



**neo**  
a FUN way TO move



# Neo Boards User Manual

Congratulations and thank you for purchasing our NEO Board – the smart intelligent mobility device which will change the way you move and have fun!

We want you to be able to enjoy your riding experience but of course, the safety of our customers is always paramount.

This user's product manual will provide you with details on how to safely and effectively use and care for your NEO Board, so we strongly advise you to take the time to read through it carefully to maximise your NEO Board experience. Riding a NEO Board is *easy to learn* and *a fun way to move!*

# Contents

3. Manual and Product Overview

4. About the NEO Board

6. Board Sensors

7. Board display/lighting system

8. Safety tips/information when using your NEO Board

10. How to operate your NEO Board

14. Safety Functions

# Contents

15. Limitations and parameters of the NEO Board

16. Range and reliability of your NEO Board

17. Battery and Charging

18. Steps to charging your NEO Board

20. Maintenance and care of your NEO Board / Storing your NEO Board

21. Specification/Parameters

22. Warranty Details

# Manual and Product Overview

This manual is to provide the owner/user of a NEO Board with instructions for its correct use and care. NEO Boards are not liable for accidents or injuries incurred due to the incorrect or non-recommended use of its product.

Consumers operate NEO Boards at their own risk and are strongly advised to read all parts of this manual in order to minimise danger and avoid unnecessary damage to the product.

Failure to read and comply with all instructions in the manual may lead to serious and/or fatal injury.

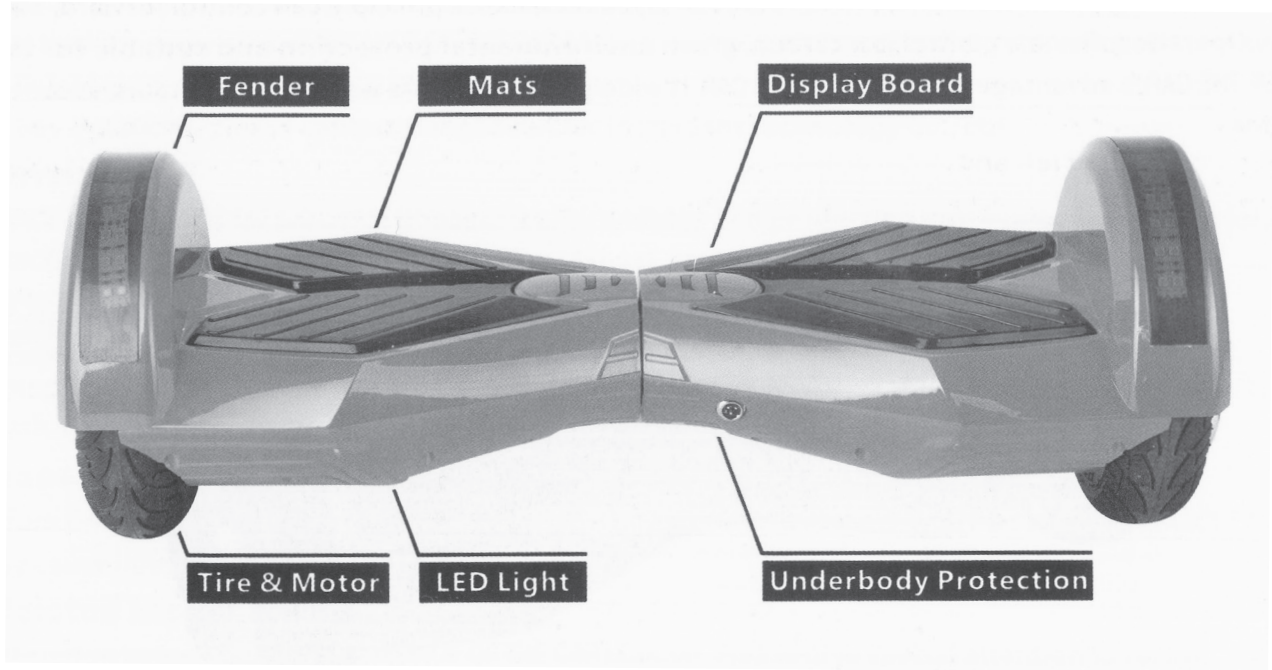
# About the NEO Board

The NEO Board is a hi-tech, battery powered vehicle to be used by a single person. Propelled by the user's own momentum and subtle shift of weight, the NEO Board can move in manner of directions.

Constructed from flexible and easily manipulated materials, the NEO Board is low on carbon emissions and environmentally friendly.

While it is suitable for all flat surfaces it is highly recommended that users refer to the local council laws to find info about locations in which the NEO Board is legal to operate so that they may avoid incurring fines or penalties.







# Board sensors

The board is equipped with four sensors/panels on which to place the user's feet. These sensors will initiate the board system to respond to the user shifting their weight and respond accordingly.

- Feet must be placed within the indicated rubber pedal of the sensors (closet to the wheel arch) at all times.
- The board must not be used to carry any foreign objects outside of the user themselves. Sensors may react to objects on the board and affect the reliability of its functions. Placing foreign objects on the board or sensors could lead to accident, injury or damage to the board itself.

# Board display/lighting system

A variety of information about the board and its operation is indicated by the lighting system on the board. By checking the prompts on the boards lighting system, the rider can understand how best to operate the NEO Board.

- NEO board has 2 display: The power/system/warning light on the right, and a battery level indicator on the left. On full charge the battery indicator is green. Orange at 50% charge. Red at 20% charge, and it is recommended the rider ceases operation and charges the board. Flashing Red when battery charge is less than 10% charge.
- Xtreme board display: The power/system/warning light on the right, and a battery level indicator on the left. On full charge the battery indicator display 3 green light. 2 lights at 50% charge. 1 light at 20% charge, and it is recommended the rider ceases operation and put to charge.
- Panel/foot pedal lights: As stated earlier, there are four panels/sensors on which the user is to place their feet when riding the NEO Board. Each panel is equipped with a light which will turn on when pressure is applied. The direction of the board can be manipulated according to which panel the user is applying pressure or on which they are shifting their weight.

# Safety tips/information when using your NEO Board

- Practice riding your NEO Board in a flat and open space to familiarise yourself with its capabilities and operation.
- It is recommended that rider wear personal protective equipment (PPE) such as helmets, knee pads and elbow pads when riding the NEO Board to minimise the risk of personal injury.
- NEO Boards must not be used on roads or lanes otherwise reserved for registered vehicles.
- It is not recommended that young children under the age of 9 and/or under a weight of 30Kg, or the elderly, or pregnant women to ride the NEO Board.
- The NEO Board should not be operated by anyone under the influence of drugs or alcohol.
- When riding the NEO Board, it is imperative that you are aware of your surroundings and that you do not operate it in crowded areas especially for new beginners; or areas in which there are obstacles with which you could collide, causing harm to yourself or the people around you.

- Your feet should always be aligned or on the panels of the NEO Board when riding.
- The NEO Board is for the use of one person at a time only.
- If you are riding a NEO Board alongside other NEO Board riders, please maintain a safe distance to avoid collisions and fall.
- Avoid distractions such as operating a mobile phone or other activities while riding the NEO Board.
- It is not recommended that you ride your NEO Board on wet or slippery surfaces as it will affect the reliability of its operation.
- Always ride your NEO Board in a well lit area.
- Do not ride your NEO Board near chemical or fire hazards of any kind.
- Avoid riding your NEO Board in a narrow space or on a steep incline/decline greater than 15 degree.
- The weight on a NEO Board should not exceed 100 kilograms or be less than 30 kilograms.

# How to operate your NEO Board

## Step 1

- Place the NEO Board on a flat surface, and make sure the NEO board is level and press the power button.

## Step 2

- Place one foot on the NEO Board pedal until the sensor lights turn on. The board will begin to initiate and start self-balancing mode. Place the other foot on the other pedal on the other side of the board, and look forward, don't look down.
- The centre of our body, whilst in an upright position should align with the centre of the NEO Board. (see diagram)

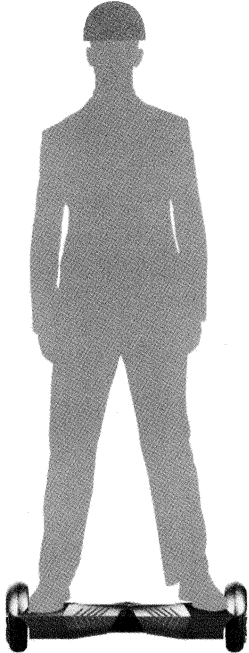
## Step 3

- Stand up as straight as possible while keeping your whole body relaxed and maintaining your centre of gravity. Once you are able to stand up still without leaning, swaying, or spinning one way or the other you are ready to try moving the NEO Board.

## Step 4

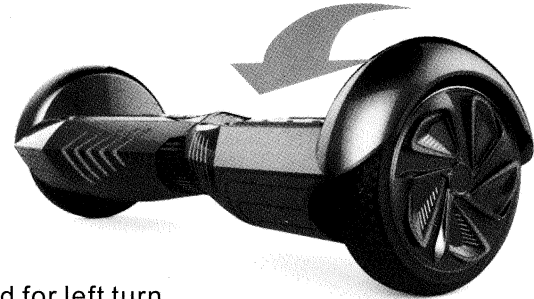
- To move forward, while standing still, focus on where you want to move to and gradually lean your whole body forward in that direction. Remember to focus on where you want to move and not on the board.
- While moving forward, to turn right, shift your body and centre of gravity to the right and remember to focus on the direction of the right turn. To turn left, shift your body and centre of gravity to the left. Always remember to focus on the direction of where you want to move.
- While stationary, to spin right use your right toes to gradually apply pressure to the right front pedal of the NEO Board. To the opposite to stop or spin left.

## DRIVING SKETCH

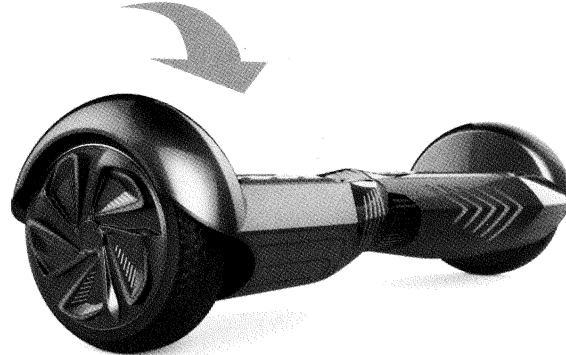


Observe driving working sketch

The left foot forward for right turn

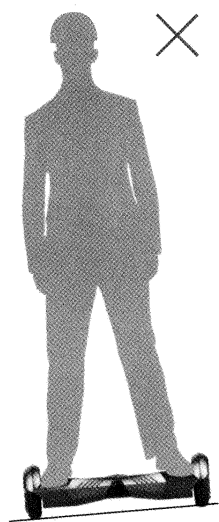


The right foot forward for left turn

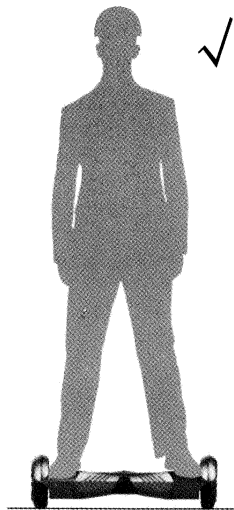


Turning operation schematic diagram

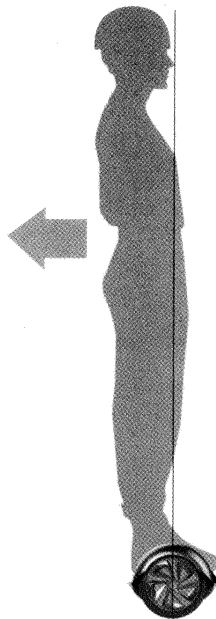
## DRIVING SKETCH



Wrong driving



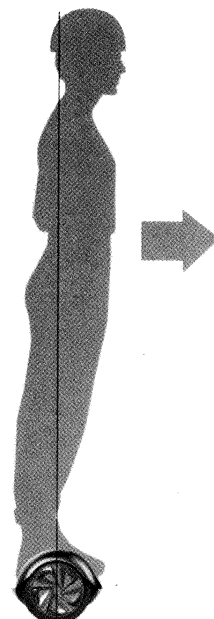
Correct driving



Draw back



Stop



Move forward



# Safety functions

The Neo Board is equipped with a safety alarm which will sound in various situations to alert the rider of certain dangers (and in some instances the board will shut off entirely) -

- When getting on the vehicle and the surface on which you are riding is on an incline or decline of more than 10 degrees.
- Battery voltage is too low for safe operation.
- If the NEO board speed is at 10Km/hr.
- If you ride the NEO Board continually rocks back and forth for 30 seconds.
- If the board approaches an incline or decline of more than 30 degrees it will power down.
- If the wheels are unable to rotate due to obstruction or other circumstances the NEO Board will power down after two seconds.
- If the NEO Board is forced to operate at high torque or discharge of battery power for sustained periods, the NEO board will power down after 15 seconds.

# Limitations and parameters of the NEO Board

It is important to us that you can enjoy your board safely and maximise your riding experience. Therefore, we have outlined a list of limitations of and tips about the NEO Board of which to be aware when riding:

## Safe use of your NEO Board

- Carefully inspect your NEO Board to see if there are any loose or damaged parts.
- The NEO Board has an alarm which would sound in various situations to warn the user of certain dangers. These are detailed in a section of this manual titled “How to operate your NEO Board (safety functions).”
- Do not modify or disassemble your NEO Board as it may interfere with its reliability.
- The Neo Board can support a maximum of 100 kgs and should only be operated by a user who weighs at least 30 kgs.

# Range and reliability of your NEO Board

## **Certain factors can affect the reliability of your NEO Board:**

- Style of riding and speed – riding at a moderate speed will increase the distance the NEO Board can move without the user needing to shift weight or apply pressure to the panels. Conversely, frequent stopping and starting as well as acceleration or deceleration will decrease the distance the NEO Board can travel without prompts from the user.
- With a full charged, a rider of 100Kg would have a shorter range than a rider of 30Kg.

## **Speed limitations:**

- The NEO Board should not be operated at speed greater than the maximum of 10 km/h, as it would not be able to properly maintain balance.
- When the board approaches maximum speed, the safety alarm will alert the rider.
- If the rider reaches speeds outside of the recommended parameters, the NEO Board will be unable to maintain the users balance and attempt to correct it by tilting and prompting the user to slow down.

# Battery and Charging

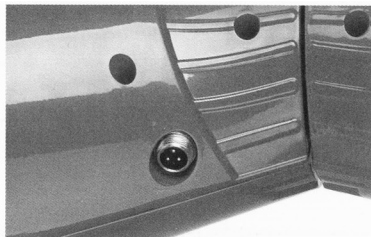
**Cease operation of your NEO Board if the battery is low as it may affect its reliability or responsiveness.**

**For your protection, follow these protocols in terms of the battery and its use in relation to the NEO Board.**

- Cease use of NEO Board and do not charge the battery if it emits a strange odour or is overheating.
- Unplug the charger before operating the NEO Board.
- Refrain from opening or inserting objects into the charging port.
- Use only the charger provided by NEO Boards.
- Unplug the charger once battery is fully charged as overcharging may affect battery life.
- Store charger in a cool, clean and dry environment.

# Steps to charging your NEO Board

- Ensure charging port is dry.
- Charge NEO Board in a clean and dry environment, clear from obstruction.
- Plug in the charger into the power supply, ensure the green light is on.
- Then plug the charger into the charging port, ensure that the slot is properly aligned, and red light will appear to indicate board is charging – if red light does not appear check to see if cable is properly inserted or loose.
- When the light turns green, your NEO Board is fully charged. Unplug the charger as overcharging may affect battery life.
- Charging time is approximately 2-3 hours. Charging time will vary depending on the charge level of the battery.



# Maintenance and care of your NEO Board

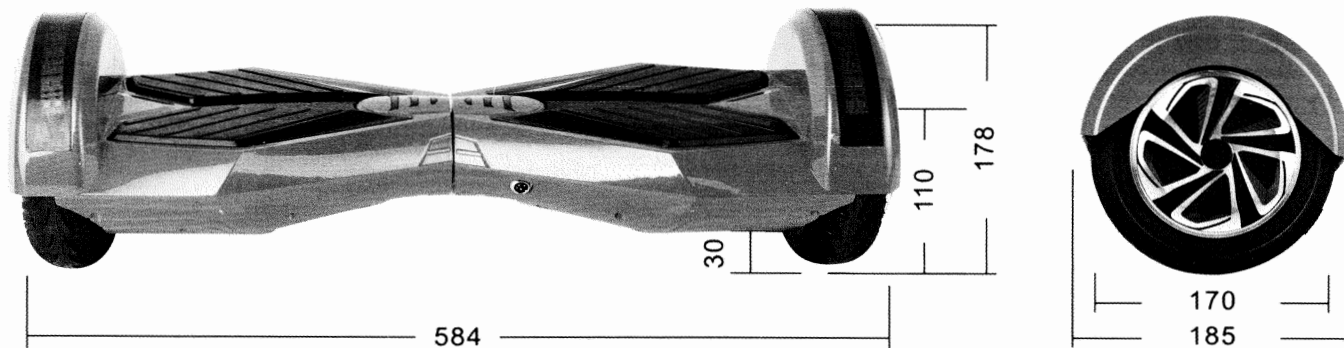
- Cleaning your NEO Board
- Make sure your NEO Board is disconnected from its charger and turn off the power.
- Using a dry cloth, wipe down the cover and outside of your NEO Board to remove dust and dirt.
- Do not use water or other liquids on your NEO Board when cleaning. Water or other liquids seeping into the internal circuitry of your NEO Board can cause irreparable damage.

## Storing your NEO Board

- Fully charge your NEO Board battery before storing it away.
- The NEO Board should be recharge at least once every three months when not in regular use.
- If the ambient temperature of the storage area of your NEO Board is below zero degrees Celsius, please do not charge. Take the board into a warmer environment (above ten degrees Celsius) for charging.

- To prevent dust and dirt accumulating on your board, cover your NEO Board with a clean sheet or dust cover.
- Store your NEO Board in a cool, dry place. If you do not use your board for an extended period of time it is advised to keep it unplugged unless it is for charging purposes.
- Tampering with the internal circuitry or disassembling the NEO Board in any way will be regarded as voiding the user's warranty.

Units of measurement : mm



<b>SPECIFICATION</b>	<b>PARAMETER</b>
Net weight / Gross weight	10 kg / 13kg
The minimum load	20kg
The maximum load	100kg
The highest speed per hour	10km/h
The maximum mileage	15-20km
Maximum climbing angle	15 degree
Turning radius	0
Power	Rechargeable lithium battery
Voltage	100-240V
Product size	L584mm*W220mm*H178mm
Carton size	L660mm*W290mm*H250mm
Chassis height	25MM
The pedal height	120MM
Tire	Non inflatable hollow
Tire diameter	8.6 inch
Battery	36V ,4.4AH



Warranty Details for your purchased Neo Board. Smartwheels Australia Pty. Ltd.  
Ph: 1800 85 77 00

CUSTOMER NAME		PHONE	
ADDRESS			
PRODUCT NAME		ITEM NUMBER	
PRODUCT SERIAL NUMBER			
PURCHASE DATE		WARRANTY TIME	
DISTRIBUTOR:			



**neo**

**WWW.NEOBOARD.COM.AU**



**SMART WHEELS AUSTRALIA PTY LTD**

Po Box 402, HINDMARSH SA 5007

NEO STORE - ADELAIDE  
14/113-131 Days Road, Croydon Park  
Adelaide, SA 5008 Australia

Telephone: (+61) 08 8125 8825  
Free Call: 1800 85 77 00

[www.neoboard.com.au](http://www.neoboard.com.au)

**SMART WHEELS SINGAPORE PTE LTD**

23 Kaki Bukit Road 4  
# 01-09, Synergy @ KB  
SINGAPORE 417801

Telephone: (+65) 6681 5744  
Free Call: 1800 708 9316