



**USER'S MANUAL**

**PLEASE READ CAREFULLY BEFORE FIRST USE!**

For BOARDY models manufactured from 2024.

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## CONTENTS

WELCOME ON BOARDY!.....	3
SAFETY WARNINGS.....	4
OTHER NOTICES.....	6
RIDERS .....	6
QUICK START GUIDE.....	7
1.    INSTALL YOUR WHEELS .....	7
2.    ATTACH THE HANDLEBAR .....	7
3.    INFLATE THE TIRES .....	7
4.    CHECK THE BRAKES .....	8
HOW TO RIDE THE BOARDY .....	9
AFTER SHIPPING OR TRANSPORT .....	9
PRIOR TO EACH USE .....	10
DETAILED OPERATION MANUAL .....	11
1.    Brake .....	11
2.    Folding mechanism .....	12
3.    Adjusting the handlebar.....	13
4.    Removing the wheels.....	14
5.    Installing the mudguard.....	14
MAINTENANCE MANUAL .....	15
1.    General.....	15
2.    Wheels and tires.....	15
3.    QuickFold Mechanism.....	15
4.    Adjusting the head bearing.....	15
5.    Brakes.....	16
6.    Board.....	17
7.    Grip tape.....	17
RETURNS POLICY .....	18
WARRANTY.....	18
TROUBLESHOOTING .....	19

## WELCOME ON BOARDY!

We proudly welcome you as a new owner of a brand new BOARDY kick scooter, second edition of the world's first full-length flexible board scooter!

Unlike most scooters, the BOARDY is made with top quality materials and some bicycle parts (wheels, tires, brakes and accessories) so care for your BOARDY just as you would for your bicycle.

In order to ensure safe riding and an amazing experience with your BOARDY, read these instructions carefully as they contain important information about safety and maintenance. Keep this manual as you may need it for future use.

If you have any questions about your BOARDY, visit our homepage: [www.boardyonboard.com](http://www.boardyonboard.com) or contact our support team at [info@boardyonboard.com](mailto:info@boardyonboard.com).

We wish you lots of fun and carefree riding with your BOARDY!



This comprehensive manual contains information for the new BOARDY manufactured from 2024.

For former models, please download the applicable manual from our website. If unsure, please contact us.

## SAFETY WARNINGS

The BOARDY is designed for leisure riding as light sports equipment. The BOARDY is NOT suitable for extreme sports.

The BOARDY is designed for mostly flat terrain and light slopes!

### SAFETY WARNING FOR BRAKES AND SPEED



Always check the brakes thoroughly before riding!

To check whether the brakes are set correctly please check the following:

When the brake is applied with full force, the lever must not reach the handlebar of the scooter and moving brake components must not touch any part of the scooter's body (neither the wheel nor the front fork).

When the brake is applied, the brake pads must only contact with the rim and must never touch the rubber tire!

If the brake cable is difficult to move in its housing or if one of cable sections shows signs of damage, the brake cable must be replaced immediately!



When driving downhill, take extra care never to exceed 10 mph (16 km/h)! The BOARDY's front brakes are not designed to quickly stop you from excessive speeds!



Take time to learn proper and safe braking technique! Apply braking power gently.



If the rim or the brake pads become hot, do not ride your scooter until the rim and brakes have cooled!



Take extra care when checking the temperature of the rim as overheated rims can cause skin injuries!

On downslopes and after braking heavily for extensive periods, check that the front rim and brake pads are not overheating, as overheated rims can damage the tire and tube. Overheated brake pads can also reduce braking efficiency.

If the rim or the brake pads become hot, do not ride your scooter until the rim and brakes have cooled!

If you feel that your brakes are not working properly, have reduced braking power, or experience any wobbling, rattling, knocking, squealing, or unusual noise when braking, stop immediately, check the entire brake system, and do not start again until you have found and corrected the cause of the problem.



Never ride with brakes that are not working properly, wobbling, rattling, knocking or squealing!

### SAFETY WARNING FOR THE HANDLEBAR



Always check the if the Quick Fold mechanism is tightly locked before your ride!

Check that the Quick Fold mechanism is locked tight and tighten it if it is loose. A loose Quick Fold clamp can lead to an accident and also damage the mechanism.

If you notice any wobble or clunking in the steering, stop immediately, check the entire steering column and do not start again until you have found the cause of the problem and corrected it. Never set off on a journey with a wobbling, clunking steering wheel!



Always check that the handlebar is inserted at least 70mm into the steering knuckle as indicated by the marking on the handlebar!

The handlebar must be inserted at least 70 mm into the steering knuckle as indicated by the marking on the handlebars! It is forbidden and dangerous to extend the steering rod beyond the marking!

Check the tightening of the steering clamp regularly! If the steering clamp is loose, the steering wheel may loosen, and the scooter will become uncontrollable.

### MISCELLANEOUS SAFETY WARNINGS

The BOARDY is designed for leisure riding as light sports equipment. The BOARDY is NOT suitable for extreme sports.



Do not attempt jumps, stunt moves or use your BOARDY at speeds above 16 km/h.



Riding a scooter can be dangerous. An accident can result in serious injuries to both the scooterist and the other person involved in the accident. You should exercise the same caution when scooting as when riding a bicycle.

Always hold the handlebars with both hands when riding the BOARDY. Do not hold a phone, eat, drink or smoke while scooting.

If you use your scooter in an environment where there are pedestrians, cyclists, scooter riders and especially children, always take care for their safety, slow down, keep a safe distance from other road users and give priority to other road users whenever possible. Use a bell to warn other road users!

Use the scooter only in an environment where it is at a safe distance from other vehicles and out of the way of vehicles in the event of a trip or fall.



Never ride your BOARDY when drunk, tired, sleepy or under the influence of drugs!



Wear personal protective equipment while riding; hand/wrist, elbow, head and knee protection.



We recommend that you only ride in rubber-soled closed-toe shoes.

Riding barefoot, in flip-flops or in other loose footwear can be dangerous. Ensure that your shoelaces are not loose, since they could catch in the wheels or you might step on them, leading to an accident.



Follow your local laws about scooting on public roads, bike paths and sidewalks or passenger walkways.

Always obey traffic rules and guidelines in your area. Also check and follow local laws about required safety accessories, such as lights, bells, reflectors and personal safety equipment (i.e. helmets).



The BOARDY is certified for a single rider, no heavier than 150 kgs (~330 lbs).

Never use the BOARDY to carry another person, or heavy or large luggage. Do not hang anything on the handlebars when riding.

The BOARDY scooters has been tested with thrice the above certified user weight!



Familiarize yourself with the BOARDY's handling characteristics before your first ride.

Although riding a scooter is easier than riding a bicycle, you still have to get familiar with the handling characteristics and braking power of your BOARDY. Familiarize yourself with your BOARDY before the first ride and after long periods of non-use.



Your feet should never touch the rotating wheels.



BOARDY Kick Scooters are not designated as toys. BOARDY Scooters are designed for sport or to be used for travel on public roads or public pathways and bike paths.

We do not however recommend to use the BOARDY in traffic. Ride your Boardy on the pavement instead, whenever local rules allow.

## OTHER NOTICES

In wet or frosty weather or on slippery surfaces, be more cautious. Consider stepping off the BOARDY and pushing it while walking. Do not ride your BOARDY when visibility is limited, such as at dusk or night.

The BOARDY can safely be used on a flat, clean, dry road. It may also be used on shallow sand, gravel, or solid and generally even, but not completely homogenous, surfaces, such as dirt roads. In such cases, however, ride more slowly, pay greater attention and stop immediately if handling feels uncertain.

Complying with non-obligatory EU recommendations, handlebars have been tested with 50 kg (110 lbs) static weight. However, make sure not to lean against or pull the handlebar too strongly as this could cause it to bend, which can be dangerous.

The scooter's handlebars are designed for balancing and steering. The weight of the scooter rider, the force required to accelerate and the forces exerted when braking are all held or counteracted by the foot on the board. When you are accelerating or braking the scooter, do not put your entire body weight on the steering column. Although the steering column can withstand a maximum static horizontal load of up to 50 kg, a continuous load close to the maximum can cause fatigue in the aluminium over time and even lead to breakage.

Do not alter your BOARDY in any way that could affect your safety. Only equip your BOARDY with accessories certified by the manufacturer, available from the webstore.

If you feel any part of the BOARDY wobbling or behaving unnaturally, or if the riding experience changes during your ride, stop immediately and thoroughly check your BOARDY. Do not continue riding before identifying and fixing the problem. If uncertain, always turn to us for help!

Your BOARDY may also show scratches, surface damage or aesthetic defects during normal use. These do not constitute a deterioration of the scooting experience, but may require maintenance or repair. For example, varnishing or painting may need to be repaired to maintain the surface protection.

## RIDERS

Children younger than 14 years and people with limited physical or mental capacity should use the BOARDY only with a responsible adult's supervision.

The BOARDY is designed for youths and adults from a weight of at least 40 kgs (88lbs) to a maximum weight of 150 kgs (330 lbs).

The bending of the board depends on the rider's weight. The more the rider's weight, the more the board bends! This is normal and does not affect the usability of your BOARDY. If the board feels very loose and bends abnormally (i.e. even occasionally touching the ground while riding on flat surface), stop using the BOARDY and contact our support center to arrange a repair!

## QUICK START GUIDE

Depending on the packaging option, your BOARDY may come partly disassembled and may require minor assembly.

### 1. INSTALL YOUR WHEELS

It is likely that your BOARDY was shipped with the rear wheel removed from the scooter. Do not worry, it is quite easy to install the wheel.

Simply put the rear wheel in the rear wheel fork with the quick release handle on the left of the scooter. Carefully and fully lock them in place with the quick release system.

The front and rear wheels are identical but directional tires. The quick release clamps should be on the left side of the scooter when properly installed. See the details of using the quick release on page 14.



The BOARDY's tires are directional. Determine the correct direction of rotation marked on the tires and equip the wheels accordingly!

If you remove the front wheel for any reason, make sure to deflate the tire before removing the front wheel and only inflate the tire after installing it again. Fully inflated tire will not properly fit between the brake pads and forcing the wheel through the brakes will likely cause fault in the brake system that may need repair or even replacement of the brake.



Always put the wheels on the BOARDY before inflating them. You will not be able to install or remove your front wheel without damaging the brakes if it is inflated.

### 2. ATTACH THE HANDLEBAR

Your BOARDY may have been shipped with the handlebar removed.

To assemble and set up the handlebar, you may need a 5 mm hex key, which is included in your package, but also found in most households.

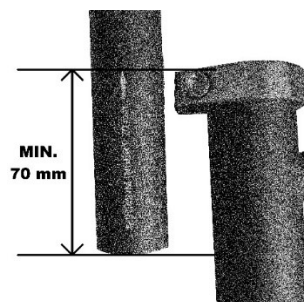
Insert the handlebar into the stem clamp over the QuickFold hinge. Adjust the proper height of the handlebar to your liking and then tighten the hex-screw on the top stem clamp so that the handlebar does not wobble. See more on how to do this on page 12.

We recommend setting the handlebar to a height at which you can hold it with your elbows slightly bent and your back straight, while standing on the board with both feet.



#### **Never set the handlebar higher than the maximum limit!**

Setting the handlebar over the maximum limit could cause handlebar to fall out while riding, which could lead to an accident resulting in serious injury to the rider and/or damage to the scooter.



### 3. INFLATE THE TIRES

Once your wheels are in place, you have to inflate them to operational tire pressure.

Your BOARDY was shipped with deflated or semi-inflated tires to avoid damage during air freight.

You only need a pump with a 'car type' valve to inflate your tires. The pump is not included in the basic packaging of the BOARDY, but you will find a pump compatible with the BOARDY's tires at most gas or petrol stations.



The optimum tire pressure is between 3,5-4 bars (43.51ppsi) for the BOARDY's Continental tires. Your BOARDY may have been shipped with different types of tires, or you might receive a different type of tire after a puncture. Therefore, always check for the optimum pressure values that are indicated on the tires and follow those indications over the advice of this manual.

#### **4. CHECK THE BRAKES**

For your safety, check the brakes and braking power before each ride. If you experience insufficient braking power then adjust the brakes: for details, see page 11 and 16..



## HOW TO RIDE THE BOARDY

After the setup and the necessary checks you are ready to ride your BOARDY!

Grab the handlebar with both hands and hold it firmly during the entire ride.

Step on the BOARDY with one of your feet and place your center of gravity above the board. Always step onto the left side with your left foot and the right side with your right foot!

Stepping on the board differently might affect your center of gravity which may cause you to fall. Always keep your center of gravity above the deck.

The BOARDY's wide deck can accommodate both feet next to each other, to give you a more comfortable ride.

Start kicking the ground with one of your legs while balancing your body on the deck. Fewer, longer kicks are more effective than more frequent, shorter kicks. Try to kick as long as you can for the best and easiest ride experience, longest rolls and highest speed.

Watch out for your ankles while kicking. To avoid knocking your ankle on the board or the rear wheels, keep enough distance (5-8 cm/2-3") between your kicking leg and the edge of the board.



Avoid contact with the rotating wheels at all times to prevent injury!

Advance slowly! Once you are familiar with the BOARDY's handling, we suggest changing your kicking leg after every second or third kick to let your legs rest a bit. Establish a stable rhythm of kicking and then letting the BOARDY roll for a few seconds, while standing with both feet on the board.

Everyone likes to ride the BOARDY differently so develop your own style and find the best fit for you. Don't worry, you'll get used to it very quickly!

## AFTER SHIPPING OR TRANSPORT

Some parts of the BOARDY may be affected by the forces it may encounter during shipping or transportation. You should always check these before using the BOARDY to ensure safety and the best ride experience.

- Check the quick release mechanism on both wheels and tighten them if necessary as they may loosen during transportation.
- Check the brake pads and make sure that they do not touch the rubber of the tires.
- Check the brake cables and their housing for any fractures and also check the screws at the end of that brake cable used for adjustment as they may need tightening after transportation.
- Check the position and shape of the bent aluminum plate in front of the rear wheel as strong forces may deform it during shipping.
- Check the pressure of the tires, especially if your BOARDY has been transported on an airplane. Always deflate the tires before transporting the BOARDY by air.
- Check the direction of rotation of the wheels if they have been removed or reinstalled.

## PRIOR TO EACH USE

Check each moving part and make sure that all bolts, screws, clamps, and handles are tightened properly before each ride.

Check the tires for visible signs of wear and check the tire pressure before each ride. Inflate tires if necessary.

Never inflate the tires above the maximum pressure marked on the tire. Both too low and too high pressure can damage tires and increase the risk of an accident.

Too low tire pressure increases rolling resistance, resulting in a less fun ride, and causes tires to wear down prematurely.

The optimum tire pressure is between 3,5-4 bars (43.51ppsi). All BOARDYS' tires can be inflated by 'car type' valve pumps found at any gas or petrol station. Compatible, lightweight pumps can also be ordered from our webstore.

Make sure that the handlebar is tightened securely in the proper position and is facing forward.

Before each ride, check the wingnut of the folding mechanism. Do not overtighten the wingnut, but the stem should never wobble! You can find instructions for operating the folding stem on page 12.

The wheels of the BOARDY are fastened with quick release mechanisms. Check them before each ride. You can find instructions for the quick release mechanism on page 14.

## DETAILED OPERATION MANUAL

### 1. Brake

The brake of the BOARDY is designed for deceleration only and may not provide sufficient braking power on steep slopes and during downhill rides. You should not expect bicycle-like braking power.



Always avoid steep downhill rides and always control your speed on downward slopes!

With intensive use, the brake pads and the front rim can heat up, decreasing braking performance. If you use the brakes for extended periods, stop occasionally to allow them to cool. Avoid touching the brakes and rims after intensive use as overheated rims can cause skin injury!

The BOARDY is only equipped with front brakes and, unlike other scooters, there is no rear brake fender, as such a braking mechanism would damage the BOARDY's tires.



Never try to brake or decelerate by stepping onto the rear tire!

Moisture and dirt can also affect braking efficiency. When riding in wet conditions or after cleaning your BOARDY make sure that your brake functions properly to prevent serious accidents. Never apply lubricant materials on the rims or the brake pads!

If you feel that your brakes are not working properly, have reduced braking power, or experience any wobbling, rattling, knocking, squealing, or unusual noise when braking, stop immediately, check the entire brake system, and do not start again until you have found and corrected the cause of the problem.



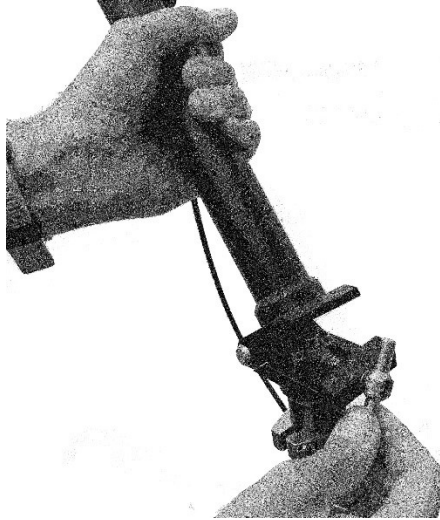
Never ride with brakes that are not working properly, wobbling, rattling, knocking or squealing!

## 2. Folding mechanism

Your BOARDY is equipped with a QuickFold system to save room while storing or transporting your BOARDY.

You can fold the handlebar on your BOARDY as follows:

1. Open the wingnut by turning it counter-clockwise, until the joint can fold.



2. While folding the handlebar, turn the handle 90 degrees counterclockwise.



To restore the handlebar to its operating position, do the reverse:

1. Unfold and straighten the handle while turning it 90 degrees clockwise.
2. Once straight, tighten the wingnut (turning it clockwise) to secure the handlebar.

Be sure not to overtighten the wingnut. To check the tightness of the folding system wingnut try to wobble the handle. If it still wobbles, tighten the wingnut further by turning it clockwise.

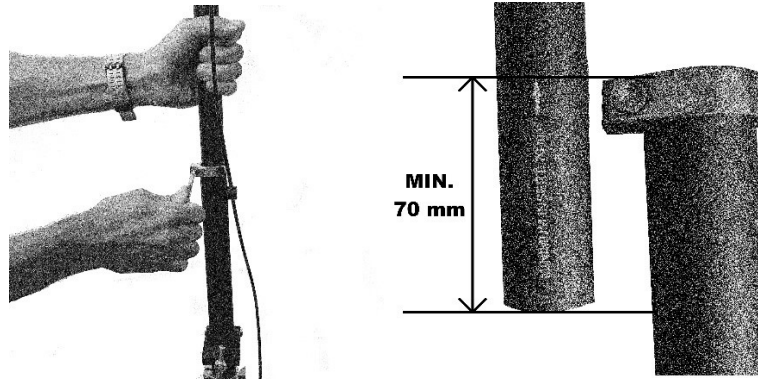


If you cannot tighten the wingnut any further and the handlebar is still wobbling or does not seem to be securely held in place, then do not use the BOARDY, and contact our support center!

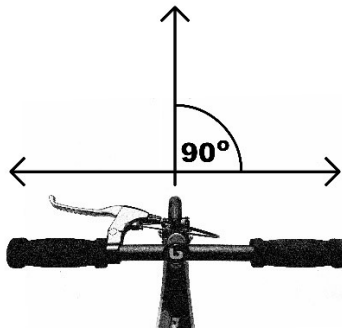
### 3. Adjusting the handlebar

To adjust the height of the handlebar:

1. Loosen the higher clamp on the stem with a 5 mm hex key.



2. Adjust the handlebar to the desired height, and turn the handlebar perpendicular to the front wheel.



3. Tighten the higher clamp of the stem with a 5 mm hex key.

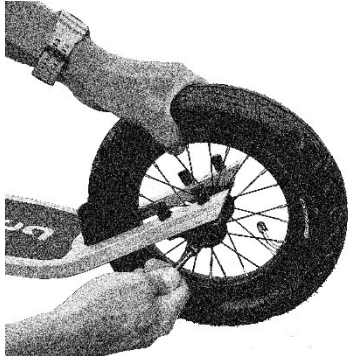
**Never set the handlebar higher than the maximum limit!**



Setting the handlebar over the maximum limit could cause the handlebar to fall out during riding, which can lead to an accident resulting in serious injury to the rider and/or damage to the scooter. The handlebar stem must be inserted at least 70 mm (3") into the lower part of the stem.

#### 4. Removing the wheels

The wheels of your BOARDY are easily removed by a quick release mechanism similar to the ones on bicycles.



Open and close the mechanism by turning the handle. The handle must be turned almost 90 degrees after closing to lock the wheels tightly. If you can turn the handle too easily, you will need to tighten the quick release mechanism by tightening the bolt on the axle on the opposite side of the wheel.



The front wheel is only removable after deflating the tire.

Forcing the front tire out when it is inflated will damage the brakes!

After reinstalling the wheel, check that it is securely held in place. You can do this by trying to pull and push the wheel sideways against the scooter. If it moves sideways or wobbles, readjust the wheel and re-tighten the quick release system as instructed above.

If a child uses the BOARDY an adult should set the quick release handle tight enough to prevent the child from loosening it.

#### 5. Installing the mudguard

Your BOARDY will always come equipped with four thumbscrews installed on the rear wheel fork. These thumbscrews are used to securely hold the optional mudguard if you choose to purchase one with your scooter or later on as an accessory.

Always tighten the screws securing the mudguard thoroughly, but make sure that the tightening force is not so great that it turns the screws securing the slipper! NEVER use pliers or other tools when tightening the thumbscrews, use only your fingers.

## MAINTENANCE MANUAL

### 1. General

To ensure a long and trouble-free lifetime of your BOARDY, check it regularly and perform some occasional maintenance.

Children should not perform any maintenance or change any settings on the BOARDY.

Store your BOARDY at room temperature in a dry place. Do not store your BOARDY in direct sunlight or inclement weather for extended periods. Do not store the BOARDY in wet conditions or outside of a temperature range of 8 to 30 °C (46 to 86 °F).

Protect your BOARDY from water while in storage. The BOARDY's stainless steel and aluminum parts may eventually degrade. If your BOARDY gets wet, wipe it dry with a towel or cloth.

Check the tightness of every screw and bolt before first use, and recheck them every 3 months. Tighten them if necessary.

Keep your board and grip tape clean and do not use any lubricant materials to clean your board, handlebars, rims or brake pads.

### 2. Wheels and tires

Check the tire pressure regularly, at least once a week. To do so, use a pressure meter, a pump with a pressure meter or go to a gas or petrol station, where you can find these tools.

The maximum tire pressure is indicated on the wall of the tire.

After a time, tires can also wear out or show signs of cracking. This depends on the way you use and store your BOARDY.

With normal use and appropriate storage, your BOARDY's tires should be perfectly fine for years or 1000 km.

Replacement tires are available. If you notice signs of extensive wear and tear on your tires, please contact our support center for replacement tires.

Changing a tire on a BOARDY wheel is the same as on every bicycle. If you order a tire repair kit from our webstore, then you will receive an instructions manual with it, which you can also download from our website's download section.

Still having difficulties? Please contact our support center or find a local bicycle repair specialist.

### 3. QuickFold Mechanism

It is recommended to re-grease the folding mechanism every 3 months, if necessary, to extend its lifespan.

For best results, spray the movable parts of the folding mechanism with some penetrating oil and wipe it afterwards if necessary. Do this especially if the hinges start making sounds: this could be a sign of the mechanism drying out or accumulating dirt.

### 4. Adjusting the head bearing

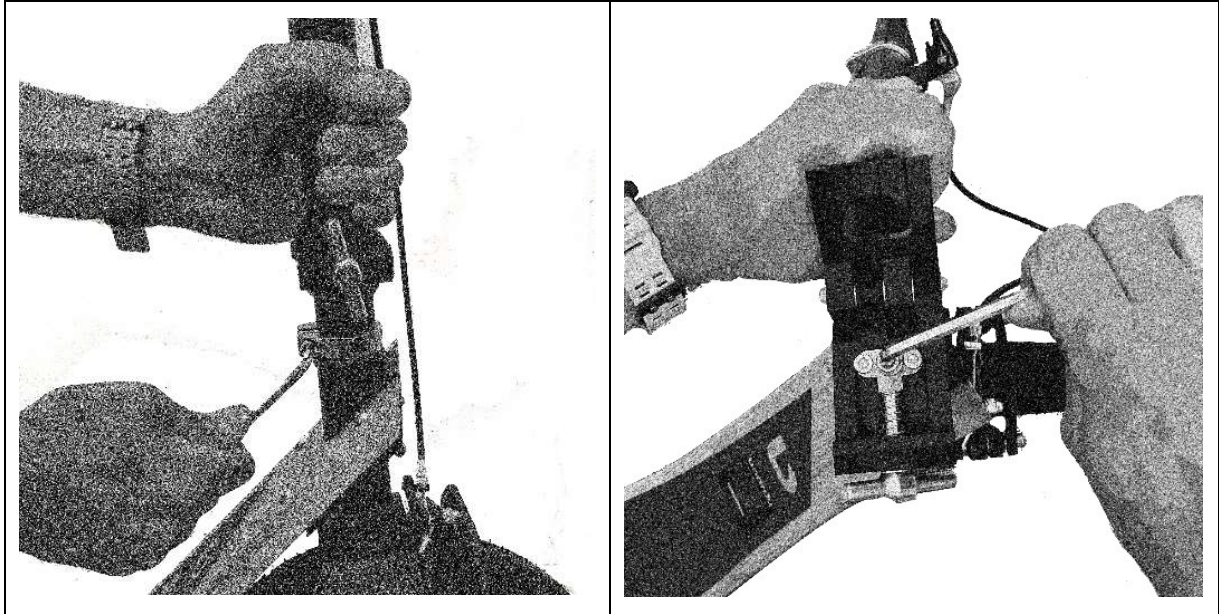
We recommend checking and greasing every bearing annually.

If you feel the handlebar wobbling, first check the QuickFold mechanism. If the folding mechanism is locked tight then the head bearing may be loose. This occurs occasionally, depending on use, and does not mean that your BOARDY is defective.

To tighten the head bearing:

1. Open the folding mechanism (see page 12).
2. Loosen the lower clamp of the stem with a 5 mm hex key.
3. Tighten the center bolt inside the folding mechanism with a 5 mm hex key, until the handle stops wobbling.





4. Re-tighten the lower clamp of the stem with a 5 mm hex key.
5. Close the folding mechanism (see page 12).

After Step 2 above, you will also be able to disconnect the head bearing and grease it for optimum life.

## 5. Brakes

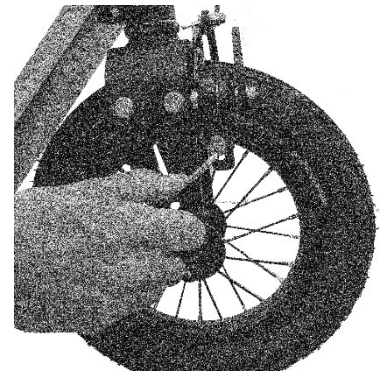
The brake cable may need occasional adjusting.

The Boardy is equipped with U-brakes, originally developed for BMX bikes. This type of brake requires expertise to adjust, so if you do not have sufficient experience with U-brakes, be sure to have them adjusted by a specialist workshop.

When the steering column is turned to its maximum, including when the scooter is folded, the brake cable and the brake arms can reach the scooter's frame or the board. Ensure that neither the brake cable nor the brake arms are subjected to strong impact forces and do not let them stretched to the point where damage may occur.

To check whether the brake is set correctly please check the following:

- When the brake is applied with full force, the lever must not reach the handlebar of the scooter and moving brake components must not touch any part of the scooter's body (neither the wheel nor the front fork).
- When the brake is applied, the brake pads must only contact with the rim and must never touch the rubber tire!
- If the brake cable is difficult to move in its housing or if one of cable sections shows signs of damage, the brake cable must be replaced immediately!



You can adjust the brake cable length with the bolt on the brake lever.

For the most efficient braking power the pads need to touch the rim with their entire surface. You can adjust the angle of the pads with a 5 mm hex key (supplied).

When applied, the brake pads should only contact the rim and not the rubber tires. If the brake pads touch the tires, it may result in too strong and unsafe braking power, and lower the lifetime of both the brake pads and the tire.



## 6. Board

The BOARDY's board is made from 100% natural wood, which has the characteristic of being flexible and may change its size very minimally depending on humidity and temperature.

Be sure to periodically check that the screws in the board (head tube fastener, rear slipper fastener and rear wheel cover plate fastener) are properly tightened and not loose! If any of the bolts are loose, tighten them with a 4 mm hex key and an 8 mm wrench or socket (not supplied with your scooter)! The recommended tightening torque for the head tube and slipper fixing screws is 6 Nm. You can tighten the rear wheel guard plate bolts with a screwdriver. However, there is no recommended tightening torque for these screws.

The 100% natural wood board of the Boardy scooter is finished with several layers of weather-resistant varnish, which allows you to use the scooter in rainy conditions. However, under no circumstances should you store the scooter in a rainy, wet environment or exposed to hot and direct sunlight, as moisture and prolonged exposure to direct sunlight can damage the board. If the scooter has been used in wet conditions, it is recommended to wipe it dry before storing.

If the varnish on the board, or the black deck protector layer that covers the bottom of the board, is damaged, cover the damage with weather-resistant varnish or paint to prevent water from entering the board where the damage has occurred.

DO NOT remove the sticker certifying the authenticity of the scooter! The sticker contains the serial number and the most important safety instructions. The sticker is attached to a metal plate, which is secured by the griptape. If the griptape needs to be replaced, the sticker can be easily placed under the new griptape together with the metal plate. Should you lose the serial number sticker of your BOARDY, contact us immediately!



## 7. Grip tape

Depending on use and storage conditions the grip tape on your BOARDY may eventually wear out or tear.

You may also want to apply customized grip tape to make your BOARDY stand out from the crowd.

You can change the grip tape on your BOARDY easily:

1. Heat the old grip tape with a hair dryer. Be careful not to overheat it. You should heat it until you can pull it off easily.
2. Pull off the old grip tape.
3. Clean the remains of the glue stuck on the board with a piece of cloth dipped in a diluting agent until free of glue and dirt. Rinse off the diluting agent with water and let it dry completely.
4. Stick the new grip tape onto the board. Only put the new grip tape on the board once the board has dried completely.



If you apply the new grip tape in temperature lower than 25°C (77°F), use should use a hair dryer to warm up the grip tape otherwise edges of the grip tape may come off with time.

5. Even out the grip tape with your hands. If you notice air bubbles under the grip tape you can pierce them carefully with a needle and then even out the grip tape again.

For all repairs and adjustments, visit any bicycle specialist: all BOARDY parts are compatible with, or very similar to, bicycle parts.

## RETURNS POLICY

We are convinced that once you started using your BOARDY you're going to like it and you will never want to part with it. In the unlikely event that you don't enjoy riding your BOARDY you can send it back to us within 14 days from the delivery and we will refund the full purchase price plus the delivery costs. Please note however that you will have to pay the return shipping costs. For more information please check our website: [www.boardyonboard.com](http://www.boardyonboard.com)

## WARRANTY

We produced the BOARDY with great care and diligence, but even with the greatest care hidden problems might occur. Also, with age or long time intensive use some parts of the BOARDY may degrade or brake.

We supply a warranty of three year for your BOARDY kick scooter. If you discover any defects related to the materials or manufacturing please contact us immediately at [info@boardyonboard.com](mailto:info@boardyonboard.com) directly or contact your dealer.

During the warranty period we examine the problem and we repair or replace the defected part if necessary. We can usually solve the problem by replacing only the defective part and we replace the whole BOARDY only very rarely.

The warranty doesn't apply to

- normal wear or tear of any parts, including the wear of tires and the brake pads,
- improper storage of the BOARDY or any of its parts,
- damage caused by improper riding, incorrect installations, careless use, doing stunts, excessive downhill rides, accidents or using the BOARDY outside of its weight limits, abusive treatment, alterations to the structure not made or approved by us.

Repairs or replacements made under warranty always extend the warranty of the repaired or replaced part. In the unlikely case that the BOARDY is replaced under warranty, the warranty for the entire BOARDY scooter shall be renewed.



## TROUBLESHOOTING

### **My BOARDY shipped with missing or damaged parts**

Take photos of ALL the parts that were in the package and contact our support center as soon as possible.

### **I cannot install the tires**

Check if your tires are deflated before installing them on your BOARDY. Also check if anything blocks the wheel forks, and whether the quick release handles are open and loose enough to place the wheels in their designated holders. If none of this works, please take close-up photos of your wheels' quick release systems and the forks, and contact our support center.

### **I hear creaking sounds from the stem**

Make sure that your folding mechanism's inner parts are clean, as dust and other small particles may cause creaking noises. Also ensure that the folding wingnut is sufficiently tightened, as a loose folding mechanism tends to be noisy and dangerous, too.

If the above does not help, check and re-tighten the head bearing (see page 15-16) and handlebar clamps.

### **Brake handles are too loose/tight**

Readjust your brake cables. If the problem persists, please contact our support center or a local bicycle repair specialist

