

CONTACT AND CUSTOMER SERVICES

Do you have a question about your Oxboard?
Please contact our Customer Services.

Oxboard by post

OXBOARD B.V.
Langendijk 21
5652 AX EINDHOVEN

Oxboard by telephone

You can reach us on workdays between
09.00 and 17.00 at the following number:
+3140 7505678

Oxboard by e-mail

You can complete the online contact form on our
website www.oxboard.nl. You can of course also send
an e-mail to info@oxboard.nl. Please send any questions
regarding the warranty by e-mail to service@oxboard.nl.

OXBOARD INSTRUCTIONS



OXBOARD: it's fun, easy and electric!

Congratulations! You are the new owner of an Oxboard. A practical and pleasant means of transport that will bring you a great deal of pleasure. You are now a member of the Oxboard community. Be sure to share your Oxboard with friends and family; lots of fun guaranteed!

We say this with good reason: It's fun, easy and electric. Oxboard moves... YOU.

Warning

We of course assume that you will handle your Oxboard in a safe and responsible manner. The use of an Oxboard is not entirely without risk. Certainly if you do not use your Oxboard responsibly. You need to learn how to use an Oxboard just like you learned how to ride a bicycle.

The use of an Oxboard is entirely at your own risk. **You should therefore read these instructions carefully** so that you will be able to use the Oxboard safely.

Oxboard B.V. cannot be held responsible for any physical injury and wounds to you or others.. You should therefore protect yourself well by wearing a helmet and knee and elbow pads. The protection will absorb a large part of the impact should you fall.

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INSTRUCTIONS

1. OXBOARD PRODUCT DESCRIPTION

1.1 Oxboard description

The Oxboard is a personal transporter. It is a board with two wheels, one on each side. Oxboard has two built-in motors fed by a battery pack. You can go forwards or backwards with the Oxboard but also take left or right-hand bends. The compact design also ensures that you can use the Oxboard both inside and outside.

The Oxboard is a clever device that reacts to how your weight is distributed. The trick is in particular to relax when standing on the Oxboard; the Oxboard will then ensure the best balance. The Oxboard will react directly if you distribute your weight “unevenly”; lean forward and you will move forwards, lean to the left and the Oxboard veers to the left, etc.

1.2 Oxboard components



- 1 Crash bumpers
- 2 Rubber mat with sensors below that sense how you are leaning on the Oxboard
- 3 Battery indicators
- 4 Motor, wheels and tyres
- 5 LED lights (x 2)
- 6 On button
- 7 Connector for charger

2. HOW DOES YOUR OXBOARD WORK?

2.1 Getting started with your oxboard

Take your Oxboard out of the box and place it on flat ground.

2.2 Activate the Oxboard and the battery indicator.

If you look at the lights on the front of the Oxboard, you will find the switch for the Oxboard on the rear right-hand side. By pressing this chrome-coloured button for at least two seconds, the Oxboard will be activated and the battery indicator will light up (to be found on the upper side, slightly to the right of the centre). It is important to check whether the Oxboard is sufficiently charged before use (see also 7.1) otherwise you will not be able to get the same amount of use from your Oxboard. It is also important to see whether it is clean and there is nothing between the wheels.

2.3 How to step on and off your Oxboard safely

First place your Oxboard on a flat surface before stepping on. Place your best foot carefully onto the Oxboard and be sure to place all your weight onto

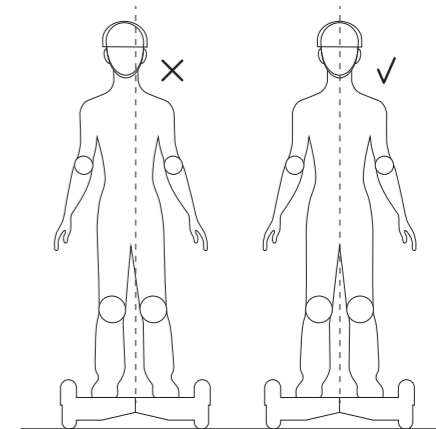
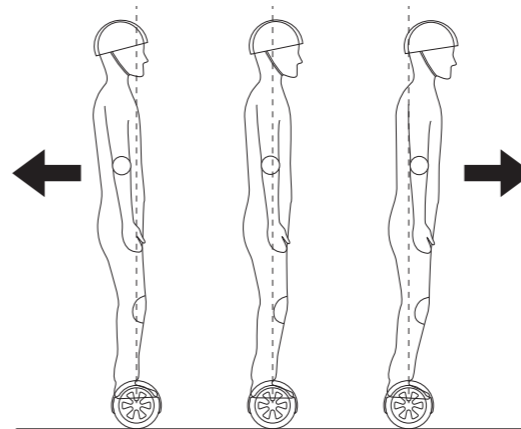
the other foot. Then quickly place your other foot onto the Oxboard. Distribute your weight over both feet as you do so. Place your feet against the side of the wheel guard with your toes over the edge of the board so that these are freely hanging over as it were. Stand up straight and relaxed.

This is how to stand safely on the Oxboard. It takes an average of five minutes before you can really stand properly on your Oxboard. So spend some time on this otherwise it could go wrong. Get some support to start with.

You remain still (in balance) by distributing your weight equally over your body. If you do not do so, the Oxboard will react where most weight is placed. If you lean forwards or backwards, you will move forwards or backwards. If you lean to the left or the right, you will turn to the left or the right.

Step off the Oxboard by placing your best foot to the rear. Be sure to place your weight onto this foot when stepping off. Step off with the other foot in a fluid motion. This will prevent the Oxboard from

riding off while you still have one foot on it. **Always step off the Oxboard backwards. If you step off forwards, the Oxboard will move off and you may fall.**



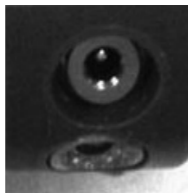
2. HOW DOES YOUR OXBOARD WORK?

2.4 Deactivating (switching off) the Oxboard

The Oxboard will switch off automatically if it has not been used for 10 minutes. You can also do this yourself with the remote control; press the button with the “closed lock” icon and the Oxboard will switch off (battery indicator goes out).

2.5 How do you charge the Oxboard?

Just take the adapter supplied and insert the adapter plug into the mains (the adapter light will turn green). You will find a cable with a connector on the other side of the adapter. This connector consists (on the end) of a black plastic plug with three holes. You will see a small notch on the outside of this plug. The contact on your Oxboard (below the switch) consists of a chrome-coloured circle with three pins and a small ledge. Now insert the connector into the contact while the notch slides over the ledge. The battery indicator will start flickering and the adapter light is now red; charging has started.



connector on adapter contact on Oxboard with notch and ledge

The charging time will be ca. 2.5 hrs if your Oxboard is (almost) empty.

Tip: do not charge the Oxboard for longer than is necessary. The quality of the battery will deteriorate and the battery will drain faster if you do so.

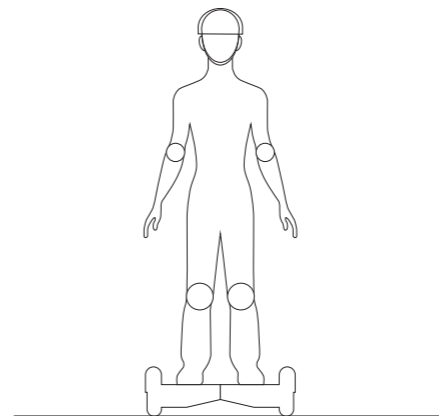
The Oxboard is fully charged and ready for use if the adapter light and the battery indicator turn GREEN.

The battery indicator will turn YELLOW after some use; the battery is then charged 50% or less.

As soon as the battery indicator turns RED, the battery is charged 20% or less. Stop riding and charge the Oxboard again. **You run the risk of the Oxboard stopping suddenly and you may fall if you use the Oxboard when the battery indicator is on red.**

2.6 Safety advice

We advise you to use protective equipment when riding the Oxboard. You should at least wear a helmet and elbow and knee pads. If you fall, this protective equipment will absorb a great deal of the impact thus preventing serious physical injury.



3. OPERATING THE OXBOARD AND SPECIAL FUNCTIONS

3.1 Remote control

The Oxboard is supplied with a remote control. Please keep this in a safe place even if you do not use it every day. The remote control will react up to a maximum distance of five metres whereby you can switch off, (un)lock or balance your Oxboard (see 2.4). Note: The first generations Oxboard had different remote with 2 buttons (lock/unlock)



3.1.1 Power

You can turn the power off by pressing Button 1 on the remote. A sound (short beep) will confirm its off. The battery indication light will go out. You can switch Oxboard on using button 1+2. After 1 hour the Oxboard will switch of automatically so you can only switch on using the power button on the remote.

3.1.2 Switch sensitivity mode

There are two settings to control the maximum power/speed of an Oxboard. A low sensitive learning mode vs. high sensitive experienced mode. Turn on the Oxboard by pushing the power button (you'll hear a long beep). Push button 4 until the short beep. Push power button to switch Oxboard off.

Speed warning: Over 10 Km/h the Oxboard will start bleeping.

Without a remote the steps are:

Turn on the Oxboard by pushing the power button (you'll hear a long beep); push power button for second time within 2 seconds. A short beep will confirm the adjustment. Push power button to switch the Oxboard off.

3.1.3 Calibrating the balance of the Oxboard

The Oxboard may feel unbalanced after some time or following harsh treatment: the Oxboard then feels as though it is shaking or waddling when riding. This can be solved by balancing the Oxboard.

This is done as follows:

1. Push power button on the Oxboard to switch on.
2. Level the Oxboard (foot pads parallel and horizontal to the ground).
3. Press and Hold button 1 + 2 together. Hold until next beep (2-3 secs). After the beep release the button. Front and backlights start flashing and the current profile is loaded successfully.
4. Push power button on the Oxboard to save and to switch the Oxboard off.

Without a remote the steps are:

Level the Oxboard (foot pads parallel and horizontal to the ground). Press and hold power button. First you'll hear an activation sound. Hold until next beep (2-3 secs). After the beep release the button. Front and backlights start flashing and the current profile is loaded successfully. Push power button to save and to switch the Oxboard off (short beep will confirm it's off).

4. OXBOARD PRECAUTIONS/ADVICE

This section contains some precautions. It is important that you observe this advice in order to ensure that your experiences with the Oxboard are always positive and enjoyable. Failing to observe these measures may result in injuries and serious, possibly fatal wounds. Oxboard shall under no circumstances be responsible for any damage caused by any person to himself or others.

Advice:

- Ensure that you wear at least a helmet and elbow and knee pads when using the Oxboard.
 - Children should weigh at least 20 kilograms and always be under the supervision of at least one adult.
 - Anyone with a heart condition or high blood pressure or who faints regularly is advised not to use the Oxboard.
 - Pregnant women and disabled persons may not use the Oxboard.
 - You may not use the Oxboard if you have consumed alcohol or taken drugs.
 - Respect local traffic rules.
 - Only one person may ride on the Oxboard.
- Ensure that any baggage and the weight of the person on the Oxboard do not exceed 120 kilograms. You are advised not to take any baggage with you when using the Oxboard. You are more likely to lose control.
 - Always ride in a responsible manner so as not to endanger yourself and others.
 - Remember when riding underneath something on the Oxboard that you are about 10 centimetres taller than normal.
 - Ensure that you are not distracted when using the Oxboard in order to prevent accidents. Think for example of using your mobile phone or listening to music.
 - Avoid slippery ground such as ice, snow and wet ground. The Oxboard may slip.
 - Avoid roads with branches, loose stones and other objects. Be cautious when riding on an irregular surface.

Disclaimer:

The Oxboard is not (yet) approved for use on public roads in the Netherlands. You are also not insured for any injuries and damage that you may cause to others. Oxboard cannot be held responsible for this.

5. WEIGHT AND SPEED LIMITS

5.1 Minimum and maximum weights

Your Oxboard reacts mainly to weight.

This is why no minimum or maximum weight is advised so you can enjoy your Oxboard to the full.

Minimum weight: 20 kilograms

Maximum weight: 120 kilograms

5.2 Maximum speed in kilometers per hour

A maximum speed is advised in order to prevent accidents.

The maximum speed for beginners and on the pavement: 6 kilometers an hour
Maximum speed elsewhere: 15 kilometers per hour (limited)

6. POSSIBLE HINDRANCE TO USE AND ENVIRONMENTAL LIMITATIONS

There are some factors that could reduce the range of 15-20 km. These are the following factors:

- **Ground:**
Riding on a flat smooth surface will ensure that you can cover long distances. Travelling uphill or on a rough or uneven surface will mean that your Oxboard needs to work harder in order to transport you. This will drain the battery faster.
- **Weight:**
The rider's weight will also affect the distance. If you are a light rider, your Oxboard will work less hard to transport you thus increasing the range and the battery will drain slower.
- **Temperature:**
Ensure that it is not below -15 degrees Celsius or hotter than 50 degrees Celsius when you use the Oxboard.
- **Charging the battery:**
Make sure that you do not leave the Oxboard on charge for too long. This may reduce the battery's capacity. The consequence of this will among other things be that you are no longer able to cover long distances and that you will only be able to enjoy your Oxboard over shorter distances.
- **Speeds and riding style:**
Constantly maintaining an average speed and not stopping abruptly behind one another will mean being able to cover longer distances.

7. BATTERY INFORMATION AND SPECIFICATIONS

7.1 Too low battery capacity

If the battery indicator is red, this means that the battery is nearly empty. In this case, you should stop riding the Oxboard and place it on charge. You run the risk of the Oxboard stopping suddenly and you may end up falling if you continue to ride. You may also damage the battery meaning that the battery no longer works optimally.

7.2 Special situations

Phone Customer Services if you notice:

- a strange smell coming from the battery;
- that the battery is very hot while you are on the Oxboard;
- that something appears to be leaking from the battery and/or your Oxboard.

Do not attempt to solve the problem yourself as you may end up damaging the battery and your Oxboard.

Component	Parameter
Type of battery	Lithium-ion
Charging time	2 to 3 hours
Voltage	36 V
Capacity	2-4 Ah
Operational temperature	-15 to 50 C°
Charging temperature	0 to 40 C°
Storage period (at 20 to 25 C°)	Maximum 12 months
Air humidity in the storage room	5% up to a max. of 95%

8. HOW TO MAINTAIN AND STORE YOUR OXBOARD

It is important that you service your Oxboard regularly and store it properly. This will enable you to get the maximum enjoyment from your Oxboard.

8.1 Maintenance tasks

- Be sure to remove the Oxboard from the charger in good time and switch it off.
- Check that there is no damage to your Oxboard and that the wheels are still in good condition and that there is enough tread on the tyres.
- Take a moist cloth. Apply a little bit of soap and clean your Oxboard. Make sure that no water comes in contact with the On button, the charging port, under the rubber mats or in the wheels.

8.2 Storage tips

- Be sure to store your Oxboard in a dry place so that no fluids can enter it.
- Ensure that your Oxboard is fully charged. When storing it for longer than three months, charge the battery every three months in order to keep the battery in good condition.
- Your Oxboard may not be kept in an environment that is too cold or too warm.
- Ensure that no dust gets into your Oxboard by keeping it in the original box or by sealing it with foil.
- Store your Oxboard indoors in a dry room at a moderate temperature.

9. OXBOARD SPECIFICATIONS AND A LIST OF PRODUCTS DELIVERED

9.1 Oxboard specifications

Net weight	11 kilograms
Load	20 to 120 kilogram including any baggage
Maximum speed	15 kilometers an hour
Maximum distance	15 to 20 kilometers
Maximum angle	15 degrees
Turning circle	360 degrees
Battery	Lithium-ion
Power supply	AC 100-240 V/50-60 Hz
Dimensions	584 x 186 x 178 millimetres
Distance from Oxboard to the ground	30 millimetres
Platform height	110 millimetres
Tyres	Hollow tyres
Battery voltage	36 V
Battery capacity	2-4 Ah

9.2 Products delivered

Oxboard	x 1
Charger	x 1
Remote control	x 1
Instructions	x 1

10. WARRANTY AND REGISTRATION

11.1 Warranty conditions

Your invoice is your warranty. The invoice date is also the date on which the warranty commences.

The warranty will expire if:

- you have attempted to repair your Oxboard yourself thus aggravating any damage or system errors;
- you have failed to adhere to the advice in these instructions; think for example of the method of storage, weight limits and how you should maintain and use your Oxboard;
- unexpected damage occurs due to the user himself, in the event of heavy vibrations (no flat surface), wear and tear, a collision with a person or an object or water damage;
- other damage has occurred that is not related to the product design, the technology, manufacturing errors or quality control;
- the defect has occurred due to typical wear and tear, excessive use, water damage and damage resulting from extreme weather conditions.

Please contact Customer Services to find out whether your defect is covered by the warranty. This is possible by sending an e-mail to toservice@oxboard.nl or calling +3140 7505678.

11.2 Warranty and repairs

OXBOARD will give a one-year warranty on manufacturing errors. You can register a warranty claim within this period via service@oxboard.nl. We will then contact you as soon as possible (within three working days) to arrange for your OXBOARD to be collected. This arrangement is free of charge. The defective OXBOARD will be repaired within five working days. There will be no charge if the repair is covered by the warranty conditions (as described above). We will contact you regarding the repair before commencing work if this is not covered by the warranty conditions. We will only commence the repair work following your approval after which we will return the Oxboard to you together with the invoice.

If you decide not to have your Oxboard repaired, we will return the defective Oxboard to you with an invoice for EUR 50.00 for the examination and dispatch costs.

11.3 Registration

It is worthwhile registering your Oxboard on our website. We have developed a special Oxboard AMBASSADOR program. Have a quick look at our website and register as an ambassador. There is an initial surprise waiting for everyone who registers. The serial number on the remote control is unique to each Oxboard and is your key to the many benefits that we grant to Oxboard AMBASSADORS.