

# ZINC

**FOLDING  
ELECTRIC VELOCITY+  
SCOOTER**

14+

## OWNER'S MANUAL



### WARRANTY

SO THAT YOUR WARRANTY IS  
VALID PLEASE REGISTER AT  
**WWW.ZINCSPORTS.COM**  
WITHIN 30 DAYS OF  
RECEIVING THE PRODUCT.

1. DOWNLOAD THE ZINC APP FREE FROM YOUR APP STORE
2. PAIR YOUR PHONE WIRELESSLY WITH YOUR VELOCITY+ SCOOTER
3. OPEN THE APP AND AGREE TO THE TERMS AND CONDITIONS
4. EXPLORE THE APP TO SEE YOUR RIDING STATISTICS

**WARNING! NEVER USE YOUR ZINC APP WHILST RIDING YOUR VELOCITY+ SCOOTER**

**NOTE: MANUAL ILLUSTRATIONS ARE FOR REFERENCE ONLY.  
ILLUSTRATIONS MAY NOT REFLECT THE EXACT APPEARANCE OF THE ACTUAL PRODUCT.  
SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

**IMPORTANT! READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.**

### CUSTOMER HELPLINE

Hy-Pro advise you to contact us directly and not to return this item to the place of purchase. Hy-Pro has taken great care to ensure this item has reached you in good condition, should you have a query please ring our helpline +44(0) 800 731 0006 where your call will be dealt with promptly. Alternatively, please contact us by email: [customerservices@zinchq.com](mailto:customerservices@zinchq.com)

**NEED HELP?** Visit our website for replacement parts and product support [WWW.ZINCSPORTS.COM](http://WWW.ZINCSPORTS.COM)  
Contact us at [customerservices@zinchq.com](mailto:customerservices@zinchq.com) OR CALL OUR CUSTOMER SERVICE LINE ON +44(0) 800 731 0006

# CONTENTS

<b>PRODUCT OVERVIEW</b> .....	<b>2</b>
<b>SAFETY WARNINGS - READ BEFORE USE</b> .....	<b>3</b>
<b>WHAT'S IN THE BOX / ASSEMBLY</b> .....	<b>4</b>
<b>DASHBOARD CONTROLS / ANTI-THEFT STEM LOCKING MECHANISM</b> .....	<b>5</b>
<b>HOW TO RIDE</b> .....	<b>6</b>
<b>AVOID POTENTIAL SAFETY HAZARDS</b> .....	<b>7</b>
<b>BATTERY WARNING / CHARGING THE BATTERY</b> .....	<b>8-9</b>
<b>BATTERY DISPOSAL / HARDWARE MAINTENANCE</b> .....	<b>9-10</b>
<b>SPEC / SPARE PARTS</b> .....	<b>10</b>
<b>ERROR WARNING CODES</b> .....	<b>11</b>
<b>WARRANTY</b> .....	<b>12</b>

## PRODUCT OVERVIEW



# SAFETY WARNINGS - READ BEFORE USE

## WARNING!

NOT FOR RIDERS UNDER THE AGE OF 14. DO NOT EXCEED THE HEIGHT LIMIT OF 7FT AND THE WEIGHT LIMIT OF 120KG. This includes backpacks and other items that might be carried. Exceeding the weight limit could injure the rider and damage the Zinc Folding Electric Velocity+ Scooter. Rider weight does not necessarily mean a person's size is appropriate to maintain control of the scooter. Keep this product away from small children and remember that it is intended for use only by one person who, at a minimum, is completely comfortable and competent while operating the Zinc Folding Electric Velocity+ Scooter.

Be sure to regularly inspect and service the scooter and make sure all components are in good condition. The A-weighted emission sound pressure level at workstations, where this level does not exceed 70 dB(A).

After unpacking this product and before you first ride it, remember to charge it for at least 6 hours. Do not overcharge it, otherwise the service life of the battery and the charger may be compromised.

**For your safety, please read the safety warnings carefully, and make sure you understand and accept all the safety instructions. The user will be responsible for any loss or damage caused by improper use.**

## WARNING!

1. Please wear all appropriate safety and protective gear such as helmet, knee, elbow pads and protective gloves, before operating the scooter.
2. Make sure to wear comfortable clothes and flat, closed toe shoes when operating your scooter. Keep laces tied.
3. Do not 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.
4. Do not operate the scooter while under the influence of drugs and/or alcohol.
5. Do not operate the scooter when you are restless or sleepy.
6. Do not turn sharply, especially at high speeds.
7. Do not drive in or near puddles of water, mud, sand, stones, gravel, debris or near rough and rugged terrain.
8. The scooter can be used on paved private land that is flat and even. If you encounter uneven pavement, please lift your scooter over and past the obstruction.
9. Do not ride in inclement weather: snow, rain, hail, sleet, on icy surfaces or in extreme heat.
10. Do not operate the scooter while talking, texting, or looking at your phone.
11. The scooter is intended for use by one person, DO NOT attempt to operate the scooter with two or more people.
12. Do not carry anything in your arms or attach any load to the handlebar while riding the scooter. It will affect the stability of the scooter.
13. At higher speeds, always take into consideration your stopping distance is increased.
14. Do not ride the scooter in dark or poorly lit areas.
15. Do not operate your scooter on rough terrain.
16. Applying brakes too hard or too suddenly can lock up a wheel, which could cause you to lose control and fall. Sudden or excessive application of the brake may result in injury or death.
17. 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 discoloration in the areas subject to high stresses indicate that the component has exceeded its service life and should be replaced.
18. Traffic in the city has many obstacles to cross 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.
19. Keep plastic covering away from children to avoid suffocation.
20. Do not ride indoors or on surfaces that could become damaged such as carpet or glossy flooring.
21. Check all the fasteners and bolts are securely tightened before each use.
22. 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.
23. Do NOT 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.
24. Do not make any modifications that are not noted in the manufacturer's instructions.
25. Do not use any accessories and additional items which are not approved by the manufacturer.
26. Make sure the steering system is correctly adjusted, all connection elements are tightened and not broken, and the brakes & wheels are in good condition.

# WHAT'S IN THE BOX

Please check contents of box carefully. If there are any parts missing please contact us on +44(0) 800 731 0006 in the first instance where we will be able to assist you with replacements.

Below is a list of parts you should have.

Please note to complete this installation you will need a cross-head screwdriver which is NOT included with the scooter.



x 1 User Manual



x 1 3mm Allen wrench



x 1 NFC card (Small)



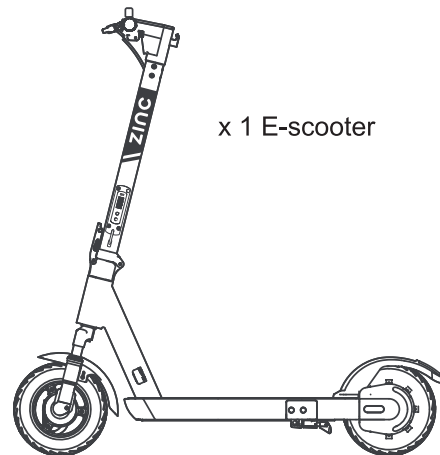
x 6 Bolts



x 1 NFC card (Large)



x 1 Charger



x 1 E-scooter

## BEFORE YOU START



ALLOW AT LEAST 6 HOURS FOR INITIAL CHARGE.  
BY NOT DOING SO YOU WILL INVALIDATE THE WARRANTY.

**Warning!** Before assembling the scooter, please check whether the power is off, if not, please turn it off before continuing with assembly.

**BEFORE YOU FIRST EXPERIENCE YOUR ZINC FOLDING ELECTRIC VELOCITY+ SCOOTER, PLEASE READ THE USER MANUAL THOROUGHLY AND LEARN THE BASICS TO ENSURE YOUR SAFETY AND THE SAFETY OF OTHERS.**

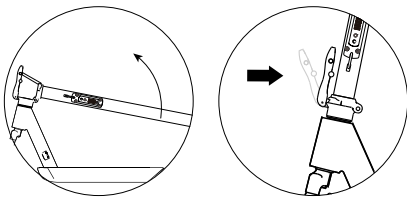
**WARNING** Failure to follow the basic instructions and safety precautions listed in the USER MANUAL, can lead to damage to your scooter, other property damage, serious bodily injury and even death.

## ASSEMBLY: TO BE COMPLETED BY AN ADULT.

- Assembly can typically be completed in up to 5 minutes, not including the initial charge time.
- Time of charging is at least 6 hours for the first time.

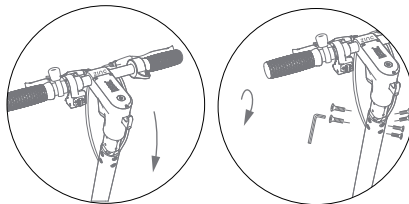
### 1 Unfolding

- Push up the hook hole to release the folding hook carefully.
- Push down the hook hole to the deck.
- Raise the stem up, then pull up the folding latch towards the upright pole to secure in place.



### 2 Assembly

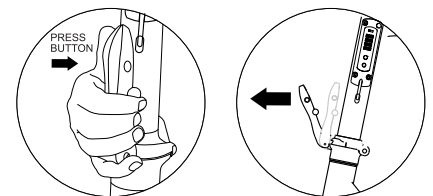
- Install the handlebar into the stem tube.



- Use the hexagon wrench in the box to tighten the screws on both sides and the back of the handlebars.
- Tips: When installing the screws, please install all the screws on 1/2 of the pole, and then tighten them separately to prevent the front part from warping.

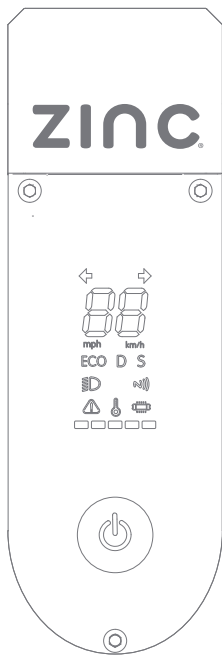
### 3 Folding

- Press the lock button and pull folding latch down.
- Fold stem backwards and Pull up the hook hole.





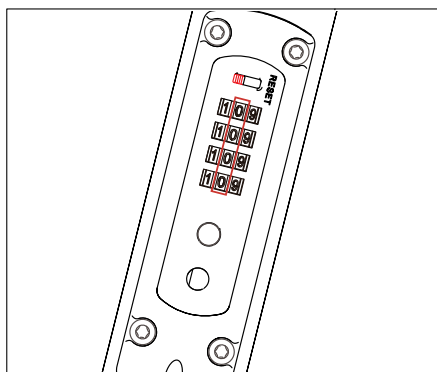
# DASHBOARD CONTROLS:



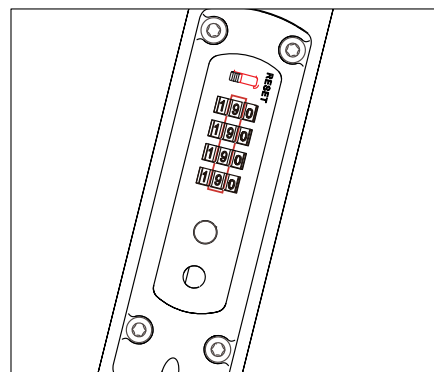
- 1) Short press to power on. Unlock the scooter by tapping your NFC card on the display, otherwise you will not be able to use the scooter. Long press to power off.
- 2) Single click to switch the mode selection: there are 3 driving modes which are:  
Eco mode: 5mph/8kph  
D mode: 9.3mph/15kph  
S mode: 15.5mph/25kph
- 3) Pedestrian Mode: Press the power button for 1.5 seconds, the mode symbol (on display panel), headlight and rear light will light. This mode limit the speed to a maximum of 3.1mph/5kph.
- 4) Speedometer: Indicates the current speed. Also displays error codes when faults are detected.
- 5) LED Lighting: Double-click to turn on/off .
- 6) A solid wireless connection icon indicates that the vehicle is connected to a mobile device. You can view the vehicle status after connecting to the app.
- 7) NFC (optional function): When the NFC card is close to the display panel, the NFC logo on the panel will light up, and the buzzer will beep to indicate successful unlocking. Alternatively you can just use the power button to unlock the scooter by changing the settings via the app.
- 8) Over-temperature Display: If the internal temperature of the controller and motor is too high during the operation of the vehicle, the panel will promptly display an over-temperature alarm.
- 9) Failure Alarm: When the controller fails, the alarm symbol will light up to warn.
- 10) Battery: when the battery charge is more than 85%, the display will read as full. This will go down as the battery loses charge.

# ANTI-THEFT STEM LOCKING MECHANISM

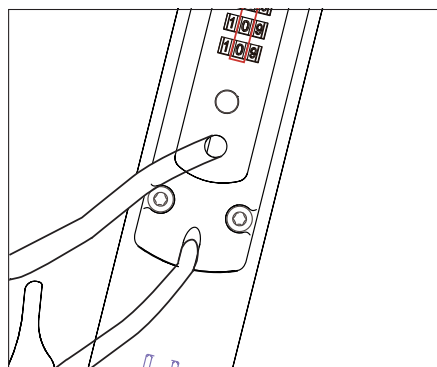
## HOW TO USE THE BUILT-IN CODED LOCK?



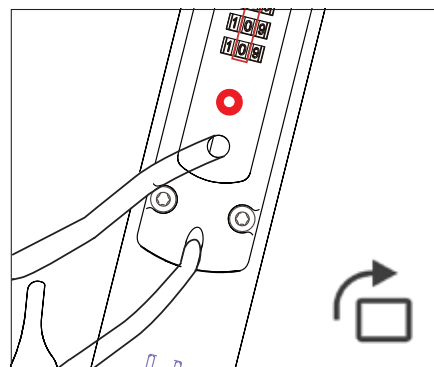
1. The initial password is 0000, and the middle column is the password area. Move the "Reset" button to the right to start setting a new password.



2. For example, the new password is "9999". After the setting is completed, move the "Reset" button to the left to complete the new password setting.



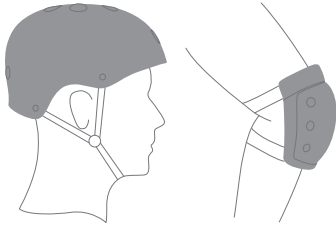
3. Move the correct password to the middle column, press the round button, and pull the rope out. Wrap the lock rope around the fixed object, and insert the lock, then finally disrupt the password.



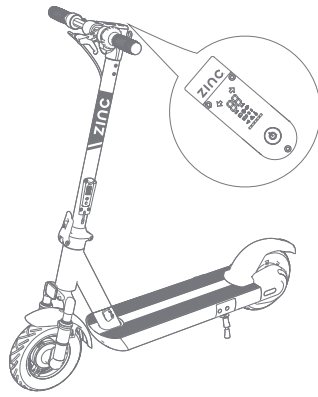
4. Move the correct password to the middle column, press the round button to unlock, and store the lock rope into the stem pole.

PLEASE NOTE: If the lock rope does not go all the way in when pushing it up the stem pole, rotate it in any direction and push up at the same time.

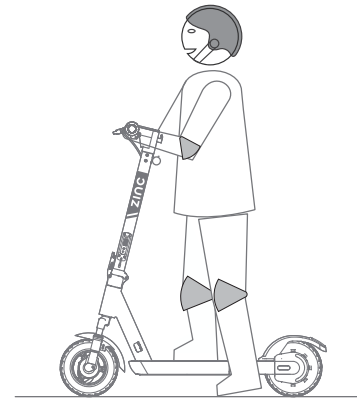
## TO RIDE:



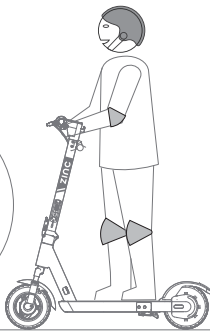
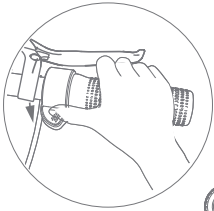
Please always wear helmets and protective gear when you ride.



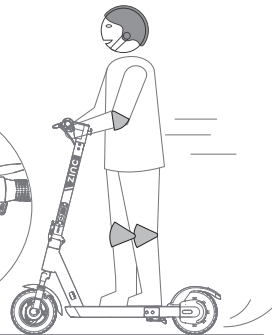
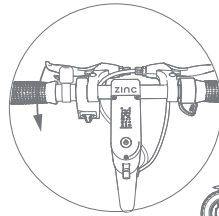
1) Power on the scooter and check the power level indicator. Charge the scooter if the battery level is low.



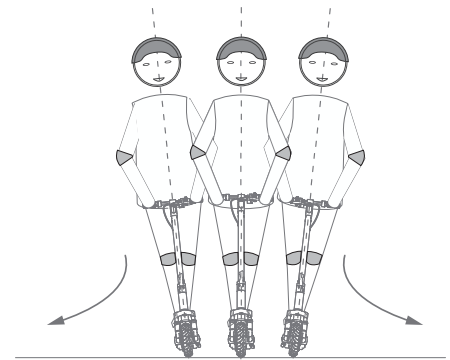
2) After turning on and unlocking the scooter, stand on the footrest with one foot and push off with your other foot to start gliding. (The headlight and rear light will light automatically after unlocked the scooter.)



3) Put your other foot on the footrest to keep both feet stable. Press the throttle on the right-hand side to speed up when you are balanced. Note, for your safety, the motor will not engage until the scooter reaches 3.1mph/5kph.



4) Slow down by releasing the throttle, hold the brake lever in order to slow down/come to a stop, please note that the rear fender is not a mechanical brake and do not stamp on it with your foot whilst riding.

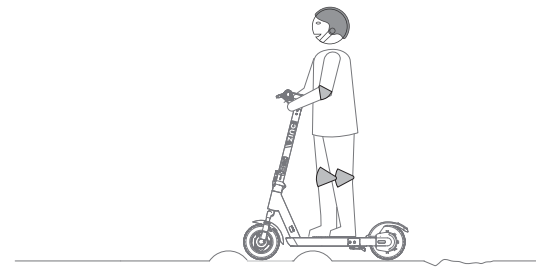


5) To turn, shift your body weight and turn the handle slightly.

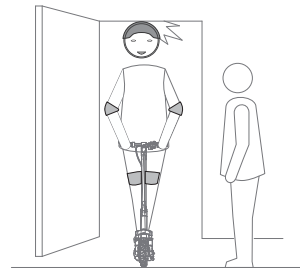
# AVOID POTENTIAL SAFETY HAZARDS



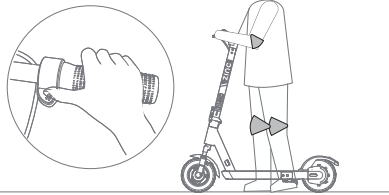
**!** DO NOT use when raining or freezing.



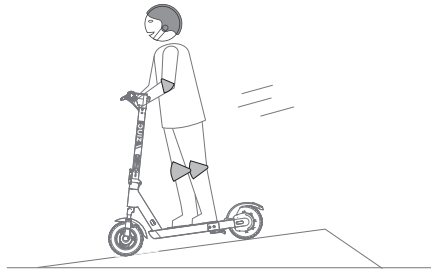
**!** DO NOT ride over speed bumps, thresholds, or other bumps at HIGH SPEED.



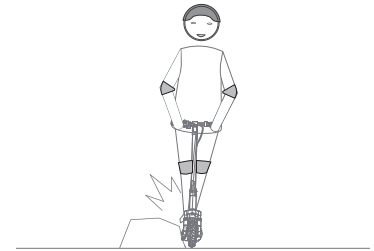
**!** Watch your head when passing through doorways.



**!** DO NOT press the throttle when walking with the scooter.



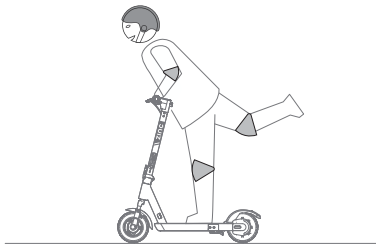
**!** Watch your speed when traveling downhill.



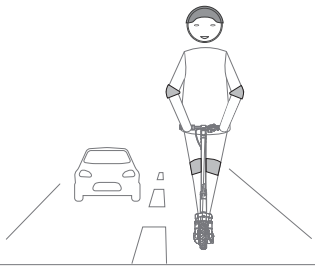
**!** Avoid contacting obstacles with the tyre/wheel.



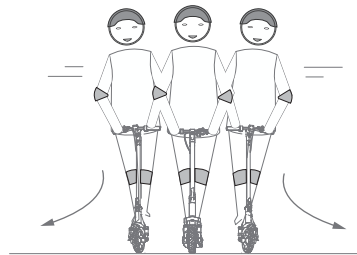
**!** DO NOT attach any load to the handlebar.



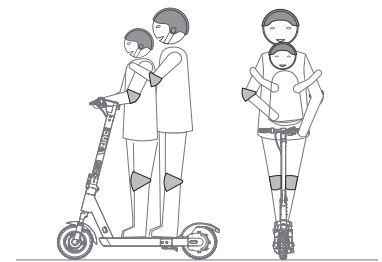
**!** DO NOT ride the scooter with only one foot.



**✗** DO NOT ride on public roads, motorways, or highways.



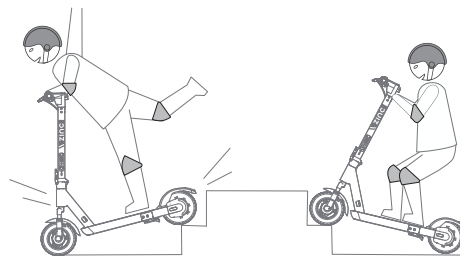
**✗** DO NOT rotate the handle violently while driving at high speed.



**✗** DO NOT ride with multiple passengers. DO NOT carry a child



**✗** DO NOT trample the rear end of the fender.



**✗** DO NOT ride up and down stairs or jump over obstacles.



**✗** DO NOT take your hands off the handlebar while riding. Do not ride with one hand only.

# BATTERY WARNING

## Battery Specifications

Battery	Lithium Battery
Charging time	6 hours
Voltage	36 V
Initial Capacity	13 Ah

Charging Temperature	0°C ~ 40°C
Storage Time	6 months
Storage Temperature	-20°C ~ 50°C
Storage Humidity	Relative Humidity 5%-95%

## 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 odor, 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.

## CHARGING THE BATTERY

For user safety and to prolong the life of your battery, as well as improve battery performance, please follow these instructions.

**Step 1: Ensure your scooter is turned off before you attempt to charge the battery.**

**Step 2: Ensure that the charging port is clean and dry.**

**Step 3: Plug the charger into the power socket, then connect the cable with the power supply (100V ~ 240V; 50/60Hz), make sure the light on the charger is lit GREEN.**

**Step 4: Put the male DC connector plug into the charging port of the scooter. The indicator light on the charger should change to RED, indicating that your scooter is now being charged. When the RED indicator light on your charger turns to GREEN then your scooter is fully charged.**

**A full charge typically occurs at 6 hours.**

**Step 5: Please unplug the charger from your scooter and from the power outlet. Please ensure you put the charging port cover back in place to cover the charging port once the battery is charged, before you use the scooter.**



### IMPORTANT NOTES ABOUT CHARGING

*If the green light on your charger does not turn RED when you plug it into your scooter, it could mean you have to check the cables to ensure you have a proper connection; or that your scooter is already fully charged.*

- 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.
- 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 [www.zincsports.com](http://www.zincsports.com) or contact us at [customerservices@zinchq.com](mailto:customerservices@zinchq.com) to buy a replacement charger.
- NOTE The charger itself may get quite warm to the touch when charging a deeply discharged battery.

## BATTERY DISPOSAL



**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.

## HARDWARE MAINTENANCE

Your scooter requires routine inspection and maintenance, it is a factor of safety. This chapter describes maintenance steps and important operating tips. Before you perform the following operations, disconnect the charger and turn off your scooter.

### INSPECTING AND CLEANING YOUR SCOOTER

- Routinely check the body of the scooter and tyres for damage or excessive wear.
- the self-tightening nuts as well as the other self-tightening fastenings may lose their efficiency and that they may need to be retightened (Average value is 20N/m).
- Wet a clean cloth with clean water, rinse the cloth thoroughly, and wipe the body of the scooter making sure that water does not get into the power button, charging port or tyres.

### BRAKE

Check the brakes function properly.

- When you press the right brake lever, both front and rear wheels should stop rotating;
- When you press the left brake lever, the power should be cut and the motor wheel (rear wheel) will stop working.

### FRAME, FORK AND STEERING SYSTEM

Check the frame, fork and steering system for cracks or loose connections. Check all connection elements (such as a folding system) are correctly tightened and not broken. It is necessary and important to check the tightening of the various bolted elements regularly.

### WHEELS, TYRES

Wear and tear is unavoidable in the wheels and the driving system in the course of operation. The front wheel is inflatable, the maximum tyre pressure is 3.5bar (50psi). The user must regularly check the wheels and the driving system for wearing and make adjustments or replacements when necessary. Please make sure the wheels are able to rotate freely, without getting stuck/stopping when the brake is not applied. It is suggested to add lubricant (30SAE lubricating oil is recommended) to the moving parts every 6 months.

### BATTERY

Always switch off the power when the scooter is not in use. Never store the scooter at a low temperature, it may damage or degrade the battery permanently.

### CHARGER

The charger supplied with the scooter should be regularly examined for damage to the cord, plug, enclosure and other parts. In the event of such damage the scooter must not be charged until the charger has been repaired or replaced.

### STORING THE SCOOTER

- Fully charge your battery before storing.
- If you are storing your scooter for an extended period of time, please fully charge your scooter at least once every month.

- If the ambient temperature of the storage location is below 0°C, please do not charge. You must bring the scooter into a warmer environment before charging.
- Check under Battery Specifications for more details.
- Store your scooter indoors, in a dry and suitable temperature.

When the scooter is not in use ensure it is not laid down or knocked over. If dropped, essential components can be damaged and could affect the use and running of the scooter, as well as void the warranty. If you damage this part of the scooter it is strongly advised that you replace the damaged parts as soon as possible to avoid any accident caused by making contact with them.



**WARNING! - FAILURE TO FOLLOW THESE INSTRUCTIONS MAY DAMAGE YOUR PRODUCT AND VOID WARRANTY.**

## SCOOTER SPECIFICATIONS

- Net Weight: 22kg
- Max Weight: 120kg
- Max. Scooter Speed: 15.5mph/25kph
- Max Distance: 31 miles/50km
- Max. Climbing Limit: 15 degree
- Battery: 36V 13Ah Lithium
- Maximum Continuous Rated Power of Motor: 500W
- Charger Output: 42V 3A
- Charger Input: 100-240V ~ 50/60Hz
- Size (fold): L116.4 x W55 x H57.5cm
- Size (unfold): L116.4 x W55 x H118.5cm
- Tyres: 10" front air and rear solid

### 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 ie. ZINC FOLDING ELECTRIC VELOCITY+ SCOOTER, and that you purchase them directly from us.

Visit our website [WWW.ZINCSPORTS.COM](http://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 aftermarket products may or may not be compatible and will invalidate the warranty if used.

# ERROR WARNING CODES

ERROR CODE	PROBLEM	SOLUTION
1	Motor hall fault	Replace controller/motor
2	Motor DC current sample fault	Replace controller
3	Motor 3shunt current sample fault	Replace controller
4	Overvoltage fault	Replace controller
5	OverCurrent fault	Replace controller
6	Over temp fault	Replace controller
7	Under voltage fault	Replace controller
8	Communication fault	Replace controller
9	ECU Power on/ Power off fault	Replace controller
10	Motor no hall sensor fault	Replace controller
11	Motor hall A sensor fault	Replace controller
12	Motor hall B sensor fault	Replace controller
13	Motor hall C sensor fault	Replace controller
14	ECU A shunt high mosfet short circuit	Replace controller
15	ECU A shunt high mosfet circuit cut off	Replace controller
16	ECU B shunt high mosfet short circuit	Replace controller
17	ECU B shunt high mosfet circuit cut off	Replace controller
18	ECU C shunt high mosfet short circuit	Replace controller
19	ECU C shunt high mosfet circuit cut off	Replace controller
20	ECU A shunt current sampling fault	Replace controller
21	ECU B shunt current sampling fault	Replace controller
22	ECU C shunt current sampling fault	Replace controller
23	ECU Bus shunt current sampling fault	Replace controller
24	Motor A shunt cable cut off	Replace controller/motor
25	Motor B shunt cable cut off	Replace controller/motor
26	Motor C shunt cable cut off	Replace controller/motor
27	ECU Over voltage	Replace controller
28	ECU Under voltage	Charge the battery. If the product still has problem, replace the controller.
29	ECU Mosfet over temperature	Turn off the product until the controller has cooled down. If the product still has problem, replace the controller

ERROR CODE	PROBLEM	SOLUTION
30	ECU Mosfet under temperature	Replace controller
31	ECU Mcu over temperature	Turn off the product until the controller has cooled down. If the product still has problem, replace the controller
32	ECU Mcu under temperature	Replace controller
33	Motor Over temperature	Turn off the product until the controller has cooled down. If the product still has problem, replace the controller
34	Motor Under temperature	Replace controller
35	ECU Shunt over current	Restart the product. If the product still has problem, replace the controller
36	ECU Bus over current	Restart the product. If the product still has problem, replace the controller
37	Motor stall	Restart the product. If the product still has problem, replace the controller
38	Speed too high	Restart the product. If the product still has problem, replace the controller
39	Accelerator not under control (Accelerator pressed before scooter power is on)	/
40	Main battery lock fault	/
41	Stand stick sensor fault	/
42	Accelerator voltage low	1. Check if the accelerator's connector is too loose. 2. Replace the accelerator. 3. Replace the dashboard.
43	Accelerator voltage high	1. Replace the accelerator 2. Replace the dashboard.
44	Left brake voltage low	1. Check if the left brake's connector is too loose. 2. Replace the left brake. 3. Replace the dashboard.
45	Left brake voltage high	1. Replace the left brake 2. Replace the dashboard.
46	Right brake voltage low	1. Check if the right brake's connector is too loose. 2. Replace the right brake 3. Replace the dashboard.
47	Right brake voltage high	1. Replace the right brake. 2. Replace the dashboard.

If you have any problems, contact Customer Services on +44 (0) 800 731 0006 or email [customerservices@zinchq.com](mailto:customerservices@zinchq.com)

# WARRANTY

## 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](http://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 below.

COMPONENT:	TIME FRAME:
Battery	12 months
Controller	12 months
Charger	12 months
Motor	12 months
Frame	12 months
Vehicle body outside areas stipulated in the warranty	12 months

The scooter has an IPX5 rating and the core components have an IPX7 rating. 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.

The warranty will be void in instances such as but not limited to damage caused by accident, misuse, improper storage, neglect, theft, excessive load and commercial use of the scooter.

Under no circumstance will Zinc Sports be obliged to provide compensation for bodily injuries, death, property damages, losses, hinderance of profits, prevention of use or any other damage that will be caused directly or indirectly as a result of usage of the scooter. Zinc Sports advise 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](http://www.zincsports.com)

**PRODUCT CODE: ZC07868 / ZC07869 ZINC FOLDING ELECTRIC VELOCITY+ SCOOTER**

Hy-Pro International  
Hy-Pro House, Centrus Park, Arenson Way,  
Dunstable LU5 5BN, UK  
[www.hy-pro.co.uk](http://www.hy-pro.co.uk)  
©ZINC

HY-PRO EUROPE  
CUBE BUILDING, MONAHAN ROAD,  
CORK, T12H1XY

Hy-Pro Asia  
Room 1011, 10/F, Peninsula Centre,  
67 Mody Road, Kowloon, Hong Kong