

# **ZINC<sup>®</sup> VOLT XT**

**NOTE: TWIST & GO.**

**TO OPERATE, TWIST THE THROTTLE IN ORDER FOR THE MOTOR TO ENGAGE.**



## **ELECTRIC SCOOTER OWNER'S MANUAL**

**MUST CHARGE  
FOR 12 HOURS  
BEFORE FIRST  
USE**

**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.**

**Read and understand this entire manual before riding!**

### **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 0800 731 0006 where your call will be dealt with promptly. Alternatively,  
please contact us on email: [info@hy-pro.co.uk](mailto:info@hy-pro.co.uk) or [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) or call our  
customer service line on 0800 731 0006

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## SAFETY AND WARNINGS - READ BEFORE USE



**WARNING:** Riding the electric scooter can be a dangerous activity. Certain conditions may cause components to fail without fault of the manufacturer. Like other electric vehicles, the scooter can and is intended to move, and it is therefore possible to lose control, fall off and/or get into dangerous situations that no amount of care, instruction or expertise can eliminate. If such things occur you can become seriously injured or die, even when using safety equipment and other precautions. **RIDE AT YOUR OWN RISK AND USE COMMON SENSE.**

This manual contains many warnings and cautions concerning the consequences of failing to inspect, maintain or properly use your electric scooter. Since any incident can result in serious injury or even death, we do not repeat the warning of possible serious injury or death each time such a possibility is mentioned.

### APPROPRIATE RIDER USE AND ADULT SUPERVISION

This manual contains important safety information. It is your responsibility to review this information and make sure that all riders understand all warnings, cautions, instructions and safety topics and ensure that young riders are able to safely and responsibly use this product. Zinc recommends that you periodically review and reinforce the information in this manual with younger riders, and that you inspect and maintain your children's vehicle to insure their safety.

The recommended rider age is 8yrs and older. Any rider unable to fit comfortably on the scooter should not attempt to ride it. A parent's decision to allow his or her child to ride this product should be based on the child's maturity, skill and ability to follow rules.

**Keep this product away from small children and remember that it is intended for use only by persons who are, at a minimum, completely comfortable and competent while operating the scooter.**

DO NOT EXCEED WEIGHT LIMIT OF 50kg. Rider weight does not necessarily mean a person's size is appropriate to fit or maintain control of the scooter.

Do not touch the brakes or motor on your scooter when in use as these parts can become very hot.

Refer to the section on safety for additional warnings.

**ACCEPTABLE RIDING PRACTICES AND CONDITIONS:** Always check and obey any laws or regulations which may affect the locations where the electric scooter may be used. Ride carefully. Watch out for potential obstacles that could catch your wheel or force you to swerve suddenly or lose control. Be careful to avoid pedestrians, skaters, skateboards, scooters, bikes, children or animals who may enter your path, and respect the rights and property of others.

Do not activate the speed control on the hand grip unless you are on the scooter and in a safe, outdoor environment suitable for riding.

Do not attempt or do stunts or tricks on your scooter. The scooter is not made to withstand abuse from misuse such as jumping, grinding or any other type of stunts.

Maintain a hold on the handlebars at all times.

Never allow more than one person at a time to ride the scooter.

Keep your fingers and other body parts away from the belt, steering system, wheels and all other moving components.

Never use headphones or a mobile phone when riding.

Never use another vehicle to pull the scooter along.

Do not ride your 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.

The electric scooter is intended for use on flat, dry surfaces with level ground, without loose debris such as sand, leaves, rocks or gravel. Wet, slick, bumpy, uneven or rough surfaces may impair traction and contribute to possible accidents. Do not ride your scooter in mud, ice, puddles or water. Avoid excessive speeds that can be associated with downhill rides. Do not use the electric scooter indoors.

Do not ride at night or when visibility is limited.

The scooter should be used with caution since skill is required to avoid falls or collisions causing injury to the user or third parties.

### APPROPRIATE RIDING ATTIRE. Always wear proper protective equipment such as:

- Approved safety helmet. Helmet may be legally required by law or regulation in your area.
- Elbow pads and knee pads.
- Long sleeved shirt, long trousers and gloves.
- Lace up shoes with rubber soles, never ride barefoot or in sandals, and ensure that shoelaces are tied and kept out of the way of the wheels and drive system.

### USING THE CHARGER

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

- Use only with the recommended charger
- Use caution when charging
- The charger is not a toy
- Charger should be operated by an adult
- Do not operate charger near flammable materials
- Unplug charger and disconnect from scooter when not in use
- Do not exceed charging time

Always disconnect from the charger prior to wiping down and cleaning your scooter with a damp cloth.

**FAILURE TO USE COMMON SENSE AND HEED THE ABOVE WARNINGS INCREASES RISK OF SERIOUS INJURY. USE WITH APPROPRIATE CAUTION AND SERIOUS ATTENTION TO SAFE OPERATION.**

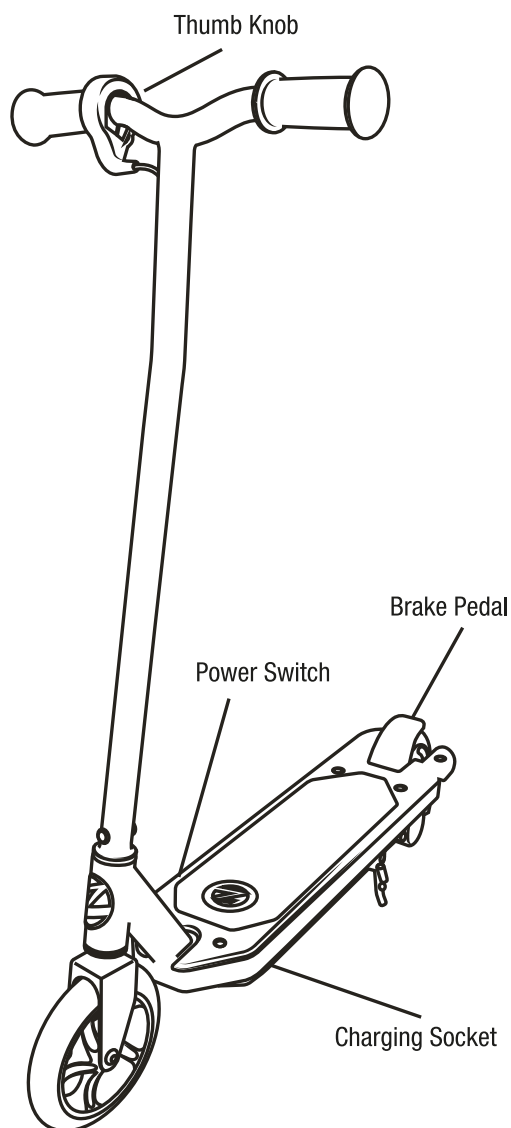
Warning! Controller will auto cut the circuit if overloaded / steep slope to protect the motor. The scooter will automatically recover after 30 seconds.

## BEFORE YOU START

**WARNING:** Remove all packing and items from the display box. Make sure that the power switch is turned "OFF" before assembling the scooter.

**Adult assembly required.**

**At least 12 hours for initial charge. By not doing so you will invalidate the warranty (see page 3 for charging information).**

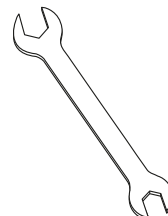


### Tools Included

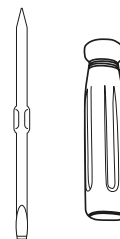


2 x 4mm hex wrench  
1 x 3mm hex wrench

### Tools Required (Not included)



13mm spanner  
17mm spanner



Phillips Screwdriver



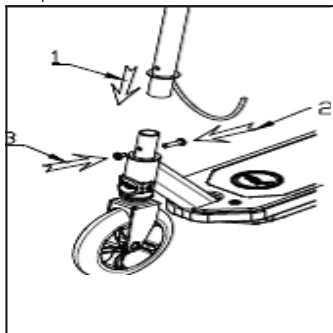
**WARNING: ONLY USE GENUINE ZINC REPLACEMENT PARTS.** The scooter has been built to certain Zinc design specifications. The original equipment supplied at the time of sale was selected on the basis of its compatibility with the frame, fork and all other parts. Certain aftermarket products may or may not be compatible and will invalidate the warranty if used.

**Need Help?** Visit our web site for replacement parts and product support [www.zincsports.com](http://www.zincsports.com) or call our customer service line on 0800 731 0006

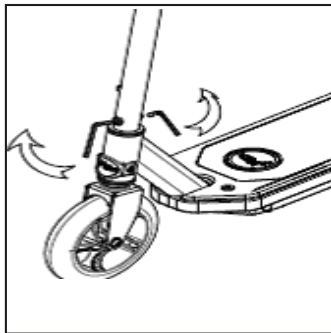
# ASSEMBLY

## Handlebar Steer Tube Assembly

Tools required: 2 x 4mm hex wrenches.



**1** Align the steering post as shown above and push it onto the scooter base. Ensure the holes on the inner and outer tubes line up. The thumb trigger on the handlebars should be on the right hand side.



**2** Insert a pair of socket hexagon round flat head nut and bolt into the lock hole, as indicated above, and tighten them using two 4mm hexagon wrenches.

## Charging the Battery

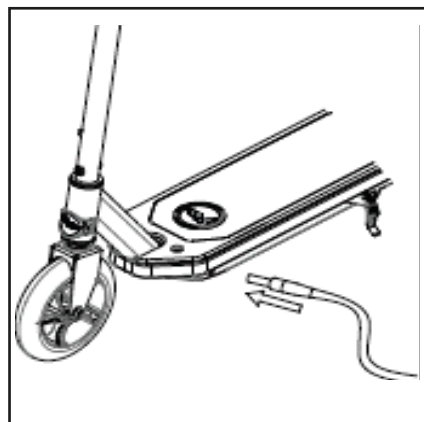


**WARNING:** The scooter must always be switched off while being charged.

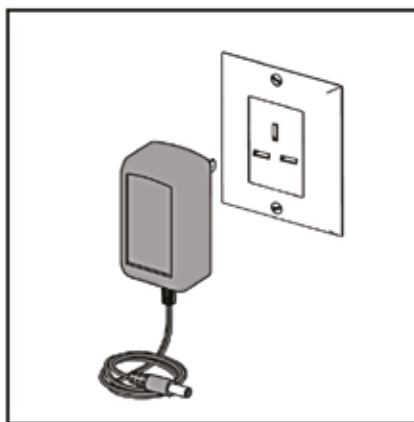
Your electric scooter will not have a fully charged battery. 12 hours minimum charge time for the battery prior to use is required.

- Initial battery charge time: At least 12 hours
- Runtime: Up to 60 minutes of continuous ride time
- Recharge time: At least 5 hours after the initial 12 hours charge time
- Average battery life: 360 charge/discharge cycles

**Note: Batteries must be recharged every 2 weeks even when the scooter is not in use. Failure to do so may result in batteries that will no longer accept charge.**



**1** Check that the power switch is in the "OFF" position before plugging in your charger. Plug the charger into the charging socket, which is on the left side of the battery box.



**2** Plug the charger into a wall power outlet. The light on the charger housing should illuminate. Red LED light indicates battery is charging and a green LED light indicates battery is fully charged.



**WARNING:** Always disconnect your scooter from the charger before cleaning with a damp cloth.

- Your charger may get warmer during use; this is normal and is no cause for concern
- Chargers have built-in over-charge protection to prevent the battery from being over-charged
- Battery chargers used with the scooter are to be regularly examined for damage to the cord, plug, enclosure and other parts, and in the event of such damage, they must not be used.

# ASSEMBLY

**Brake** Check the brakes for proper function. When you apply the brake, it should provide a positive braking action. When you apply the brake with the speed control on, the brake cut-off switch should stop the motor. Make sure that brakes are not rubbing.

**Frame, Fork and Handlebars** Check for cracks or broken connections. Although broken frames are rare, it is possible for an aggressive rider to run into a curb or wall and damage, bend or break a frame. In doing so you will invalidate the warranty. Get in the habit of inspecting your scooter on a regular basis.

**Wheels** Periodically inspect the wheels for excess wear, and replace if necessary.

**Protective Equipment** Always wear appropriate protective gear such as an approved safety helmet, elbow pads and knee pads. Always wear athletic shoes (lace-up shoes with rubber soles). Never ride barefoot or in sandals. Keep shoelaces tied and out of the way of the wheels, motor and drive system.

**Battery** Make sure the power switch is turned off whenever the scooter is not in use. Never store the product in freezing or below freezing temperatures. Freezing will permanently damage the battery.

**Throttle/ Handle** When the scooter is not in use please ensure the kick stand is used at all times. If dropped, essential components can be damaged and could affect the use and running of the scooter as well as invalidate the warranty. If you damaged 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 these parts.



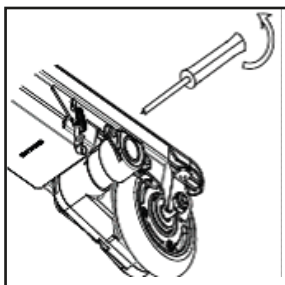
**Failure to follow these instructions may damage your product and void your warranty.**

## REPAIR AND MAINTENANCE

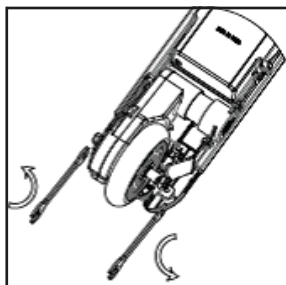
**Turn power switch "OFF" before conducting any maintenance procedures.**

### Replace the rear wheel

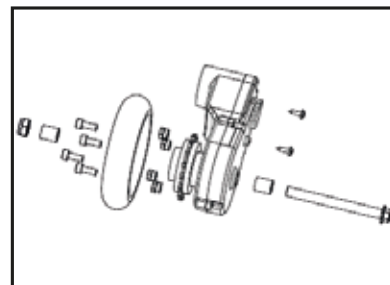
**Tools required:** 1 x Phillips screwdriver, 1 x 13mm spanner, 1 x 17mm Spanner.



- 1** Loosen the locking screws on the motor cover using a Phillips screwdriver and take off the cover.



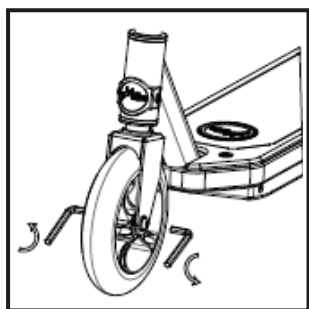
- 2** Remove the rear wheel axle nut using a 13mm and a 17mm spanner.



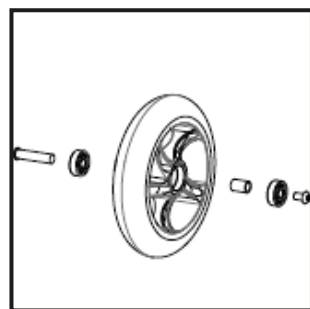
- 3** Take note of the location of the parts on the rear wheel and make sure all these parts are in their correct position when re-mounted.

### Replace the Front Wheel

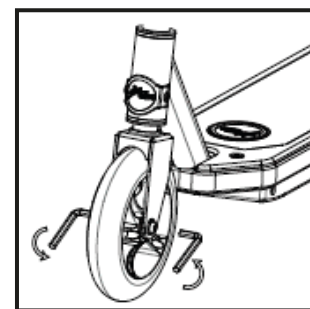
**Tools Required:** 2 x 4mm hex wrenches



- 1** Using two 4mm hex wrenches loosen and remove the front axle by turning the wrenches counter clockwise.



- 2** Reinstall new replacement wheel ensuring to note the order and location of all components.



- 3** Reinstall hardware and tighten clockwise with two 4mm hex wrenches.



**WARNING:** The brake could be capable of locking up and skidding the rear wheel if not applied correctly. Always try and avoid skidding as this could cause you to lose control of the scooter and will cause damage to the rear wheel. Practice using the brake in an unobstructed open area to become familiar with its function and be able to make smooth controlled stops.

## Battery Care and Disposal

**Do not store the battery in temperatures above 21°C or below 0°C.**



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

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

**Replacement Parts** For a complete selection of replacement parts visit [www.zincsports.com](http://www.zincsports.com).



**WARNING:** If a battery leak develops, avoid contact with the leaking acid and place the damaged battery in a plastic bag. Refer to the disposal instructions above. If acid comes into contact with skin or eyes, wash with cool water for at least 15 minutes and contact a doctor.

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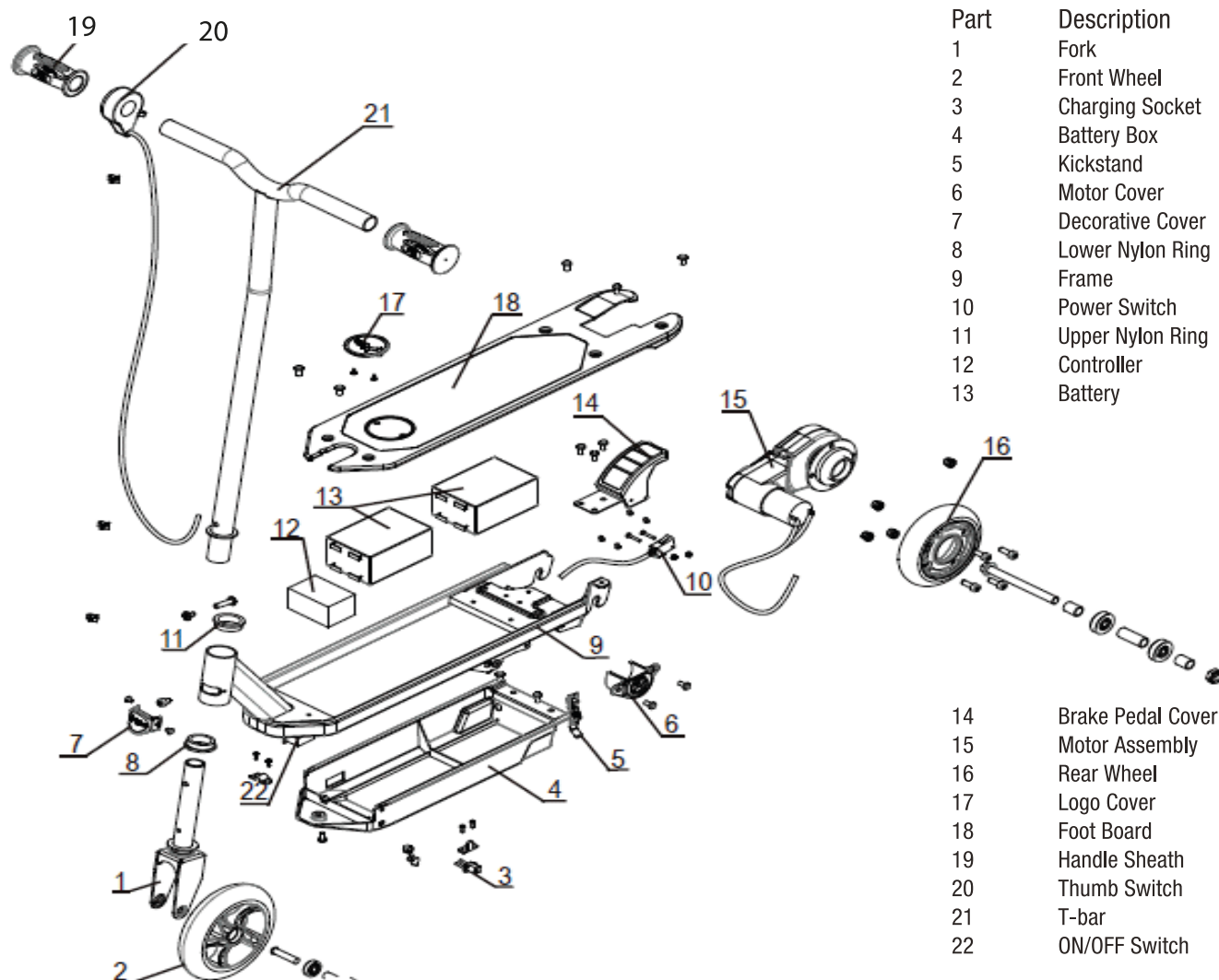
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## TROUBLESHOOTING GUIDE

Problem	Possible Cause	Solution
Battery light is displaying as green, but the scooter is not charged.	Battery is not charged.	<p>Please charge the scooter for the recommended times:</p> <ul style="list-style-type: none"> <li>- 12 hour for first charge.</li> <li>- 5 hours for general charge.</li> </ul> <p>If the light turns green before this time, please continue to charge the scooter for the recommended charge time. The light will eventually change back to red, and then green when fully charged.</p>
Scooter will not run.	Battery is not charged.	Fully charge the battery. First charge for at least 12 hours before using the scooter for the first time and at least 5 hours for recharges.
	Wires or connectors are loose or unplugged.	Check all connectors. Make sure the charger connector is tightly plugged into both the wall power outlet and the scooter.
	Charger is not working.	Make sure power flow to the wall outlet is on.
Scooter suddenly stopped working while in use.	Tripped circuit breaker.	<p>Check all wires and connectors to make sure they are tight.</p> <p>An excessive overload, such as too heavy a rider or too steep a hill, could cause the motor to overheat. If the scooter suddenly stops running, it will automatically recover after 30 seconds.</p>
Short run time (less than 15 minutes per charge).	Undercharged battery.	<p>Charge the battery. A new battery should be charged for at least 12 hours before using the scooter for the first time and at least 5 hours after each subsequent use.</p> <p>Check all wires and connectors. Make sure the battery connector is tightly plugged into the charger connector, and that the charger is plugged into the wall power outlet.</p> <p>Make sure power flow to the wall outlet is on.</p>
	Battery is old and will not accept full charge.	Even with proper care, a rechargeable battery does not last forever. Average battery life is 1 to 2 years depending on scooter use and conditions. Replace only with a Zinc replacement battery.
Scooter runs sluggishly.	Riding conditions are too stressful.	Use only on solid, flat, clean and dry surfaces such as pavement or level ground.
	Scooter is overloaded.	<p>Make sure you do not overload the scooter by allowing more than one rider at a time, exceeding the maximum weight limit (50kg), going up a hill or towing objects behind the scooter.</p> <p>If the scooter is overloaded, the controller will auto cut the circuit. Correct the riding conditions that caused the overload, wait 30 seconds, the scooter will recover automatically.</p>
Sometimes the scooter doesn't run, but other times it does.	Loose wires or connectors.	Check all wires around the motors and all connectors to make sure they are tight.
	Motor or electrical switch damage.	Contact Zinc customer services 0800 731 0006 for diagnosis and repair options.

## VOLT XT EXPLODED VIEW



## SPARE PARTS AVAILABLE

SCAN THE QUICK LINK  
WITH YOUR PHONE TO  
VISIT 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 VOLT XT**, and that you purchase them directly from us.

Visit our website [WWW.ZINCSPORTS.COM](http://WWW.ZINCSPORTS.COM) and go to 'Spare Parts' or scan the QR code from your phone or tablet.

- Charger
- Chain Tensioner
- Controller Module
- Rear Wheel
- On / Off switch
- Motor
- Front Wheel
- Battery

If you have any problem selecting the parts you require, contact Zinc Customer Services on 0800 731 0006.



## WARRANTY

**Zinc® Warranty** The manufacturer warrants this product to be free of manufacturing defects for a period of 90 days from date of purchase. This Limited Warranty does not cover normal wear and tear, tyres, tubes or cables, any damage, failure or loss caused by improper assembly, maintenance storage or use of the Zinc Volt XT scooter.

This Limited Warranty will be void if the product is ever:

- used in a manner other than for recreation or transportation.
- in any way rented.

The manufacturer is not liable for incidental or consequential loss or damage due directly or indirectly to the use of this product.

Zinc does not offer an extended warranty. If you have purchased an extended warranty, it must be honoured by the store at which it was purchased.

For your records, save your original sales receipt with this manual and write the serial number below.

**YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THE USE OF THIS SCOOTER/ELECTRIC VEHICLE. TO DETERMINE IF COVERAGE IS PROVIDED, YOU SHOULD CONTACT YOUR INSURANCE COMPANY.**

## FAULT CHECKLIST

Before contacting us to solve the problem, have you read the troubleshooting guide on page 6?

Please fill in the checklist below prior to contacting us, to aid us with your problem.

### Fault Checklist (Tick Appropriate Faults)

Store purchased from:

Date purchased:

#### **Battery and charger:**

Charger unit broken	
Charger port broken	
Battery doesn't work at all	
Battery doesn't hold charge for long	
Loose wires / connectors	
Battery is in bad visual condition	
ON/OFF switch doesn't work	
Flickering ON/OFF light	

#### **Motor and acceleration:**

Scooter doesn't run at all	
Scooter runs at slow speed	
Loose wires/connectors	
Motor noises	
Broken brakes	
Broken accelerator grip	
Slow acceleration	

#### **Visual faults:**

Rusted chain	
Rusted underbelly	
Worn tyres	
Broken Parts (please state)	
Missing Parts (please state)	
Overall condition (please state)	

Other comments:

Replacement parts and product issues: [www.zincsports.com](http://www.zincsports.com) or call our customer service line 0800 731 0006

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