



# USER'S MANUAL for **TIGER 10 V3** **TIGER 10 GTR**

Ningbo Hiley Technology Co.,Ltd

# TIGER 10 V3

# TIGER 10 GTR



**USERS MANUAL**

# Before Riding

This manual contains important information to help you use your product more safely. For safety concerns, "Danger", "Caution" and "Warning" is marked depending on the degree of risk and the definition is specified as below.

**Danger:**

Indicates a hazardous situation that could be a cause of a serious injury.

**Warning:**

Indicates a potentially hazardous situation that could be a cause of a light injury.

**Caution:**

Indicates a potentially hazardous situation that could be a cause of a serious injury.

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# 01. Safety Guidelines and Restrictions

## 01) Watch out for the water!



This product and components are not waterproof.

Don't let the water get into the product and components.

\*Never use it, if the road is wet due to rain, snow, or hailstone.

\*If you wash or spread water to electric devices, it can result in malfunction or fire.

## 02) Beware of folding and spinning parts!



Be careful of not letting your finger or hair caught in the spinning or folding parts of the product. This may lead to severe injuries.

## 03) No acrobatics



Stunts such as jumping and dropping on the scooter are prohibited as they can cause a great impact on the product and can cause malfunction and accidents.

## 04) No overloading on the scooter



This product is designed for one adult only, so children, infants, or two people are prohibited from riding.

## 05) Don't make adjustments lightly by yourself



Disassembling the electric parts / remodeling on your own is not suggested unless under professional instruction or for necessary repair and parts replacement as advised.

## 06) Comply with the related laws



Drunk driving is prohibited and loading cargo on the scooter is not suggested. Please also comply with the Road Traffic Act and related laws and regulations from the local areas where the scooter is used.

## 07) Beginners and juniors are encouraged to use at a low speed

Beginners who are not accustomed to using the product, should avoid high-speed mode driving and recommend low-speed driving. In addition, please use it after practicing how to ride safely in a wide place.

**08) Do not suddenly brake with front brake**



If there is a risk of overturning, sudden deceleration should be done safely. Do not apply any unusual moves or artificial forces, such as stopping with your feet.

**09) Do not accelerate when going downhill**



Slow down at downhill. When reducing the speed, use the brakes properly to reduce the heat on the disc.

**10) Do not drive on steep slopes**



Acceptable gradeability is different for each product. Excessive gradients beyond the hill-climbing capability of the scooter may cause damage to the product(parts) due to temperature cut, over current or low voltage cut, which may cause the product to malfunction.

**11) Safety warning when lifting the product**



If the product is lifted by holding only the handle, there is a possibility that the product may be damaged due to deformation of the folding parts. When lifting the product, be sure to hold the product's body (deck) with one hand and hold the handle with the other hand so that you do not get hurt in your back or knees.

**12) Be sure to wear safety equipment**



For the safety of rider, be sure to wear a full-face helmet and the other protective gear (knees, elbows, hands, upper body) and do not wear shoes such as slippers, high heels that interfere with driving.

## 02. Precaution before Driving

- 01) Night driving should be avoided in any case, be sure to wear helmets and other guards (knees, elbows, hands, upper body, etc.) and drive safely.
- 02) Select the mode that suits you to ride. For better coping with the unexpected situation from the road, please hold on to the handlebar with 2 or 3 fingers on the brake lever so that you can pull the brake for a sudden stop in time.
- 03) When turning left / right, slow down to avoid danger of overturning or slipping.
- 04) To go backward, it is safer if you get off the product after stopping before moving again.
- 05) Avoid using the product in a slippery place, a crowded place, a steep slope, roads with a risk of accident, and uneven road.
- 06) When crossing a pedestrian crossing, get off the product for pedestrian safety.
- 07) Do not ride in a high-risk areas and be careful about the bicycles, motorcycles, cars, and pedestrians around on the roads.
- 08) If you pass the speed bumps and obstacles, be sure to slow down.
- 09) When decelerating or braking, do not stop with foot, but stop by using brake appropriately.
- 10) Be careful that there is a risk of burns due to heat from motor and brake (especially disk) after driving.
- 11) It is prohibited to drive with the way by holding the handle with one hand.
- 12) Do not ride or drive when the kickstand is down.

### **Caution !**

Do not hold the handlebar only when lifting the product from box. Please be careful that the folding part may be damaged. Therefore, when lifting the product, it is necessary to raise the handle bar first, and then slowly lift the body (footrest) of the product with both hands and do not damage the folding part.

### 03. Name of Each Part



## 04. How to Use the Product

### 1) Product unfolding

Step1: Detach the hook from the footboard rear cover before holding up the stem.

Step2: While the user lifts up the stem with one hand, push the spring buckle a bit upward with the other to make it an easier job.

Step3: The spring buckle will get back to its original position in place once the stem gets unfolded in place.

Step4: Lock the stem buckle firmly.



### 2) Assembling T bar

Step1: Loose the screw on handle stem with tool.

Step2: Put the T bar on handle stem,make sure it's in the middle.

Step3: Tighten the 4 screws on handle stem with tool.



### 3) Assembling the display, and brake lever

Adjust the position of the brake and the display first, then tighten the fixing bolts with a 5mm hexagon wrench.



### 4) Product folding

Step1: Loose the stem buckle.

Step2: Push the spring buckle upward a bit with one hand and fold it down with the other.

Step3: Attach the hook to the footboard rear cover to get it in place.



## 5) How to start

Step1: Press the POWER button on the display for 3 seconds to turn on the scooter.

\* The power of the display will turn off automatically after a few minutes of inactivity. At this time, the LED lamp is also turned off, so turn it off with the LED lamp button before you turn it on again.

Step2: Stance for driving - After kicking up the kickstand, find a stable position on the deck and then hold the handle grip comfortably. Be careful not to stand / stamp on the rear fender.

Step3: Acceleration - Acceleration can be performed by using the throttle while driving, and the deceleration or stop can be performed by holding the brakes on the handle.

### Caution !

Before driving, be sure to check the folding parts, the handle parts, and the parts where the main fixing parts of the product are fastened well. And check the position of folding parts fixing status.

Throttle malfunction caution

Regardless of whether the throttle is operated or not, the motor sensor may continue to operate, causing malfunctions such as sudden acceleration. In this case, hold the brake lever to cancel the operation. This phenomenon may be caused by corrosion of the throttle, water immersion into the throttle, disconnection of the magnet, broken off levers, and broken spring.

## 6) How to stop

Pull the brake gently, don't brake suddenly. When you brake gently, the EABS function will be activated. This will be very effective in reducing speed. After the speed drops, the brakes will stop the scooter eventually.

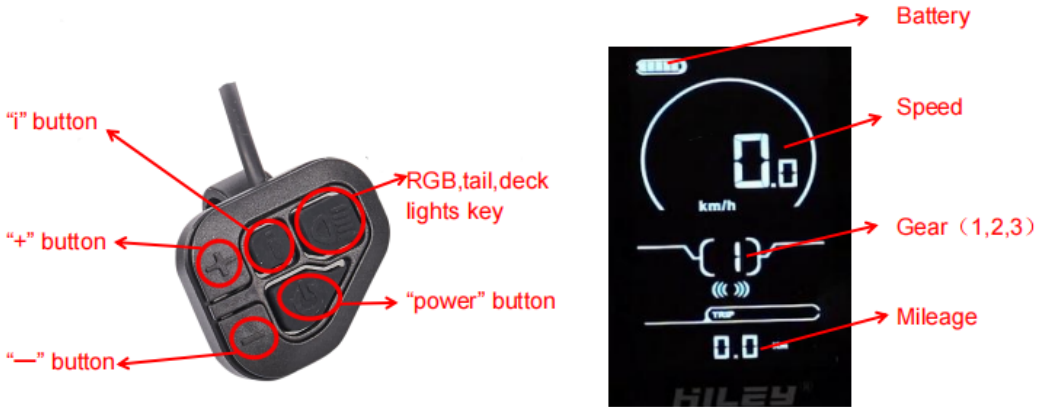
### Tip: Check for safe braking

\* For safe braking, check whether the brake lever and disc brake connection are damaged before and after driving (wire damage, external breakage, etc). And check whether the brake is worn and the inner core (inner wire) of the brake is loose.

\* Due to various factors such as road surface condition and speed, the brake might not stop the scooter as expected. The EABS function is an auxiliary function to further increase the braking force. The user should understand the EABS and be able to calculate the stopping distance and the braking stop time when riding.

## 05. Display / Switch Instructions


### T10 V3: Center Display



### T10 GT/GTR: TFT display



(\*For more details,please refer to the extra TFT display manual)

Power button: short press,  will show on display, then put NFC card on it.  
Button " +":

- ① For gear changing :short press to add gear.
- ②For setting changing: short press to change settings under setting & parameter page.

Button " —":

- ①For gear Changing :short press to reduce gear
- ②Setting interface: short press option" -"
- ③Parameter interface: short press parameter" -"

Button " i" :

- ①Short press to change " Trip"" ODO"" VOT"
- ②Long press to enter or exit the P setting page.

RGB,tail,deck lights key: short press turn on or turn off the light.

Head light&horn button:short press to turn on or turn off the light.

ECO/ TURBO: ①short press and led indicator turn on,the max speed will be limited at 20-25km/h. ②short press and if the led indicator turn off, the max speed will be released.

SINGLE/ DUAL:①short press and led indicator turn on,the scooter will be under twin power mode; ②short press and led indicator turn off,the scooter will be under single motor mode.

Fault description:

E 01: Controller fault(check if the wires getting loose,or burnt)

E22: Throttle fault

E23: Motor fault

E24: Motor hall sensor fault

E25: Brake lever/brake sensor fault

E26: Voltage fault

E30: Communication fault

\* Sometimes factory use different switch design, but in same function.

### Caution !

When defective happen, please ask help from dealer, don't repair the scooter by yourselves.

## 06. RGB Lights Introduction

**RGB lights are assembled in stem pole and side of the body deck.**

Step1: Scan the QR code and download the App  
( duoCo Strip ).

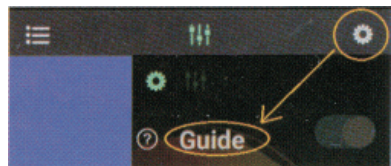
Step2: Start App,search and connect the Bluetooth  
controller (make sure the Bluetooth on  
your mobile phone is open ).

Step3: Set light color via the App.



### Notes:

- 1) Detailed operating instructions, enter the menu"Guide".
- 2) LED Bluetooth controller is directly controlled via the mobile phone and the distance can reach 20m without the need to set up, easy to connect open the software within 5 seconds you can automatically connect the controller.
- 3) Colorful gradient.
- 4) All kinds of monochrome, color gradient.
- 5) All kinds of monochrome, to see colorful flashing of the lights.
- 6) Colorful jump.
- 7) The rhythm of the music changes.



## 07. How to Use the Charger Correctly



### 1) Basic charging method

Step1: Open the charging port cap and connect it to the connector of the charger and connect it to the household outlet.

Step2: Charging status indicator: (Red) Charging; (Green) Charging complete.

Step3: Be sure to close the charging port cap when driving or storing except when charging.

Step4: When connecting the connector to the charging port, there could be sparks due to voltage differences, but this is normal.

### 2) Basic charging method

Failure of the charger and abnormal conditions can cause electric shock and fail. Learn the correct usage and prevent accidents in advance.

- 01-Manufacturers and sellers are not responsible for any problems arising from any disassembly, modification, or misusing other chargers.
- 02-The charger is forbidden to be used in places subject to high humidity, heat, flammable materials, confined spaces, or where there is no ventilation such as in a car.
- 03-The charger is not waterproof. It should be stored and used carefully to prevent moisture from entering the charger.
- 04-Keep children and pets away from the charger to avoid electric shock.
- 05-If charger indicator does not light, charger fall, strong external shock, long time charge, or cable cover damage, discontinue use immediately and contact the service center.
- 06-Unplug the charger when you are away from home for long periods of time.
- 07-Use only genuine charger.
- 08-Do not insert conductors into the charging port.
- 09-Do not touch the plug for about 10 seconds after unplugging the charger. There is a risk of electric shock from instantaneous discharge.
- 10-Do not remove the terminal during charging. Charging the internal circuit of the charger will cause malfunction.
- 11-Do not operate the product during charging.
- 12-Charging terminals should be firmly contacted during charging and should not be used if terminals are corroded or damaged.
- 13-When disconnecting the charger from the product, it is safe to hold the terminal without holding the wire.

# 08. Safety Precautions for Lithium-Ion Battery

## 1) Care

Lithium batteries should be protected from direct exposure to children and pets.



## 2) Performance

①Lithium battery is affected by external temperature. In winter, when the temperature is low, the performance of the battery will temporarily deteriorate, and the mileage and power output will decrease. ②Lithium battery has a characteristic that discharge performance is reduced by more than 15% when charging /discharging 300 times or more. If usage time is shortened due to long usage, it should be replaced with a new and genuine one.

## 3) Charging

① Lithium battery should be used only with genuine battery and charger supplied from the manufacturer. Any problems caused by the use of a battery not made by the manufacturer or mixed-use are not covered by the manufacturer. ② Charging the lithium battery with a non-genuine charger may cause malfunction or fire. ③The lithium battery should be charged in a well-ventilated, dry place and around the charger in a place where there is no inflammable material. ④ Lithium battery should be charged at 0-45°C and discharged within -10-60°C. Charging or discharging at a temperature outside this range may cause malfunction, fire, or explosion. ⑤In case of moving it from a cold environment to a warmer one, please charge it after 1-2 hours. This is to prevent condensation from occurring inside the product due to temperature differences.

## 4) Storage

① Lithium batteries should be kept away from snow, rain, and direct sunlight. Do not store or charge them in a trunk or high temperature environment. Select a dry place and store it at room temperature (10 ~ 20 °C). ② When storing for more than 3 months, charge the remaining battery level to 70 ~ 80% (Don't store it at full power status).

## 5) Trouble symptom, safety

①Lithium battery should be discontinued immediately if it is damaged or leakage of battery, sour odor, appearance deformation, etc., contact the place of purchase to get technical support and service. ②If overheat, smoke or ignition is detected in a product with lithium battery, immediately stop charging and use, move the product outdoors as soon as possible, and then use a fire extinguisher

to put out the fire. Do not spray water or immerse in water, which is more dangerous. ③Lithium battery pack has a very high energy density, so if you charge the battery for a long time it may cause short-circuit, leakage, battery damage, etc., and there is also a possibility of ignition. Therefore, you should avoid charging for a long time with no one is around, and charging must be done while the person is aware that the risk of unexpected fire.

#### **6) Misuse**

If the lithium battery is short-circuited, the polarity is changed, or the battery is impacted, malfunction or fire may occur. If you think that the battery has any problem above, you should stop charging and using it and visit the nearest point for inspection.

#### **7) Water inflow**

It should be controlled to prevent water inflow into the lithium battery. There is a risk of fire or electric shock if the charger is connected while moisture has sipped in.

#### **8) Caution**

If the battery is disconnected from the main unit, it is prohibited from recharging, reinstalling, or using other applications.

#### **9) Disposal**

When disposing of the battery, it is recommended to ask a professional to disassemble it from the product to prevent short-circuit incidents. Dispose of it as industrial waste.

#### **Danger !**

**Battery disassembly prohibited: Battery disassembly, modification, and repair are not covered under warranty.**

## 09. Safety Guidelines before Driving

### Required checking before use

#### Step1: Check throttle and handle

- \*Operate the accelerator throttle lever about 2 ~ 3 times to check whether it returns to the original position.
- \*Check the fastening condition and clearance of the quick release lever on the handle.

#### Step2: Check brakes and cables

- \*Press the brake levers to check whether the brakes are operating normally. If the braking force is significantly reduced, please use after inspection.
- \*Check that the brake pads are not worn, that the cables are not loose and not damaged.
- \*If there is an unusual feeling or noise during operation, check for breakage, wear and tear, and deformation of the inner wires of the brake cables.
- \*Check that the bolts and nuts of the brake fixing parts are not loose.

#### Step3: Check tire pressure and condition

- \*Check whether the front and rear tires are worn or have punctures.
- \*It is necessary to detect the proper timing for replacement by observing the appearance of the tire such as tire damage, uneven wear.

#### Step4: Tightening check such as folding parts and handle parts

Make sure that the bolts and nuts of all parts of the product are tight and free from loosening. Check the fastening condition and clearance of the folding and fixing parts of the handle.

### **Danger ! In this case, stop driving immediately.**

If you encounter any of the following situations while driving, stop driving immediately and contact your nearest branch or service center for proper measures. Please provide pictures and videos to get accurate diagnosis, professional counseling will be available.

**\*Unusual heating of the motor**

**\*Brake braking status error**

**\*Error messages on the dashboard**

**\*When the throttle is not returned to its original position**

**\*If abnormal noise is generated**

**\*Product has smoke, ignition, sour odor**

**\*Scooter is wet with water**

**\*When other driving conditions are judged to be unreasonable**

# 10. Maintenance

## 1) Maintenance and self-maintenance

Electric products can be damaged by various factors. The life span of each part varies depending on driving habits and driving environment. Expired service life of parts may result in accidents. Always be attentive to various parts to prevent safety accidents in advance.

Step1: Check the replacement timing of consumable parts

- ① Components such as suspension, tires, tubes, wheels, bearings, head-set bearings, discs, brake pads, cables, folding parts, various brackets, and other consumable parts require periodical inspections.

Step2: External force damage inspection

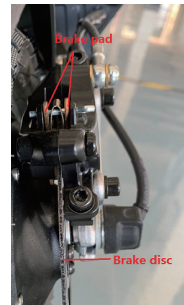
- ① Replace parts that may be damaged by external forces, such as deformation of parts, cracks due to compression, or wear and tear from overuse.
- ② If the product is exposed to strong sunlight for a long time, discoloration may occur.
- ③ If the scooter is heavily used like for thousands of kilometer and ridden through bumps frequently, to prevent malfunction of overused parts or certain important components, please check the scooter regularly before usage and replace the parts based on the instructions/guidelines when needed for safety.
- ④ Fatigue breakdown and maintenance parts may differ from the conditions depending on the driving environment and the operating conditions. Thus, it is also important to check parts other than the replacement cycle (maintenance parts) at all times to check for any signs of abnormality.

### Important notice






- ① Please note that after running, there is a risk of burning due to the heat on the motor and brake (especially disc rotor) side.
- ② Be careful that the bolts of the motor, rim and motor shaft may come loose after riding.

## 2) Brake adjustment method

As you continue to use the brakes, the brake pads become worn out and the gap between the pads and the rim becomes wider. When the braking power drops, please ask the the responsible party to change brake pads or adjust the brake device for you.



# 11. Product Specifications

SPECS			 	
Item Number	T10 ECO	T10 V3 <b>TWINPOWER</b>	T10 GT <b>TWINPOWER</b>	T10 GTR <b>TWINPOWER</b>
Product Name	Tiger10 Eco	Tiger10V3	Tiger10 GT	Tiger10 GTR
Motor Power	52V 1*1000W (easy for tyre changing)	52V 2*1000W (easy for tyre changing)	60V 2*1400W (easy for tyre changing)	
Max Speed	around 22km/h	around 22km/h	around 22km/h	
Gradeability	15-20°	25-30°	25-30°	
Battery capacity	52V20.8Ah(CN)	52V 20.8Ah(CN) or 52V 25Ah(LG)	60V 23.4Ah/ 26Ah(CN)	60V30Ah (LG/Samsun)
Range (around km)	70km	70km/80km	80km	90km
Waterproof IPXX	<b>IPX6</b>		<b>IPX6</b>	
Tyre Size	<b>10*3.0inch CST city (TUBLESS)</b>		<b>10*3.0inch city/off road(with inner tube)</b>	
Braking System	F&R DISC brake+Electric brake	F&R <b>OIL</b> brake+Electric brake	F&R <b>NUTT OIL</b> brake+Electric brake	
Lights	Head lamp with horn+F&R deck light+tail light+F&R turn light+RGB light on deck &stem (control light color by APP)		Head lamp with horn+F&R deck light+tail light+F&R turn light+RGB light on deck &stem (control light color by APP)	
Dashboard	Center display with NFC lock 		Center & Color TFT display (with multifunction) 	
Suspension	F&R <b>HYDRAULIC</b> suspension (adjustable by tools)		F&R <b>HYDRAULIC</b> suspension (adjustable by screw)	
Color	Gery/Blue		Black	
Product Size	1230*680*1300mm(L*W*H)		1230*680*1300mm(L*W*H)	
Package Size	128*25*57.5cm		128.5*25*59cm	

## Remarks:

\* The specification can be changed by manufacturer without notice to improve the quality and safety for users.

\* The distance can be affected by loaded weight, wind (wind speed), road condition, slope and tire condition.

## 12. Guarantee card

### User information:

Name: \_\_\_\_\_

Tel/Mobile phone: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

### Product information:

Mode number: \_\_\_\_\_

Series number(laser on body frame): \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Date of return: \_\_\_\_\_

Fault disruption: \_\_\_\_\_

Fault cause: \_\_\_\_\_

Signature of receiver: \_\_\_\_\_



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