Gogoro EZZY Series Smartscooter®

User Manual

Release Date: 2025.11.03

Applicable Models:

Gogoro EZZY   Gogoro EZZY 500

Contents

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:

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 the 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 lighting, 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 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 the 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.

1.3 Check the Following Before Every Ride

- Make sure the tire pressure is within normal range, the suggested pressure:
    - Front 33 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.

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 EZZY Series Overview
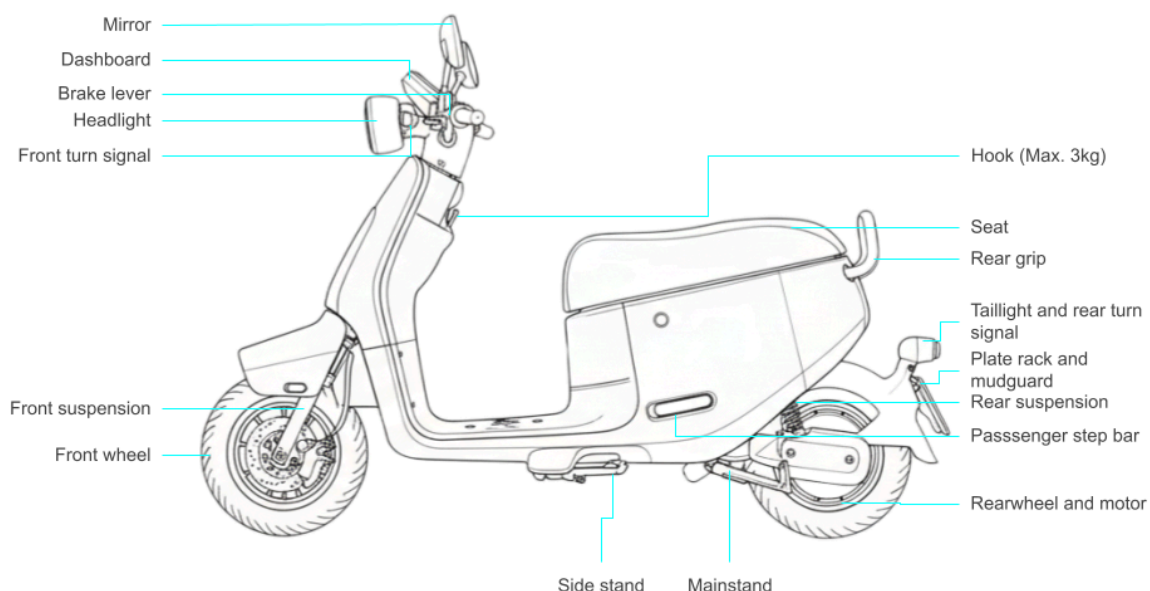
Left View

🛈 Do not place items weighing more than 5 kg in the under-seat storage compartment.

Do not place items weighing more than 1 kg in the open front storage compartment.

Do not store sharp objects in these compartments to avoid damage caused by impacts while riding.

Do not hang the objects heavier than 3 kg on the front hook.

2.2 Left Handle

Hi / Lo Beam

Turn Signal
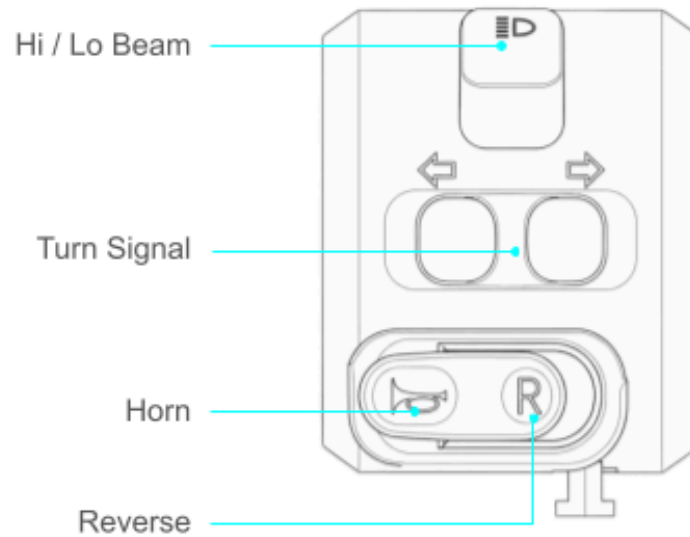
Horn

Reverse

≣D   High Beam

- Press to switch the headlight to the high beam.

⇦ ⇨   Turn Signal

- Switch to left or right, the turn signal will flash with a sound effect. Switch back to the middle to turn it off.

Horn

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

R   Reverse

- When the motor is on, pressing it can make the Smartscooter® go backward slowly.

2.3 Right Handle (EZZY 500)
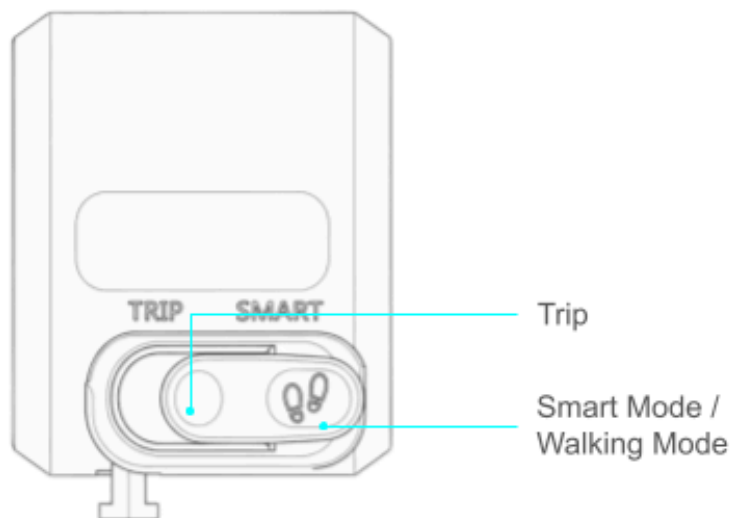
TRIP — Trip / Auto Hold

- 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.
- If "Auto Hold" function is activated, pressing and holding the brake lever and TRIP button for 2 seconds will trigger "Auto Hold". (⏩ Refer to "4. On the Road")

SMART — Smart Mode / Walking Mode

- Short press it to cycle through Smart / Normal / Superboost Mode.
- When the motor is on, press and hold it, and the Smartscooter® will move forward slowly. (⏩ Refer to "4. On the Road")

2.3 Dashboard
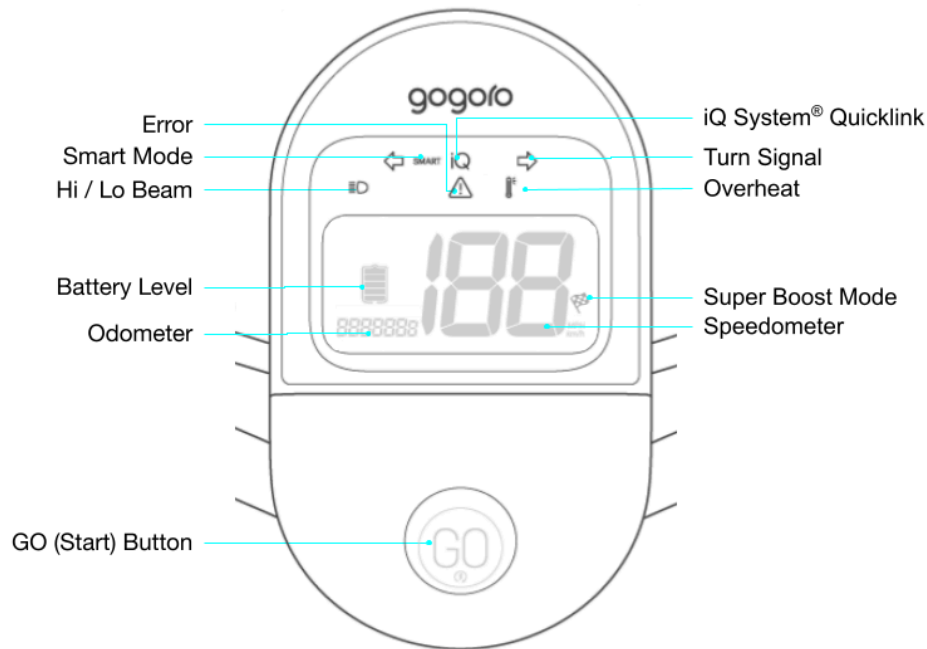
Icon	Name	Function Description
GO	Start Button	When system power is on, hold down the brake and press this button to turn the motor on / off.
(battery icon)	Battery Level	Indicates the current battery level.
188	Speedometer	Indicates the current moving speed. No figure is shown with the motor off, and "0" is displayed if the motor is on but the Smartscooter® remains in full stop.
(flag icon)	Super Boost Mode	Lights up when Super Boost Mode is on. (For EZZY 500)
SMART	Smart Mode	Lights up when Smart Mode is on. (For EZZY 500)
888888	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	iQ System® Quick Link	Lights up when Smartscooter® connects to the user's smartphone, and blinks while waiting for pairing with the phone. (⏩ Refer to "6. Using Gogoro® App")
⇦ ⇨	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.
Overheat	When the battery is overheating, it will light up, and the system will reduce its output.

3. Getting Ready to Go
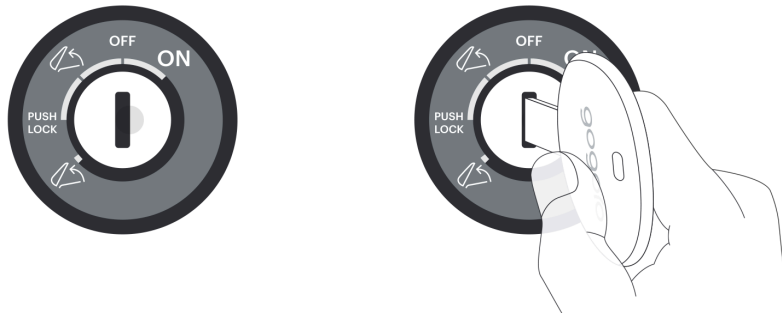
The detailed functions might be slightly different depending on the scooter model.

3.1 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 handlebar.
- 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.

3.2 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.

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.

3.3 Open the Under-Seat Compartment

- Insert the mechanical key into the keyhole, turn to OFF and turn clockwise.

Always close the under-seat compartment to prevent the Gogoro Network® Battery from 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.

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.

4. On the Road

4.1 Using the Stands

Before you start riding the scooter, 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.

⚠️ When the 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.

4.2 Turn On / Off the Motor

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 Smartscooter®.

4.2.1 Turn On the Motor

Hit and hold either brake lever, and press GO "Start Button" to 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 the main stand is retracted.
    - The throttle and the reverse throttle are not turned, touched, and stay at the starting position.
    - 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 speedometer shows "0" (Zero).
- Release the GO "Start Button" and brake lever, turn the throttle and go.

4.2.2 Turn Off the Motor

- Stop the 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 anymore.
- You can also turn off the motor by expanding the side stand.
- Specific models will automatically turn off the motor when the main stand is expanded.
- For mechanical key models, if you turn the key to "OFF" position, both the motor and the system power will be off.

⚠️ Do not touch the GO "Start Button" while the Smartscooter® is moving, or the motor might be turned off and the power will be suddenly cut and cause danger.

⚠️ Only when the 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.

4.3 Forward and Backward

4.3.1 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 the Smartscooter® is 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.

4.3.2 Electronic Reversing Throttle
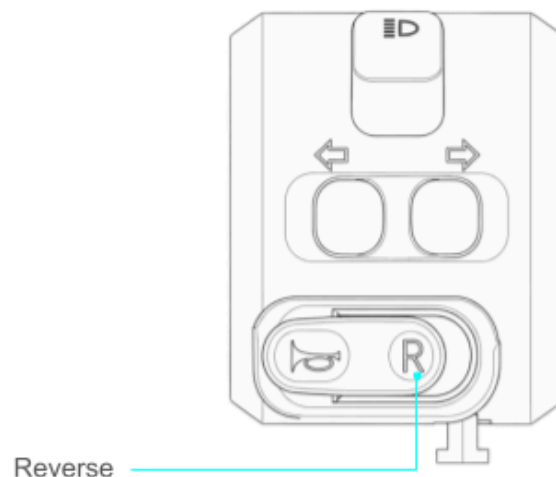
Reverse

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

- 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.
- 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 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.

4.4.1 Synchronized Braking System (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.

4.4.2 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.
- When the Regen function is activated, a slight braking force will appear on the rear wheel.
- The intensity of the Regen will be adjusted automatically according to the current riding speed, battery condition, and other factors. Therefore, the braking force will fluctuate.
- 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.

4.4.2.1 Brake-Activated Regen

- In the Gogoro® App, go to the "Regenerative Braking" option and turn on "Enhanced Regen". The system will automatically enhance the intensity of regen when you apply the brake. In addition to assisting the braking, it also makes the use of energy more efficient.

4.5 Power Modes

Specific models like EZZY 500, short press SMART button can switch Smart / Normal / Super Boost modes in turns.

4.5.1 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.
- 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.
- 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.

4.5.3 Low Battery Mode

- When the battery level is very low, the system will reduce the power output to prolong the rideable range, and you should go to the nearest GoStation® to swap the battery immediately.

4.6 Advanced Functions

4.6.1 Acoustic Vehicle Alert System (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.

ⓘ For specific models like EZZY 500, you can fully turn it off temporarily in the Gogoro® App.

4.6.2 Cruise Mode

You can ride at a constant speed without turning the throttle. When you are riding at a speed between 10 and 80 km/h, press the "Reverse" button to engage the cruise mode, and you can ride at your current speed without turning the throttle.

- When the "Cruise mode" is engaged, the dashboard will show CruiSE text.
- Under "Cruise mode", you can turn the throttle to temporarily accelerate to overtake, and release the throttle to slow down back to the set speed.
- Hit the brake, or press the "Reverse" button again to turn off cruise mode, and the CruiSE text will go off.
- In case of a steep slope, the speed may not be able to be maintained at the set value. Therefore, do not use this function on roads with obvious slopes.
- If the climbing is too steep and the vehicle fails to maintain the set speed, the system will automatically decrease the set speed value, so when the climbing is ended, the vehicle won't suddenly accelerate.
- The "Regenerative braking" will be turned on automatically, in order to maintain the speed equal or under your setting. However, when the vehicle is sliding downhill, the actual speed is possibly still higher than the set speed, and please hit the brake to deactivate the "Cruise mode" and control the speed by yourself.
- "Cruise mode" cannot be engaged when the battery is low.

⚠️ This function is only suitable for straight roads with good conditions. For safety reasons, do not use this function with complex traffic conditions, heavy traffic, curves, obvious slope changes or slippery road conditions. Riders should still pay attention to his/her riding and make judgments taking into account all circumstances on the road, and should use this function and rider scooter according to the applicable traffic regulations.

ⓘ This function cannot be activated when the speed is lower than 10 km/h or higher than 80 km/h.

ⓘ This function needs to be turned on with the Gogoro® App first.

ⓘ This function is only applicable to some models and may require additional purchase, installation or activation before it can be used.

ⓘ Cruise mode applicable model: SuperSport series / Delight / Premium / Pulse series / CossOver S.

4.6.3 Walking Mode

Walking Mode allows the Smartscooter® to move forward at a very slow speed, which is convenient for you to move the Smartscooter® in places that are not suitable for riding.

- When the motor is on, press and hold the 👣 "Walking Mode" button, and the Smartscooter® will move forward slowly.
- Release the 👣 "Walking Mode" button, and the Smartscooter® will no longer move forward.

⚠️ For your own safety, do not turn the throttle or touch the reverse button when you are engaging this function.

⚠️ This function will not work if the speed is over 5 km/h.

ⓘ This function is only applicable to some models and may require additional purchase, installation or activation before it can be used.

4.6.4 Auto Hold

- When your Smartscooter® is temporarily stopped, press and hold the brake and simultaneously press and hold the TRIP button for 2 seconds to activate this feature. The dashboard will display "HoLd".
- At this point, the motor will output a small amount of torque, preventing the vehicle from easily rolling forward or backward on an inclined surface.
- To disengage the "Auto Hold" status, simply twist the throttle and move forward.

⚠ This feature is recommended for solo rides only; otherwise, it may not function correctly.

⚠ If the road incline is too steep, or if the "Auto Hold" duration is too long, the vehicle might slowly slide downhill. In this situation, the "Error Warning" light on the dashboard will illuminate and an audible alert will sound, but the "Auto Hold" mode will not disengage. At this time, please immediately grip the brake lever to stop the vehicle.

⚠ This function is only effective when the motor is in the "Motor Standby" state. If you lower the kickstand or turn off the motor while "Auto Hold" is active, "Auto Hold" will immediately disengage. Therefore, before lowering the kickstand or turning off the motor, be sure to firmly grip the brake to prevent the vehicle from rolling downhill.

⚠ This function cannot be activated when using the "Lap Stopwatch Mode".

⚠ This function may not be available when the battery level is low.

⚠ When the "Auto Hold" function is active, "Reverse" and "Walking Mode" cannot be used.

⚠ This function is for temporary assistance only and cannot replace the vehicle's braking system. It is recommended that you keep your hands firmly on the brake levers at all times when the vehicle is stopped, to prevent unexpected rolling.

⚠ This function is only applicable to certain models, such as the EZZY 500, and may require additional installation or activation to be used.

⚠ This function must first be enabled in the Gogoro® App.

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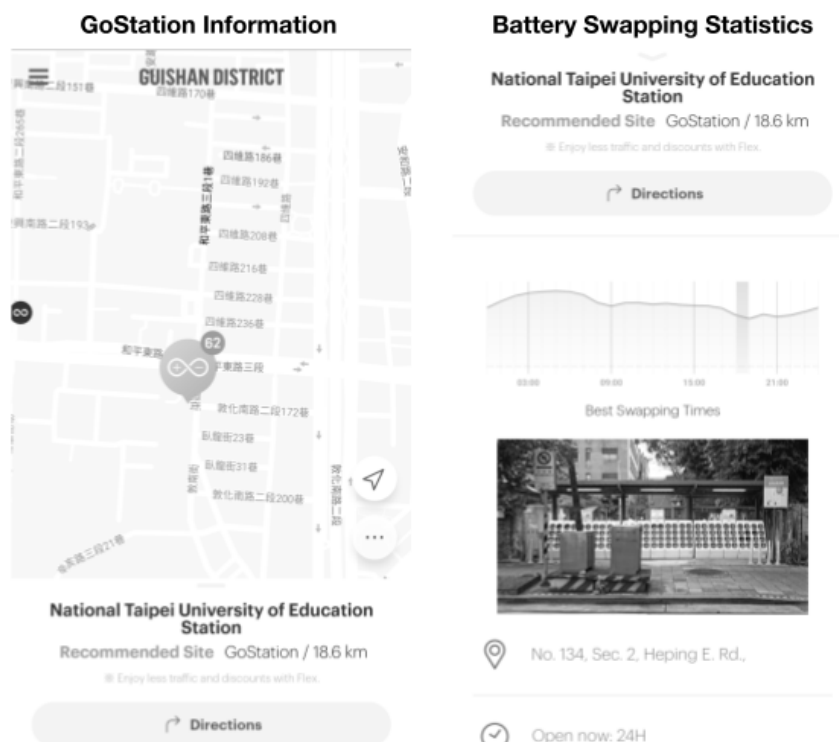
You can use the Gogoro® App on your smartphone to find the location of the nearby GoStation®.

- 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.

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.

5.1.3 Battery Swapping

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

Step 1. Take out the battery(s) from the scooter

- Park the 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 the scooter

- Insert the new battery(s) into the Smartscooter® battery tray, close the seat, until the ⚠ "Error" icon on the dashboard goes off, you can turn on the system power, start the motor, and continue to ride.
- If it's a one-battery vehicle, insert the battery into the Smartscooter®'s left-hand side battery tray.

⚠️ Each battery weighs more than 9 kg, please handle and place it 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®.
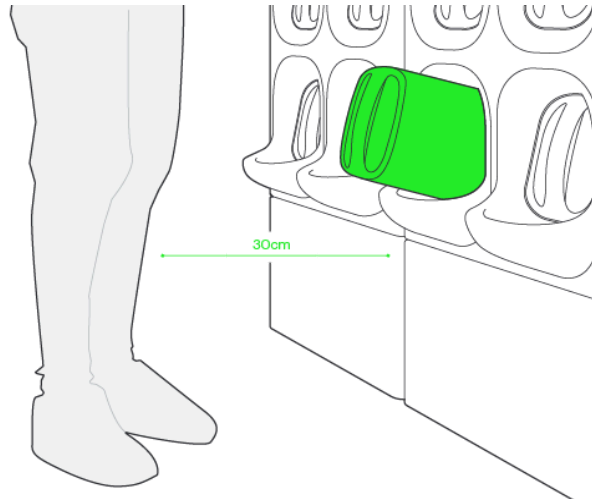
🛈 The GoStation® will pop out the battery(s) with the highest electricity in the station for immediate use. Therefore, if all the batteries are charging, you may get battery(s) that are not fully charged.

🛈 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 the Smartscooter® for more than 30 days, you can contact Gogoro Network® to suspend your energy service contract.

6. Using the Gogoro® App

A 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 options to personalize your Smartscooter® or inquire about its condition.

6.1 Downloading and Installing the Gogoro® App

- The Gogoro® App is available for iOS and Android platforms. Please check your smartphone for its specification.
- iOS platform: Requires iOS 12.0 or later. Please download from Gogoro official site or the Apple iOS App Store.
- Android platform: Requires Android 6.0 or later. Please download from Gogoro official site or the 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. It is recommended that you turn on automatic updates on your smartphone to use the latest functionality.

⚠ The Gogoro® App transmits data over the Internet occasionally.Service charges may apply.

⚠ Gogoro does not guarantee that every smartphone brand or model can download and execute the Gogoro® App properly. You can find a list of all smartphone models that Gogoro has tested on the Gogoro official website: http://www.gogoro.com/tw/smartscooter/devices_compatibility/

6.2 Pairing a Smartscooter® with Your Smartphone

- After installing the Gogoro® App, open it and log in with your account credentials, following the on-screen instructions.
- If you have more than one Smartscooter® linked to 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 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 buttons used on different Smartscooter® models to initiate pairing are listed below:
  - **EZZY 500**:
    - To initiate the pairing process, press and hold the GO button on the dashboard for 6 seconds until the "iQ System® Quick Link" icon on the dashboard flashes. Please note, at the 3-second mark, the error warning light on the dashboard will illuminate; this is a normal indication to alert the user about the vehicle's startup procedure and is not an actual error.
    - If you want to interrupt the pairing process, simply repeat the steps above until the "iQ System® Quick Link" icon on the dashboard turns off.
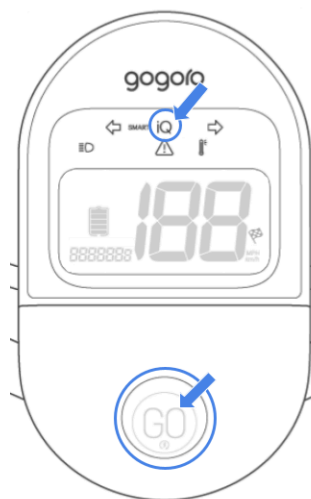
  - **EZZY**: Not supported.
- After pairing has been completed and a connection is established, the iQ "iQ System® Quick Link" icon should light up. The icon goes off when the smartphone is not connected to the scooter.

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

6.3 A Glance at the Gogoro® App

Account & Settings

Information Hub

Smart Card

Home
iQ Page

Map
Dashboard Mode

GoStation Information

GUISHAN DISTRICT

National Taipei University of Education Station
Recommended Site   GoStation / 18.6 km
Enjoy less traffic and discounts with Flex.

Directions

Battery Swapping Statistics

National Taipei University of Education Station
Recommended Site   GoStation / 18.6 km
Enjoy less traffic and discounts with Flex.

Directions

03:00   09:00   15:00   21:00

Best Swapping Times

No. 134, Sec. 2, Heping E. Rd.,

Open now: 24H

- **Information Hub:** The upper part of the main screen is the push notification area where news, offers, and event messages from Gogoro cloud services are displayed.
- **Smart Card:** The lower part of the main screen accommodates pop-up Smart Cards that inform an owner of the condition and usage information of their scooter.
- **Function Bar:** (Under the main screen there are the "Home", "iQ", "Dashboard Mode (available for limited models)" and "Map" buttons)
    - Click "Home" to return to the main screen.
    - Click "iQ" for all Smartscooter related controls and information
    - Click "Dashboard Mode" to view advanced riding statistics right on your screen (available for limited models)
    - Click "Map" to search GoStation locations and service centers nearby, based on the GPS data of your smartphone
- **Account & Settings:** Click the icon 👤 on the upper-right corner to open the menu for the following links: "My Account", "Settings", "Achievements", "Add-Ons", "Customer Care" and' "Support"`.

- **Settings:** Click the icon 👤 on the upper-right corner and click "Settings" to navigate to the main app settings screen. Gogoro® App function configurations such as system notifications enabling, Bluetooth pairing, multiple Smartscooter® pairing, account name and password settings, advanced anti-theft settings, and version information are found here.

- **My Account:** Click the icon 👤 on the upper-right corner and click "My Account" to display 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 UBI (Usage Based Insurance).

- **Achievements:** Click the icon 👤 on the upper-right corner and click "Achievements" to display the virtual badges you have gained.

- **Customer Service:** Click the icon 👤 on the upper-right corner and click "Customer Care" to talk to an AI customer service representative to troubleshoot any problems.
- **iQ Page:** View scooter information, riding status, scooter maintenance, or remote controls on this page.
- **Personalize:** Within the iQ page. Allows personalization of various scooter settings.
- **Diagnostics:** Within the iQ page. Displays the health status of major on-board systems, to check in case of any irregularities.
- **My Ride Status:** Within the iQ page. Displays the riding stats, including amp hour usage, mileage usage, and CO_2 saved.
- **Reservations:** Within the iQ page. Reserve time for repairs or maintenance, to avoid waiting on-site.

🛈 Functions of the Gogoro® App are subject to change with subsequent updates, models, or upgrades of the Smartscooter®, and the document will mirror features in the latest version.

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

The information on the information hub might vary due to legal regulations or devices, 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 scooter. 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 damage to 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 surfaces, 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.

7.2 EZZY 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 5,000 kilometers or 6 months (whichever comes first)..
- It's recommended to bring your Smartscooter® back to a Gogoro service center for regular inspection and maintenance every 5,000 kilometers or every 6 months (whichever comes first).

Service Mileage (x1,000 km)	5	10	15	20	25	30	35	40	45	50	55	60
Service Time Interval (Months)	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
Main & side stands / Seat latch / Brake levers / Mirrors / Key switches	L	L	L	L	L	L	L	L	L	L	L	L
Brake fluid	C	C	C	R	C	C	C	R	C	C	C	R
MCU connector	C/L	-	C/L	-	C/L	-	C/L	-	C/L	-	C/L	-
Tires / Brake pads / Brake rotors	C	C	C	C	C	C	C	C	C	C	C	C
Battery connectors / Crown pins	C	C	C	C	C	C	C	C	C	C	C	C
C: Check R: Replace A: Adjust L: Lubricate. 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 the Smartscooter® to any unauthorized workshop for maintenance or use any parts that are not genuine, Gogoro reserves the right to refuse to fulfill warranty obligations.