

Altered® Electric Skateboard Warranty

The warranty covers materials and workmanship. Altered® Electric Skateboards (Chase Boards, LLC) warrants to the original owner that our electric skateboard shall be free from all defects in material or workmanship for 90 days from the original date of purchase when used for the purpose intended, under normal conditions. All other obligations and conditions or liabilities, including obligations for consequential damages, are hereby excluded. This warranty gives you specific rights and you may also have other rights, which vary by state.

If your board should prove defective, write to or call Altered® / Exkate® giving a description of the board and the problem. When Altered® / Exkate® receives your notification, and the board is determined to be defective, parts will be sent at no charge, or authorization to return the board will be given. Shipping is not covered under warranty and is the responsibility of the customer. The defective board will then be repaired or replaced. We may elect to replace the entire unit, at no extra cost to you, with the same model or similar model rather than repair it. Any refund would be only at the option of the dealer where the skateboard was purchased. Altered® / Exkate® is not involved in any such negotiations.

THE ALTERED™ ELECTRIC SKATEBOARD IS NOT A TOY. THE BOARD IS INTENDED FOR USE ON PAVED SURFACES OR CONCRETE SIDEWALKS. OFF-ROAD VERSIONS MAY ALSO BE RIDDEN ON HARD-PACKED PATHS OR ROADS. THE BOARD IS NOT TO BE OPERATED ON GRASS, THROUGH WATER, THROUGH DEEP POTHoles OR OFF CURBS. THE BOARD IS TO BE OPERATED ONLY ON SMOOTH, FLAT, DRY SURFACES.

WEAR ITEMS – INCLUDING BELTS, WHEELS AND BATTERIES – ARE NOT COVERED UNDER WARRANTY. If you return your board for warranty service and it shows signs of abuse, you will be charged for labor plus parts to repair the board.

This warranty does not apply to any electric skateboard that has been subject to abuse, misuse, negligence, or accident. Defects caused by tampering, unauthorized alterations or repairs are not covered by this warranty.

YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THIS ELECTRIC SKATEBOARD. TO DETERMINE IF COVERAGE IS PROVIDED, YOU SHOULD CONTACT YOUR INSURANCE COMPANY OR AGENT.

For warranty services contact our customer service department to obtain a Return Merchandise Authorization (RMA) form, which must be filled out and returned prior to returning your board. Boards or parts returned without proper documentation may be delayed service or denied warranty coverage. Warranty return shipping is the responsibility of the customer. International customers are responsible for applicable duty and taxes.

ALL UNAUTHORIZED RETURNS WILL BE REFUSED.

ALTERED[®]
electric skateboards

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ALTERED[®]
electric skateboards



**OWNER'S
MANUAL**



by
EXKATE

WOMBAT 250
& ALL 250 WATT MODELS

To get the best ride and maximum use out of your electric skateboard please read this manual thoroughly before your first ride. With proper use, your Altered™ Electric skateboard will provide years of fun, trouble-free riding. Thorough understanding of the information in this manual is the first step in safely enjoying your board.

www.AlteredUSA.com

Read All Instructions Carefully Before Riding the Board!

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Carton Contents

| | |
|--|---|
| 1 Altered® Wombat 250 watt wireless electric skateboard, fully assembled | 1 Owner registration form (to mail or fax in) |
| 1 hand-held wireless remote control & 4 AAA batteries | 1 Owner Manual |
| 1 battery charger | 1 "Stop" Quick Reference Yellow Sheet |

Altered® Wombat 250 Specifications

- Rider Capacity: 165 lbs / 75 kg
- Exkate patented torsion trucks
- Net weight: 27.5 lbs / 12.5 kg
- Range: up to 10 mi / 16 km on flat surfaces
- Dimensions: 37.5" x 10.5" / 95.5 cm x 25.5 cm
- Motor: 24V DC / 250 Watt
- Acceleration: 0 to 12 mph / 19 kph in 3 seconds
- Controller: Wireless handheld controller for smooth, variable acceleration & braking – Two position speed switch with 2 speed range settings
- Batteries: 12V 8.0 Amp (2)
- Braking: 12 mph / 19 kph to 0 in 40 ft / 12.2 m
- Charger: Input – 110-120 VAC Output – 24V DC / 1 amp
- Turning radius: 7 ft / 2.1m

Protected by US Patents: USPTO No.5,893,425 and USPTO No.5,853,182

ALWAYS ride within your limits and comfort zone and NEVER ride without a helmet and protective gear!

HAVE FUN & BE SAFE!

www.AlteredUSA.com ♦ www.Exkate.com

Troubleshooting

| Issue | Problem / Cause | Solution |
|---|--|--|
| Skateboard does not start up | Skateboard controller is not turned on. | Turn on. |
| | The indicator light on the charger is red. | Recharge the skateboard until the light turns green. If light stays red, your batteries are dead and cannot be recharged, or the recharger is broken and needs to be replaced. |
| | Board and Remote do not linked properly. | Turn board and remote off. Turn board on, turn remote on, wait 10-15 seconds to establish connection. |
| | No beep heard when turning on controller. | Batteries are not properly installed or are out of power on remote. Reinstall or change batteries. |
| Skateboard stops automatically after running for some time. | Overheat / overload protection of motor, usually due to riding too many hills or using too much brake. | Cool motor. |
| | Low voltage protection of controller. | Change or recharge battery. |
| Intermittent power while riding. | Remote control may need recalibration. | Contact Exkate Service department |
| | Low battery power | Recharge the battery. (Batteries may need replacement after 80-100 recharge cycles.) |
| | Controller and receiver are wet or moist. | Drain / dry (may need replacement). |
| Unable to charge skateboard. | No power, or charger has overheated or charger does not light. | Replace charger. |
| | Board is not charged, but charger always reads "green" when plugged in. | Bad battery cell(s) or loose connection. Check connections or replace bad cells |
| Strong vibration and /or loud, high-pitched noise when running. | Belt is loose or over-flexed. | Adjust the belt, fasten screw and nut, and adjust back nut. |
| | Bearing is damaged. | Change bearing. |
| Motor runs, but drive wheel does not turn. | Drive belt is broken. | Replace drive belt. See web site for complete instructions: www.AlteredElectricSkateboards.com/belt_install.htm |

For other common issues visit Customer Support on our website:
<http://www.AlteredElectricSkateboards.com/customersupport.htm>

Always Wear a Helmet & Protective Gear!

REGULAR MAINTENANCE REQUIREMENTS

Under normal use, your board will require only routine maintenance as described below.

MAINTENANCE WARNING

FAILURE TO FOLLOW MAINTENANCE INSTRUCTIONS AND GUIDELINES WILL VOID YOUR WARRANTY. DO NOT OPEN THE BATTERY BOX, MOTOR CONTROL ASSEMBLY OR MOTOR. DOING SO WILL VOID YOUR WARRANTY. YOUR ALTERED® ELECTRIC SKATEBOARD IS NOT WATERPROOF AND MUST NOT BE RIDDEN IN THE RAIN, MUD, OR OTHER WET AREAS TO PREVENT ELECTRICAL DAMAGE. ALWAYS KEEP YOUR BOARD CLEAN AND FREE OF MOISTURE.

Tighten Fittings – BUT DON'T OVERTIGHTEN!

Vibrations from normal use can cause some of the external bolt and screw fittings to loosen over time. Check all fasteners for tightness before every use, especially if used on rough surfaces that cause vibration. This will require an allen wrench and a few different sized sockets or open-ended wrenches. Check and tighten all screws and nuts after every 4 to 5 hours of riding. Do not over-tighten as stripping can result. Snug is tight enough.

Keep the Board Dry

Your electric skateboard is not waterproof and must not be ridden in the rain, mud, or other wet areas to prevent electrical damage. Always keep your board clean and dry.

Trucks & Bushings Are NOT Adjustable

The patented Exkate trucks are not like conventional skateboard trucks. **TIGHTENING THE TRUCKS DOES NOT CHANGE THE STIFFNESS OR TURNING RADIUS. DO NOT ADJUST THE TRUCK'S KINGPIN BOLT OR YOU CAN SPLIT THE BUSHING!** The trucks and bushings are factory preset and should not be adjusted. The bushings are specially formulated to absorb shock and provide positive steering control. Although specially formulated for extremely long life, the bushings located in the trucks of your board will wear over time. Replace them with the same special bushings that are standard equipment on the board. They are available through www.AlteredUSA.com or your local dealer.

Drive Wheel

The drive wheel will wear considerably more than the other three wheels. If you start noticing that your board is grinding, you need to replace the drive wheel. Contact www.AlteredUSA.com or your local dealer to order replacement wheels and other parts.

Battery Maintenance

The rechargeable battery that powers your Altered® board should last 1-2 years (1000 to 1500 miles of riding) if kept properly charged, but will slowly decrease in capacity and eventually fail to hold a charge. To maintain maximum life, always keep your batteries charged when storing for extended periods of time. Charge your board at least once a month to maintain battery life. Recharge your board even after short rides to maintain healthy batteries. You may order replacement batteries from www.AlteredUSA.com or your dealer.

Drive Belt

Due to the superior design of the board, the drive belt will last a long time, but eventually will wear out. Replacements can be ordered from www.AlteredUSA.com or your local dealer.

ALWAYS ride within your limits and comfort zone and NEVER ride without a helmet and protective gear!

HAVE FUN & BE SAFE!

www.AlteredUSA.com ♦ www.Exkate.com

ALTERED® SAFETY WARNINGS READ CAREFULLY BEFORE RIDING THE BOARD!

THIS ELECTRIC SKATEBOARD IS NOT A TOY. Skateboarding is a popular recreational activity. However, as with most sports there are certain risks and dangers involved in skateboarding and action sports skating activities, including skating itself, riding, assisting, and observing. Skateboarding is regulated by state and local laws, which vary by location. Local laws should be consulted for specific requirements in your area. **WEAR A HELMET & PROTECTIVE GEAR AT ALL TIMES.**

The combination of power and weight make your Altered™ board a potentially hazardous device. Improper use can result in property damage, serious injury or even death! Understanding all of its features and controls is necessary for safe riding.



WARNING! Any person who participates in or assists in skateboarding assumes the known and unknown inherent risks in skateboarding activities and is legally responsible for all damages, injury, or death to himself or herself or other persons or property which result from these activities.

As a rider or active skateboarding spectator you are responsible for acting within the limits of your ability and maintaining control of yourself and the equipment you use. Refrain from acting in any manner which may cause death or injury to yourself or others!

IF YOU DO NOT UNDERSTAND ANY AND ALL PARTS OF THIS SAFETY OPERATION INFORMATION, PLEASE CALL EXKATE® TO CLARIFY ALL POINTS IN THIS OWNER MANUAL: **800-214-3595**



WARNING! WEAR A HELMET AND PROTECTIVE SKATEBOARD RIDING GEAR AT ALL TIMES! This includes elbow and kneepads, protective eyewear, long pants and long shirts/outerwear protection.

- **THE ALTERED™ WOMBAT 250 IS DESIGNED FOR USE BY THOSE 16 AND OLDER AND SHOULD NOT BE USED WITHOUT ADULT SUPERVISION.** Maximum recommended weight for the rider is 165 lbs / 75 kg. This board should be operated by only one rider at a time.
- Avoid uneven surfaces, potholes, surface cracks and obstacles. Always ride at a safe speed, maintaining full control over the board at all times. Know your limits and ride within them.
- This board does not conform to Federal Motor Vehicle Standards and is not intended for operation on public streets, roads or highways. Serious injury can result from unsafe operation of this vehicle. The operator can minimize these assumed risks by wearing safety equipment. Always check your state and local laws before using in public areas.
- DO NOT OPERATE THE ELECTRIC SKATEBOARD IN TRAFFIC OR ON WET, FROZEN, UNEVEN OR OILY SURFACES, OR NEAR PEOPLE OR OTHER VEHICLES.
- The user of this product and the adult supervisor assumes all risks associated with its use.
- Do not operate in crowded areas.

ALWAYS ride within your limits and comfort zone and NEVER ride without a helmet and protective gear!

HAVE FUN & BE SAFE!

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OPERATION

Preparation

Inspect outer carton for damages. Open carton and inspect for internal damage. Report any damage to your freight carrier or dealer. Remove your new board, remote control and charger. Plug charger into wall and electric skateboard to begin the charging process. Lights on the charger will be red (either flashing or steady) and will change to green when a full charge is attained. **Be sure that you are thoroughly familiar with all of the features and controls discussed in this manual before you ride.**

Helmet and protective gear should be worn at all times when on the board – even when riding for short distances or durations! Make sure that the area in which you plan to ride is paved, level, free of obstacles, and is not crowded.

Charging the Battery

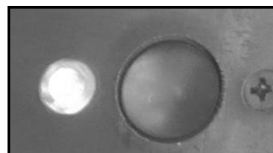
Before first use, make sure your electric board has a full charge. A full charging cycle can take 4 to 6 hours. A green indicator light on the charger means the battery is fully charged. A steady red or flashing red indicator light means the battery is in charging mode. Charge until the light turns a steady green.

Adjust the Skateboard's Speed Range and Turn On

Your board has 2 adjustable speed ranges: **High & Low**. A slide switch located in the battery compartment of remote control gun controls the speed range. To adjust the speed capacity, turn off the wireless remote and remove the battery cover from the base of remote control handle. Locate the slide switch inside the compartment. Set the switch to the desired speed range: left = slowest; right=fastest speed range. (See picture below, left.) With slide switch set, you can turn on the board, then the remote.



Left=Slowest / Right=Fastest



1. Set the speed range switch. Speed range control is adjusted with the slide switch in the battery compartment of the remote control.
2. Turn on the electric skateboard with the button on the board's battery box. Button will click and the light will go on.
3. Turn on the controller. "O" is off. "—" is on. Allow 10 seconds for the remote and board to link and "lock on".

Turning the Board On & How it "Locks On"

The new 2009 boards are engineered to be interference-free and to "lock on" using our new **2G Digital Wireless** technology. Follow these steps, turning on only one board at a time: Turn the board on first, and then stand the board up vertically by holding the front truck, so that the drive wheel is not touching the ground. Then turn on the Hand Controller and wait a full 10 seconds while the board and controller link and lock on. Squeeze the trigger to test the connection and verify the units have locked on. Set the board down and you're ready to ride! The 2G feature allows only the "locked on" controller to communicate with that particular board, meaning **NO INTERFERENCE** from other riders nearby or any other devices on any frequency. Turning either unit off breaks the locked on link and will require a repeat of these steps to create a locked on signal.

If the remote controller makes a low, **single volume noise** after it's turned on, the remote unit is letting you know that either 1) its AAA batteries are running down and should be replaced, or 2) that the remote unit is too far away from the board to remain connected. Do not ride the board with low batteries. Also, when the battery pack on the board gets low, the motor controller will cause the motor to **pulse** letting you know you're reaching the end of your ride time and that it's time to recharge.

KNOW YOUR LIMITS AND RIDE WITHIN THEM!

Start slowly and keep your speed down until you have a good feel for acceleration and braking.

If riding in groups TURN ON ONLY ONE BOARD AT A TIME. Be sure to follow this 3-step sequence in order when turning on your board:

1. Turn on the board, then
2. Turn on the remote
3. Allow the remote and board up to 10 seconds to link and lock on.

Note: Your board also has an **automatic shut-off to prolong battery life**. The board turns off after about **5 minutes** of non-use. Your **remote turns off after 1 minute** of non-use. Turn back on and follow the linking sequence to restart.

Riding Your Board

Once your board is on, SLOWLY pull the trigger toward you to accelerate. To decelerate, SLOWLY release the trigger. To slow to a stop, push the trigger away from you.



WARNING! Your Altered® Electric Skateboard is powerful. Never pull the trigger quickly or release it suddenly with no resistance. If you step on and pull the trigger quickly, you will be thrown backward off the board. If traveling at high speed, pushing the trigger forward quickly (engaging the brake) could throw you forward, headfirst off the front of the board. Know your limits and accelerate and brake accordingly!

Wireless Remote Control

The wireless remote control regulates the speed of the board: Pulling the trigger toward you will accelerate the board. Releasing the lever will return it to the near-neutral position, and allow you to coast downhill. Pushing the trigger away from you will engage braking.

IMPORTANT: The Altered™ wireless remote uses a 2.4 GHz / 802 frequency standard wireless chip. Each board and remote has a unique MAC address. Once a board and remote are properly linked, they will only communicate with each other, eliminating signal interference between boards.

Riding Tips

Pull the trigger very slowly until you start to feel the motor engage. If you get on the board and pull the trigger quickly the board will throw you off the back. Once the motor has engaged, pull the trigger more to increase speed. To decrease speed, slowly release the trigger. This will decrease your speed. If you let the trigger return to its starting position you will be in neutral. If the controller and board lose connection (connection range can be up to 125 feet), the motor will go into partial braking mode.

To brake, push the trigger forward. The braking power is relative to the speed you are traveling. If you are at full speed when you engage the brakes, you will stop faster than you would if you were coasting in neutral. Maximum speed and stopping distance depend on your weight and the riding surface.

The wireless remote control uses standard AAA batteries. Turning the control off when not in use will maximize battery life. If you notice unreliable communication with the board, replace the four AAA batteries.

On an uphill run, you will find that you need to keep your weight over the rear wheels to keep them from slipping. If the hill is too steep, the board will bog down and continued use may overheat the motor. Stop, step off and walk the steep hills. This board will take lighter weight riders up hills faster and will slow down under the weight of heavier riders.

On downhill runs when coasting, the motor remains engaged at all times providing some drag to slow you down. You also have full braking control. Frequent minor speed corrections with the brakes are preferable to letting your speed build up and then braking suddenly.

Speed

Never ride down hills that are too steep to maintain safe control of your board. Never ride down hills that require constant braking, as this can damage the board's electronics.

Always Wear a Helmet & Protective Gear!

