakes are not comfortably tight, proceed to the next step.

2. Find the brake lever located on the right hand side of the wheel and lift it up. Then gently pull the line down to release the tension on the brake line. If the brake is too loose then you can tighten the nob.

3. Release the line and the lever to check the brake on the handlebars. If you find your brakes are too tight now, then you can reverse the process and loosen the brakes a little bit.



Screw Tightening

Your scooter motor creates vibrations when you ride it, which may cause the screws on your scooter to loosen over time. We recommend checking your screws every few months to make sure they remain tight. You can use a medium strength thread-locker adhesive to further improve their stability.

Folding Mechanism Adjustment

1. Use a 3mm allen wrench to loosen the 2 grub screws on either side by turning counter clockwise.
2. Loosen both grub screws until they stick out from either side of the folding mechanism.
3. Pull it down on the folding mechanism until you can see the adjustment screw.
4. Using a 6mm allen wrench, tighten or loosen the screw to the appropriate setting.
5. Using the 3mm allen wrench, re-tighten the 2 grub screws.

Scooter Specification	
Net weight:	18.2kg
Maximum user weight:	100kg
Max. scooter speed:	15.5mph / 25kph
Range:	27.9miles / 45km
Battery:	Lithium-ion, 36V 15Ah
Charger output:	DC 42V 2A
Charger input:	AC 100-240V / 50-60Hz
Product size (folded):	120 x 67.5 x 57cm
Product size (unfolded):	120 x 67.5 x 120cm
Tyres:	10inch air tyres

How to Clean Your E-Scooter

Wipe with a damp cloth to remove dirt and dust. Do not use industrial cleaners as they may damage the surfaces. Do not use alcohol, alcohol-based or ammonia-based cleaners as they may damage or dissolve some components or soften the decals or the grip surface adhesive.
It's essential that when you're cleaning your E-Scooter, you cover and protect the charging ports. You should never charge your battery while you are cleaning your E-Scooter. It is safe to charge before or after you clean, but never during, so make sure you unplug it until you are finished and keep that port covered.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
Scooter will not run.	Battery is not charged.	Charge the battery for at least 5 hours for the first charge, and at least 5 hours for subsequent charges.
	Charger is not working.	Make sure power flow to the wall outlet is on.
Scooter run time is short.	Battery requires charging.	Charge the battery for at least 5 hours for the first charge, and at least 5 hours for subsequent charges.
		Make sure charger plug is connected to 100-240V power supply.
	Battery will not fully charge.	Make sure power flow to the wall outlet is on.
		Battery may need to be replaced. Even with proper care, rechargeable batteries do not last forever. The average rechargeable battery life is 1 to 2 years depending on scooter conditions and use. Replace only with Hy-Pro replacement batteries.
Scooter runs sluggishly.	Scooter is overloaded.	Make sure the scooter is not overloaded. This product is designed to sustain a maximum of 100kg. An excessive overload triggers off automatic protection and makes the scooter refuse to start. Do not ride uphill a steep slope or use the scooter to tow any cargo. Do not overload the scooter, which may cause the battery and the electronics to age prematurely and damage the power system.
	Unsuitable riding conditions.	Only ride on solid, even clean and dry surfaces such as pavement and flat ground.
Sometimes the scooter doesn't run	Loose wires or connection.	Check all wire around the motors and all connectors to make sure they are tight.
	Battery requires charging.	Charge the battery for at least 5 hours if only one light of battery power is on.
	Motor or electrical switch damage.	Contact ZINC customerservices@zinchq.com for diagnosis and repair options.
The scooter motor cuts out after the scooter has been ridden up steep gradients or in situations where the maximum load has been exceeded on the scooter.	Battery Management System (BMS)	The battery incorporates a management system that will automatically cut out the power. If these situations occur, the scooter will automatically reset and run as normal. Please do not run the scooter under these conditions as the BMS will continue to cut the power as the battery and motor are being overloaded.

Error Codes

Your scooter comes with a built-in communication system that allows for quicker diagnosis of common issues. Please consult the table overleaf for a classification of codes.

Error Code	Problem	Solution
F1	Brake Fault	Make sure the connection between the brake lever and display is tight.
E2	Accelerator Fault	Make sure the connection between the accelerator and display is tight.
E3	Loose wires or connection	Make sure the connection between the digital display and controller is tight.
E4	Short circuit	Contact ZINC customer service for diagnosis and repair options.
E5	Under voltage	Check the battery voltage, and re-charge.
E6	Over voltage	Check the battery voltage and replace the lithium battery.
E7	Hall failure	Check the Hall terminal to make sure it is tight.
E8	Phase failure	Check all wire and connectors to make sure they are tight.
E9	Problem of Controller	Contact ZINC customer service for diagnosis and repair options.

Maintenance Table

	5km/Every ride	50km	500km	1000km
Tires	Check tire pressure	X	X	Change tire
Brakes	Ensure that the brakes are functional	Ensure that brakes are properly adjusted	Lubricate brake cables Change brake pads	X
Lights	Ensure that all lights work properly	X	X	X
Suspension	X	Ensure that the front suspension is properly tightened	Grease the suspension pin	Perform a full inspection of the suspension. Change the suspension at the slightest sign of wear
Locking mechanism	Ensure that the locking mechanism is tight. Check for sign of wear	Re-tension the locking mechanism	X	X
Handlebar components	Ensure that all the handlebar components are properly tighten	X	X	X
Direction/bearings	Ensure no looseness in the steering system	Ensure that the main direction nut and top nut are not getting loose (First 50km)	Ensure that the main direction nut and top nut are not getting loose	X
Under deck screws	X	X	Ensure that the under-deck screws are properly tightened	X
Wheel nut	X	Ensure that the wheel nut are properly tightened	X	X
Motor bolt	X	X	Ensure that the motor bolts are properly tightened	X
Headset screws	X	Ensure that the headset is properly fastened	X	X
Lower stem locking screws	X	X	Ensure that the lower stem locking screws are properly torqued	X
Fender screws	X	X	Ensure that the fender screws are not coming loose	X

⚠ WARNING

Failure to follow the maintenance table may result in serious injuries or death.

ZINC SPORTS ELECTRIC SCOOTER WARRANTY POLICY

Thank you for purchasing a Zinc electric scooter and we hope you enjoy using it. Please ensure that

you read the following warranty. In order for your warranty to be valid you must satisfy the following conditions.

All products must be registered at www.zincsports.com within 30 days of receiving the product for the warranty to be valid.

Proof of purchase is also required for your warranty to be valid.

You must be the original purchaser who bought the product from an authorised dealer, your warranty cannot be transferred.

You must report any defects to Zinc Sports within 30 days of discovery of said defect else the warranty will not be valid.

The warranty will not be valid where the user is outside the recommended age group and maximum user weight. (only where specified)

Failure to follow the conditions highlighted above means that your warranty will be void. We recommend that you save your original sales receipt. Assuming that you have followed the conditions highlighted above, your product will have a 12-month limited warranty from defects in the materials used to manufacture, and/or workmanship at the time of manufacture outside areas covered here.

Component:	Time Frame:
Battery	3 months
Controller	3 months
Charger	6 months
Motor	6 months
Frame	12 months
Vehicle body outside areas stipulated in the warranty	6 months

All scooters have an IP rating of IPX4. The warranty will be void if the scooter has any water ingress or damage as a result of water ingress. The warranty may be void if the scooter has been used in the rain, through deep puddles, jet washing and submersion. No warranty is provided for corrosion damages as a result of contact with water/humidity conditions. All electric scooters include Liquid

Contact Indicators on the battery pack. The Liquid Contact Indicators show if the device has come into contact with water or a liquid containing water, the Liquid Contact Indicators turn red when they come into contact with water or a liquid containing water. The warranty is void if the Liquid Contact Indicators are red.

Under no circumstance will Zinc Sports be obliged to provide compensation for bodily injuries, death, property damages, losses, hindrance of profits, prevention of use or any other damage that will be caused directly or indirectly as a result of usage of this device. Zinc Sports advice that you contact your insurance company to determine whether coverage is provided for the use of this scooter, or to take out a new policy.

For the full warranty policy please visit our website at www.zincsports.com

Product Code:
ZC08277 ZINC VELOCITY 2.0 FOLDING ELECTRIC SCOOTER

SPARE PARTS:

Due to general wear and tear, occasionally you may need to purchase spare parts to keep your scooter in peak condition.

It is important to use the correct spare parts for your particular model i.e. ZINC VELOCITY 2.0 FOLDING ELECTRIC SCOOTER, and that you purchase them directly from us.

Visit our website WWW.ZINCSPORTS.COM and go to 'Spare Parts'.

If you have any problem selecting the parts you require, contact Zinc Customer Services on +44 (0) 800 731 0006.

WARNING! - ONLY USE GENUINE ZINC REPLACEMENT PARTS. The scooter has been built to certain

Zinc design specifications. The original equipment supplied at the time of sale was selected on the basis of its compatibility with the frame, fork and all other parts. Certain after-market products may or may not be compatible and will invalidate the warranty if used.

FAILURE TO FOLLOW THESE INSTRUCTIONS MAY DAMAGE YOUR PRODUCT AND VOID WARRANTY.

We hope you enjoy your Zinc Velocity 2.0 Scooter as much as we loved developing it!

If you want to stay connected with us and learn all about our future innovations, you can follow us on social media.

@zincsports

zincsports.com

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Hy-Pro International
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Hy-Pro Europe
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67 Mody Road, Kowloon,
Hong Kong

need help?

Visit our website for replacement parts and product support WWW.ZINCSPORTS.COM
Contact us at customerservices@zinchq.com or call our customer service line on +44(0) 800 731 0006