

TOMOLOO
Go any where

STAR TRAVELER Q2-C

OPERATION MANUAL



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Shenzhen Tomoloo Technology Industrial Co.,Ltd Supports After-Sell Service

ATTENTION & SAFETY INSTRUCTIONS

- The operating temperature range of the charger is 32°-104°F (0°-40°C)
- The operating temperature range of Q2-C is 32°-104°F(0°-40°C).
- Do not ride on icy or slippery surfaces.
- Read the user manual before riding.
- Store the Q2-C in a dry, ventilated environment.
- When transporting the Q2-C, avoid violent crashes or impact.
- When the device displays low battery or no power placed for more than 3 months, the battery will enter sleep mode and can't be charged anymore. We suggest to charge the device each month.
- After leaving your device for more than 10 minutes and without any operation, the device will automatically shut down.

LOW TEMPERATURE WARNING

Low temperature will affect the lubrication of moving parts inside the Q2-C hoverboard, increasing internal resistance. At the same time, in low temperatures, the discharge capacity and the capacity itself of the battery will significantly decreased. Do not ride the Q2-C violently in low temperatures around or below 32° F (0°C).

SAFETY INSTRUCTIONS

- Keep the device away from heat sources, direct sunlight, humidity, and prolonged exposure to water.
- Do not operate the device if it has been exposed to water, moisture or any other liquids to prevent against electric shock, explosion and/or injury to yourself and damage to the device.
- Do not use the device if it has been dropped or damaged in any way.
- Repairs to electrical equipment should only be performed by a qualified electrician. Improper repairs may place the user at serious risk.
- Do not puncture or harm the exterior surface of the product in any way.
- Keep the device free from dust, lint, etc.
- Do not use this device for anything other than its intended use or purpose. Doing so may damage the device.
- This product is not a toy. Keep out of reach of children.
- Do not expose batteries, battery pack, or batteries installed to excessive heat, such as direct sunlight, or open flame.

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Chapter 1

ABOUT THIS MANUAL

PLEASE READ THE USER MANUAL THOROUGHLY. Failure to follow the basic instructions and safety precautions listed in the user manual may damage your device or cause body injury.

Thank you for purchasing the TOMOLOO Q2-C hoverboard. Please read all instructions carefully before using and retain this manual for future use and reference.

This manual applies to the TOMOLOO Q2-C hoverboard.

- In order to avoid dangers that caused by collisions, falls, and loss of control, please learn how to ride safely.
- You can learn operating skills by reading the product manual.
- This manual includes all operating instructions and precautions, and users must read it carefully and follow the instructions.

All users are responsible for any consequences caused by violating warning contents or prompt operations.

Chapter 2

PRODUCT INTRODUCTION

The TOMOLOO Q2-C is a personal transporter. Our technology and production processes are developed with strict testing for each TOMOLOO hoverboard.

Driving without following the contents of this manual may lead to damage to your device, or may cause bodily injury.

This manual is designed to give you the information you need for the safe operation and maintenance of your new Q2-C. Please read it thoroughly before riding your Q2-C.

2-1.PACKAGE CONTAINS

- TOMOLOO Q2-C Hoverboard
- 3-pin Charge Cable
- Operation Manual
(16.98lb/7.7kg)

2-2.FEATURES/PARTS



1. Fender
2. Left Foot Mat
3. Status LED Indicator
4. Power/Battery Indicator
5. Right Foot Mat
6. LED Light
7. Power Button(Located in rear)
8. Charge Port (Located in rear)
9. Tire With LED Light

2-3.OPERATING PRINCIPALS

The device uses digital electronic gyroscopes and acceleration sensors to control balance and motion, depending on the user's center of gravity.

The device also uses a control system to drive the motors that are located within the wheels.

The device has a built-in inertia dynamic stabilization system that can help assist with balance when moving forward and backwards, but not while turning.

TIP - To increase your stability, you should keep your body be balanced in order to overcome the centrifugal force during turns, especially when entering a turn at higher speeds.



Any Q2-C hoverboard that does not work properly can cause you to lose control and fall. Check the entire device thoroughly before every riding, and do not ride it until any problems have been corrected.

2-4.SPECIFICATIONS

Model:	Q2-C
Net Weight:	16.98 lbs (7.7 kg)
Load:	44-220 lbs (20-100 kg)
Max Speed:	Up to 7.5 mph (12 km/h)
Max Distance Range:	Up to 4.3 miles (7 km)
Max Climbing Angle:	10°
Minimum Turning Radius:	0°
Battery Type:	Lithium-ion
Battery Voltage:	37V
Battery Capacity:	2Ah
Power Requirement:	AC 100-240V, 50-60 Hz
Wheel Size:	6.5 Inches (16.51 cm)
Tire Type:	Non-Pneumatic Solid Tires
Bluetooth Range:	Up to 33ft
Bluetooth Speaker:	V5.0 with stereo sound quality
UL Certification:	UL 2272 approved

*The above data is based on laboratory test results, the actual data may be different according to the weight of users, road conditions, temperature, etc.

2-5.CONTROLS AND DISPLAY

• TURNING YOUR DEVICE ON/OFF

Power On: Take your device out of the box and place it flat on a level surface. Press the power button (located on the rear of your device) once. Check the battery LED indicator (located in the center of your device). The battery indicator light should be lit, indicating the device is powered on.

Power Off: Press the power button once in power on status.

• MAT SENSOR

There are four sensors under the foot mats on your Q2-C hoverboard. When the user steps off the mats, it will automatically initiate self-calibration.

When riding the hoverboard, you must ensure you are stepping on the foot mats. Do not step or stand on any other area of your hoverboard.

Do not put items on the foot mats. Doing so will make the Q2-C turn on, and increase the probability of collision and cause injury to people, riders, or damage the device.

• BATTERY INDICATOR

The display board is located in the middle of the Q2-C hoverboard.

- Green LED light stay solid without flashing indicates electricity from 100% to 10%.
- Red LED light flashing indicates electricity from under 5%, Green LED light flashing indicates electricity from 10%-5%.
- When charging, the blue light keeps flashing until the power reaches 90% ,the green light flashes at 95%, and the green light is steady on at 100%.

When the LED light turns red, please stop riding.

• RUNNING INDICATOR

When the operator triggers the foot mats, the LED status indicator will light up, which indicates that the Q2-C is now ready for use.

When the system has an error during operation, the status LED light will turn red (for more details see Chapter 5: SAFE RIDING).

2-6.COOL LIGHTS

• TIRE WITH LED LIGHTS

The colorful tire lights will be turned on while you power on your hoverboard.

• HEADLIGHTS

The headlights will become breathing light while the Bluetooth not connected. The headlights will be shining with the music while the Bluetooth connected.

2-7.BLUETOOTH SPEAKER

The Q2-C has powerful built-in wireless speakers so you can play your music while riding.

• PAIRING THE SPEAKER

- Turn on your Q2-C and the speakers will “DingDong” to announce that it's waiting for Bluetooth connection. This will indicate your Q2-C speaker is now in pairing mode.

- Place the Q2-C and the Bluetooth device to which you would like to pair it within the operating distance. We recommend keeping the two devices no further than 3 feet apart during pairing.
- Ensure Bluetooth is enabled on your phone or music device. Refer to manufacturer's instructions for how to enable Bluetooth on your device.
- Once you have activated Bluetooth on your device, select the option "Tomoloo Music" from the list of available Bluetooth devices.
- If required, enter the PIN code "000000" and confirm the entry.
- The Q2-C will say "Paired" when successfully paired.
- Please note, pairing mode on the Q2-C will last for two minutes. If no devices are paired after two minutes, the Q2-C speaker will automatically return to standby mode.
- If pairing is unsuccessful, turn off the Q2-C first and re-pair following the aforementioned steps.
- If your smart phone is out of range, or the battery is low on your Q2-C, your speaker may disconnect from your smart device, and the Q2-C will say "Disconnected". To reconnect, follow the after mentioned steps or recharge your hoverboard.

NOTE: Once you have paired the Q2-C speaker with a device, the speaker will remember this device and will pair automatically when the device's Bluetooth" is activated and in range. No need to re-pair any previously connected devices.

Your Q2-C can pair up to two multi-point devices. You can reconnect a previously paired device without going through the pairing or PIN process on up to two devices.

• LISTENING TO MUSIC

Once the Q2-C speakers are paired to your device, you can stream music wirelessly to them. Select the track you wish to listen to on your device to listen via the speakers. All volume and track controls will be made using your music device. Should you encounter any problems while streaming, please refer to your device's user manual.

2-8.CHARGING YOUR Q2-C

• CHARGING THE DEVICE

- Ensure that the charging port is clean and dry.
- Open the charging port on your Q2-C hoverboard.
- Make sure that there is no dust, debris or dirt inside the port.
- Plug the charger into a grounded wall outlet.
- Connect the cable with the power supply (100V - 240V: 50, 60 Hz).
- Ensure the light on the charger is GREEN.
- Align and connect the 3-pin charging cable into the charging port of the Q2-C.
- The charging indicator light on the charger change to Red, indicating that your device is now being charged.
- When the RED indicator light on your charger turns to GREEN, then your device is fully charged.
- A full charge may take up to 3.5-4 hours.
- After fully charging your Q2-C, unplug the charger from your device and fasten the rubber cap.

Chapter 3

RIDING YOUR Q2-C

FAILURE TO FOLLOW ANY OF THE FOLLOWING SAFETY PRECAUTIONS MAY LEAD TO DAMAGE YOUR DEVICE, VOID YOUR MANUFACTURER WARRANTY, LEAD TO PROPERTY DAMAGE, CAUSE SERIOUS BODILY INJURY, OR MAY LEAD TO DEATH.

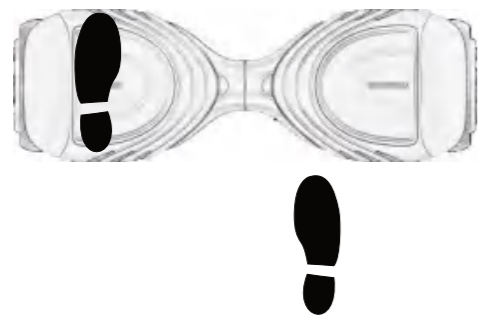
Before using your device, be sure to familiarize yourself with the operating procedures.

3-1.OPERATING YOUR DEVICE

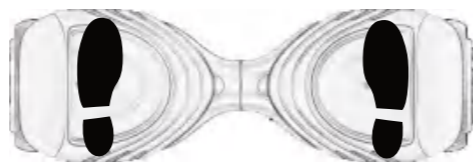
Make sure the device is fully charged before your initial use. For charging instructions, please follow details under 2.8 CHARGING YOUR Q2C. Stand directly behind your device and place one foot on the corresponding foot mat (as described in the diagram below).

Keep all your weight on your back foot still on the ground, otherwise your device will begin to move, making it difficult to step on evenly with your other foot. When you are ready, shift your weight to the foot already placed on the device and step on with your second foot quickly and evenly (as described in the diagram below).

First, step on one pedal to trigger the footswitch.



Then step on with your other foot.



NOTES: Stay relaxed and step on quickly, confidently and evenly. Imagine climbing stairs, one foot, then the other. Look up once your feet are even.

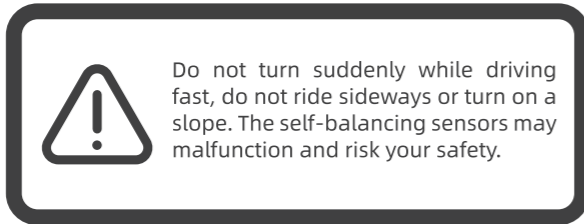
Find your center of gravity. If your weight is distributed correctly on the foot mats and your center of gravity is level, you should be able to stand on your device just as if you were standing on the ground.

On average, it takes 3-5 minutes just to get comfortable standing on your device and maintaining proper balance. Having a spotter will help you feel more secure. The Q2-C is an incredibly intuitive device; it senses even the slightest bit of motion, so having any anxiety or reservation about stepping on may cause you to panic and trigger unwanted movement.

When you first using your device, the fastest way to move on your desired direction is to focus in that direction. You will notice that just thinking about which way you would like to go will shift your center of gravity, and that subtle movement will propel you in that direction.

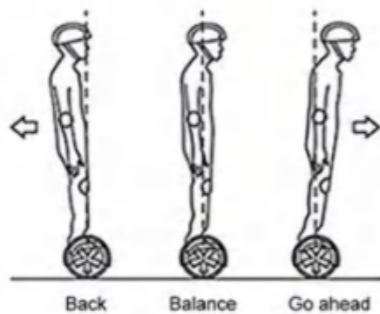
Your center of gravity determines which direction you move, accelerate, decelerate, and come to a complete stop. As described in the diagram below, tilt your center of gravity in the direction you wish to move.

To turn, focus on the direction you wish to turn and stay relaxed.



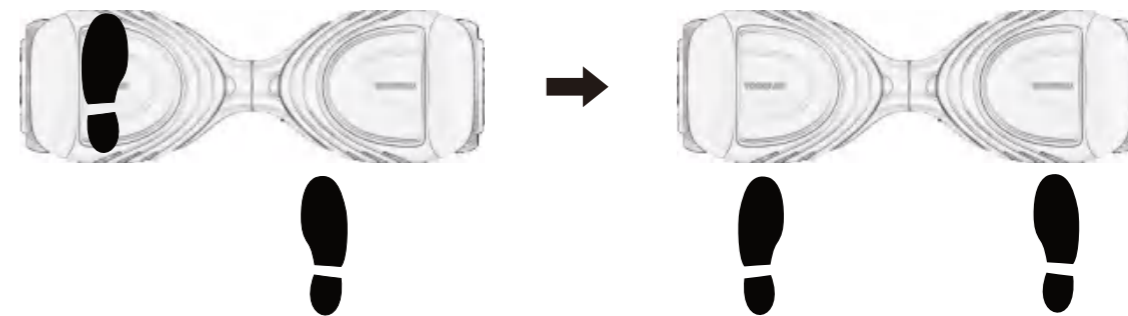
The more comfortable you get on the device, the easier you will maneuver. Remember at higher speeds, it is necessary to shift your weight to overcome the centrifugal force.

For bumps or uneven roads, bend your knees.

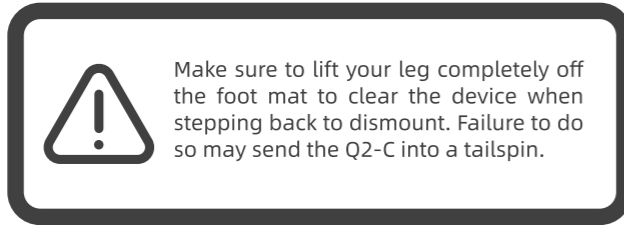


NOTES: Try staying relaxed and focus on finding your center of gravity to maintain full control of your Q2-C hoverboard.

Dismounting your device can be one of the easiest steps, yet when done incorrectly, may cause you to fall. To properly dismount, from a stopped position, lift one leg up and set your foot back down on the ground (STEPPING BACK). Then step off completely as described in the following diagram.



Before you get off, make sure that the hoverboard is stopped, then step off one foot at a time.

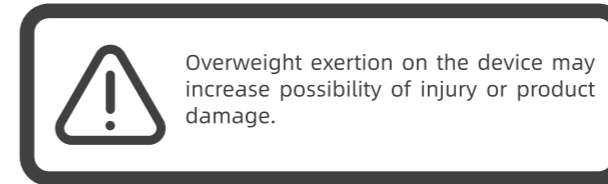


NOTES: If the Q2-C is not placed on a level surface, alarm will sound and the warning indicator will light up and prevent the Q2-C from moving. Place the Q2-C on a level surface and try riding it again.

3-2.WEIGHT AND SPEED LIMITATIONS

Speed and weight limits are set for your own safety. Please do not exceed the limits listed here in the manual.

- Maximum Weight: 220 lbs
- Minimum Weight: 44 lbs
- Maximum Speed: 7.5 mph



NOTES: To prevent injury, when max speed is reached, the Q2-C will beep to alert the user and tilt the rider slowly back.

3-3.OPERATING RANGE

Please notice the Q2-C can travel a distance up to 4.3 miles on a fully charged battery in ideal conditions. The following are some of the major factors that will affect the operating range of your device.

- **Terrain:** A smooth, flat surface will increase your driving distance, while driving uphill, as well as rough or uneven terrain will reduce your distance significantly.
- **Weight:** The weight of the user can affect driving distance; a lighter user will have further range than a heavier user.
- **Ambient temperature:** Please ride and store the device under recommended temperatures, which will increase driving distance: battery life, and overall performance of your device.
- **Maintenance:** Reasonable battery charging and maintenance will increase the distance. Overcharging the battery can reduce range.
- **Speed and Driving Style:** Maintaining a moderate speed will increase your distance: While traveling at high speeds for extended periods, frequent starts, stops, idling, along with frequent acceleration and deceleration will reduce your overall distance.

Chapter 4

PRODUCT WARNINGS

While riding your Q2-C hoverboard, if there is a system error or illegal operation performed with your device, the system cannot enter self-balancing mode, so the device will prompt the user in a variety of ways.

You will notice the Running Indicator Light will turn RED and you will hear a beep sound alerting you to take precaution and cease operation.

The following are common occurrences where you will hear the Safety Alerts. These notices should not be ignored, but appropriate action should be taken to correct any illegal operation, failure or errors.

- Prohibited riding surfaces (uneven, too steep, unsafe, etc.)
- When you step on the device, if the platform is tilted more than 10 degrees forward or backward.
- Battery voltage is too low.

- The device is still charging.
- During operation, the platform self-initiates to tilt due to excess speed.
- Overheating, or motor temperature is too high.
- The device has been rocking back and forth over 30 seconds.
- System enters protection mode, the alarm indicator will light up and buzzer will alarm (this typically occurs when the battery is about to run out of power).
- If the platform is tilted forward or backward more than 15 degrees, device will sound “Bibibi” as alarm and can’t ride.
- If any or both tires are blocked, the device will stop after 10 seconds.
- When the battery level has depleted below protection mode, the device engine will power off after 15 seconds.
- While sustaining a high discharge current during use (such as driving up a steep slope for a long period of time), the device engine will power off after 15 seconds.

While riding your Q2-C hoverboard, if there is a system error or illegal operation performed with your device, the system cannot enter self-balancing mode, so the device will prompt the user in a variety of ways.

Chapter 5

SAFE RIDING

- Children, the elderly, and pregnant women should not ride the Q2-C.
- Do not ride after drinking or using drugs.
- Do not carry items when you are riding the device.
- Prior to each use, inspect the Q2-C and ensure it has been maintained correctly and is functioning properly.
- When riding the Q2-C, please give way to pedestrians.
- Please be alert to things in front and far away from you, Keeping good vision will help you ride the Q2-C safely.
- Make sure your feet are always placed securely on the pads.
- The Q2-C cannot be ridden by two or more people, Only one person can operate the Q2-C at a time.
- The rider may not be less than 44 lbs, The Q2-C is unable to operate properly with such a rider, especially on downhill terrains where the driver will be unable to reduce speed or stop safely.

- The rider may not be less than 44 lbs, The Q2-C is unable to operate properly with such a rider, especially on downhill terrains where the driver will be unable to reduce speed or stop safely.
- When you ride the Q2-C along with other users, please keep a certain distance between each other to avoid a collision.
- You should always keep in mind that, while on the device, your height has increased several inches, Be careful when you pass through doorways.
- When turning, please maintain balance.
- Do not allow distractions when riding the device, such as answering the phone or engaging in any other activities.
- Do not ride in the dark.
- Avoid riding on particularly in the rain or on smooth surfaces, such as snow, ice, and other slippery floors.
- Do not ride on roads with obstacles (such as twigs, litter, small stones, etc.).
- Avoid riding in narrow spaces or on steep slopes.
- Avoid riding around flammable gas, steam, liquid, or dust that could cause fire.

Chapter 6

DAILY USE & MAINTAINS

·Battery

Stop riding the Q2-C immediately if it displays low power.

No using the battery if it emits strange odors, overheats, or begins leaking, If the battery does leak, please do not touch any leaking materials, as the battery contains dangerous substances. Please do not open the battery and do not insert anything into the battery.

Only use the provided charger for the Q2-C. Do not charge the battery if it has over-discharged. It should be abandoned for your safety.

·Modifications

Do not attempt to disassemble, modify, repair, or replace the Q2-C unit or any components of the unit. This will void any warranty, and can lead to malfunctions which may cause personal injury.

·Operation

Do not lift the Q2-C off of the ground while it is in operation and the wheels are in motion.

This can result in freely spinning wheels, which may cause personal injury to yourself or others nearby, do not jump on or off the Q2-C, and do not jump while using the Q2-C always keep your feet firmly planted on the Q2-C while in operation, always check battery charge before using, do not ride when its battery is low, as indicated by a twin-kling red light or a solid red light.

·Maintains

· Keep the device away from heat sources, direct sunlight, humidity, and prolonged exposure to water.

· Do not operate the device if it has been exposed to water, moisture or any other liquids to prevent against electric shock, explosion and/or injury to yourself and damage to the device.

· Do not use the device if it has been dropped or damaged in any way.

· Repairs to electrical equipment should only be performed by a qualified electrician. Improper repairs may place the user at serious risk.

· Do not puncture or harm the exterior surface of the product in any way.

· Keep the device free from dust, lint, etc.

· Do not use this device for anything other than its intended use or purpose. Doing so may damage the device.

· This product is a toy. Please keep care of children's safety.

· Do not expose batteries, battery pack, or batteries installed to excessive heat, such as direct sunlight, or open flame.

·Wear the safety protective gear when riding, like helmet, knee pads, wrist pads, etc.

Chapter 7

WARRANTY

TO QUALIFY FOR WARRANTY SERVICE

- This product cannot be used for rental or commercial use.
- This product cannot be used for competition.

LIMITATIONS OF LIABILITY

- This Limited 1 Year Warranty is non-transferable after the product's initial sale.
- No unapproved modifications can be made to the product, its performance or otherwise, in order for this Limited 1 Year Warranty to remain in effect.
- No reimbursement is provided for towing, loss of time, loss of use, inconvenience, incidental or consequential damages.
- Warranty is void if weather related water damage is determined, Owner is responsible for storage and protection from weather.

· TOMOLOO makes no warranty with respect to products or trade accessories not made by Tomoloo, including, but not limited to, motors, tires, wheels and batteries, such products or trade accessories, such items being subject to the original manufacturer's warranty, if any.

· This Limited 1 Year Warranty does not cover minor surface blemishes, rips, tears, or other cosmetic damages due to normal use, or other intentional or unintentional damage to the product.

· This Limited 1 Year Warranty will not cover any damage which results from the application of improper cleaners, solvents or chemicals to the product, water damage, smoke or soot, or from exposure to saltwater, sea breeze or salt.

· This Limited 1 Year Warranty will not cover any damage which results from aging, such as fading of paint, deterioration of plated surfaces, deterioration of rubber or plastics, or rusting.

· This Limited 1 Year Warranty does not cover improper repair or misdiagnoses of problems.

· This Limited 1 Year Warranty only covers parts due to manufacturer defect.

· Damage due to misuse or neglect, use other than as specified in the Owner's Manual, or use under abnormal conditions are not covered by this Limited 1 Year Warranty.

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OWNER'S WARRANTY RESPONSIBILITIES

As the device's owner, you are responsible for the performance of the required maintenance, You may be denied a warranty claim solely because of your failure to ensure the performance of all scheduled maintenance, As the owner, you should be aware that you may be denied your warranty coverage if your device or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications, For any issue regarding your TOMOLOO product, contact email: service@tomoloo.com.

If you have any product questions, or you have any product issues, please contact our e-mail: service@tomoloo.com

WARRANTY INFORMATION

1 year limited warranty covers only parts due to manufacturer defect for one year from the date of purchase. The warranty is non-transferable from the original purchaser. The warranty does not cover minor surface blemishes, rips, tears, or other cosmetic damages due to normal use, or other intentional or unintentional damage to the device. The warranty does not cover any damage which results from the application of improper cleaners, solvents or chemicals to the Product, water damage, smoke or soot, or from

exposure to saltwater, sea breeze or salt. The warranty does not cover improper repair or misdiagnoses of problem. If you believe your product needs any repair or you have questions, please contact our email: service@tomoloo.com.

***Please refer to the Product manual for full warranty coverage and specifications.**

Print Name: _____

Address: _____

E-mail: _____ **Phone:** _____

Amazon Order Number: _____

Your signature below acknowledges that you have read, fully understand, and accept this limited warranty agreement.

Signature: _____ **Date:** _____

Scan and email this warranty card to: service@tomoloo.com.

FB page: Tomoloo Shop
Tomoloo Electric Skateboard Scooter
Follow our FB page to become our VIP members!
Enjoy prime online customer and technical service!

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment