

# Gogoro VIVA XL Series Smartscooter®

## User Manual

Release Date: 2021.10.21

Applicable Models:

VIVA XL BASIC      VIVA XL KEYLESS      VIVA XL BELT

iQ System® Version: 6.5

Gogoro® App Version: 2.19 or later

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# 1. Before You Hit the Road

Welcome to your new Gogoro! Let us walk you through the right steps to operate your Smartscooter® safely and maximize your riding experience. Please read this manual carefully before you hit the road and make sure you meet all the following requirements:

- You already have a valid driving license.
- You know how to safely and correctly operate a vehicle of the class you are licensed to, and you are mentally and physically in proper condition.
- You fully understand how to correctly operate a Smartscooter®.
- You fully understand all the operational instructions, special notes and warnings described in this manual.

If you have any questions concerning the operation or maintenance of your Smartscooter®, please consult the Gogoro service center at 0800-365-996.

Have a safe and fun riding experience with Gogoro!

## 1.1 How to Read the Footnotes

This manual highlights important information with the following symbols:

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Warning: Extra care must be taken to avoid personal or vehicle damage.



Note: Descriptions that need additional attention.



Gogoro service center features: Items which can only be adjusted, activated or deactivated by the Gogoro service staff.



Refer to the other section of this manual.

## 1.2 Safety Notice

Make the most of the superior performance of Smartscooter® by following appropriate handling and riding procedures. To protect yourself and others on the roads, please follow the instructions listed below:

- 
-  Abstain from riding if you are under the influence of drugs or alcohol, or if you are not in a good physical or mental condition.
  -  Observe traffic rules and pay attention to road and traffic conditions to avoid dangerous situations proactively.
  -  Always wear protective gear that meets the legal requirements, such as a helmet, and other protective gear such as gloves and boots when necessary.
  -  Perform basic inspections before every ride. Check lightings, brakes, tire tread and tire pressure, as well as other potentially loose parts. Return to the Gogoro designated service center if maintenance or repairs are necessary.
  -  Do turn the motor off, before you perform any inspection or maintenance work.
  -  Please keep your Smartscooter® upright and reduce your speed when you pass the slippery surfaces like wet traffic lines, manhole covers... etc.
  -  If you need to brake on wet or slippery surfaces, apply the braking force slowly and gradually, to avoid tire skidding.
  -  The torque of Smartscooter® is much stronger than traditional gas scooters, therefore, please turn on "Smart Mode" and apply the throttle gently, to avoid tire skidding.
  -  On wet or slippery surfaces, do not set the regenerative braking level to "Max" to avoid tire skidding.

### 1.2.1 Check the Following Before Every Ride

- Make sure the tire pressure is within normal range, the suggested pressure:
  - Gogoro S1 / 1 series: Front 32 psi, rear 36 psi. When the weather is cold or if you carry a passenger often, it is suggested to slightly increase the pressure to front 34 psi and rear 38 psi.
  - Gogoro S2 / 2 series: Front 33 psi, rear 40 psi. (Gogoro 2 Rumbler is front 30 psi, rear 33 psi)
  - Gogoro S3 / 3 / VIVA XL series: Front 33 psi, rear 40 psi.
  - Gogoro VIVA / VIVA MIX series: Front 32 psi, rear 36 psi.
- The tire surface has no crack, damage, excessive abrasion, object punctures or attachments.
- The tire treads have enough depth above 0.8mm.
- The tension of the chain is proper, or any cleaning or lubrication is needed.
- The suspension or powertrain is not leaking and has no exterior anomaly.
- The cooling air intake or heat sink is clean and unobstructed.
- No warning symbol on the dashboard is lit after the system power is turned on.
- The batteries still have sufficient power for your trip.
- All handle switches and buttons, head and tail lights, turn signals, and horn are working normally.
- Mirrors are clean and set to appropriate angles.
- The braking fluid level is appropriate, the entire braking system is working normally.
- The brake pads are not worn out and don't need to be replaced.
- The electronic throttle and reverse throttle are working normally.
- Other items required by local regulations.



The motor and gears are very powerful and dangerous. Always turn off system power before you perform any inspection, adjustment, cleaning or maintenance work.



In case of any abnormality or uncertainty, please contact the Gogoro service center at 0800-365-996.

## 1.3 Introduction of Gogoro Smartscooter®

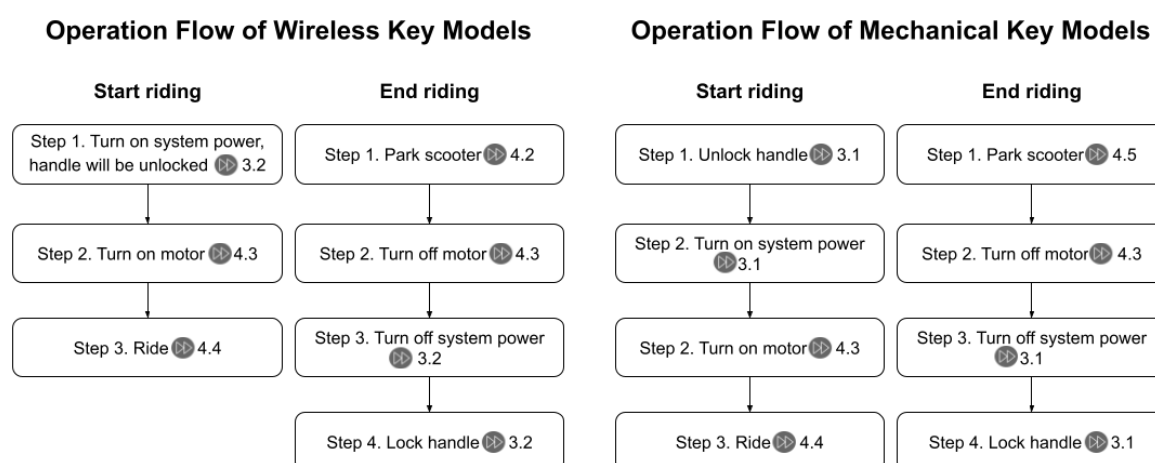
Gogoro Smartscooter® is the world's first high performance, low emission smart electric 2-wheel vehicle for personal transportation, and also the first Gogoro Network® integrated product. Through the battery swapping system, Gogoro Network® brings the more efficient, cleaner and more flexible future to you.

### 1.3.1 The Basic Operation Flow of Smartscooter®

Before you actually ride Smartscooter®, please take a look at its operation flow.

- To use Smartscooter®, you must first unlock the handle and turn on the system power.
- When the system power is turned on, you will see the dashboard lights up.
- When the system power is on, you can perform some static operations, such as operating the turn signal, honking the horn, checking the mileage, and pairing the smartphone, etc. However, the motor is still off, so the Smartscooter® has no power yet and cannot be ridden.
- You must turn on the motor first, and then you can use the electronic throttle on your right hand side to adjust the power output and start to ride.

The following chart briefly describes the general process and reference chapters for starting and ending the ride. You will find more details in other chapters of this manual.



The different Smartscooter® models offer several different types of “keys” to unlock or turn off and lock Smartscooter®, and open the under seat compartment. The basic operation of wireless key models is basically the same with the mechanical key models, only with slight differences.



Refer to "1.3.2 Keys of Smartscooter®" for the introduction to “keys”.

### 1.3.2 Keys of Smartscooter®

Smartscooter® can be divided into 2 major groups: "Mechanical Key Models" and "Keyless Models". Depending on the specific model, your Smartscooter® will be equipped with different types of "keys" for powering on / off, locking / unlocking, and opening the under seat compartment.

In addition to the traditionally recognized "mechanical keys", some more advanced and anti-theft devices such as "iQ System® Smart Key", "iQ System® Smart Keycard" and "Smartphone with Gogoro® App" are also provided.

#### Mechanical key models

- These models can only use traditional mechanical keys, and cannot use wireless, contactless methods to power on / off.

#### Keyless models

- These models can use contactless methods including iQ System® Smart Key (a round key fob), iQ System® Smart Keycard (a credit card sized plastic card), and Gogoro® App. (The compatibility may vary depending on the model year of Smartscooter®)



Gogoro S1 / 1 series support iQ System® Smart Keycard starting from model year 2020.  
Gogoro S2 / 2 series keyless models support iQ System® Smart Keycard starting from model year 2020.  
Gogoro S3 / 3 / VIVA / VIVA MIX / VIVA XL all keyless models support iQ System® Smart Keycard.



All keyless models regardless of model year support iQ System® Smart Key (key fob).



Although the mechanical key models cannot use the Gogoro® App for some operations like powering on / off, or open the under seat compartment, they can still use other convenient functions of the Gogoro® App and enjoy smart services that keep up-to-date.



Each Smartscooter® is equipped with two "keys" (key fob, card or mechanical key). Please place the one you don't use frequently where you can get it. If you accidentally lock the key or smartphone in the under seat compartment, or accidentally lose or damage the key, you can still use the other.

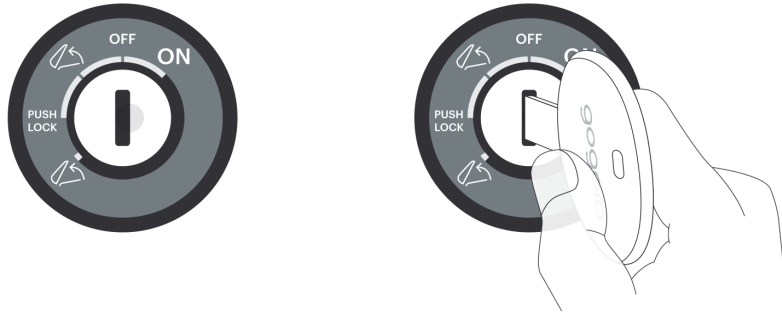


If you accidentally lock the key or smartphone in the under seat compartment, or the key is accidentally lost or damaged, and you cannot obtain another key, please contact the Gogoro customer service center to move your Smartscooter® to the nearest service center, and let Gogoro authorized technician help you.



If your Smartscooter® comes with iQ System® Smart Keycard as standard, you can still purchase iQ System® Smart Key (key fob) as additional. Please contact Gogoro service center.

### 1.3.2.1 Mechanical Key



For users who are accustomed to traditional gas scooters, Gogoro provides models that still use traditional mechanical keys. Just insert the key into the main switch and turn, you can lock / unlock the handle bar, switch the system power on / off, or open the under seat compartment without changing old habits.

➤ For detailed operation methods, refer to the section "3. Getting ready to go".

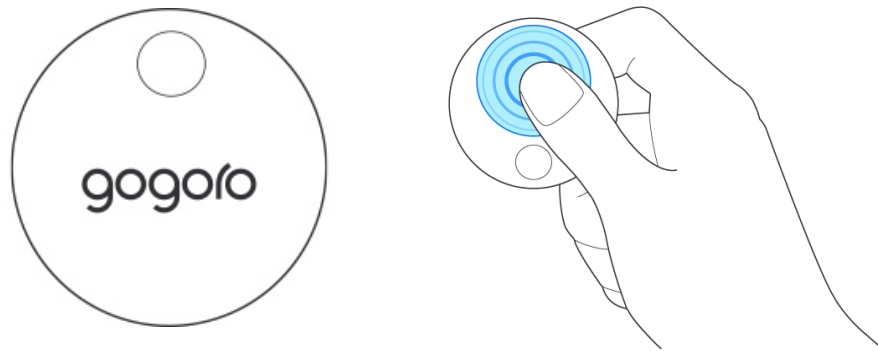


Mechanical key models do not support iQ System® Smart Key, iQ System® Smart Keycard and Gogoro® App for powering on unlocking, powering off locking, or under seat compartment opening.



Although the mechanical key models cannot use the Gogoro® App for some operations like powering on / off, or open the under seat compartment, they can still use other convenient functions of the Gogoro® App and enjoy smart services that keep up-to-date.

### 1.3.2.2 iQ System® Smart Key



By pressing the button within a few meters away from your Smartscooter®, you can power on / off the system, lock / unlock the handle bar, and open the under seat compartment.

- Short press to turn on / off the system power.
- Long press to open the under seat compartment.

▶ For detailed operation methods, refer to "3. Getting Ready to Go" - "Turn on the system power and unlock the handle".



Disassembling the iQ System® Smart Key by yourself may cause damage, and the warranty of the iQ System® Smart Key will be void.



When there is strong electromagnetic signal interference nearby (such as telecommunications base station), the effective distance of the wireless signal may be shortened, resulting in the inability to power on and off. At this time, please try to put the iQ System® Smart Key close to Smartscooter®, and press the button firmly.

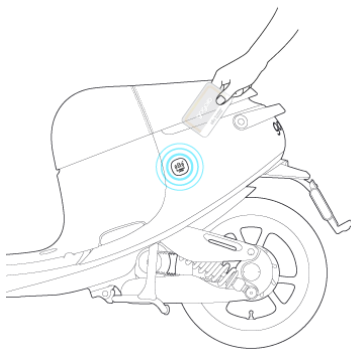


The iQ System® Smart Key has a battery inside. When the battery is low, the Gogoro® App and GoStation® will pop up a notification to remind you to go to the Gogoro service center to replace the battery.

### 1.3.2.3 iQ System® Smart Keycard

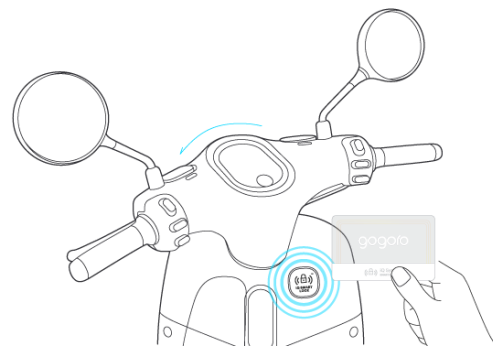


- Swipe iQ System® Smart Keycard (featuring contactless communication ability) near iQ System® Smart Keycard sensor to easily lock or unlock your Smartscooter®.
- To open the under seat compartment when the power is off, press and hold the  "Seat Open Button", and then touch the card to the card sensor.
- The location of iQ System® Smart Keycard sensor varies by model, as shown in the figure below:



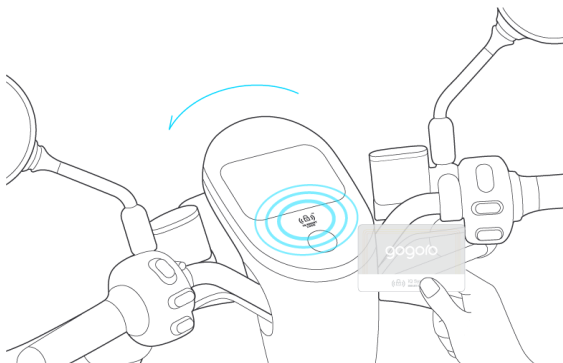
S1 / 1 Series: Rear left

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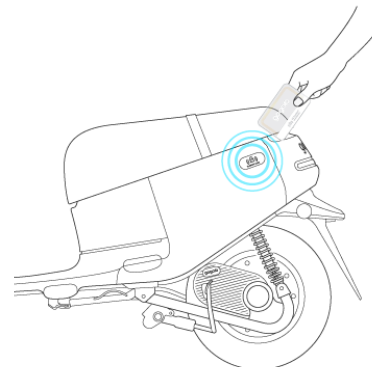
S2 / 2 Series: Under right handle

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S3 / 3 / VIVA MIX & XL Series: Dashboard

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VIVA Series: Rear left

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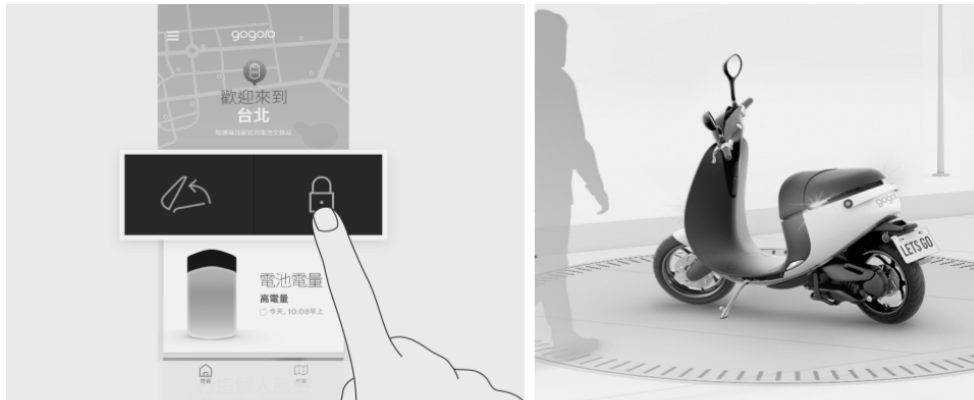
- 
-  Please preserve the iQ System® Smart Keycard carefully, do not bend, cut, or expose it under direct sunlight.
  -  Gogoro S1 / 1 / S2 / 2 series start from model year 2020, Gogoro S3 / 3 / VIVA / VIVA MIX / VIVA XL all model years, the wireless models support iQ System® Keycard and Smart Coin °
  -  Do not use more than one iQ System® Smart Keycard at the same time to prevent sensor error.
  -  Do not place the iQ System® Smart Keycard with a metal item when using.
  -  Smartscooter® might not respond to your iQ System® Smart Keycard if you swipe it too fast or place it not close enough to the sensor, simply wait a moment and swipe it again.

#### 1.3.2.4 Gogoro Smart Coin



- In addition to the standard iQ System® Smart Keycard, you can also purchase the Gogoro Smart Coin as the key. It's as small as a coin, and combined with a silicon wrist band or a silicon pendant for easy carrying, and minimize the risk of accidentally leaving the key in the underseat trunk.
- The usage is the same as the iQ System® Smart Keycard.

### 1.3.2.5 Smartphone as Key



If your smartphone has Gogoro® App installed and paired with your Smartscooter®, you can use Gogoro® App to power on / off, lock / unlock, and open the under seat compartment. (▶▶ Refer to "6. Using Gogoro® App")

There are two ways to use the smartphone as key:

- **Method 1, as remote control:**
  - **Normal switch on / off:** By tapping the "Lock" icon on the screen of the App, widget or Apple Watch, you can turn the power on / off; tap the "Seat open" icon to open the under seat compartment.
  - **Security boost (Password lock):** By tapping the "Coded Lock" icon on the screen of the App, widget or Apple Watch to turn off the system. When the system power is turned on again, you need to enter a password or use biometric authentication (e.g. fingerprint or face ID) of your smartphone to turn on the motor. (▶▶ Refer to "3. Getting Ready to Go" - "Security boost").
- **Method 2, as proximity key (Smart Keyless):**
  - You don't need to take out your smartphone or key, just bring your phone close to your Smartscooter®, and the system will sense the proximity of your smartphone. The dashboard **iQ** "iQ System®" icon will light up. At this time, press the **GO** "Start Button" to directly turn the system on and unlock the handle, or press the  "seat open button" to open the under seat compartment. Similarly, when you gradually move away with your smartphone, the system will automatically shut down.
  - This function needs to be turned on in Gogoro® App.



Due to the variety of smartphone models, there may be unpredictable compatibility and stability issues. Therefore, Gogoro does not guarantee that all smartphone brands and models can download or use Gogoro® App, nor does it guarantee that the connection between the mobile phone and Smartscooter® is stable and reliable under all conditions.

Therefore, if you use smartphone as key, please be sure to also carry your iQ System® Smart Keycard or iQ System® Smart Key with you in case temporary drop of the connection and you cannot turn the power on.



Mechanical key models can only use the "Security boost" function, and cannot use the mobile phone as a remote control, nor can they use the proximity key function.

## 1.4 Introduction to Gogoro Network® Battery



Gogoro Network® Battery is the power source of Smartscooter®, and it is also an important composition of the iQ System®.

It has the following features:

- High power density: One Gogoro Network® Battery weighs only about 9 kg, yet it can provide more than 4 kW of power, and two batteries can exceed 8 kW, giving Smartscooter® all the power it needs.
- Multiple layers of safety protection: The advanced BMS (Battery Management System) and sturdy physical protection keeps the battery safe while holding lots of energy inside.
- Smart data preservation: It can record riding data, charge / discharge status, system health, etc., and send them back to the cloud server through the GoStation®, which is convenient for Smartscooter® inspection and maintenance. Charging and discharging also need to undergo strict authentication to prevent theft of Smartscooter® and battery, thus no counterfeit battery can exist.

For Smartscooter® riders, as long as they need to replenish the power, they can swap batteries at the nearest GoStation® in just a few seconds, swap & go, which is much faster than refueling a gas scooter. Furthermore, whenever there is an update of the iQ System®, the newly swapped batteries can also be used to transfer the new software, so that your Smartscooter® can always have the latest features and keep up-to-date.



High-capacity Gogoro Network® Battery may cause risk of fire or electric shock if not properly handled. To ensure the safety of owners, riders and other personnel, please take extra care when using Gogoro Network® Battery:

- It's strictly forbidden to use the batteries in any way not approved by Gogoro Network®.
- Each Gogoro Network® Battery weighs about 9 kg. Please handle it with care.
- Gogoro Network® Battery may become hot after a certain period of use. Please pay attention when replacing them.

- Make sure the Orientation-Agnostic Connector on each Gogoro Network® Battery is clean and unobstructed. It's strictly prohibited to short-circuit the connector with metal objects.
- DO NOT dispose of Gogoro Network® Battery in fire, heat or water, and DO NOT drop, strike or attempt to disassemble or destroy them.
- DO NOT attempt to dismantle the batteries, or to alter their shape and/or structure.
- DO NOT attempt to discharge the batteries yourself.
- DO NOT use any solvent or chemical agent on Gogoro Network® Battery.
- In cases when an anomaly, such as leakage, damage or deformation, is found on a Gogoro Network® Battery, please stop using your scooter, shut off the motor and power it off immediately, and contact Gogoro service center at 0800-365-996 for assistance.



Unless other terms are agreed, all Gogoro Network® Battery are Gogoro company properties provided to Smartscooter® owners. Sensors and recording features of the batteries keep track of usage automatically, and use NFC function to collect and transfer data. In case any anomaly or safety concern is found and can be traced back to improper handling by a particular user, Gogoro reserves the right to claim appropriate damage compensation.

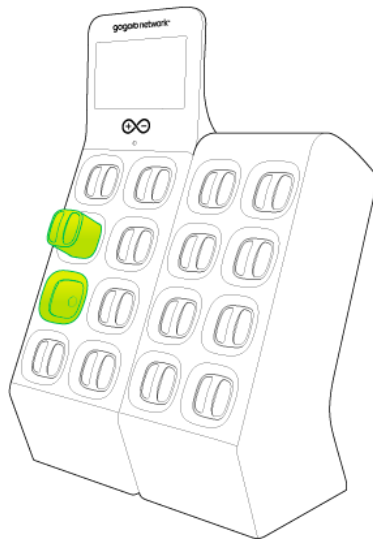


Gogoro Network® Battery basic information

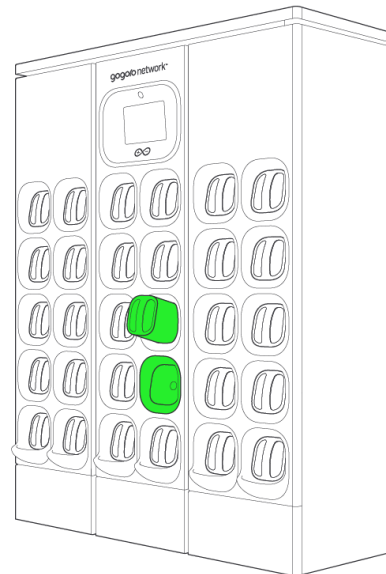
Date of manufacture: as shown on the battery handle or bottom of the battery

Manufacturer: Gogoro Energy Network (Cayman), Taiwan Branch Address: No. 33, Dinghu Road, Taoyuan City Tel: 03-273-0900

## 1.5 Introduction to GoStation®



GoStation® 2.0



GoStation® 3.0

Gogoro Smartscooter® uses the Gogoro Network® Battery swapping platform to replenish energy for your Gogoro Smartscooter® in a faster, more convenient and smarter way. No time-consuming charging, easy on the road at any time. (▶▶ Refer to "5. Replenish Electricity")

Thousands of GoStation® battery exchange stations have been deployed throughout Taiwan from supermarkets, parking lots, convenience stores to corners of the street, which can be easily reached for both daily trips and outings.

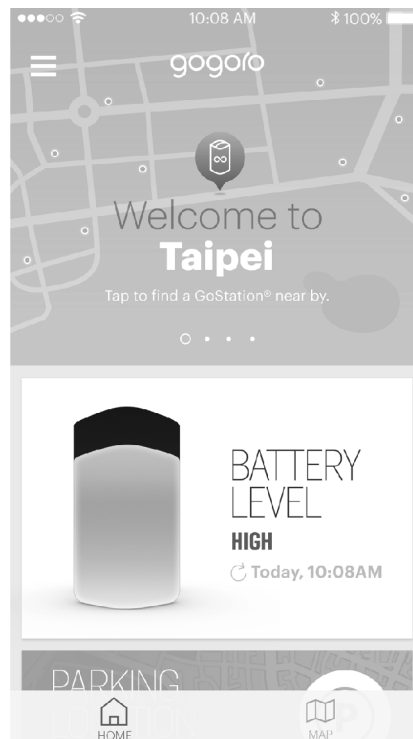
When your Smartscooter® needs to swap batteries, you can use the Gogoro® App of your smartphone to find the location of the nearby GoStation® and get fully charged batteries.

The touch screen of GoStation® also provides information about Smartscooter® status, iQ System® updates, maintenance reminders, current city weather, promotional activities, and information about nearby GoStation®.



The information on the touch screen might vary due to the legal regulations or device, and the information provided is only for user's convenience. Until further announcement by Gogoro, Gogoro is not responsible for the integrity, correctness or effectiveness of the information provided.

## 1.6 Introduction to Gogoro® App



In addition to the dashboard, the other important communication interface between Smartscooter® and you is the Gogoro® App. You can get a lot of information about the Smartscooter® through your mobile phone, and you can also use them to give instructions to the scooter. Moreover, the Gogoro® App can also receive various service information from cloud servers.

Gogoro® App currently provides iOS and Android versions, which can be downloaded and installed from Gogoro official website, Apple Store or Google Play Store. (▶▶ Refer to "6. Using Gogoro® App")



The features of Gogoro® App will continually to be updated with the version. It is recommended that you turn on the automatic update of your phone to get the latest version.

## 1.7 Introduction to iQ System®

iQ System® is the core system of Smartscooter®. It integrates the onboard computer, cloud server, big data and Gogoro® App, to keep optimizing your riding experience.

Gogoro keeps updating the iQ System®, which can be uploaded into your Smartscooter® via battery swapping or Gogoro® App, and update the system automatically, makes your Smartscooter® always up-to-date.



iQ System® requires the latest version of the Gogoro® App to perform all functions, so it is recommended that you turn on the automatic update of your phone.



Please refer to the Gogoro official website for the function description and version history of iQ System® <https://www.gogoro.com/tw/software/>.

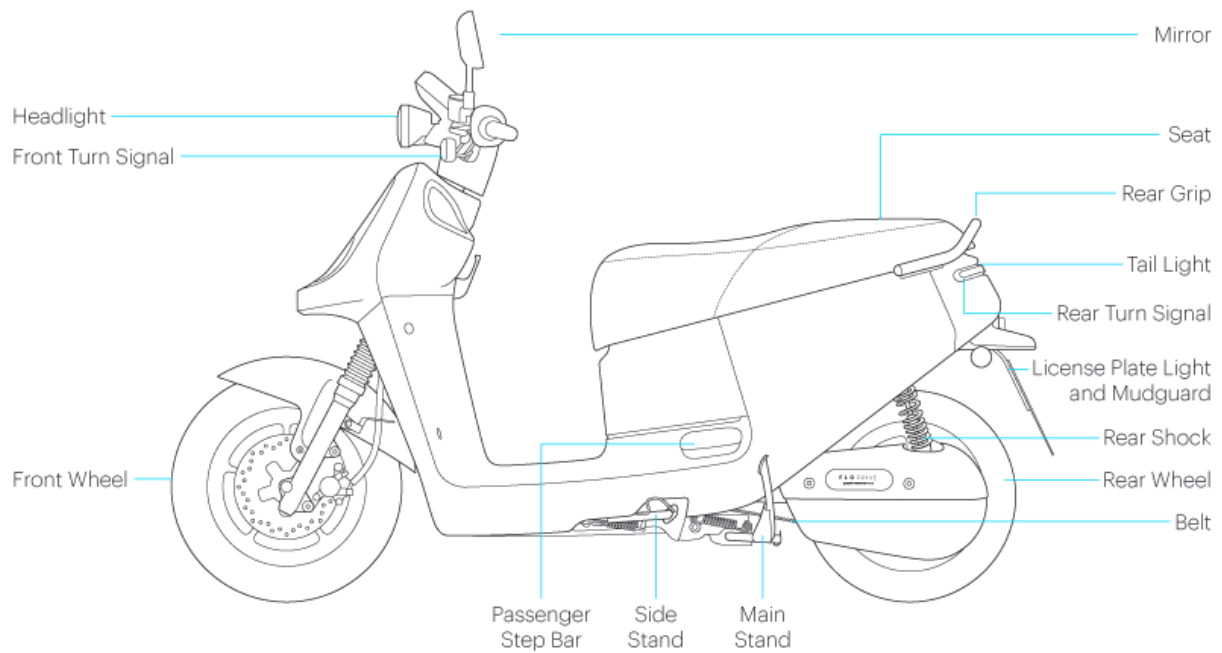
## 2. Get to Know Your Smartscooter®

Gogoro Smartscooter® is the world's first high performance, zero emission smart two-wheel vehicle, and the first Gogoro Network® integrated product. Before actually using it, please get familiar with its operation and information display.

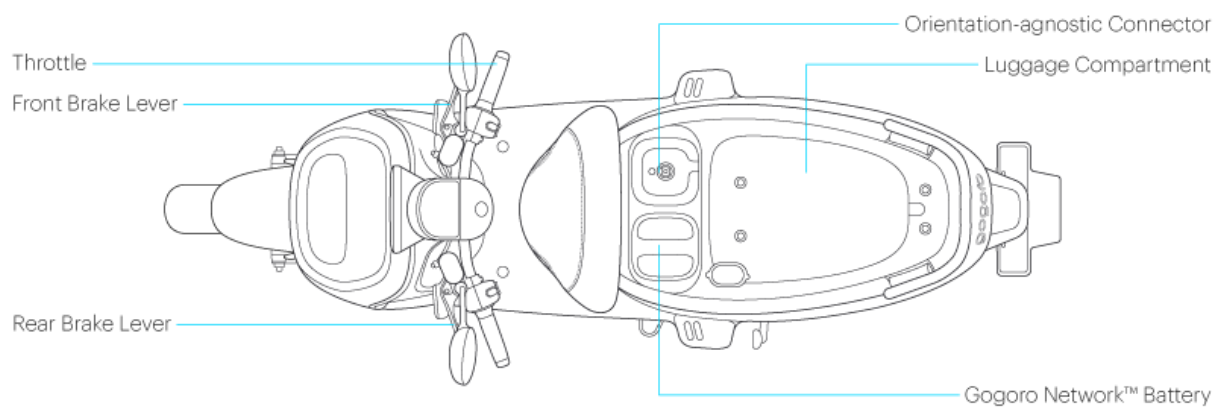


The following details may vary slightly depending on the model, production batch, and model year. Please refer to the actual vehicle.

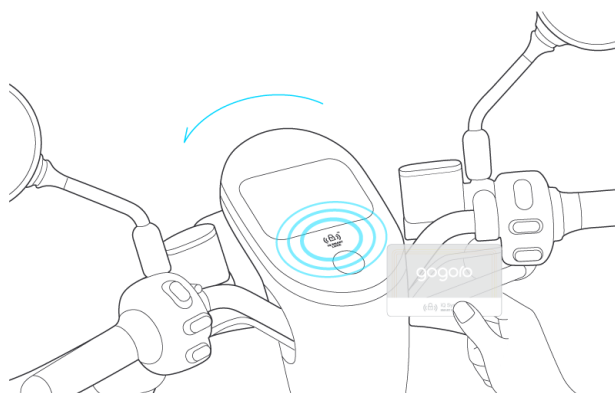
## 2.1 VIVA XL Series Overview



Left View



Top View

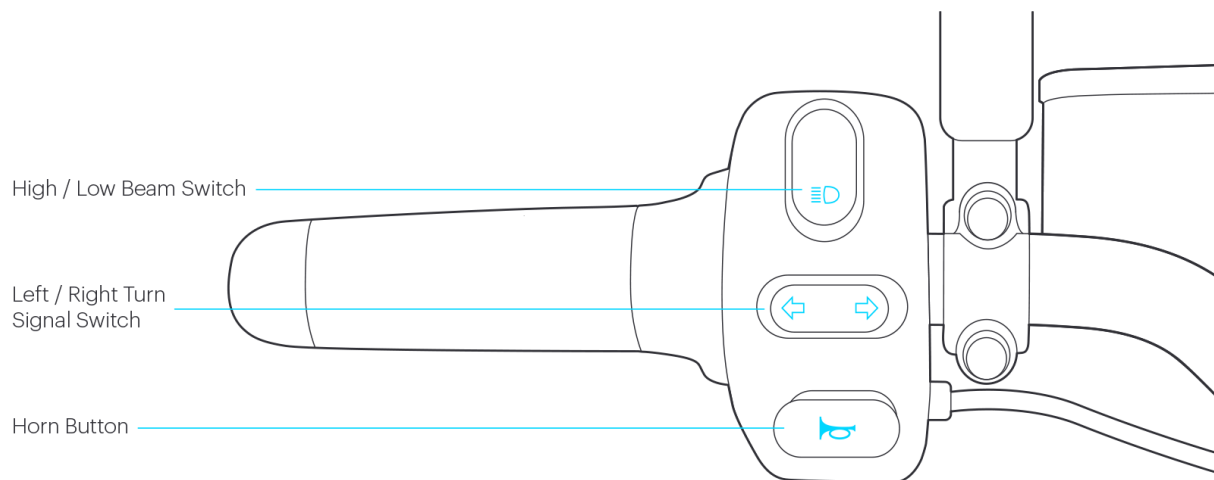


#### iQ System® Smart Kaycard Sensor Position

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-  The “Chain” is equipped on chain-transmission models. On belt-transmission models, it will be “Belt”.
-  The “iQ System® Smart Kaycard Sensor” is equipped on keyless models only.

## 2.2 Left Handle



### High / Low Beam

- Press to switch the headlight between low beam and high beam.
- Press and hold it, the low and high beam will continue to flash to remind the vehicle or pedestrian in front of you.



### Turn Signal

- Press it once, the turn signal will flash with sound effect. Press it again to manually turn it off.
- Some models have turn signal auto-off function, which automatically turns off the turn signal after turning. The turn signal can also be turned off manually.



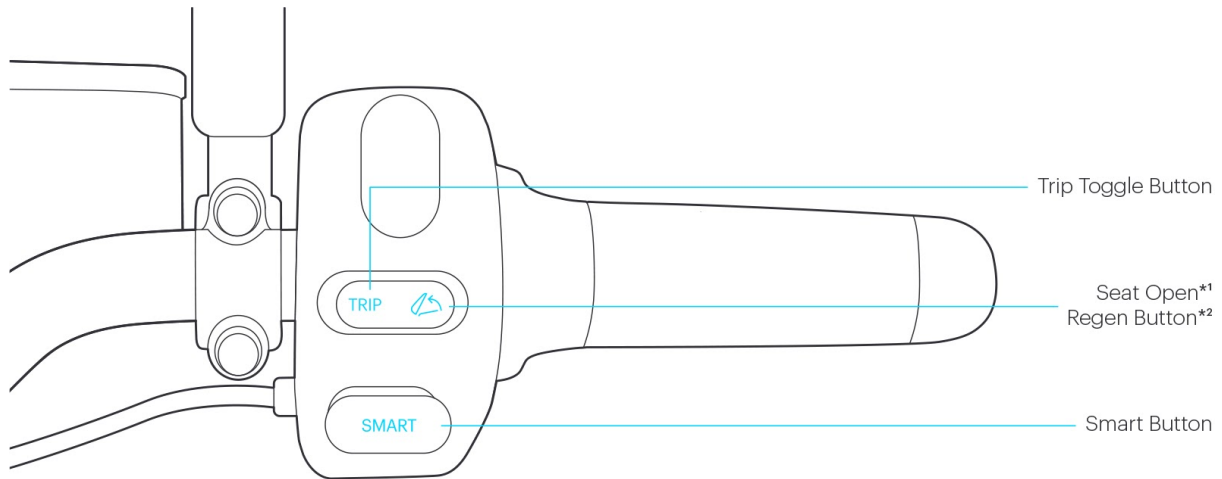
### Horn

- Press and hold it to honk, release to stop.

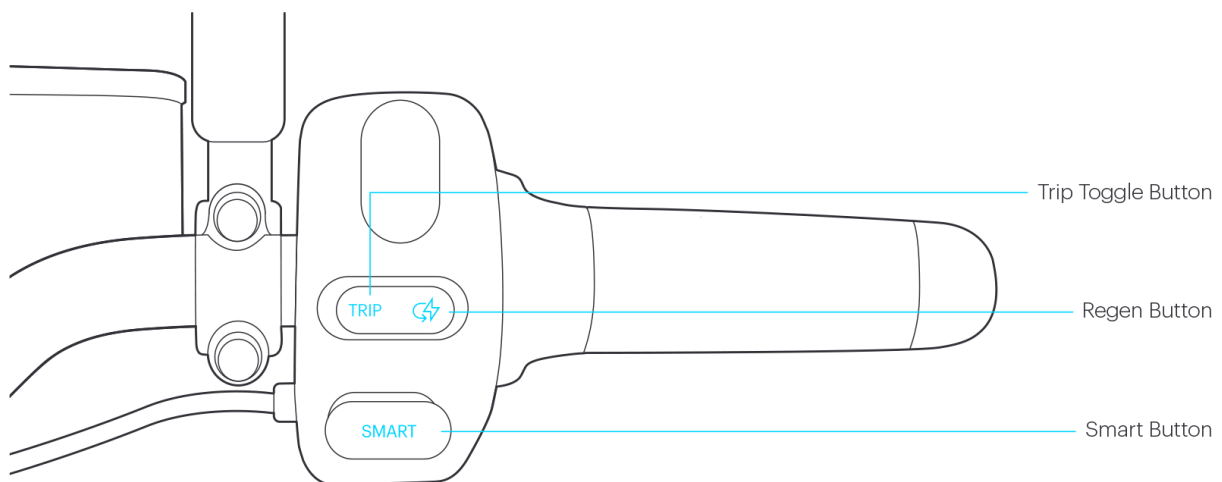
### REVERSE Reverse

- When the motor is on, pressing it can make the Smartscooter® go backwards slowly.
-  Refer to "4.4 Forward and Backward".

## 2.3 Right Handle



Keyless Model



Mechanical Key Model



### Seat Open / Regen

- For keyless models only.
- When the system power is on, but the motor is off, press it to open the under seat compartment.
- When the system power is off, press and hold it and swipe the iQ System® Smart Keycard to open the under seat compartment.
- When the motor is on, it can turn on / off the Regen function. When the Regen is turned on, the dashboard **REGEN** will light up.
- 🎮 Refer to "4.5.4 Regenerative Braking"



## Regen

- For mechanical key models only.
- When the motor is on, it can turn on / off the Regen function. When the Regen is turned on, the dashboard **REGEN** will light up.

## TRIP

### Trip

- Short press it to cycle through the display of ODO / TRIP / RANGE (total mileage / single trip mileage / estimated remaining mileage of the current battery level).
- With TRIP on display, press it for 3 seconds to reset.
- When TPMS (Tire Pressure Monitoring System) is installed and the Smartscooter® remains stationary, press it until the dashboard shows F -- r --. After the Smartscooter® is moving, the dashboard will display current tire pressure, such as Fr 33, rr 40, the unit is psi. (Fr: Front Tire; rr: Rear Tire)



The display returns to RANGE after being idle for 10 seconds if the remaining battery power is 1 bar.



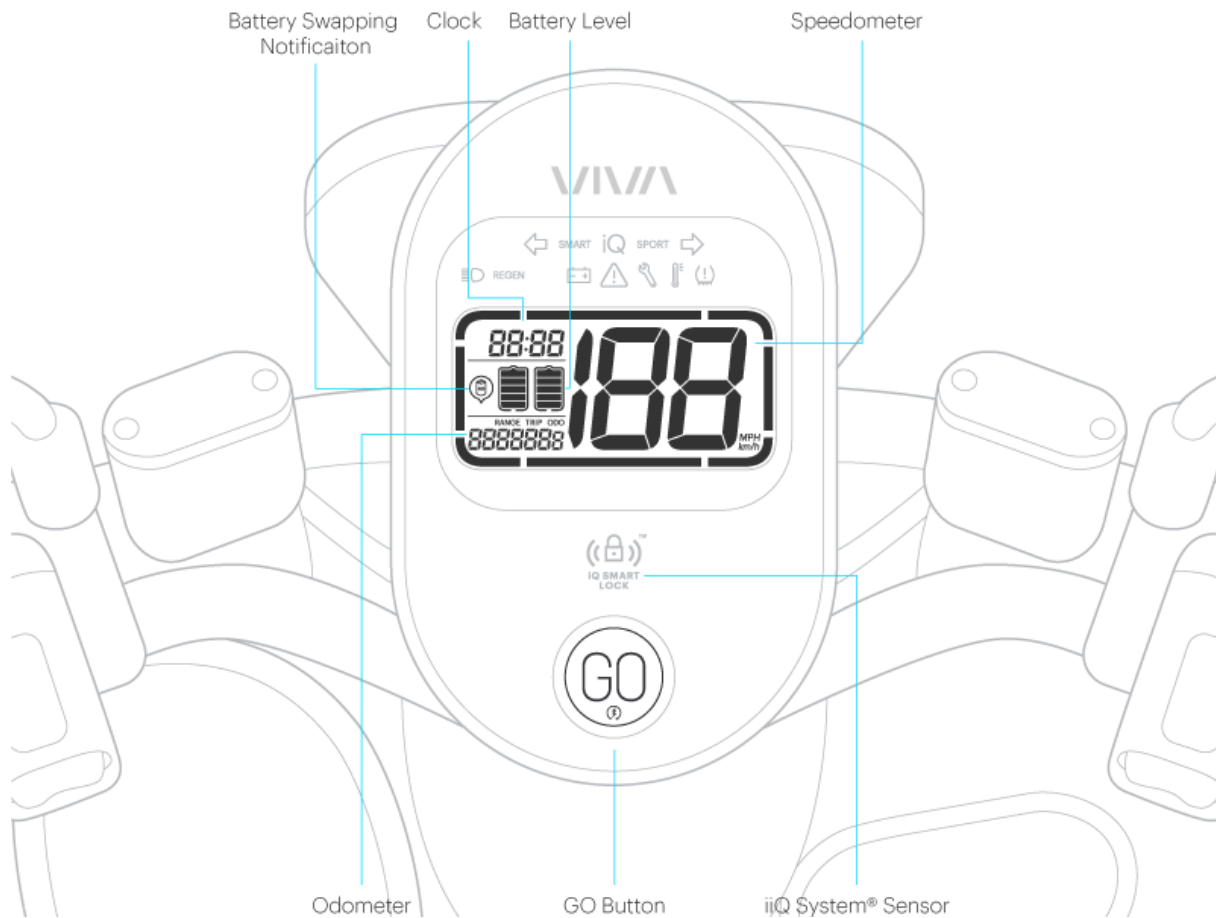
If the battery power is drained, the display stops at the RANGE mode and the mileage is shown as "-----" without any number, and the button won't respond.

## SMART

### Smart Mode

- Press it to turn on Smart Mode, and press it again to turn off.
- When the motor is off, press and hold it and press **GO** "Start Button" to quickly turn off the system power without using the key. (Keyless model only)
- When the system power is turned on and the motor is off, press and hold it until the **iQ** "iQ System® Quick Link" icon flashes, and then release it to perform Bluetooth pairing of the smartphone. When the pairing is completed and the connection is established, the **iQ** "iQ System® Quick Link" icon will continue to light up. (▶▶ Refer to "6. Using Gogoro® App")

## 2.4 Dashboard



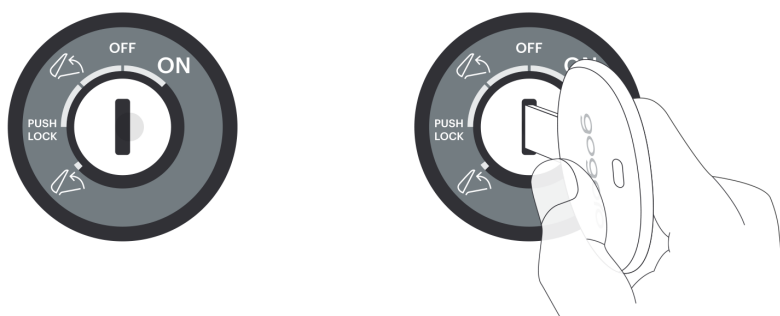
\*Mechanical key models e.g. VIVA XL BASIC are not equipped with the iiQ System® Smart Keycard Sensor

| Icon                                                                                | Name          | Function Description                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Start Button  | When system power is on, hold down the brake and press this button to turn the motor on / off.<br>When the motor is off, press and hold the Smart button and press this button at the same time to quickly turn off the system power without using a key. (Keyless models only) |
|  | Battery Level | Indicates the current battery level.                                                                                                                                                                                                                                            |
|  | Speedometer   | Indicates the current moving speed.<br>No figure is shown with the motor off, and "0" is displayed if the motor is on but Smartscooter® remains in full stop.                                                                                                                   |
|  | Clock         | Displays the current time and automatically calibrated during each battery swap.                                                                                                                                                                                                |
|  | Odometer      | Displays total mileage (ODO), single trip mileage (TRIP) and estimated remaining mileage for the current battery level (RANGE).                                                                                                                                                 |

|                                                                                     |                            |                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                     |                            | Displays tire pressure if TPMS is installed.                                                                                                                                                            |
|    | iQ System® Quick Link      | Fully lights up when Smartscooter® connects to the user's smartphone, dims when no connection is established, and blinks while waiting for pairing with the phone. (▶▶ Refer to "6. Using Gogoro® App") |
| <b>SMART</b>                                                                        | Smart Mode                 | Lights up when Smart Mode is on.                                                                                                                                                                        |
| <b>SPORT</b>                                                                        | Sport Activation           | Lights up when Smartscooter® is upgraded to Sport Activation service. (Extra fee might be charged)                                                                                                      |
|    | Turn Signal                | Blinks in sync with the turn signals.                                                                                                                                                                   |
|    | High Beam                  | Lights up along with the high beam.                                                                                                                                                                     |
|    | Error                      | Lights up during operating errors or temporary system abnormalities.                                                                                                                                    |
|    | Maintenance Reminder       | Lights up to Inform the user of system abnormalities and should. visit a Gogoro service center for inspection or repair.                                                                                |
| <b>REGEN</b>                                                                        | Regenerative Braking       | Lights up when regenerative braking function is turned on.                                                                                                                                              |
|  | Overheat / Low Temperature | When the motor or battery is overheating, it will light up in orange color; when battery temperature is too low, it will light up in blue color, and the system will reduce its output.                 |
|  | Battery Charging           | Lights up when GoCharger® Mobile is charging the Gogoro Network® Battery.                                                                                                                               |
|  | Dynamic Indicator Ring     | It can display various information and can be customized by the user. (▶▶ Refer to "6. Using Gogoro® App")                                                                                              |
|  | TPMS                       | If TPMS is installed, it lights up when tire pressure is abnormal.                                                                                                                                      |

## 3. Getting Ready to Go

### 3.1 Mechanical Key Model



Mechanical key models can only use traditional mechanical keys, and cannot use wireless, contactless methods to power on / off.



The detailed function of the main switch will be slightly different depending on the model.

#### 3.1.1 Turn On the System Power and Unlock the Handle

- If the main key switch has a keyhole shutter, use the magnetic tip of the key to open it and you'll see the keyhole exposed.
- Insert the mechanical key into the keyhole, push it down and turn clockwise from "LOCK" to "OFF" position to unlock the handle bar.
- Turn the key clockwise once again to "ON" position to turn on the system power. Now the key is fixed in the keyhole and cannot be pulled out.

#### 3.1.2 Turn Off the System Power and Lock the Handle

- Turn the key counterclockwise from "ON" to "OFF" to turn off the system power.
- If you want to lock the handle, turn the handle bar to the left end. Push down and turn the key counterclockwise from "OFF" to "PUSH LOCK", and the handle is now locked.
- If the main key switch has a keyhole shutter, press the "SHUT" button to close the shutter lid.



Every time before turning off the system power, make sure that the key is not placed in the under seat compartment, or you might accidentally lock the key in the trunk and cannot power on the system again.

### 3.1.3 Security Boost (Password lock)

Security Boost - Locked



Security Boost - Unlocked



"Security Boost" function allows you to add an extra coded lock (or smartphone's biometric authentication) to your Smartscooter® to enhance the security, in case that your key is stolen.

- You need to link your smartphone to the Smartscooter® first, and use Gogoro® App  "Setting", then the "Advanced Anti-theft" to set a 4-digit password. (▶▶ Refer to "6. Using Gogoro® App")
- When you finish riding and want to lock the scooter, tap the "Coded lock" icon on the App, widget or Apple Watch, and then use the key to turn off the system power and lock the handle.
- When you want to use the scooter, after the system power is turned on, the dashboard will display "COdE", indicating that you need to enter a 4-digit password or use your smartphone's biometric authentication to turn on the motor.
- The 4-digit password can be entered by using the smartphone, or turn the throttle to select the number, and hit the brake to confirm input. If you input a wrong number, you can press  "Left turn signal button" to delete it.



For mechanical key models, do not turn the key to "OFF" or "PUSH LOCK" position when the Smartscooter® is moving, to avoid sudden power loss that causes unexpected danger.



Mechanical key has limited anti-theft security, and has higher risk of theft. If you want to make your Smartscooter® more secure, please use the "Security Boost" function of the Gogoro® App.



If the wrong password is input too many times, the system will block entering the password for 30 minutes.



If you forget your password, you can use the Gogoro® App and follow the instructions to reset it.

### 3.1.4 Open the Under Seat Compartment

- 2 / 3 / VIVA MIX / VIVA XL series: Insert the key into the main switch, turn the key counterclockwise to  "Seat open" position.
- VIVA series: Insert the key into the keyhole on the rear left trunk, and turn the key to  "Seat open" position.



Always close the under seat compartment to prevent the Gogoro Network® Battery failing to charge the built-in primary battery, which may cause the primary battery to be over-discharged and damaged.



Always take your valuables with you when you finish riding and leave, do not leave them in the under seat compartment.



Each Smartscooter® comes with two “keys”. Please place the spare key where you can get it. If you accidentally lock the key or smartphone in the under seat compartment, or accidentally lose or damage the key, you can use the spare one.



If you accidentally lock the key or smartphone in the under seat compartment, or the key is accidentally lost or damaged, and you cannot obtain the spare key, please contact the Gogoro customer service center to tow your Smartscooter® to the nearest service center and get help from Gogoro authorized technicians.

### 3.1.5 Hibernation

When the system power cannot be turned on, that means Smartscooter® might have entered "Hibernation Mode" to reduce energy consumption and avoid damage to the built-in primary battery due to over-discharge. The following conditions will cause the Gogoro Network® Battery fail to charge the primary battery and make the system enters sleep mode:

- When the battery level is too low (no bar on dashboard display), and the system is off for over 3 minutes.
- When the system power is off and the Smartscooter® idles for too long (depends on current battery level).
- When Gogoro Network® Battery is taken out from the Smartscooter® for longer than 48 hours.
- When the under seat compartment is not closed for longer than 48 hours.

When entering the "Hibernation Mode", the main system will be shut down and unable to power on or respond to your operations. At this time, please use the following method to wake up the scooter:

- Insert the mechanical key into the main switch, turn the key to "OFF", and then turn to "ON" to wake up the system.
- After the Smartscooter® is woken up, the system power can be turned on normally.



If the built-in primary battery is over-discharged and damaged due to the Gogoro Network® Battery has not been swapped for more than 30 days, or out of the Smartscooter® for a long time, or the seat has not been closed for a long time, it is the user's negligence and is not covered by the warranty.



Any damage caused by improper disconnecting the primary battery connector by the user, it is the user's negligence and is not covered by the warranty.



Please use the following methods to avoid entering Hibernation Mode to reduce the chance of built-in primary battery damage caused by over-discharge:

- Always make sure that the Gogoro Network® Battery(s) in your Smartscooter® is fully charged, and make sure that the seat is closed every time you finish riding and leave. .
- If you expect that you will not use your Smartscooter® for several days, please swap the batteries with sufficiently charged ones.
- Even if you do not use Smartscooter® frequently, please swap sufficiently charged batteries at least once every 30 days. If you use the charging device, fully charge the batteries at least once every 30 days.
- Do not take the Gogoro Network® Battery out of the Smartscooter® for more than 48 hours. When using external battery charging equipment (such as GoCharger®), please put the battery back in the Smartscooter® and then close the seat immediately.



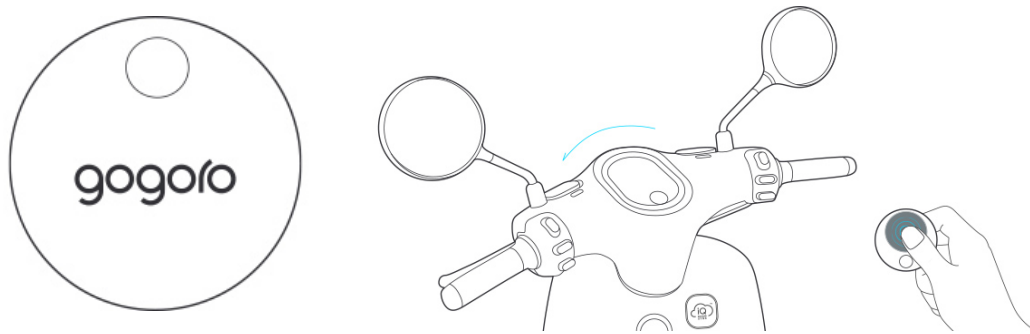
If you suspend your Gogoro Network® subscription service hence your Gogoro Network® Battery cannot be placed in the Smartscooter® for a long time, it is recommended that you ask Gogoro authorized technicians to unplug the built-in primary battery connector to avoid over-discharge and damage of the primary battery. Please contact the Gogoro service center for details.

## 3.2 Keyless Model

Keyless models can use contactless methods to power on / off the scooter, including iQ System® Smart Key (round key fob), iQ System® Smart Keycard (plastic card), and Gogoro® App. (It might be slightly different depending on the Smartscooter® model and model year)

- 
-  Every time before turning off the system power, make sure that the key is not placed in the under seat compartment, or you might accidentally leave the key inside the trunk and cannot power on the system again.
  -  Always close the under seat compartment to prevent the Gogoro Network® Battery failing to charge the built-in primary battery, which may cause the primary battery to be over-discharged and damaged.
  -  Keyless models cannot turn the power off, if the motor is still on.  
Please turn off the motor first, then turn off the system power.
  -  Keyless models have “Headlight delayed off” function, and specific models can use Gogoro® App to adjust the length of delay time.
  -  Before every ride, please turn the handle all the way to the left, then turn it back to straight, to make sure the handle is correctly unlocked, and the handle is free to move.
  -  Keyless models won't lock the handle automatically when you turn the system power off.  
If you want to lock the handle every time, please enable the “Auto handle lock” function in Gogoro® App, and turn the handle all the way left before turning off the system power.
  -  Keyless models will turn the system power off immediately when the under seat compartment is open.  
The default setting is that when the seat is closed, the system power will turn back on, so you can ride the Smartscooter® right away. Specific models have the flexibility to remain powered off, if you disable the “Resume trunk state” function in Gogoro® App.  
If the seat remains open more than 180 seconds, the system will suppose that you forgot to close the seat and have left, therefore the system power will not be back on when the seat is closed again.
  -  Sometimes the seat doesn't open when you press the  “Seat open button”, e.g. when the compartment is too full and the seat is pushed upwards by the contents. In such situations, use your hand to push down firmly on the tail of the seat to release the pressure on the seat latch, and press the  “Seat open button” to release the seat latch.
  -  Keyless models cannot open the seat when the motor is on.  
When the motor is on, press  “Seat open button” will turn on / off the regenerative braking.

### 3.2.1 iQ System® Smart Key



#### 3.2.1.1 Turn On the System Power and Unlock the Handle

- When the system power is off, pressing the button on the iQ System® Smart Key can unlock the handle and turn on the system power.

#### 3.2.1.2 Turn Off the System Power and Lock the Handle

- When the system power is on, and the motor is still off, pressing the iQ System® Smart Key can turn the system power off.
- If you want to lock the handle, turn the handle all the way left, press iQ System® Smart Key to turn off the system power, then press it again within 3 seconds to lock the handle.
- If you want to lock the handle every time, please enable the “Auto handle lock” function in Gogoro® App, and turn the handle all the way left before turning off the system power. (▶▶ Refer to “6. Using Gogoro® App”)

#### 3.2.1.3 Open the Under Seat Compartment

- If you want to open the under seat compartment while the system power is on, please confirm that the motor is off, then press the  “Seat open button” on the handle switch.
- If you want to open the compartment while the system power is off, long press the iQ System® Smart Key (about 2 seconds).

### 3.2.2 iQ System® Smart Keycard



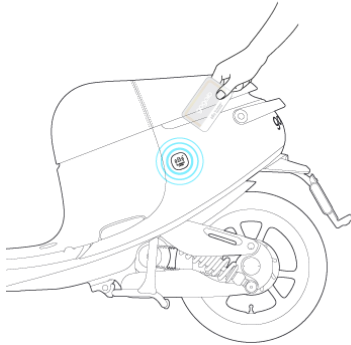
iQ System® Smart Keycard

Swipe the iQ System® Smart Keycard (featuring contactless communication ability) near iQ System® Smart Keycard sensor to easily lock or unlock your Smartscooter®.

- 
-  Please preserve the iQ System® Smart Keycard carefully, do not bend, cut, or expose it under direct sunlight.
  -  Gogoro S1 / 1 / S2 / 2 series start from model year 2020, Gogoro S3 / 3 / VIVA / VIVA MIX / VIVA XL all model years, the wireless models support iQ System® Keycard and Smart Coin °
  -  Do not use more than one iQ System® Smart Keycard at the same time to prevent sensor error.
  -  Do not place the iQ System® Smart Keycard with a metal item when using.
  -  Smartscooter® might not respond to your iQ System® Smart Keycard if you swipe it too fast or place it not close enough to the sensor, simply wait a moment and swipe it again.

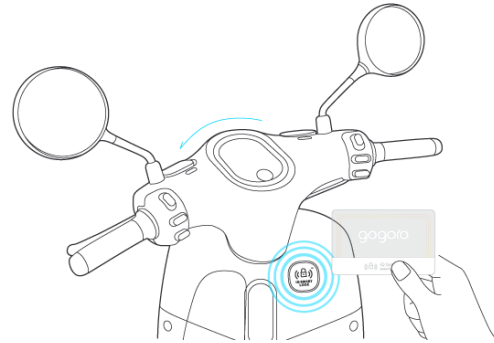
### 3.2.2.1 Location of iQ System® Smart Keycard sensor

- The location of iQ System® Smart Keycard sensor varies by model, as shown in the figure below:



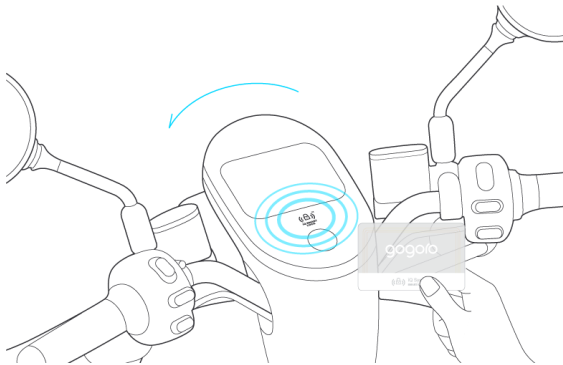
S1 / 1 Series: Rear left

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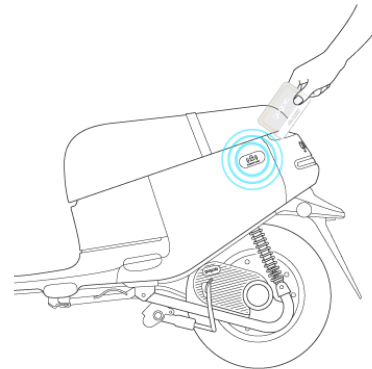
S2 / 2 Series: Under right handle

---



S3 / 3 / VIVA MIX & XL Series: Dashboard

---



VIVA Series: Rear left

---

### 3.2.2.2 Turn On the System Power and Unlock the Handle

- When the system power is off, touching the iQ System® Smart Keycard sensor with the card can unlock the handle and turn the system power on.

### 3.2.2.3 Turn Off the System Power and Lock the Handle

- When the system power is on, and the motor is still off, touching the iQ System® Smart Keycard sensor with the card can turn off the system power.
- If you want to lock the handle, turn the handle all the way left, touch the iQ System® Smart Keycard sensor with the card to turn off the system power, then touch it again within 3 seconds to lock the handle.
- If you want to lock the handle every time, please enable the “Auto handle lock” function in Gogoro® App, and turn the handle all the way left before turning off the system power. (▶▶ Refer to "6. Using Gogoro® App")

### 3.2.2.3 Open the Under Seat Compartment

- If you want to open the seat while the system power is on, please confirm that the motor is off, then press the  "Seat open button".
- If you want to open the seat while the system power is off, press and hold down the  "Seat open button", then touch the card with the sensor.

### 1.3.2.4 Gogoro Smart Coin



- In addition to the standard iQ System® Smart Keycard, you can also purchase the Gogoro Smart Coin as the key. It's as small as a coin, and combined with a silicon wrist band or a silicon pendant for easy carrying, and minimize the risk of accidentally leaving the key in the underseat trunk.
- The usage is the same as the iQ System® Smart Keycard.

### 3.2.3 Smartphone as Remote Control



If your smartphone has Gogoro® App installed and paired with your Smartscooter®, you can use Gogoro® App to power on / off, lock / unlock, and open the under seat compartment.

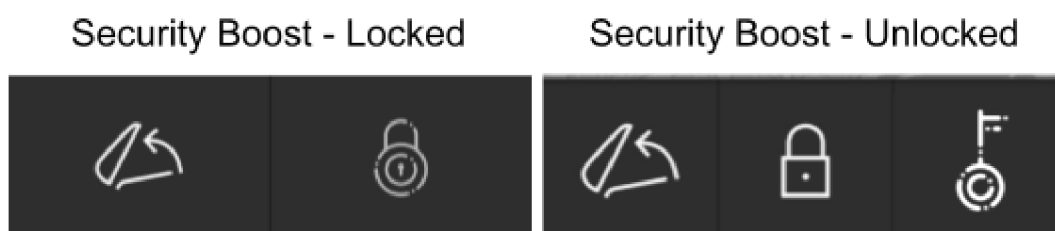
#### 3.2.3.1 Turn On the System Power and Unlock the Handle

- By tapping the “Lock” icon on the screen of the App, widget or Apple Watch, you can turn the power on along with the handle lock.

#### 3.2.3.2 Turn Off the System Power and Lock the Handle

- When the system power is on but the motor is still off, tap the lock icon on the App, widget or Apple Watch to turn off the system power.
- If you want to lock the handle, turn the handle all the way left, double tap the lock icon to turn off the system power and lock the handle.
- If you want to lock the handle every time, please enable the “Auto handle lock” function in Gogoro® App, and turn the handle all the way left before turning off the system power. (▶ Refer to "6. Using Gogoro® App")

#### 3.2.3.3 Security Boost (Password lock)



"Security Boost" function allows you to add an extra coded lock (or smartphone's biometric authentication) to your Smartscooter® to enhance the security, in case that your key is stolen.

- You need to link your smartphone to the Smartscooter® first, and use Gogoro® App  "Setting", then the "Advanced Anti-theft" to set a 4-digit password. (▶▶ Refer to "6. Using Gogoro® App")
- When you finish riding and want to lock the scooter, tap the "Coded lock" icon on the App, widget or Apple Watch, and then use the key to turn off the system power and lock the handle.
- When you want to use the scooter, after the system power is turned on, the dashboard will display "COdE", indicating that you need to enter a 4-digit password or use your smartphone's biometric authentication to turn on the motor.
- The 4-digit password can be entered by using the smartphone, or turn the throttle to select the number, and hit the brake to confirm input. If you input a wrong number, you can press  "Left turn signal button" to delete it.



If the wrong password is input too many times, the system will block entering the password for 30 minutes.



If you forget your password, you can use the Gogoro® App and follow the instructions to reset it.

### 3.2.3.4 Open the Under Seat Compartment

- When the system power is off, or when it is on but the motor is off, tap the  "Seat Open" icon on the App, widget or Apple Watch to open the seat.

### 3.2.4 Smartphone as Proximity Key (Smart Keyless)



#### 3.2.4.1 Turn On the System Power and Unlock the Handle

- You don't need to take out your phone or key, just bring your smartphone close to your Smartscooter®, and the system will sense the proximity of your phone. The dashboard **iQ** "iQ System®" icon will light up.
  - At this time, press the **GO** "Start button" to directly turn the system on and unlock the handle
  - Press the  "Seat open button" to open the under seat compartment.

#### 3.2.4.2 Turn Off the System Power

- When the system power is on and the motor is off, and you gradually move away with your smartphone, the system will skip the "Auto Lock Countdown" and immediately start a 3-second countdown and then automatically shut down.
- The handle will not be locked by default. If you want to lock the handle every time, please enable the "Auto handle lock" function in Gogoro® App, and turn the handle all the way left before turning off the system power.



The "Smart Keyless" function needs to be turned on in the Gogoro® App. (📖 Refer to "6. Using Gogoro® App")

### 3.2.5 Auto Lock Countdown

- When the system power is on and the motor is off, the system will start counting down. If you do not perform any operation for a period of time, the dashboard will start to show a 3-second countdown and then the system will shut down.
- Pressing the brake handle or buttons, will restart the countdown timer.
- The length of the countdown timer can be set in the "Auto lock" of the Gogoro® App. The minimum length is 30 seconds, and the maximum is 180 seconds.
- The handle will not be locked by default. If you want to lock the handle every time, please enable the "Auto handle lock" function in Gogoro® App, and turn the handle all the way left before turning off the system power. (🔗 Refer to "6. Using Gogoro® App")



If "Smart Keyless" is on, when you move away with your smartphone, the system will skip the countdown and turn off immediately.

### 3.2.6 Fast Lock-up Shortcut

- When the system power is on and the motor is off, you can use the "Shortcut" (combination buttons) to quickly start a 3-second countdown and then turn off the system power without using the key.
- The "Shortcut" differs slightly depending on the Smartscooter® model.
  - S1 / 1 / S2 / 2 / S3 / 3 / VIVA MIX / VIVA XL series: Press and hold the "SMART button" and press the **GO** "Start button".
  - VIVA series: Press and hold the "TRIP button" on the right side of the dashboard, and press the **GO** "Start button".
- Before the end of the 3-second countdown, pressing the brake handle or buttons, can interrupt the countdown and keep the system power on.
- The handle will not be locked by default. If you want to lock the handle every time, please enable the "Auto handle lock" function in Gogoro® App, and turn the handle all the way left before turning off the system power. (🔗 Refer to "6. Using Gogoro® App")

### 3.2.7 Hibernation

When the system power cannot be turned on, that means Smartscooter® might have entered the "Hibernation Mode" to reduce energy consumption and avoid damage to the built-in primary battery due to over-discharge. The following conditions will cause the Gogoro Network® Battery fail to charge the primary battery and make the system enters sleep mode:

- When the battery level is too low (no bar on dashboard display), and the system is off for over 3 minutes.
- When the system power is off and the Smartscooter® idles for too long (depends on current battery level).
- When Gogoro Network® Battery is taken out from the Smartscooter® for longer than 48 hours.
- When the under seat compartment is not closed for longer than 48 hours.

When entering the "Hibernation Mode", the main system will be shut down and unable to power on or respond to your operations. At this time, please use the following method to wake up the scooter:

- Long press the  "Start button" for 3 seconds, until the  "Error" icon flashes for several times, then the system is woken.
- After the Smartscooter® is woken up, the system power can be turned on normally.



If the built-in primary battery is over-discharged and damaged due to the Gogoro Network® Battery has not been swapped for more than 30 days, or out of the Smartscooter® for a long time, or the seat has not been closed for a long time, it is the user's negligence and is not covered by the warranty.



Any damage caused by improper disconnecting the primary battery connector by user, it is the user's negligence and is not covered by the warranty.



Please use the following methods to avoid entering Hibernation Mode to reduce the chance of built-in primary battery damage caused by over-discharge:

- Always make sure that the Gogoro Network® Battery in your Smartscooter® is fully charged, and make sure that the seat is closed every time you finish riding and leave. .
- If you expect that you will not use your Smartscooter® for several days, please swap the batteries with sufficiently charged ones.
- Even if you do not use Smartscooter® frequently, please swap sufficiently charged batteries at least once every 30 days. If you use the charging device, fully charge the batteries at least once every 30 days.
- Do not take the Gogoro Network® Battery out of the Smartscooter® for more than 48 hours. When using external battery charging equipment (such as GoCharger®), please put the battery back in the Smartscooter® and then close the seat immediately.



If you suspend your Gogoro Network® subscription service hence your Gogoro Network® Battery cannot be placed in the Smartscooter® for a long time, it is recommended that you ask Gogoro authorized technicians to unplug the built-in primary battery connector to avoid over-discharge and damage of the primary battery. Please contact the Gogoro service center for details.

## 4. On the Road

### 4.1 Remaining Mileage of Current Battery Level

Every time before you start riding, please check the estimated mileage that the current battery level can reach. The system will calculate the power consumption based on your usual riding style, and estimate the approximate mileage that the current battery can travel.

- Press the "Trip" button to switch the dashboard display to RANGE (or REMAINING).
- The "Odometer" column on the dashboard will display the estimated mileage of the current battery.

If the mileage is low, it is recommended that you first go to a GoStation® soon after departure to swap batteries with sufficient electricity.



The estimated remaining mileage is based on the average power consumption of this Smartscooter®, which is only a rough reference. There is no guarantee for the accuracy of this number under different riders, routes, and riding styles.



If the load of this trip is heavier than usual, the speed is faster, more uphill sections, headwinds, etc., it is possible that the actual mileage be significantly less than the estimation.



When the battery level is too low, it will enter the "Crawl Home Mode" to extend the mileage of the remaining power, but the performance of the Smartscooter® will be significantly reduced and the speed will slow down. Therefore, it is recommended that you swap the battery earlier, and do not wait until the remaining mileage is very low.

## 4.2 Using the Stands

Before you start riding Smartscooter®, you must first retract the side stand and main stand. After you finish riding, you must park the Smartscooter® steadily with the side stand or main stand expanded.

- **Using the side stand**
  - Expand or retract the side stand with your foot.
  - A safety sensor is linked with the side stand, so when you expand the side stand, the motor will be cut off automatically. Therefore, retract the side stand before every ride, and do not expand it while the Smartscooter® is still moving.
  - Only on a flat and level surface should you park the Smartscooter® with the side stand, to prevent the Smartscooter® from sliding and tipping over.
- **Using the main stand**
  - When retracting the main stand, please stand at the left side of the scooter, hold the left handle with your left hand, pull the front of the Smartscooter® back to lift the front wheel off the ground, and press down the rear wheel with your right hand, use the rebound of the rear wheel to push the Smartscooter® forward with both hands, then the main stand will bounce up and retract.
  - When parking with the main stand, please stand at the left side of the scooter, hold the left handle with your left hand, face the rear of the scooter, straighten your right hand to grasp the rear armrest, point your right toe and knee backward, and step on the pedal of the main stand, gently step down and fine-tune the left and right inclination of the scooter, confirm that the two tips below the main stand are firmly in contact with the ground, then place your weight on the right foot and step down firmly, pulling up with your left hand, then you can pull up the rear of the Smartscooter® and expand the main stand.
  - Specific models have a safety sensor linked with the main stand, so when you expand the main stand, the motor will be cut off automatically. Therefore, retract the main stand before every ride, and do not expand it while the Smartscooter® is still moving.

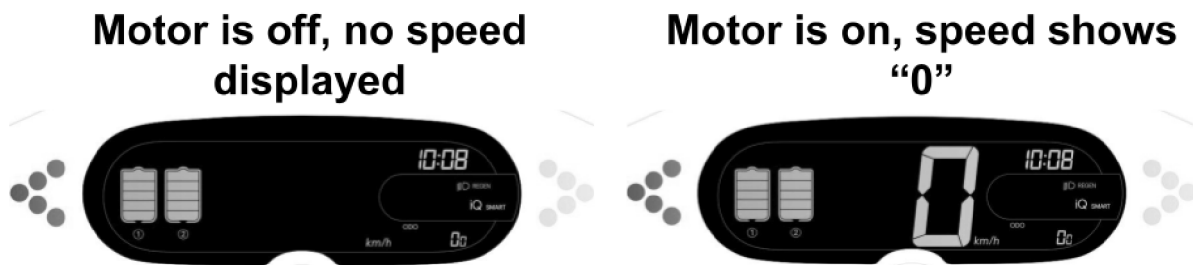


When Smartscooter® is moving, if the side stand is expanded, it will cut the motor off when the speed drops to below 5 km/h. Even so, do not expand the side stand on the move to avoid unexpected danger.



Specific models will not automatically turn off the motor when the main stand is expanded, so please do not forget to check whether the motor is turned off when you park the scooter.

## 4.3 Turn On / Off the Motor



\*Gogoro 1 series as example

After the system power is on, you still need to turn on the motor before you ride. After you finish riding, you also have to turn off the motor, then you can turn the system power off and lock the scooter..

### 4.3.1 Turn On the Motor

- Before you turn on the motor, please confirm that the system power is on. The dashboard and some lights should be on.
- Check the following steps:
  - The seat is properly closed.
  - The side stand and main stand is retracted.
  - The throttle is not turned, touched, and stays at the starting position.
  - The reverse throttle is not activated.
  - The Smartscooter® is fully stopped.
- Hit and hold either one of the brake lever, and use the other hand to press and hold the **GO** "Start Button" until the dashboard shows "0" (Zero).
- Release the **GO** "Start Button" and brake lever, turn the throttle and go.



If you failed to turn on the motor, and the **!** "Error" on dashboard lights up, it may indicate that you have not fully followed the above procedures. Please confirm the steps one by one:

- Is the brake lever and the **GO** "Start Button" properly pressed and held?
- Is the seat closed?
- Retract the side stand and main stand.
- Make sure that the throttle is not turned and is at starting position.
- The "Reverse" is not pressed or turned.
- The Smartscooter® is at a complete standstill.

### 4.3.2 Security Boost (Password lock)



- If the dashboard shows “COdE” after the system power is on, that means the “Security Boost” is activated. You have to input the 4-digit pin code or pass your smartphone’s biometric authentication, in order to turn on the motor.
- You can input the pin code with your smartphone, or with the throttle and brake. Turn the throttle to change the number, press the brake to enter the number, and press  “Left turn signal” to delete the wrong input.



If the wrong password is input too many times, the system will block entering the password for 30 minutes.



If you forget your password, you can use the Gogoro® App and follow the instructions to reset it.

### 4.3.3 Turn Off the Motor

- Stop Smartscooter® completely.
- Press and hold the brake, and press the **GO** "Start Button" to turn off the motor, then the dashboard will not show the speed, and the throttle will not work.
- You can also turn off the motor by expanding the side stand.
- For mechanical key models, if you turn the key to "OFF" position, both the motor and the system power will be off.



Only when Smartscooter® is fully stopped can you turn the motor on. If the motor cuts off accidentally on the road due to some kind of error or malfunction, please carefully slide or push the Smartscooter® to the roadside or a safe place, do not attempt to turn on the motor on the road to be safe.



When Smartscooter® is moving, if the side stand is expanded, it will cut the motor off when the speed drops to below 5 km/h. Even so, do not expand the side stand while on the move to avoid unexpected danger.



You can turn on the "Safety Notification" with Gogoro® App. When the Smartscooter® is stopped for a while but the motor is left on, it will play a notification sound to remind you to turn the motor off, to reduce the risk that you accidentally touch the throttle and cause danger.



For mechanical key models, when the battery is very low and the motor is off for 3 minutes without any user operation, the system will be off automatically. You have to turn the key to "OFF", then turn it back to "ON", to turn the system power on again.

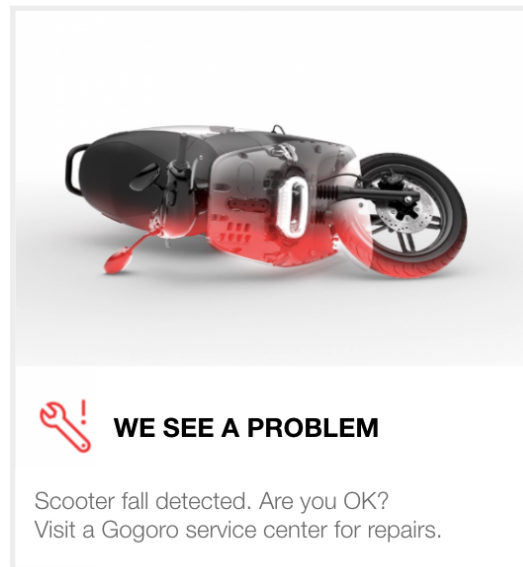


For keyless models, when the motor is off for a period of time and no user operation, the system power will be off automatically (default is 3 minutes, specific models can adjust the length by using "Auto Lock" function in Gogoro® App).



Specific models will not automatically turn off the motor when the main stand is expanded, so please do not forget to check whether the motor is turned off when you park the scooter.

#### 4.3.4 Tip Over Protection



If your Smartscooter® tips over when the system power is on, the system will cut off automatically for safety concern.

- After the tipping over and system power is off, please pull the Smartscooter® up, park it steadily with the side stand or main stand, and check if there is any damage.
- If the Smartscooter® seems not damaged and in functional condition, and you want to turn the system power on, you will have to do the “Power On” action twice due to the protection mechanism.
  - Keyless models: Touch the iQ System® Smart Keycard sensor with the card twice, or press the iQ System Smart Key twice.
  - Mechanical key models: Turn the key to “OFF”, then turn it to “ON”.
- The Gogoro Network® Battery will record the incident of tipping over and upload it to the cloud server when you swap the battery at the GoStation®.
- The screen of the GoStation® will inform you that this Smartscooter® has tipped over and remind you to check whether the Smartscooter® needs to be repaired at the Gogoro service center.
- The Gogoro® App will also notify you about the tipping over.

## 4.4 Forward and Backward

### 4.4.1 Electronic Throttle

- Make sure the system power is on, and turn the motor on. The dashboard speedometer should display “0”.
- Gently turn the throttle and the Smartscooter® will go forward.

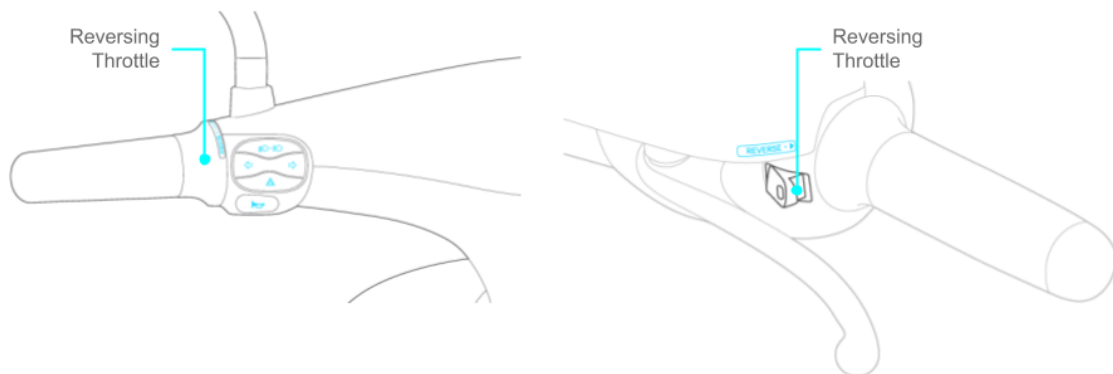


The power and throttle response of Smartscooter® are different from traditional gasoline engine vehicles. If you are not yet familiar with the characteristics of the electronic throttle, please be careful to operate it, and turn it gently to avoid unexpected large power bursts and cause danger.



For the same Smartscooter®, if you use different power modes or performance-enhancing services, the throttle response will also be different. Please be careful to operate it, and turn it gently to avoid unexpected large power bursts and cause danger.

### 4.4.2 Electronic Reversing Throttle



Specific models are equipped with reversing function, which is convenient for you to pull the Smartscooter® backwards.

- Make sure the system power is on, and turn the motor on. The dashboard speedometer should display “0”.
- Make sure that the Smartscooter® is fully stopped and the electronic throttle is not turned.
- Gogoro S1 / 1 series: Turn the reversing ring on the left handle forward, and the Smartscooter® slowly moves back.
- Gogoro S2 / 2 / S3 / 3 / VIVA MIX / VIVA XL series: Press and hold the reversing button on the left handle to slowly back up.



When the reverse function is activated, turning the electronic throttle will have no effect. If you operate the reversing throttle and the electronic throttle at the same time, it may trigger the system protection and immediately turn off the motor.

### 4.4.3 Turn Signal Auto-off

- Press the turn signal light to activate the turn signal.
- Specific models have turn signal auto-off function, which automatically turns off the turn signal after turning. The turn signal can also be turned off manually.
- For specific models, if you don't want to use this function, you can deactivate it in Gogoro® App.



The turn signal auto-off function will detect the turning angle of the Smartscooter® to determine whether you complete the turn. Therefore, when you change lanes or the Smartscooter® is turning with a large lean angle, it may not be able to detect the angle change and turn off the turn signal correctly. Please close it manually at this time.



The turn signal will automatically turn off after 3 minutes of continuous activation.

## 4.5 Slowing Down and Stopping

Grasp the brake lever to reduce the speed or make a full stop.

Under normal conditions, please use both the left and right brake (rear and front) at the same time, do not only use one side, in order to obtain better braking performance.

Different models may be equipped with different brake assist systems, including SBS and ABS. If you don't know which system is on your vehicle, please consult your local dealer.

### 4.5.1 SBS

- The SBS (Synchronized Braking System) can distribute a part of the force of the rear brake (left brake lever) to the front brake and reduce the chance of rear wheel skidding under certain conditions.



The SBS is only a brake assist system and cannot guarantee that all dangerous situations can be avoided. The rider still needs to have sufficient riding skill and safe behaviors.



For models equipped with the SBS, there will be a hand feeling of interference when operating the front and rear brake levers. This is a normal phenomenon and will not affect the braking performance.



For the SBS, when you hit the front brake lever (the right lever) alone, the braking force will not be distributed to the rear wheel.

### 4.5.2 ABS Anti-lock Braking System

- When operating braking or emergency braking on wet or slippery roads, the tires may lock up and slip due to excessive braking force. The ABS Anti-lock Braking System can actively intervene based on information such as speed, tire rotation, and front and rear tire slip rates, to reduce the chance of locking and skidding.
- After the system is powered on, the ABS icon on the dashboard will light up. This is a normal phenomenon. It will go off after you start riding for a short distance.
- If the ABS light is on during riding, it indicates that the ABS system is abnormal and the anti-lock function may not work.



The ABS system is tuned to match the original factory specifications. Therefore, if the models equipped with ABS system modify the tires, brake system or suspension system of non-original specifications, the correct operation of the anti-lock function cannot be guaranteed.



The ABS system is only a brake assist system and cannot guarantee that all dangerous situations can be avoided. The rider still needs to have sufficient riding skill and safe behaviors.



The ABS system is mainly aimed at the braking situation on a straight line. It cannot prevent the tire from skidding when the Smartscooter® is leaning and turning. Therefore, please be very careful to apply the brake in the corner.



When the ABS system intervenes in the braking action, you will feel that the brake lever vibrates, which is normal.

### 4.5.3 ESS

- Specific models are equipped with the "Emergency Stop Signal" (ESS) function. When you brake suddenly at high speed, all the turn signals will flash quickly to remind the vehicles behind and reduce the risk of being rear-ended.
- The lights will stop flashing when you release the brake lever or the speed slows down.



Modes with ESS equipped: S1 / 1 / S2 / 2 / S3 / 3 / VIVA MIX series.

### 4.5.4 Regenerative Braking

When you release the throttle on the move, and the Smartscooter® is gliding, the Regenerative Braking (Regen) function will convert a part of the forward kinetic energy into electric energy and recycle it back to the Gogoro Network® Battery.

- When the Regen is activated, the dashboard  "Battery Level" icon will show the rolling animation to indicate that it is charging.
- The intensity of Regen can be adjusted with the Gogoro® App. When the Regen function is activated, a slight braking force will appear on the rear wheel. The higher the Regen intensity setting, the stronger the braking force.
- The intensity of the Regen will not only be adjusted according to the settings in the Gogoro® App, but also be adjusted automatically according to the current riding speed, battery condition, and other factors. Therefore, the braking force will fluctuate, but the maximum will not exceed the settings in the Gogoro® App.
- When the Regen function is activated and braking force appears, the brake light will light up to remind the vehicles behind.
- In some cases, such as when the Gogoro Network® Battery level is too low, the temperature is too high or too low, the Regen function might be suspended, and you will not feel the braking force when you release the throttle.



On a very slippery road, if the Regen intensity is set to the maximum, there is a chance that the rear wheels will skid.



The Regen function of specific models can be instantly turned on/off through the "Regen" on the handle.

When Regen is turned on, the dashboard **REGEN** icon will light up. (For Gogoro S1 / 1 series model year 2015 and 2017, "rEG-ON" or "rEG-OFF" will be displayed in text.)

▶ Please refer to "2. Getting to Know Your Smartscooter®" for the specific button positions of each model.



Proper Regen intensity can make the energy use more efficient, and the proper braking force generated by Regen also helps to stabilize the Smartscooter® dynamics, so please adjust it according to your personal riding style and habits.

## 4.6 Power Modes

### 4.6.1 Super Boost Mode

- Specific models are equipped with "Super Boost Mode", which can increase the power output and make the start up stronger and faster.
- Press the  "Super Boost Mode" button to turn it on or off. When it is on, the  "Super Boost Mode" icon on the dashboard will light up.



When you turn on the Super Boost Mode, please operate the electronic throttle carefully, especially on wet or soft roads, to prevent the rear wheels from skidding due to excessive torque.



Using the Super Boost Mode may increase power consumption and shorten the range of remaining electricity.



Activating the Super Boost Mode continuously for a long time and riding at high speed may cause the temperature of the battery and power system to rise rapidly, and trigger the system protection and reduce the power output. At this time, please slow down and let the power system cool down, and swap the battery with sufficient electricity and normal temperature to restore power.



When the battery level is too low, the Super Boost Mode will automatically turn off to extend the range of the remaining electricity. Swap the battery with sufficient electricity to restore normal function.

### 4.6.2 Smart Mode

- Specific models are equipped with "Smart Mode", which can adjust the ideal power output to improve safety and energy efficiency.
- Press the "Smart Mode" button on the right handle to turn on or off the "Smart Mode". When it is on, the **SMART** "Smart Mode" icon on the dashboard will light up.



On slippery or soft roads, or if you have no need for racing, it is recommended that Smart Mode be turned on at all times.

## 4.6.3 Low Battery Modes

### Pre-crawl home mode

- When the  "Battery Level" on the dashboard displays 1 bar and flashes slowly, it indicates that the battery is low. It is recommended that you replace the battery as soon as possible.
- When the  "Battery Level" on the dashboard displays 1 bar and flashes quickly, it indicates that the battery is quite low, and the system will enter the "Pre-Crawl Home Mode", and automatically perform the first stage of power limit to save power consumption, and it will play a reminder sound every 20 seconds. In this case, please go to the nearest GoStation® to swap the battery as soon as possible. After swapping the batteries with sufficient electricity, the normal power and speed will be restored.

### Crawl home mode

- When the  "Battery Level" on the dashboard is empty, it means that the power is really low and the system will enter the "Crawl Home Mode", limit the top speed to about 25 km/h, and it will play a reminder sound every 20 seconds.
- The RANGE or REMAINING on the dashboard is displayed as "-----", and the mileage number is not displayed.
- At this time, the battery may be exhausted at any time, please go to the nearest GoStation® and swap the battery immediately. After swapping the battery with sufficient electricity, the normal power and speed will be restored.



Please note that under the crawl home mode, due to the low battery level, the motor output torque may not be able to overcome steep uphill.



For wireless models, when the battery level on the dashboard is empty and enters the "Crawl Home Mode", once the system power is turned off for 3 minutes, it will automatically enter the hibernation mode, and the system power cannot be turned on again.

At this time, you need to press and hold the  "Start Button" for 3 seconds to wake up the system. (▶▶ Refer to "3.2.7 Hibernation")

#### 4.6.4 Overheat / Low Temperature Protection

- During high-speed and intense riding, the temperature of the battery and power system may increase rapidly due to the high power output. When the battery temperature rises to the protection point, it will trigger the system overheat protection and automatically reduce the power output to avoid the temperature continuing to rise and damage the components. At this time, the orange  "Overheat" on the dashboard will light up.
- When the weather is too cold and the Smartscooter® has not been used for a period of time, causing the battery temperature to be too low (such as the early morning in the winter), the battery performance will also be affected by the temperature, so the power may be significantly reduced. At this time, the blue  "Low Temperature" icon will light up.
- When either of the "Overheat" or "Low Temperature" icons lights up, please go to a nearby GoStation® to swap the battery with normal temperature and sufficient electricity. Normal performance can be restored immediately.



The triggering conditions of the overheat / low temperature protection will vary according to individual battery condition and level. Generally, batteries with higher levels are less likely to trigger the protection. Therefore, if you need to park for a long time in cold weather outdoors, it is recommended to swap fully charged batteries before parking.



The performance of the battery is obviously affected by the temperature, so when the weather is cold, even if the "Low Temperature Protection" has not been triggered, you may feel a slight decrease in performance, which is normal.



Gogoro S1 / 1 series only have the "Overheat Protection" icon.  
The "Low Temperature Protection" icon of Gogoro S2 / 2 series 2018 and 2019 is a blue snowflake icon .  
The "Overheat" and "Low Temperature" icons of VIVA series share an orange icon.

### 4.6.5 Motor stall protection

- When the rear wheel cannot rotate due to external force or is stuck, if you still turn the electronic throttle to try to output power, the temperature of some powertrain components may rise rapidly. When the temperature rises to a certain level, the dashboard  "Overheat" icon will light up and a warning tone will sound. At this time, please release the electronic throttle to reset it to zero.
- If you keep turning the electronic throttle and try to output power, causing the system temperature to rise to the protection point, the motor stall protection will be triggered, and the motor will be turned off immediately to protect the components.
- You can turn on the motor again after the  "Overheat" icon goes off.



Before you turn on the motor and ride again, please eliminate the cause that blocks the rear wheel from rotation.

## 4.7 Advanced Functions

### 4.7.1 AVAS

The electric motor is much quieter than the traditional gasoline engine, sometimes people might not be aware of the approach of the Gogoro Smartscooter®, so when the Smartscooter® is moving at low speed below 20 km/h, a warning sound (Acoustic Vehicle Alert System, AVAS) will be played to warn the pedestrians nearby.



You can turn AVAS off temporarily in the Gogoro® App.

### 4.7.2 Safety Notifications

You can turn on the “Safety Notification” function in the Gogoro® App to enhance safety through some extra light or sound effects:

- **Motor idling warning sound:** When the motor is turned on, but the Smartscooter® is fully stopped for a period of time, and there is no user operation, then a short warning sound will be played every few seconds to remind you that the motor has not been turned off, to avoid the danger of accidentally touching the electronic throttle.
- **Enhanced turn signal notification:** Obvious indications on the dashboard to remind you whether the turn signal is currently on or off.
- **Reversing warning:** When the reversing function is activated, there will be more obvious flashing light and warning sound to notify other pedestrians nearby.

### 4.7.3 Sport Activation



Sport activation service can give your Smartscooter® extra power performance.

- When the sport activation service is enabled, the **SPORT** icon on the dashboard will be on.
- You can use the Gogoro® App or log in the official website to enable or disable this service.



After enabling or disabling the Sport activation service, you may have to swap the battery again to synchronize the new setting of Smartscooter® and the cloud server before the service can be used.



Additional fees may be charged for the “Sport Activation” service.

## 4.7.4 Lap Stopwatch Mode

Use your dashboard as a stopwatch, when you are practising on the race track.

The stopwatch can record 30 laps of time, and loop back to the first lap if it exceeds 30. Maximum 99 minutes and 59 seconds for each lap.

- Enter "Stopwatch Standby Mode"
  - Long press  "Super Boost" to enter "Stopwatch Standby Mode".
  - The Super Boost Mode will be turned on, and the Smart Mode will be turned off automatically, to unleash all the power.
- Start counting and change lap
  - Toggle **SMART** "Smart" to start timing, toggle again to start a new lap.
  - Toggle **TRIP** "Trip" can jump to odometer and jump back in 3 seconds.
- Stop counting and go back to "Stopwatch Standby Mode"
  - Long press **SMART** "Smart" for 3 seconds to stop timing and jump back to "Stopwatch Standby Mode".
- Review history
  - Under "Stopwatch Standby Mode", toggle  "Super Boost" can review records of previous laps.
  - Press **SMART** "Smart" and  "Super Boost" at the same time can clear all records.
- Go back to normal mode
  - Under "Stopwatch Standby Mode", long press  "Super Boost" or no further operation for 180 seconds, it will jump back to normal display.



Please note that this function only works on S2 / S3 series and VIVA MIX SUPERFAST, with iQ System® version 6.5 and later.



All records will be cleared after removing the battery.



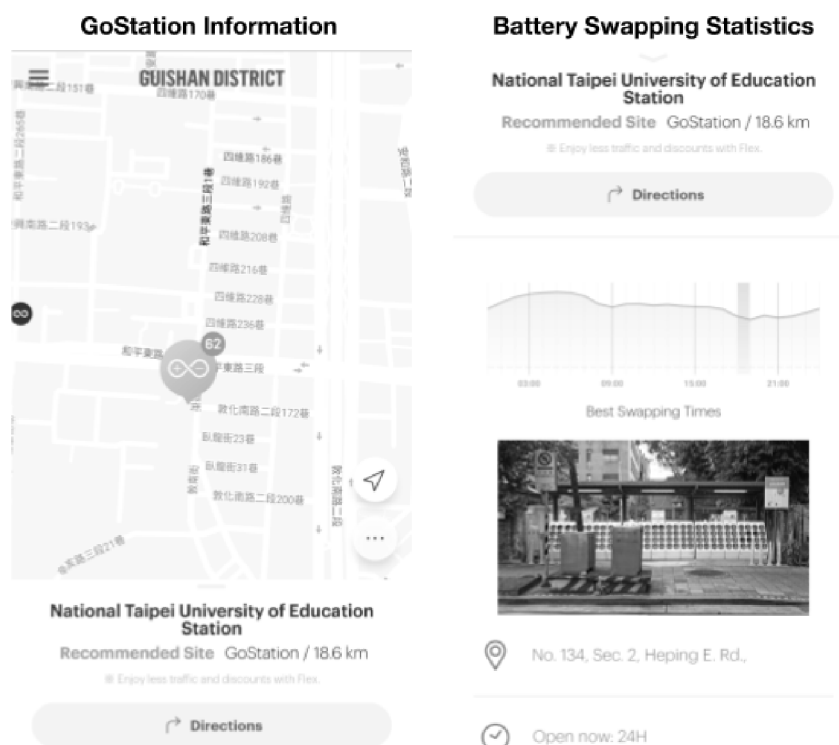
This is only a supplementary function, its accuracy is not guaranteed, and it cannot replace professional timing equipment.

## 5. Replenish Electricity

Gogoro Smartscooter® is driven by electric energy. When the Gogoro Network® Battery(s) run out, you must swap for fully charged battery(s) or recharge the battery(s).

### 5.1 Swap Batteries at GoStation®

#### 5.1.1 Using the Gogoro® App to Find a GoStation®



You can use the Gogoro® App on your smartphone to find the location of the nearby GoStation®.

- Click the "Map" icon in the lower right corner of the main screen to check whether the nearby GoStation® currently has highly charged batteries on the map.
- Click on the spot you want to go to and click "Navigate" to guide you to that GoStation® to swap batteries.
- Pull up the screen to view the detailed information and actual photos of that GoStation®, which can help you find it easier, and you can also view the fully charged battery supply trends during the day for frequently visited sites, which is convenient for you to decide when to go to swap the batteries.

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! The screen information and operation method of Gogoro® App may vary slightly depending on the version. Please always update to the latest version to get the latest features.

### 5.1.2 Use the Screen on One GoStation® to Find Others



If you have arrived the GoStation® but you find out that "All batteries are charging", and there is no fully charged battery for you to swap, except using the Gogoro® App, you can also check the location and battery information of other nearby GoStation® sites by pressing "Support" in the upper right corner of the touch screen.

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! The information on the touch screen might vary due to the legal regulations or device, and the information provided is only for user's convenience. Until further announcement by Gogoro, Gogoro is not responsible for the integrity, correctness or effectiveness of the information provided.

### 5.1.3 Battery Swapping

After you ride Smartscooter® to the GoStation®, please follow the steps below to swap the batteries.

#### Step 1. Take out the battery(s) from Smartscooter®



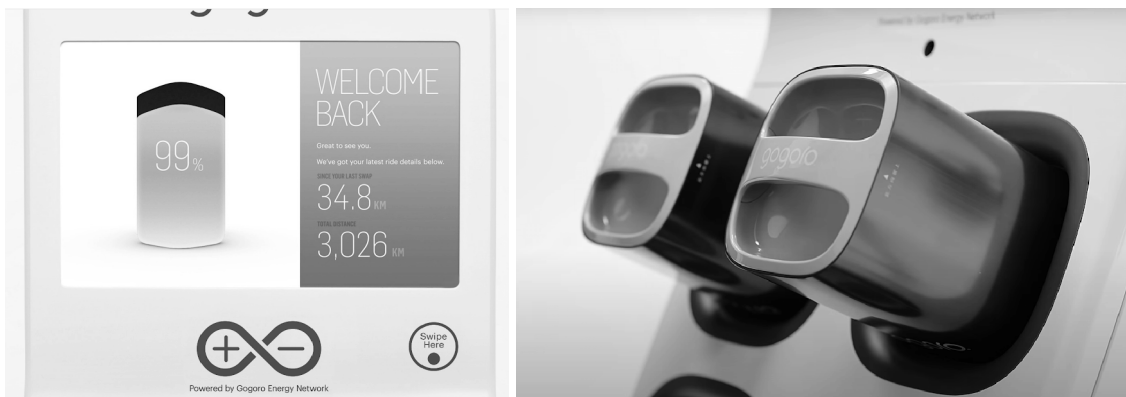
- Park Smartscooter® steadily by the GoStation®.
- Turn off the motor with the side stand expanded, or hold the brake lever and press the **GO** "Start Button".
- Open the under seat compartment.
- Hold the battery handle and lift the battery up, out of the battery tray.

#### Step 2. Insert the used battery(s) into the GoStation®



- Insert the battery into an empty slot of the GoStation®. Use moderate force to push the battery to the end until the battery is locked and a confirmation sound is played.
- If your Smartscooter® has more than one battery, please follow the instructions on the screen to insert the next battery.

#### Step 3. Pull out the new battery(s)



- After all the batteries are inserted into the GoStation®, authentication and data upload will be performed. At this time, the screen will display the remaining battery level, the riding mileage of the previous trip, and the total mileage, then pop out new battery(s).
- If you do not insert all the battery(s) within a period of time, the previously inserted battery(s) will pop out, and you have to reinsert it to restart the battery swapping process.
- Some information will be notified to you through the touch screen dialog box of the GoStation®, such as reminding you that the maintenance mileage has arrived, the bill is overdue, or a new version of iQ System® is available for update, etc. You can press the button on the touch screen to read the help information or close the dialog box.
- When the dialog box is closed, or if you do not operate for a period of time, the battery(s) will pop out for you to swap.

#### Step 4. Insert the new battery(s) into Smartscooter®



- Insert the new battery(s) into Smartscooter® battery tray, close the seat, until the ⚠ "Error" icon on the dashboard goes off, then you can turn on the system power, start the motor, and continue to ride.



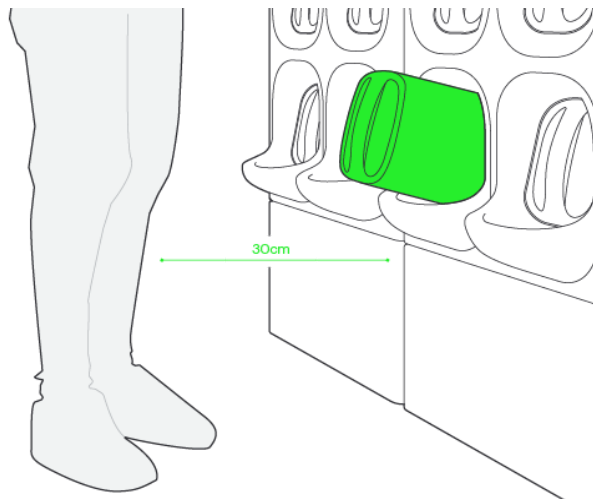
Each battery weighs more than 9 kg, please handle and place carefully.

When swapping the batteries, please hold the battery grip with one hand and hold the battery sideways with the other hand. Carefully pull out or insert it to avoid the risk of the battery dropping.

If you need to swap more than one battery at a time, you can place the batteries on a clean ground next to the GoStation®, and then operate them one at a time in order.



When the battery pops out, it will protrude about 30 cm from the panel of the GoStation®. Please ensure that the area of 30 cm in front of the GoStation® is clear when swapping the batteries. Do not park vehicles, place objects or stand in this area, and pay attention to the safety of surrounding personnel and children, to avoid bumping into the battery or GoStation®.



The GoStation® will pop out the battery(s) with the highest electricity in the station for immediate use. Therefore, if all the batteries are charging, you may get battery(s) that are not fully charged.



If the battery(s) you insert has higher electricity than all existing batteries in the GoStation®, the original battery(s) will be returned.



Please be sure to swap the batteries at least once every 30 days. If you expect not to use Smartscooter® for more than 30 days, you can contact Gogoro Network® to suspend your energy service contract.

#### 5.1.4 Battery Swapping Service for Handicapped

In order to help handicapped user swap batteries more conveniently, if you arrive at GoStation® in Gogoro stores and service centers during business hours, the Gogoro personnel can help you swap the batteries.

## 5.2 Charging the Gogoro Network® Battery



GoCharger® Series



GoCharger® Mobile Series

For users who are far away from the GoStation® or are inconvenient to swap batteries, Gogoro also provides several charging means according to the Smartscooter® model, model year, tariff plan and sales area.

- GoCharger® Series:
  - It charges the batteries directly. Just pull the batteries out of the scooter and put them into the GoCharge®.
  - The GoCharger® needs to be connected with the internet, to authenticate the batteries and exchange data with the cloud server.
  - The GoCharger® is compatible with all 2-battery scooters, but it may not support certain subscription plans of Gogoro Network®.
- GoCharger® Mobile Series
  - Connect the charger with the scooter to charge the batteries.
  - Before charging you might need to authenticate the batteries and perform data exchange with smartphone and Gogoro® App.
  - Each scooter model needs to use a compatible charger. The scooter needs to install the charging connector that is compatible with the specific charger, and enable the charging service on the cloud server.
  - Gogoro 1 series and VIVA series (single battery models) are not compatible with GoCharger® Mobile.

Please contact the Gogoro service center in your area to confirm which charging means is applicable.



It is strictly forbidden to use charging methods that are not officially approved by Gogoro Network® to avoid danger.



Swapping batteries at GoStation® is the default use scenario of Smartscooter®. The required software and hardware for charging are not installed on Smartscooter® at the factory. If you

need charging, please go to the Gogoro service center to install and set up them at your own expense.



The function of the charging device may not completely replace the GoStation®. Therefore, if you use any charging method to recharge the battery, it is still recommended to swap the batteries at the GoStation® at regular intervals to maintain the data and software of Smartscooter® and the Gogoro Network® Battery are properly calibrated and updated to the latest version.

## 6. Using Gogoro® App

Smartscooter® is capable of communicating with your smartphone via Bluetooth. The Gogoro® App not only allows on-board systems to notify you of important information, but also offers you with options to personalize the Smartscooter® or inquire about its condition.

### 6.1 Download and Install Gogoro® App

- The Gogoro® App is available for iOS and Android platforms. Please check your smartphone for its specification.
- iOS platform: Requires iOS 10.0 or later. Please download from Gogoro official site or Apple iOS App Store.
- Android platform: Requires Android 6.0 or later. Please download from Gogoro official site or Google Play App Store.
- To use all the smart functions on the Gogoro® App, your smartphone must support the "BLE Peripheral Mode".



The functions of the Gogoro® App will continue to be updated with the version. It is recommended that you turn on the automatic update of your smartphone to get the latest function.



The Gogoro® App transmits data via the internet occasionally and service charges may apply.



Gogoro does not guarantee that every brand or model of smartphone can download and execute Gogoro® App properly. You can find a list of all smartphone models that Gogoro has tested in Gogoro official website:

[http://www.gogoro.com/tw/smartscooter/devices\\_compatibility/](http://www.gogoro.com/tw/smartscooter/devices_compatibility/)

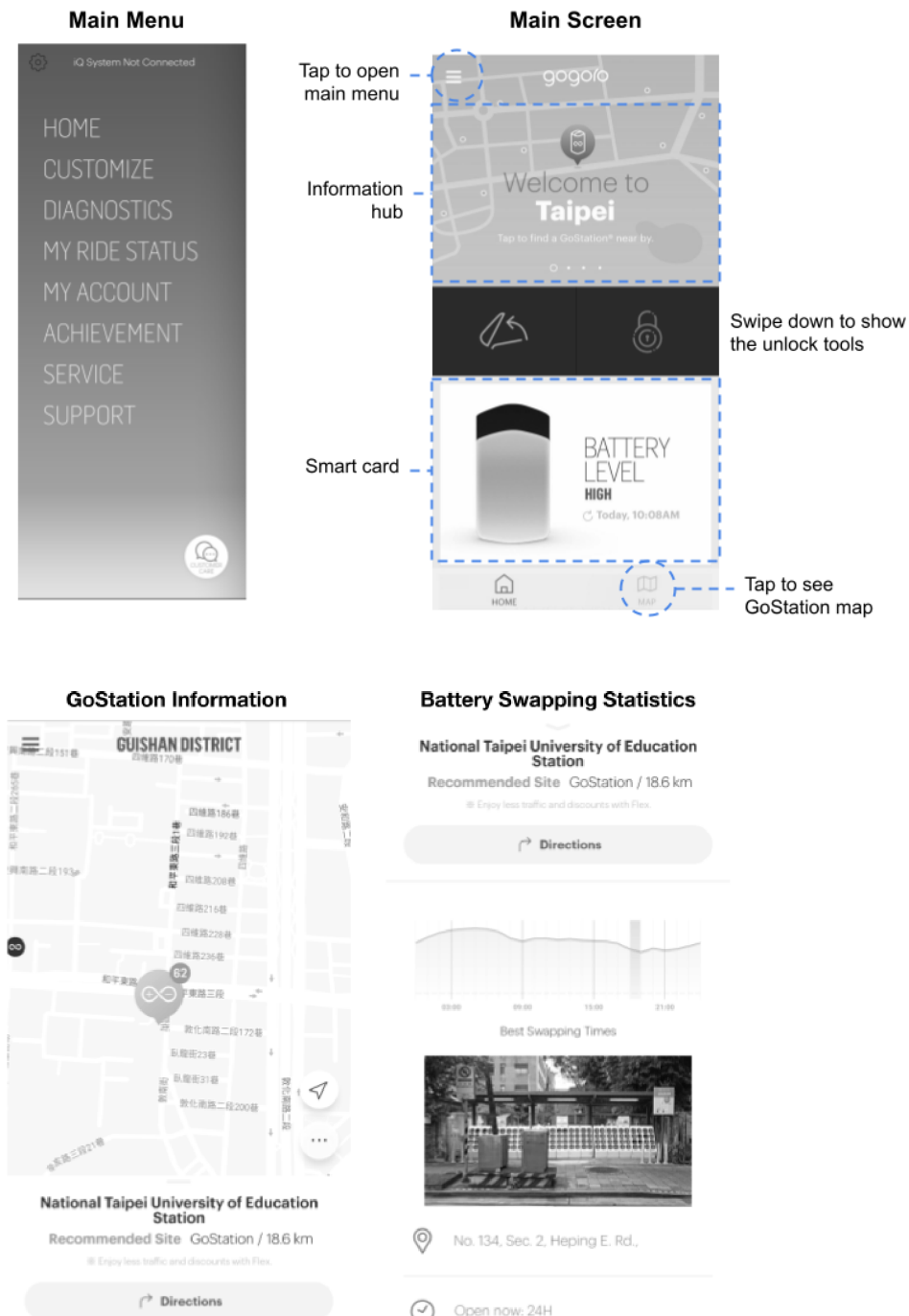
## 6.2 Pair Smartscooter® with Your Smartphone

- After installing Gogoro® App, open it and log in with your account credentials following the on-screen instructions.
- If you have more than one Smartscooter® in your account, select one from the menu to pair with your phone.
- Turn on the system power of your Smartscooter®, but do not turn the motor on.
- Follow the on-screen instructions to turn on the Bluetooth on your smartphone, and operate Smartscooter® to initiate the pairing process. The **iQ** "iQ System® Quick Link" icon will start to flash, and the system will search for the smartphone which is ready to pair. The button of different Smartscooter® models to initiate pairing is listed below:
  - **S1 / 1 series:** Press and hold the  "Hazard" button on the left handle until the **iQ** "iQ System® Quick Link" icon flashes.
  - **S2 / 2 / S3 / VIVA MIX / VIVA XL series:** Press and hold the **SMART** "Smart mode" button on the right handle until the **iQ** "iQ System® Quick Link" icon flashes.
  - **VIVA series:** Press and hold the  "Left turn signal" button on the left handle until the **iQ** "iQ System® Quick Link" icon flashes.
  - If you want to interrupt the pairing process, repeat the above steps until the **iQ** "iQ System® Quick Link" icon stops flashing.
- After pairing is completed and the connection established, the **iQ** "iQ System® Quick Link" icon lights up. The icon dims or go off when the smartphone is not connected to the scooter.



A Smartscooter® can pair with only one smartphone at a time; please repeat the pairing process if you're using another phone.

## 6.3 A Glance at Gogoro® App



- **Information Hub:** The upper part of the main screen is the push notification area where news, offers and event messages from Gogoro cloud service are displayed.
- **Smart Card:** The lower part of the main screen accommodates pop-up Smart Cards that remind the owner of the condition and usage information of the scooter. Swipe down to expand the "Unlock widget tool", which could be used as the key when the smartphone is connected to the scooter.
- **Function Bar:** (Under the main screen there are "Home" and "Map")

- Click “Home” to return to the main screen.
- Click “Map” to search for GoStations and service centers nearby based on the GPS data of your smartphone.
- **Menu:** Click the  on the upper-left corner to open the main menu for the following commands:
  -  Settings, Home, Personalize, Diagnostics, My Ride Status, My Achievement, Service Reservation, Online Customer Service.
- **Settings:** Click the icon on the  on the upper-left corner to find the Settings. This command configures Gogoro® App functions such as toggling system notifications on/off, Bluetooth pairing, pair with another Smartscooter®, account name / password change, Advanced anti-theft, version information etc.
- **Personalize:** Allows you to personalize various settings of the scooter.
- **Diagnostics:** Checks and displays health status of major on-board systems. In case of any irregularity.
- **My Ride Status:** Displays records of the last 12 battery swaps, including average speeds, mileages, CO2 saved, last parking place and remaining mileage until the next regular service.
- **My Profile:** Displays the license plate number, energy plan, mileage of this month, bill info etc. You can also change your energy plan, pay fees online, set credit card payment, subscribe to Sport activation, and apply the UBI (Usage Based Insurance)
- **Achievements:** Displays the virtual badges you have gained.
- **Reservation:** Reserve the time for your repair or maintenance, so you don't have to wait on site.
- **Customer Service :** Talk to the AI customer service representative to solve your problems.



Functions of the Gogoro® App are subject to change with subsequent updates, models or upgrades of Smartscooter®, and the latest version prevails.



The Gogoro® App can still configure some functions even if it's not connected with the scooter. The modified configuration is sent to the Gogoro cloud server when your smartphone is connected to the internet, and the new configuration will be delivered to your Smartscooter® next time you swap batteries.



The information on the information hub might vary due to the legal regulations or device, and the information provided is only for user's convenience. Until further announcement by Gogoro, Gogoro is not responsible for the integrity, correctness or effectiveness of the information provided.

## 7. Maintenance

Proper service and maintenance ensure durability, reliability and safety of your Smartscooter®. It's recommended to take care of your Smartscooter® by following the instructions below.

### 7.1 Daily Cleaning and Maintenance

- Always leave the Gogoro Network® Battery(s) inside of the Smartscooter® and firmly close the seat, to avoid the damage of the built-in primary battery caused by over-discharging.
- If you are not able to leave all the Gogoro Network® Battery(s) for a long period of time, it is suggested that you ask Gogoro authorized technicians to disconnect the built-in primary battery, to avoid the damage of the built-in primary battery caused by over-discharging.
- If possible, park your Smartscooter® indoors in dry, shaded and cool places. This will slow down the normal wear and tear of the Smartscooter® caused by the sun and rain.
- Please use soft cloths, sponges or soft brushes along with tap water and mild detergent to clean the exterior.
- For the models with transmission chain: to extend the chain service life span, keep it quiet and smooth, lube the chain with chain lubricant every 500 km, after washing, riding in the rain, or riding through a water pit.
- For belt and chain drive models, it is recommended that Gogoro authorized technicians check the tension every 3,000 kilometers and adjust if necessary to avoid abnormal wear and tear that will shorten the life of the parts.



Any damage caused by improperly disconnecting the primary battery connector by the user, it is the user's negligence and is not covered by the warranty.



If the built-in primary battery is over-discharged and damaged due to the Gogoro Network® Battery(s) has not been swapped for more than 30 days, or out of the Smartscooter® for a long time, or the seat has not been closed for a long time, it is the user's negligence and is not covered by the warranty.



Do not use any kind of organic solvent, strong detergent, acidic or alkaline cleaning agent, abrasives, scouring pads, steel wool, metal brushes or sandpaper to clean the vehicle, to avoid damaging the exterior surface.



Do not use any kind of wax or polishing agent on matte or non-glossy surface, no matter what material it is, and do not wipe or rub strongly, to avoid damaging the exterior surface.



Avoid cleaning with a powerful water jet or air blower to prevent high pressure or excessive humidity from entering and damaging the interior.



Do not use any detergent or wax on the brake system, to avoid damaging the brake and causing danger.



Use lubricants designed for the sealed roller chain to lube the driving chain. Products with a spray nozzle are recommended. Do not apply any kind of solvent, detergent, derusting solution or any other lubricant which is not designed for sealed roller chain (e.g.. gasoline, diesel, toluene, acetone, WD-40, acid/alkaline detergent, etc.) on the chain.



During the adjustment, inspection, cleaning and lubrication of the drive belt or chain, please make sure that the Smartscooter® keeps the system power turned off. It is strictly forbidden to

work when the motor is on, to avoid the danger of clothing or limbs being caught by the spinning machine.



In case of any abnormality or uncertainty, please contact the Gogoro service center at 0800-365-996.

## 7.2 VIVA XL Series Regular Service and Maintenance

You will be notified of regular maintenance time by the Gogoro® App and GoStation®. You can go to the nearest Gogoro service center for inspection and routine maintenance.

- Newly delivered Smartscooter® should return to a Gogoro service center for its first inspection after 1,000 kilometers or 2 months (whichever comes first)..
- It's recommended to bring your Smartscooter® back to a Gogoro service center for regular inspection and maintenance every 3,000 kilometers or every 6 months (whichever comes first).

| Service Mileage<br>(x 1,000 km)                                                       | 1            | 4            | 7            | 10           | 13           | 16           | 19           | 22           | 25           | 28           | 31           | 34           | 37           |
|---------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Service Time Interval<br>(Months)                                                     | 2            | 6            | 12           | 18           | 24           | 30           | 36           | 42           | 48           | 54           | 60           | 66           | 72           |
| Buttons & Switches                                                                    | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            |
| Main & side stands /<br>Seat latch / Brake<br>levers / Mirrors / Key<br>switch        | L            | L            | L            | L            | L            | L            | L            | L            | L            | L            | L            | L            | L            |
| Brake fluid                                                                           | C            | C            | C            | C            | C            | C            | R            | C            | C            | C            | C            | C            | R            |
| Gear oil                                                                              | R            |              |              | R            |              |              | R            |              |              | R            |              |              | R            |
| Tires / Brake pads /<br>Brake rotors                                                  | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            |
| Cooling system                                                                        | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            |
| Transmission (Chain)                                                                  | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C | L / A<br>/ C |
| Transmission (Belt)                                                                   | C / A        | C / A        | C / A        | C / A        | C / A<br>/ R | C / A        | C / A        | C / A        | C / A<br>/ R | C / A        | C / A        | C / A        | C / A<br>/ R |
| Throttle cable                                                                        |              |              |              |              |              |              | C            |              |              |              |              |              | C            |
| Battery connectors /<br>Crown pins                                                    | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            | C            |
| C: Check R: Replace A: Adjust L: Lubricate.<br>For C, refill or replace if necessary. |              |              |              |              |              |              |              |              |              |              |              |              |              |



All service and maintenance must be performed in an authorized Gogoro service center using genuine Gogoro parts and components.

If you do not return for regular services as recommended, send Smartscooter® to any unauthorized workshop for maintenance or use any parts that are not genuine, Gogoro reserves the right to refuse fulfilling warranty obligations.



During the adjustment, inspection, cleaning and lubrication of the drive belt or chain, please make sure that the Smartscooter® keeps the system power turned off. It is strictly forbidden to work when the motor is on, to avoid the danger of clothing or limbs being caught by the spinning machine.



For chain-driven models, in order to maintain the chain performance, quietness, riding comfort, and extend service life, it is recommended to use sealed chain specific chain lube to lubricate it every 500 kilometers or after washing, heavy rain, or wading.



The service life of the belt varies with the use environment and driving habits. Generally speaking, if the regular inspection and maintenance are performed, the Smartscooter® equipped with a fully enclosed belt cover, and the cover has not been removed or damaged, it

is recommended that the belt be replaced every 2 years or every 18,000 km after the initial maintenance.

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