



NEPTUN X

# USER MANUAL

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## 1. Acknowledgments

Thanks for choosing NeptunX, your trust and support in our company are sincerely appreciated.

Welcome to visit [www.foilfly.com](http://www.foilfly.com) and contact us if you have any concerns.

## 2. Using this Manual

Before use of the product, it is essential to read this reference manual thoroughly to understand the correct and safe operations. By using this product, you hereby agree that you have fully read and understood all contents of this manual.

IN ORDER TO OPERATE THE PRODUCT CORRECTLY AND AVOID DAMAGE, SERIOUS INJURY OR DEATH, IT IS ESSENTIAL TO READ AND FOLLOW ALL OF THE INSTRUCTIONS AND WARNINGS IN THE USER GUIDE PRIOR TO ASSEMBLY, SETUP OR USE.

eFoilFly accepts no liability for any damage or injury caused by operations that contradict this manual.

Due to ongoing optimization of our products, eFoilFly reserves the rights of constantly adjusting the contents described in the manual. eFoilFly also reserves the intellectual property rights and industrial property rights including copyrights, patents, logos and designs, etc.

This manual is subject to update without prior notice, please visit our website [www.eFoilFly.com](http://www.eFoilFly.com) for the latest version. If you find any discrepancy between your products and this manual, or should you have any doubts concerning the product or the manual, please visit [www.foilfly.com](http://www.foilfly.com). eFoilFly reserves the rights of final interpretation of this manual.

This manual is multilingual, in the case of any discrepancy in interpretation of different language versions, the English version shall prevail.

### 3. Symbols

The following symbols will help to acquire some key information.

- ⚠ Important instructions or warnings.
- ★ Useful information or tips.

### 4. Product identification

Below figures indicate the position of the product labels on which the serial numbers locate. Please record the serial numbers for access to maintenance or other after-sale services.

- Sticker inside battery compartment
- Sticker on side of the battery
- Engraved on base of the mast

### 5. Important safety instructions

Failure to operate this product in a safe and responsible manner could result in injury or death to yourself or others and/or damage to the NeptunX or other's property.

This user manual contains important information pertaining equipment installation and safety instructions. Before starting to use the product, please read this manual fully and pay special attention to the following safety instructions:

#### **Before use:**

- Users who are allowed to use NeptunX should be in good physical state and know how to swim.

- This product must be operated with caution and common sense and requires some basic mechanical ability
- Always wear a life vest and a helmet when operating/boarding NeptunX
- Always attach safety magnet strap to your ankle and NeptunX.
- NeptunX is not intended for use by children under 16 years of age, subject to local laws and regulations.
- Only adults who have fully read and totally understood this manual are allowed to operate this product.
- Check the status and function of NeptunX before use and make sure all components are in good condition.
- Make sure the remote control works well by wireless connection.
- Do not use with incompatible components or alter this product in any way outside of the documents provided by eFoilFly.
- Familiarize yourself with all the operations related to this product.
- Check applicable local water safety rules and boating regulations before use.
- Observe the surrounding environment in advance to avoid unfavorable conditions such as strong winds, waves, currents, etc.
- Do not ride in shallow water (less than 1.5m in depth), rocky areas or in severe weather conditions.

### **During use**

- Do not ride NeptunX in shallow water (less than 1.5m) or out of water, in rocky areas or in severe weather conditions. Only operate it in water with enough depth and avoid all possible obstacles.
- Follow the correct operating instructions in this user manual.
- Attach NeptunX remote control to your wrist.
- Do not run the motor and/or board NeptunX if swimmers or other watercrafts are near the NeptunX.
- Pull the magnetic kill switch to immediately turn off the NeptunX in emergency situations.

- Observe local water safety rules and boating regulations while operating the product.
- Do not ride NeptunX under the influence of alcohol or drugs.
- Make sure the power cable connector is properly connected before use, otherwise severe damage may occur to the product during operation.
- NeptunX is not suitable for riding breaking waves in the surf zone. Riders do so at their own risk.
- NeptunX should never be ridden near other water users (including swimmers, surfers and divers) or offshore from swimmers, surfers and divers (in case NeptunX is pushed towards shore in a wave).
- Boarding can be easy when proper technique is applied. Incorrect technique can result in injury or damage.

## Handling

- Never run the motor out of water for more than 3 seconds, as doing so can overheat and damage the propeller shaft and seals.
- Never get close to the running propeller of NeptunX.
- Never dismantle or repair the product on your own or by any unauthorized third party.
- Keep it away from flammable gas, corrosive and other dangerous substance. Store it in a dry and ventilated place without direct sun/rain exposure and store it far away from dangerous substances.
- Pay attention to battery safety and operate it in the right way to avoid short-circuit, overheat, overcharge and over-discharge. Never drop the battery.
- Never handle the propeller while the battery is connected.
- Never touch the propeller, in or outside the water.
- Only NeptunX charger is designed for the battery. Other chargers may lead to shortened runtime, premature battery failure, or even fire or explosion.
- Falling on the hydrofoil can cause serious injury or death.

## 6. Product overview

NeptunX is an electric hydrofoil designed for water recreation. This product mainly consists of carbon fiber foil wing, mast with engine, board, battery, battery charger and a remote control. This mighty hydrofoil supports over 1 hour of full-speed ride time, ensuring more than enough fun time on the water.

### 6.1. In the package

Unpack the package and check if there is any damage caused during transport. Check all the items inside the package against the below list. If there is any transport damage or lack of any listed item, please contact your dealer immediately.

- Foil wing
- Mast with engine
- Board
- Battery
- Battery charger
- Remote controller
- Remote controller charger with cable
- Kill switch

### 6.2. Technical data

Surfboard	
Length	1680mm / 66.14 inch
Width	1100mm / 43.40 inch
Height	120mm / 4.72 inch
Weight	9.5 kg / 20.94 lbs

Material	EPS foam, carbon fiber, resin
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<b>Battery</b>	
Type	Lithium-ion
Model No.	INR18650-30Q
Nominal capacity	48 Ah
Nominal voltage	48 V
Operation voltage discharge	Up to 60°C
Dimension	380*350*57mm / 14.96*13.78*2.24 inch
Cycle life	500 – 1000 cycles
Battery case protection system material	EPP
BMS (Battery management system)	Charging protection, discharge protection, current protection, short circuit protection, temperature protection
Charging time	2 h
Charger input voltage	54.6V
Input charging voltage	110 – 220V
Input charging current	25 A
Charging temperature	Up to 40°C
Discharging temperature	Up to 40°C
Storage temperature	25° – 30 °C / 77° – 86°F

<b>Engine</b>	
Rated motor power in Kw	8 Kw
Rated voltage	48V
Rated current	150 A
Motor speed (RPM)	6500rpm

Impeller diameter	150mm / 5.90 inch
Cooling system	Dive-in water cooling

<b>Remote controller</b>	
Communication type	2.4G Wi-fi
Cell battery type	INR 18650-30Q
Cell battery life	72 h
Protection grade	Infinitely variable speeds
<b>Hydrofoil</b>	
Mast size	80 cm / 31.50 inch
Weight	1.4 kg / 3.09 lbs
Material	Carbon

## 7. Operation

To operate NeptunX, it's critical to understand how to use the battery, charger and remote control correctly. Read this part carefully before any operation.

### 7.1. Charger

Use the appropriate charger for your area (USA 110V, Australia 23V, Europe 220V). eFoilFly does not bear any responsibility for the use of the wrong charger. Do not charge in humid, high temperature conditions, or near flammables or explosives. Charge in an indoor area with good ventilation and heat dissipation. Do not cover the charger or intake during charging. The charger should be placed out of the reach of children.

Do not disassemble the charger: there is a danger of high voltage in charger case. Efoilfly does not bear any responsibility for incorrect use of the charger. Users must operate the charger.

## 7.2. NeptunX battery

The NeptunX battery should only be charged with a NeptunX original charger. The battery has a built-in battery management system which provides cell balancing function, over charging protection, over discharging protection, short-circuit protection, over temperature protection, under temperature protection, over current protection, communication function, etc. Though the battery has been tested to be reliable and safe during normal operation, it should be handled with care as safety is critically important. Please adhere to the following instructions when using it.

### WARNING

- Do not drop, strike or squash the battery.
- Do not put heavy objects on the battery
- Do not disassemble the battery or conduct unauthorized repair or it may leak, catch fire, or explode. The battery disassembly can only be conducted by eFoilFly service.
- Do not use battery if it was involved in a crash or heavy impact.
- Do not charge or use a damaged battery. If your battery is compromised, contact eFoilFly or an authorized dealer for further assistance.

#### SIGNS OF A COMPROMISED BATTERY:

- connector coming loose
- crack in housing/case
- deformation
- battery acid odor
- extremely hot temperature during charging (80°C or more)

- Only charge the battery with an eFoilFly original charger.
- Do not charge the battery near flammable materials such as carpet or wood.
- Disconnect charger when not in use.
- Though the battery is IP67 waterproof, it's suggested not to immerse it in water or store it in moist environment.
- Keep conductive objects away from the discharging port and charging port to avoid damage of electronic components.
- Never discharge the battery below 33V.
- Store the battery in dry environment.
- Charge the battery immediately after full discharge.
- Do not use a nonofficial battery. Any damage caused by a nonofficial battery will not be covered by warranty.
- Do not leave the battery in a hot or pressurized container, such as trunk of the vehicle on hot days.
- Dispose of unusable or damaged batteries in a container specially reserved for this purpose, follow appropriate local guideline and regulations. For further information you can contact your local solid waste collecting point or your dealer.
- Never dispose the battery as general household waste or in fire.
- In case of a NeptunX or battery fire, extinguish with:
  - Cold water without additive
  - Dry powder in large amount (use metal fire extinguisher powder or dry sand if only a few cells are impacted). For further information about incident response and disposal, please refer to the MSDS.
- Do not put battery in a microwave oven, freezer or in a pressurized container.
- Do not open the lid under any circumstances while in water or with wet hands.

⚠ Use NeptunX battery at your own risk.

⚠ Do not open NeptunX lid under any circumstances while in water.

**⚠** Before each use carefully inspect the battery. If a battery casing has visible damage and the battery falls into water, take it out immediately and put it in a safe and open area.

Keep a safe distance from battery until it is completely dry.

Never use battery again and dispose of it properly.

### 7.2.1. Using the battery

Battery must be used in temperatures from 10°C to 40°C. Use in environments above 40°C can lead to a fire or an explosion. Use of battery below 10°C can lead to permanent damage.

Always keep battery dry. If battery has been exposed to water.

### 7.2.2. Battery LEDs

Battery has an indication of charge on the battery, on the display of the remote controller and on LEDs on the bow of the board.

Each LED on the battery represents 20% of battery capacity left.

Each LED on the board represents 25% of battery capacity left.

### 7.2.3. Charging the battery

**⚠** Important notes before charging

- Only use NeptunX Charger to charge NeptunX battery. Do not use any third-party chargers.
- Always supervise the charge, do not leave the battery unattended while charging.
- The battery does not need to be fully discharged before charging. A Lithium-ion battery doesn't have memory effect. This means that the maximum energy capacity won't be affected if it is charged after not being fully discharged.

- Make sure that the battery does not remain connected to the charger after the charge has been completed.
- Always remember to close the battery rubber connector covers before use.
- The temperature use for the battery must always remain between 10 °C – 60 °C (50 °F – 140 °F).
- Extreme temperatures will affect the battery life, especially during charge. Avoid charging the battery while being exposed to direct sunlight or extreme high or low temperatures. The charge is recommended to be carried out with temperatures (between 10 °C – 45 °C / between 50 °F – 113 °F).
- Do not over discharge the battery. Do not continue riding once the power starts to decrease and the LEDs on the top bar begin to blink, this has been proven to decrease the battery's capacity over time. This is an extra energy resource which must be used only for emergencies.
- Avoid water contact during charging process.
- Avoid direct sun/rain exposure during charging process.
- Do not overcharge the battery.
- Keep the battery away from flammable substance like a carpet or wood during charging process.
- In case of emergency, please stop charging the battery immediately.

#### a) First charging of the battery

When charging the NeptunX battery for the first time, follow these steps:

1. Remove the battery from its travel bag.
2. Place battery in a dry and safe place, away from flammable or hot items.
3. Plug the output cable of NeptunX Charger into the charge/discharge port of NeptunX battery and connect the connector.
4. Check that connections have been made correctly. Plug the charger in the wall socket.
5. The charger will automatically turn off when the charging process is complete. Please refer to 7.2.2 Battery LEDs for LED charging status.

## b) Charging the battery after use

When charging the battery after usage follow these steps:

1. Detach the magnet kill switch safety strap from NeptunX before unmounting the battery.
2. Disconnect the data and power cables from the battery.  
Remove the battery from the NeptunX board and take it to a dry and safe place.
3. Plug the output cable of NeptunX Charger into the charge/discharge port of NeptunX battery and connect the connector.
4. Make sure that the connections have been made correctly.
5. Plug the input cable of NeptunX charger into the socket. Please refer to 7.2.2 Battery LEDs for LED charging status

## 7.3. Remote controller

Remote controller consists of power button, cruise control button, throttle lever, and LCD display.

The LCD display of the remote controller shows following information:

- Battery status
- Remote controller battery status
- Power output
- Speed
- Battery temperature
- Run time
- GPS signal

### 7.3.1 Charging controller

1. Attach the magnetic charging plug, ensuring the charging pins are connected.
2. Plug in the USB wall charger.
3. When the controller is charging correctly, the screen will show CHARGING on the LCD display.

4. Be careful not to disconnect the magnetic charging plug while charging.

⚠ Always check to ensure the controller is at least 50% charged before each use.

## 8. Assembly

In order to operate the product correctly avoiding damage or serious injury it is essential to read and follow all instructions and warnings in the user guide prior to assembly, setup or use.

☀ It is best to assemble your board in a clean, dry environment.

### 8.1 First assembly

#### 8.1.1. Connect mast to NeptunX

- Carefully lift the NeptunX from its container and place it on flat surface upside down (be careful not to scratch the board)
- Remove the mast from its container and place it next to the board.
- Check to ensure the o-ring is inserted and make sure to check if there is enough grease around o-ring.
- Insert the mast into cavity of the board with motor facing backwards.
- Ensure the mast is properly seated in the cavity and flush with the board surface.
- Insert the 4 Stainless Steel Hex fasteners. Tighten them in a cross pattern, first using your fingers to ensure the threads are properly engaged, and then using the supplied hex key. Use a torque of 10 Nm to tighten the fasteners.
- Medium force needs to be applied when using the long arm of the hex key to ensure the fasteners are tight.

- When properly tightened, the NeptunX should be secured and the o-ring compressed. Failure to properly tighten the fasteners or fit the o-ring will result in a board leak.
- Be careful not to over-tighten the fasteners as this could result in stripped threads or damaged fasteners.
- Make sure that cooling opening on the mast next to the motor is free of any blockage.

### 8.1.2. Connect the Wing

- Place the wing in position on the mast
- Insert the 2 fasteners. ALWAYS add grease to the fasteners first.
- Tighten the fasteners with the supplied hex key, ensuring the fasteners are tight enough that the wing cannot move or wobble significantly during use. Use a torque of 6 Nm to tighten the fasteners.

### 8.1.3. Connect battery to NeptunX

- ⚠ Always charge the battery and remote to the fullest before operating the equipment.

Carefully turn your board over so it stands on BOTH the front wing and nose of the board.

**Step1:** Twist the Lid Latches and open the board lid.

**Step2:** Check the watertight seal and the battery housing to make sure they are clean and free of sand. Make sure there aren't any signs of damage before use. Make sure there isn't any water inside the battery compartment.

**Step3:** Take battery by the handle and carefully lower it into the battery compartment on the board, ensuring to move cables out of the way first.

**Step4:** Locate the 2nd battery data connector and carefully connect it to the data socket on the battery.

**Step5:** Connect the power cable to the power socket on the battery (red and black cables).

- ⚠ Be careful not to damage the board seal when fitting battery. Any nicks, cuts or damage to the seal may result in leaks.
- ⚠ Be careful not to bump any connected data cables which may result in damage.
- ⚠ Do not apply any force! Be careful not to twist the cable. If aligned correctly, no great force is required.

**Step6:** Carefully close the lid. Make certain nothing is caught in the seal.

**Step7:** Twist and lock the two lid latches.

- ⚠ The seal is a critical component. If damaged contact your dealer for a replacement part. Never ride the board with a damaged seal.
- ⚠ The battery and cables are water resistant; however, always keep battery, cables and board cavity dry. Water, especially saltwater, can accelerate aging and corrosion. If your board leaks, check seals, and clean components carefully.
- ⚠ Do not open lid whilst in the water under any circumstances.

## 8.3 Riding NeptunX

### 8.3.1. Checklist before starting

1. Check and ensure that the battery and the remote controller have enough power.

2. Check the connections before each trip, ensure the connections are correct and secure, no disconnection or worn/aging connections.
3. Make sure the seal of the battery compartment is not compromised.
4. Before you turn on NeptunX take a few seconds to blow the cooling tube in the engine to make sure it's clear.

### 8.3.2. Select an appropriate riding location

- Choose a location with enough water depth (not shallower than 1.5m). The NeptunX should never make contact with anything below the surface. Take caution of tide times. It is important to look if the water is free of floating elements such as branches, boat chains, fishing lines, etc.
- If you are unsure about the location for riding, ask someone who knows the waterway of your location well. Be aware that the board might be submerged by the rider weight.
- Do not board/ride NeptunX anywhere near swimmers, divers and other watercrafts.

Depending on your experience with hydrofoils, choose the location appropriately. If you are a beginner, learning to board in very smooth water without waves or strong currents is significantly easier and safer than learning in choppy water, so choose a location and weather conditions that allow for the easiest possible learning experience.

### 8.3.3. Pairing Controller with NeptunX

**Step1:** Hold the On/Off button for 5 seconds until the controller lights up.

**Step2:** Put the magnet safety leash (kill switch) on the designated spot on the board.

**Step3:** As soon as the magnet is put the controller will automatically search for a board to pair.

**Step4:** When the NeptunX and controller are paired you will hear beeping sound from the board.

☀ Normally it only takes one time to pair up the board and the controller. In some cases, the pairing might be lost, or the controller fails to pair up with the board. In these cases, you need to reboot and pair up again. To do that follow these steps:

**Step1:** Remove the magnet safety leash (kill switch) from the board first.

**Step2:** Push the pairing button + power button at the same time until the screen on controller indicates the pairing mode is on.

**Step3:** Put on the magnet and you will hear a beep from the board.

**Step4:** Take off the magnet and wait two seconds, then put it back again and the beeps will on again. When you hear this beep, the board is rebooted and paired again successfully.

#### 8.3.4. Starting the motor and laying on the NeptunX

**Step1:** Attach the magnet safety leash (kill switch) of the NeptunX to your ankle

⚠ You must wear the magnet safety leash during every ride.

**Step2:** Climb onto the board and be wary of not touching the mast or the wings as they are sharp.

**Step3:** Use handles on the board if you have trouble climbing on the board.

**Step4:** Lie face down on the board, positioned in a way that you can grab the nose of the board.

**Step5:** Gently press the throttle trigger. The board should start to move. Warm up the engine with about 5% of the throttle

- ✨ To prevent speeding up or spinning the propeller by accident we designed the engine to remain calm until you hit the throttle to above 5%.

**Step6:** Practice on using the controller. NeptunX provides you great feedback on movement and control. It's designed to let you enjoy the top techs of foil surfing and electric motor. But to fully taste that you need to get used to the powerful and sensitive engine by using your controller to gain full balance. Loosen the throttle when you feel the board nose is going up to high or too fast, hit the throttle when the board is heading down.

### 8.3.5. Getting up on your knees

**Step1:** Once you feel comfortable enough changing speed and riding the board lying down, you can start to get up on your knees.

- ✨ We recommend getting up on your knees at the speed of 13 – 15km/h shown on your remote controller, but it depends on the body weight.

**Step2:** You want to be traveling fast enough that you won't nosedive or sink, but not so fast that you are bouncing over chop, planning quickly or starting to foil.

**Step3:** Place both hands on the board, smoothly push your body up and slide both knees under you onto the board. Your knees should be positioned just in front of the lid hinges. Be careful not to put your knees on the hinges themselves.

**Step4:** Keep your body weight forward to keep the nose down and the foil disengaged and keep practicing on straighten the board direction.

### 8.3.6. Standing up

**Step1:** Check that you have clear flat water in front of you with no obstacles or other vessels.

**Step2:** Select a speed where the board feels stable. The ideal speed depends on your weight, but we recommend standing up at the speed of 18 – 20km/h.

**Step3:** While being careful not to let go of the throttle trigger (so you maintain a constant speed) place your front foot in the space in front of your knees. Your toes should be near the front of the foot pad and slightly to one side.

**Step4:** Try to stand up slowly and adjust the center of gravity with as much weight as possible pushing through your front foot. This should feel like standing from a lunge position. Keeping your weight on your front foot keeps the board and nose down, which in turn keeps the foil in the water. Standing up with weight on your rear foot can result in the foil engaging and then an unintended crash. Keep in mind you need to keep the board parallel to the water while you do that.

**Step5:** Once standing keep your weight forward over your front knee. Your chest and nose should be lined up with, or in front of your front knee.

**Step6:** Once standing, practice slowly adding speed, but always while pushing down hard through your front leg. The foil, motor and your own bow wave all want to push the nose of NeptunX up. Push down hard and practice accelerating to planning speed, with the board flat on the water. Taking your weight off your front foot will engage the foil and likely result in a crash until you have learned to balance the foil.

The throttle is always the key! Please do not try to loosen it or hit it too quickly. Always try to hold or loosen your fingers naturally.

**⚠** Please try not to sink the nose too deep in the water while you're riding NeptunX as the antenna is only 5cm from the LED indicator. You will lose the pairing of the controller and the board, which is very dangerous when you're riding.

## **9. Maintenance**

Regular maintenance is beneficial to keep your NeptunX working in optimal condition. Do not start the NeptunX in shallow or unknown water conditions. Only use it in deep water area.

In order to clean and reduce corrosion, use fresh water to wash the whole NeptunX after use in saltwater.

Read through the entire storage and maintenance instructions before storing your board.

### **9.1. Post Ride**

#### **9.1.1. Board and the foil**

Disconnect the battery power and data cable.

Remove the battery from the battery compartment.

Carefully clean the battery compartment with fresh water and a cloth and then dry thoroughly.

Check to see if any water has leaked into the battery compartment. If so, check the cause of the leak which may include sand present on the sealing surface; a damaged or dislocated seal; damaged hinges or latches; or something obstructing the lid when closed.

Carefully wipe the seal down to remove any sand or salt.

Clean the data connector contacts with contact cleaner if they have been exposed to moisture.

Rinse the inside of the mast with fresh water.

Rinse around the mast flange to wash salt away from the board connection area (if keeping the board and the foil attached).

Check the propeller for water plants, fishing net or line twine around the propeller.

### 9.1.2. Controller

Rinse the remote controller in fresh water to clean away salt and debris.

### 9.1.3. Battery

Wipe battery down with a wet cloth (freshwater) and clean contacts and data connector with contact cleaner.

Battery is water resistant, but it should remain dry where possible.

⚠ DO NOT submerge or shower the battery!

Avoid placing battery on the sand, sand can make its way into the battery cavity and scratch surfaces.

⚠ DO NOT charge the battery immediately after use. The battery temperature may be too high. Allow 30 minutes between riding and charging to allow for cooling.

⚠ DO NOT clean the battery or charger with denatured alcohol or other flammable solvents.

⚠ If a battery has been dropped or damaged, contact eFoilFly immediately and do not use the battery.

## 9.2. Regular Maintenance

### 9.2.1. Board and the foil

Disassemble the mast from the board. Remove the wing and clean thoroughly with fresh soapy water to remove any built-up salt or sand. Remove any sand, dirt or saltwater. Ensure the board and deck grip are dry before storage. Take extra care not to scratch the carbon board bottom and wings.

Apply grease at least once every few weeks to all removable bolts and threads. Keep the lubricant away from the deck grip to avoid a slippery board.

Clean the connectors inside the NeptunX with contact cleaner.

Check the board regularly for damage or cracks. If damage is present have it repaired by a professional surfboard or sailboard repairer.

Place your NeptunX in the provided bag, then store in a clean and dry environment. Keep the board and bag out of the sun.

#### 9.2.1.1. Propeller

⚠ Ensure the battery is disconnected before each check, as a rotating propeller is dangerous.

⚠ Gloves are recommended to wear, in order to protect your hand from the sharp propeller edges.

Check the propeller based on the following tips, and if a change of propeller is necessary, please contact your eFoilFly dealer:

1. Check the propeller blades for wear, broken and other damage.

2. Check the pin for wear and damage.

### 9.2.2. Battery

Examine the charger regularly for damage to the cord, plug, enclosure or other parts.

## 10. Transportation and storage

### 10.1. Transportation

For long distance transport, please use the NeptunX original package to pack NeptunX before transportation.

Do not transport NeptunX with the battery inside. Always separate the battery from the board during transport.

Batteries are considered a dangerous good and must not be shipped without working with a dangerous goods shipping specialist. Shipping batteries marked as normal goods without informing the shipping party is illegal and dangerous. The Material Safety Data Sheet (MSDS) is required for shipping the batteries.

### 10.2. Storage

If your NeptunX is going to be stored for more than 2 months, it's advised to have it cleaned and checked prior to storage. It's recommended to pack the NeptunX with its original package for storage.

Take adequate damping-absorber for protection before transport and storage. And ensure the propeller receives no pressure.

Store the outboard in a dry, well ventilated place without direct sun exposure.

### 10.2.1. Battery

Before long-term storage, make sure the residual battery level is around 70%. Store the battery at 18°C ~ 28°C (64.4°F ~ 82.4°F). If the residual battery is more than 70% for over ten days without activity, self-discharge will occur to the battery with a small current around 100mA until the battery level drops to around 70%. Battery will actively discharge to 75% after 20 days without charging or discharging.

During long-term storage, activate the battery every 3 months by a charge condition and keep the battery level at around 70%. This activation is very important, and it can help keep the battery in good condition.

After long-term storage, fully charge the battery before use.

- ⚠ Do not store the battery near heat sources such as a furnace or heater.
  - ⚠ Do not leave the battery inside of a vehicle on hot days. The ideal storage temperature is 22°C-28°C.
  - ⚠ Do not store the battery whilst charging. Disconnect the charger when not in use.
  - ⚠ Do not store the battery fully charged or discharged for a longer period. For long term storage a charge state between 60% - 80% is optimal.
  - ⚠ Always keep away from children and pets.
  - ⚠ Keep it away from flammable gas, corrosive and other dangerous substance.
- Store it in a dry and ventilated place without direct sun/rain exposure and store it far away from dangerous substances.

## 11. Emergency situations

### 11.1 Impact Damage

If the NeptunX strikes some object in the water, please follow the procedures below.

**Step1:** Stop the NeptunX immediately.

**Step2:** Check the propeller and other components before you start NeptunX again.

**Step3:** Return to the nearest harbor or beach.

**Step4:** If there is any damage, find your dealer or eFoilFly service center for help.

### 11.2. Low Battery Level

When the battery voltage is lower than a set threshold, the NeptunX will stop automatically to prevent battery from over-discharging. If this happens when the you are far away from the shore, and no new battery can be replaced, it's recommended to wait until the battery voltage recovers, and you can restart the NeptunX to return with throttle power under 100W.

## 12. Warranty

This eFoilFly limited Warranty applies to the eFoilFly product purchased from eFoilFly or its authorized dealers or resellers for personal use and not for resale. Consumers are entitled to a free repair or replacement of defective parts or parts which do not conform with the sales contract. This warranty operates in addition to your statutory rights under your local consumer law. The purchaser or user of the eFoilFly product at issue (the "Product") shall be referred to as "you" in this Limited Warranty

Under this Limited Warranty, eFoilFly warrants for the coverage period that the Product will be free from material and workmanship defects under normal use in accordance with eFoilFly published product materials. eFoilFly's published product

materials include, but are not limited to, user manuals, safety guidelines, specifications, in-app notifications, and service communications from eFoilFly or its authorized representatives.

By using the eFoilFly Product, you agree to be bound by this Limited Warranty.

## 12.1. Warranty Policies

eFoilFly Ltd. warrants its products to be free of defects in material and workmanship for a limited period since the date of purchase. Once a fault is discovered, the user has the right to make a warranty claim under the eFoilFly warranty policies.

Warranty coverage period begins the date of the retail purchase of the eFoilFly Product and ends:

- a) Two years for components comprising the board, as are further be described in the Product's manual(s);
- b) Two years for all components comprising the foil and wing, as may further be described in the Product's manual(s); and
- c) Two years for the Product's battery.

✦ In order to validate the warranty, users are required to fill in the Warranty Card in the package in advance.

✦ Keep the product label in intact state and record the serial number on the label. Never tear the label off the product. An eFoilFly product without the original product label will not be applicable to warranty services provided by eFoilFly.

✦ The warranty is valid only when the information is correct and complete.

✦ Free warranty is only validated upon the presentation of legal serial number, and evidence of purchase from an authorized eFoilFly dealer.

✦ Valid date of purchase should be established by the first-hand purchaser with original sales slip.

Free warranty is not transferable and will not be reissued.

✦ Within the limits of the applicable laws, the warranty policies of eFoilFly may update without prior notice. The latest version is available at our website [www.foilfly.com](http://www.foilfly.com).

NeptunX has been extensively tested with riders weighing up to 130kg. Heavier, experienced riders may be able to use NeptunX, however our factory specified limit for warranty and other purposes is 130kg.

NeptunX needs to be serviced regularly and maintained to ensure good working order and to prevent breakage. The first service requirements should be met within 100 hours of use or after 6 months, whichever comes first. After the first service, your NeptunX should be serviced every 100 hours of use, or each 12 months, whichever comes first. Contact eFoilFly for details of your nearest authorized dealer or other service options. The eFoilFly limited warranty is void if your NeptunX has missed the required service schedule.

If a covered defect arises during the coverage period, eFoilFly will, at its option:

1. repair the affected Product at no charge using new parts or parts that are equivalent to new in performance and reliability
2. exchange the affected Product with a functionally equivalent Product that is new or formed from new and/or previously used parts that are equivalent to new in performance and reliability or, with your consent, a Product that is at least functionally equivalent to the Product it replaces;  
or
3. a refund the original purchase price for the affected Product

## **12.2. Out of Warranty**

Make sure the product is properly packed during delivery, the original NeptunX package is recommended. If the product got further damaged due to improper packing during delivery, the damaged part will be deemed as out of warranty coverage.

In addition, faults or damages caused by the following reasons are also excluded from warranty scope within the covered period:

- Any improper operation that contradicts the user manual.
- Accident, misuse, wishful abuse, physical damage, overcharging or unauthorized repair of the Product
- Dropping, improper care or storage.
- Damage caused by unauthorized modification or repair of the Product, including, but not limited to, modification of its internal circuitry, components, or battery(ies)
- Failure to properly maintain and care for the Product and its components in accordance with the instructions found within the user manual(s)
- Damage caused from the use of unauthorized or unauthenticated third-party parts, materials, or components;
- Damage caused by operating the Product with a low charged battery
- Damage caused due to crash, physical impact, or fire resulting from non-manufacturing factors, including but not limited to, user error, use in unsafe locations, and/or use in unsafe conditions, such as inclement weather.
- Damage caused by operating the Product in an environment suffering from interference from other wireless devices or electromagnetic interference;
- Error-free operation of a Product
- Loss of, or damage to, your data
- Any software programs, whether provided with the Product or installed subsequently;
- Damage or defects caused by transport, loading, unloading, dropping, out of water handling, or inappropriate storage including, but not limited to, damage or defects caused by exposure to temperatures over 70°C and under 0°C or due to direct sunlight;
- Damage or defects caused by non-recreational use;
- Damage or defects caused by usage of the Product after a warranty issue is made or reported, or a customer reasonably should have made or issued such a claim in the exercise of reasonable diligence;
- Any damage except manufacturing defects in material or workmanship;

- Damage caused by lightning, hail, rain, flooding, wind, sand, floods or other environmental or natural conditions or Acts of God; and/or
- Damage caused by cleaning products not specifically approved in the user manual(s).

☀ You should be noted that minor faults like normal wear and tear that pose no influence on the intended function of the product are also not covered by the warranty.

☀ Consumables are out of warranty scope.

### **12.3. How will the service be provided by eFoilFly?**

eFoilFly will first attempt to diagnose and resolve your problem by telephone, e-mail, or online chat. eFoilFly may direct you to download and install particular software updates.

If your problem cannot be resolved over the telephone, through e-mail, or online chats, or through software updates, you may be required to deliver the Product to eFoilFly for further examination. eFoilFly will arrange for repair or replacement service at no cost if the problem falls under this limited warranty. Customer is responsible for shipping expenses at eFoilFly discretion for repair services.

### **12.4. Warranty Claim Procedures**

If you find your product defective, you can make a claim to your dealer following below procedures:

1. Write a full report of the issue and the reason for the warranty claim. Then make your warranty claim by sending it to your authorized eFoilFly service partner together with valid proof of purchase. Usually these documents are required when making a warranty claim: report of the issue, ex-factory serial number, and evidence of purchase.

2. Send the defective product to your closest authorized eFoilFly dealer or service after getting the confirmation. Note that the label should be kept intact. You can also deliver the product to your authorized eFoilFly dealer after getting confirmation.

3. The defective components or parts will be either repaired or replaced according to the diagnosis made by the eFoilFly authorized service partner.

4. If your warranty claim is accepted, the equipment will be repaired or replaced free of charge. Note that any delivery cost incurred in the process is at your charge.

5. After careful examination and confirmation by eFoilFly authorized dealer, the defective or faulty components will be repaired or replaced with brand new ones against the actual condition.

6. In case your warranty claim be rejected, an estimated repair charge with round trip delivery cost will be sent for confirmation. eFoilFly authorized service will conduct service accordingly only after your confirmation.

If warranty expires, you can still enjoy maintenance services from authorized eFoilFly service partners with minimum maintenance charge.

## **12.5 Waiver of liability**

### **12.5.1. Obligations During Warranty Service:**

When providing warranty service, eFoilFly is responsible for loss or damage to your product only while it is in eFoilFly possession or in transit, if eFoilFly is responsible for transportation. eFoilFly shall not be held responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information, contained in a product.

### **12.5.2. Waiver of Liability and Limitation of Liability:**

The following waiver of liability and limitation of liability shall apply to any and all users of the Product and shall apply regardless of whether the Product was purchased from eFoilFly or its authorized retailers or resellers. Use of the Product signifies the user's acceptance of and agreement to the following waiver of liability and limitation of liability.

eFoilFly will not be liable for any lost profits, cost of cover, or indirect, special, incidental, consequential, punitive damages, or attorneys' fees regardless of the type of claim (including claims for negligence and negligence per se, even if the claim arises out of or relates to eFoilFly sole, exclusive, or joint negligence), arising out of or relating, in any way, to this agreement or the use of eFoilFly products. Under no circumstances, and notwithstanding the failure of essential purpose of any remedy set forth herein, shall eFoilFly be liable for third party claims against you for damages or loss, damage or disclosure of your data. eFoilFly aggregate liability is in all events limited to five (5) times the amount paid for the product at issue hereunder, whether the claim arises under contract, statute, or common law.

### **12.5.3. Warranty Disclaimer:**

eFoilFly makes no other warranties, express or implied, and specifically disclaims any warranties of merchantability, non-infringement, warranty of non-infringement, or fitness for a particular purpose. In the event such warranties cannot be disclaimed, eFoilFly limits the duration and remedies of such warranties to the duration of this express warranty and, at eFoilFly option, the repair or replacement services provided in this limited warranty.

Some jurisdictions may prohibit a disclaimer of warranties and you may have other rights that vary from jurisdiction to jurisdiction.

#### 12.5.4. What Other Rights Might I Have?

This Limited Warranty provides you with certain specific legal rights, but also limits certain liabilities of eFoilFly. You may have additional or different rights depending on your jurisdiction or the applicable governing authority. To the extent that the laws or regulations governing consumer products in your jurisdiction cannot be waived or limited by agreement, this Limited Warranty shall not be construed to so waive or limit such laws or regulations.



Thanks for reading this user manual.

If you have any concerns or find any problems while reading, please don't hesitate to contact us.

We are delighted to offer service for you.

**eFoilFly Ltd.**

**Website: [www.foilfly.com](http://www.foilfly.com)**

**Email: [info@foilfly.com](mailto:info@foilfly.com)**