

Gogoro Luna series

Smartscooter® User Manual

Release Date: 2026.06.23

Applicable Model:
Gogoro Luna

Manufacturer: Gogoro Taiwan Limited Address:
33, Dinghu Rd., Guishan Dist., Taoyuan City, Taiwan 33378
Tel: +886-(0)3-273-0900 Customer Service: 0800-365-996

Copyright© 2024 Gogoro Taiwan Limited. All rights reserved. Any portion of this user manual shall not be forwarded, reproduced or copied in any form unless a prior written consent is received from Gogoro Taiwan Limited.

Contents

1. Before You Ride	5
1.1 Using the Manual	6
1.2 Safety Notification	6
1.2.1 Pre-Ride Checklist	7
1.3 Introduction to Gogoro Luna	9
1.3.1 Operating Flow Overview	9
1.3.2 Operating Key Methods	10
1.3.3 Motor On and Off	10
1.3.4 Restart the Wireless Smart Key System	11
1.4 Introduction to Gogoro Network® Smart Battery	12
1.5 Introduction to GoStation® Battery Swapping Station	14
1.6 Introduction to Gogoro® App	16
1.7 Introduction to iQ System®	18
2. Know Your Gogoro Luna Smartscooter®	19
2.1 Gogoro Luna Series Overview	19
2.2 Left Handle	20
2.3 Right Handle	21
2.4 Dashboard	22
2.5 Combination and Shortcuts List	23
3. Getting Ready to Go	25
3.1 Unlock and Lock Methods	25
3.1.1 Mechanical Key	25
3.1.1.1 Power On and Unlock Handle	25
3.1.1.2 Power Off and Lock Handle	25
3.1.2 Gogoro® App proximity	26
3.1.2.1 Power On and Unlock Handle	26
3.1.2.2 Power Off and Lock Handle	26
3.1.3 iQ System® Wireless Smart Key (Optional)	27
3.1.3.1 Power On and Unlock Handle	27
3.1.3.2 Power Off and Lock Handle	27
3.1.4 Open the Under-Seat Compartment	28
4. On the Road	29
4.1 Estimated Remaining Range	29
4.2 Using the Stands	30
4.3 Motor On and Off	31
4.3.1 Motor On	32
4.3.1.1 Standard Procedure	32

4.3.1.2 Quick Start (Kick & Go)	32
4.3.2 Motor Off	33
4.4 Move Forward and Reverse	34
4.4.1 Electronic Throttle	34
4.4.2 Reverse Throttle	34
4.5 Deceleration and Stop	35
4.5.1 SBS (Synchronized Braking System)	35
4.5.2 Regenerative Braking (Regen)	35
4.6 Riding Mode	35
4.6.1 ECO Mode	36
4.6.2 COMFORT Mode	36
4.6.3 POWER Mode	36
4.6.4 Low Battery Modes	36
4.6.5 Motor Stall Protection	37
4.7 Advanced Features	38
4.7.1 AVAS (Acoustic Vehicle Alert System)	38
4.7.2 Safety Notification	38
4.7.3 TPMS (Tire Pressure Monitoring System) (Optional)	39
4.7.3.1 Set Tire Pressure Alert Level	39
4.7.3.2 Tire Pressure on the Dashboard	39
4.7.3.3 Tire Pressure in the Gogoro® App	39
4.7.3.4 Dashboard Errors	39
4.7.3.5 Gogoro® App Notifications	40
4.7.4 Cruise Control (Optional)	41
4.7.5 Walking Mode	42
4.7.6 Enhanced Regenerative Braking (Optional)	43
4.7.7 Hill Assist (Auto Hold)	44
5. Replenishing Power	45
5.1 Swapping Batteries at GoStation®	45
5.1.1 Visit GoStation® via the Gogoro® App	45
5.1.2 Find Other Stations via GoStation® Touchscreen	46
5.1.3 Swapping Batteries	47
5.1.4 Battery Swapping Assistance for Persons with Disabilities	49
6. Using the Gogoro® App	50
6.1 Download and Install the Gogoro® App	50
6.2 Pairing Your Smartphone with Gogoro Luna	51
6.3 Gogoro® App Interface	52
7. Maintenance & Care	55
7.1 Daily Cleaning & Maintenance	55
7.2 Regular Maintenance Schedule	56
7.3 Service Centers	57
8. Appendix: Statutory Declarations	58

8.1 NCC (National Communications Commission)	58
8.2 Ministry of Environment	58
8.3 Bureau of Energy, Ministry of Economic Affairs	58

1. Before You Ride

Welcome to your new Gogoro Luna. Review this manual carefully to ensure safe operation and maximize your riding experience. Before riding, read this manual carefully and verify that you meet all the following requirements:

- Hold a valid government-issued driver's license.
- Be physically and mentally fit, with the knowledge to safely operate a vehicle of this class.
- Fully understand the operations and emergency contingency measures of the Gogoro Luna Smartscooter®.
- Fully comprehend all information in this manual, including operational instructions, special notes, and warnings.

This manual is designed to optimize your vehicle's performance. Gogoro reserves the right to modify the product, update specifications, and interpret this manual at any time without prior notice. For questions regarding operation or maintenance, contact the Gogoro Service Center at 0800-365-996.

Ride safely and enjoy your journey with Gogoro.



Products (including but not limited to vehicle and apps) are subject to continuous updates. Information, images, and functions herein may vary from the actual product in appearance, equipment, technical specifications, or other conditions. Visit an authorized store to verify actual product specifications prior to purchase.



Before using Gogoro products or services with software and network features—including but not limited to dashboard map/navigation and model-specific riding modes (collectively, "Software Functions")—you acknowledge and agree to the following provisions:

Software Functions may be provided by third parties. Gogoro offers no warranties, express or implied, including but not limited to continuous updates, permanent availability, freedom from defects in title, accuracy, non-infringement, merchantability, or fitness for a particular purpose.

Gogoro reserves the right to modify, suspend, or terminate the provision of Software Functions at any time without prior notice, and assumes no liability for exercising these rights.

Certain Software Functions rely on network availability, satellite data, or third-party software/hardware support ("Third-Party Support"). Gogoro assumes no liability for the performance, quality, or impact of any Third-Party Support.

You shall not copy, add, modify, edit, delete, restrict, or block any content of the Software Functions, nor modify any hardware paired with these functions.



All company and product names are trademarks of their respective owners.

1.1 Using the Manual

This manual uses the following symbols to highlight critical information:



Warning: Requires extreme caution to prevent personal injury or vehicle damage.



Note: Indicates important supplemental information requiring attention.



Service Center Only: Identifies settings or functions that can only be adjusted or configured by authorized Gogoro service staff.



Reference: Directs to another section of this manual for further details.

1.2 Safety Notice

Follow these procedures to ensure safe operation and maximize the performance of your Gogoro Luna Smartscooter®:

-
-  Do not ride under the influence of alcohol or drugs, or when physical or mental conditions are compromised.
 -  Comply with traffic regulations and maintain situational awareness to proactively avoid hazards.
 -  Always wear a legally compliant helmet. Riding gloves and protective boots are highly recommended.
 -  Perform basic inspections before every ride (check lighting, brakes, tire tread/pressure, and loose parts). Return to an authorized Gogoro Service Center for scheduled maintenance.
 -  Always turn the motor off before performing any inspection or maintenance work.
 -  Reduce speed and keep the vehicle upright when passing over wet lane markings, manhole covers, or other slippery surfaces.
 -  Apply braking force slowly and smoothly on wet or slippery roads to prevent skidding.
 -  The Gogoro Luna Smartscooter® delivers significantly higher torque than traditional gas scooters. Activate "Smart Mode" and apply the throttle gently to avoid loss of traction.
 -  Avoid setting regenerative braking to "Max" on wet or slippery surfaces to prevent tire slippage.

1.2.1 Pre-Ride Checklist

Ensure the following items are inspected and verified before every ride:

- Tire Pressure: Verify tires are within normal range. Recommended pressure: Front 32 psi, Rear 36 psi.
- Tire Condition: Check for cracks, damage, excessive wear, punctures, or embedded objects.
- Tire Tread: Ensure tread depth is above 0.8 mm.
- Suspension & Powertrain: Confirm there are no leaks or visible anomalies.
- Dashboard Error: Ensure no error illuminates after powering on the system.
- Battery Level: Verify the smart batteries have sufficient charge for your trip.
- Controls & Lighting: Confirm all handles, buttons, headlights, taillights, brake lights, turn signals, and the horn function normally.
- Mirrors: Ensure mirrors are clean and adjusted to the correct angles.
- Brake System: Check that brake fluid levels are sufficient, and ensure both brake levers and the entire braking system operate properly.
- Brake Pads: Inspect for wear and ensure pads do not require replacement.
- Throttles: Confirm both the electronic throttle and reverse throttle function normally.
- Regulatory Compliance: Verify any other items required by local regulations.



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

1.3 Introduction to Gogoro Luna

The Gogoro Luna Smartscooter® is a high-performance, zero-emission smart two-wheel vehicle and the vanguard product integrated with the Gogoro Network®. Utilizing an advanced battery swapping system, the Gogoro Network® delivers a more efficient, cleaner, and more flexible energy future for urban mobility.

1.3.1 Operating Flow Overview

Familiarize yourself with the basic operating flow before riding your Gogoro Luna Smartscooter®:

- To use the Gogoro Luna Smartscooter®, you must first unlock the handle and power on.
- Unlock the handle and power on. The dashboard and headlights will illuminate.
- While power on, the motor remains Off and the vehicle cannot be ridden. In this standby state, you can perform static operations such as using turn signals, honking the horn, checking mileage, or pairing your smartphone.
- Start the motor to enter the Motor On state. Once the vehicle is powered, gently apply the electronic throttle on the right handle to hit the road.
- For a detailed operating flow, refer to "3. Getting Ready to Ride."



For the key operations, refer to "1.3.2. Operating Key Methods"

1.3.2 Operating Key Methods

The Gogoro Luna Smartscooter® can be unlocked/powered on, turned off/locked, and have its under-seat compartment opened via two methods:

Wireless Smart Key System

- Use the Gogoro® App proximity sensing for smart unlock, or purchase an optional iQ System® Wireless Smart Key (circular button remote) for wireless operation.

Mechanical Key

- Use a traditional mechanical key to operate the vehicle. Every vehicle includes two mechanical keys. Keep the spare key in a safe, accessible location outside the vehicle.



Disassembling the iQ System® Wireless Smart Key may cause damage and voids its warranty.



To purchase an additional iQ System® Wireless Smart Key (circular button type), contact a Gogoro Service Center.



Each Smartscooter® includes two mechanical keys. Keep the spare key in an accessible location outside the vehicle. If you lock your key or smartphone inside the under-seat compartment, or lose/damage the primary key, use the spare.



If you lock your key or smartphone inside the under-seat compartment, or if the key is lost/damaged and you cannot obtain the spare, contact the Gogoro Customer Service Center to tow your Smartscooter® to the nearest service center for authorized technician assistance.



Strong electromagnetic interference nearby (such as telecommunication base stations) may shorten the wireless range, preventing the vehicle from powering on or off. If this occurs, place the iQ System® Wireless Smart Key close to the Gogoro Luna Smartscooter® and firmly press the button.



The iQ System® Wireless Smart Key contains an internal battery. When the battery is low, notifications will appear on the Gogoro® App and GoStation® battery swapping stations. Visit a Gogoro Service Center promptly for battery replacement.

1.3.3 Motor On and Off

Once power on, you must start the motor before riding. After completing your ride, shut down the motor before powering off and locking the vehicle. ( Refer to "4.3 Motor On and Off")

1.3.4 Restart the Wireless Smart Key System

If your Smartscooter® experiences anomalies or the Wireless Smart Key System fails to operate normally, try the following steps. If the issue persists, contact the Gogoro Customer Service Center for assistance.

- Press and hold the main switch knob for at least 10 seconds to restart the Wireless Smart Key System.
- Activate "Proximity" in the Gogoro® App "Settings" and pair via your smartphone's Bluetooth.
- When you approach the vehicle with your smartphone, the main switch ring indicator will flash, confirming a successful proximity connection.
- Briefly press the main switch knob; the ring indicator will turn solid, placing the main switch in standby. Within 5 seconds, turn the knob to unlock the handle, power on, or open the under-seat compartment.
- If the main switch knob is not turned within 5 seconds, it will automatically lock, requiring you to repeat the steps above to unlock it again.



If no operation occurs within 5 minutes after connecting via App proximity, the system automatically disconnects and the ring indicator stops flashing.



If the connection drops, tap the push notification to reconnect, or restart your smartphone's Bluetooth and reopen the App.



Avoid continuously operating the main switch knob to unlock within a short period; otherwise, the system may detect abnormal behavior and enter a protection mode for approximately 30 seconds.



If a mechanical key is inserted, the lock cylinder will not automatically hold the key. Do not insert or hang keys while riding to prevent them from falling off.

1.4 Introduction to Gogoro Network® Smart Battery



The Gogoro Network® Smart Battery is the primary power source for the Gogoro Luna Smartscooter® and a core component of the iQ System®.

Key features include:

- Ultra-High Power Density: Each battery weighs approximately 10 kg yet delivers a power output exceeding 4 kW. Dual batteries achieve over 8 kW, fully unleashing the dynamic performance of the Gogoro Luna Smartscooter®.
- Comprehensive Protection: Advanced BMS (Battery Management System) and robust physical protection ensure exceptional safety during energy storage and operation.
- Smart Data Security: Automatically records riding data, charging/discharging logs, and system diagnostics. This information is securely transmitted to the cloud host via GoStation® battery swapping stations for vehicle inspection and maintenance. Strict authentication protocols prevent vehicle or battery theft and eliminate counterfeit risks.

For Gogoro Luna Smartscooter® owners, replenishing power is as simple as visiting a nearby GoStation® battery swapping station. Swapping takes only a few seconds—faster than refueling a traditional gas scooter. Additionally, during an iQ System® update, the swapped batteries seamlessly transfer the latest software version to the vehicle, ensuring your Gogoro Luna Smartscooter® stays updated and gets smarter with every ride.



The Gogoro Network® Smart Battery stores high electrical energy; improper operation may cause hazards such as fire or electric shock. For safety, always comply with official Gogoro Network® instructions when using, storing, or swapping batteries. Pay close attention to the following guidelines:

- Using batteries for purposes not officially approved by Gogoro Network® is strictly prohibited.
- Each battery weighs approximately 10 kg; handle and place them with care.
- Batteries may become warm after use; exercise caution during battery swapping.
- Keep battery connectors clean and clear of foreign objects. Touching them with metal objects or short-circuiting them is strictly prohibited.
- Throwing batteries into fire, heating them, submerging them in water, dropping or striking them, or attempting to disassemble or damage them in any way is strictly prohibited.
- Disassembling or modifying the appearance and structure of the batteries is strictly prohibited.
- Charging or discharging the batteries using methods not officially approved by Gogoro is strictly prohibited.
- Applying any solvents or chemical agents to the batteries is strictly prohibited.
- If any battery abnormality occurs (such as leakage, damage, deformation, etc.), immediately stop usage, shut down the motor, power off, and contact the Gogoro Customer Service Center (0800-365-996) for assistance.



In addition to the safety reminders above, thoroughly read and comply with all terms regarding the use, storage, or swap of batteries in the Gogoro Network® Smart Battery Service Contract—including but not limited to the Gogoro Network® Smart Battery Custody Rules—to ensure safe operation.



Images are for reference only; please refer to the actual vehicle.



Unless otherwise agreed, the Gogoro Network® Smart Battery remains the property of Gogoro Network (Cayman), LLC Taiwan Branch, provided exclusively to Gogoro Luna Smartscooter® owners with an active Gogoro Network® battery service tariff plan. Equipped with built-in sensors and data logs, the battery automatically records usage history and transmits data via NFC. Gogoro Network® reserves the right to trace accountability and seek compensation for any abnormal function or safety concerns resulting from improper use.



To avoid ambiguity, the Gogoro Network® Smart Battery is not part of the Gogoro Luna Smartscooter® product. This manual provides basic introductory information only. For detailed usage and inquiries, contact Gogoro Network (Cayman), LLC.



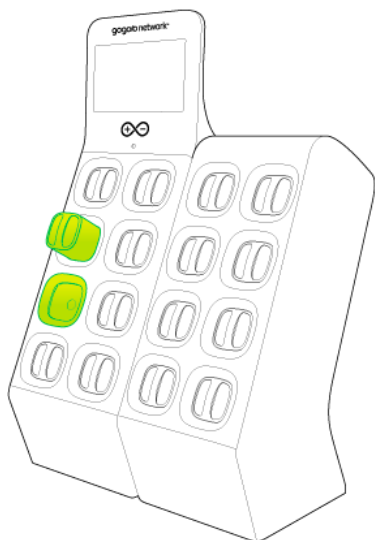
Gogoro Network® Smart Battery Specifications:

Date of Manufacture: Indicated on the battery handle or bottom.

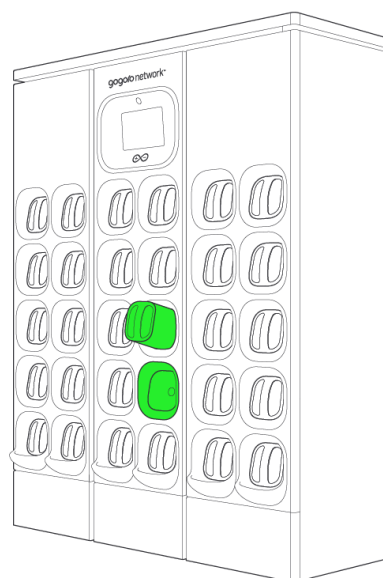
Manufacturer: Gogoro Taiwan Limited (prior to Dec 31, 2025); Gogoro Network (Cayman), LLC Taiwan Branch (from Jan 1, 2026).

Address: No. 33, Dinghu Rd., Guishan Dist., Taoyuan City, Tel: 03-273-0900

1.5 Introduction to GoStation® Battery Swapping Station



GoStation® 2.0



GoStation® 3.0

The Gogoro Luna Smartscooter® utilizes the Gogoro Network® battery swapping system to replenish power faster, more conveniently, and smarter. Simply swap and go—no time-consuming charging required—allowing you to hit the road with ease at any time. ( Refer to "5. Replenishing Power")

With tens of thousands of battery swapping stations deployed across Taiwan, you can easily find a GoStation® during your daily commute or longer trips.

When your Gogoro Luna Smartscooter® requires power replenishment, use the Gogoro® App on your smartphone to locate a nearby GoStation® and swap for fully charged batteries.

The GoStation® touchscreen displays critical information, including your Gogoro Luna Smartscooter® status, iQ System® updates, maintenance reminders, local weather forecasts, promotional activities, and neighboring station locations.

-  Information displayed on the touchscreen may vary based on regulatory, hardware, or software configurations, and is provided solely for vehicle owners. Unless explicitly stated by Gogoro Network® officials, no responsibility or liability is assumed for the completeness, accuracy, or validity of such information.
-  The GoStation® battery swapping station is the exclusive asset of Gogoro Network (Cayman), LLC Taiwan Branch. Its location, quantity, and models are subject to change at any time due to technical, market, or regulatory factors. Refer to the official website or the Gogoro® App for current details. Unless otherwise agreed, Gogoro Network (Cayman), LLC Taiwan Branch provides no warranties regarding GoStation® locations, quantities, or models.
-  To avoid ambiguity, the GoStation® battery swapping station is not part of the Gogoro Luna Smartscooter®. This manual provides introductory information only. For detailed usage and inquiries regarding the GoStation®, contact Gogoro Network (Cayman), LLC.
-  The reported number of battery swapping stations includes both those in operation and under construction, and is subject to change at any time based on operational adjustments. Refer to the official Gogoro Network website for live numbers.
-  The operating hours of GoStation® battery swapping stations are subject to official announcements by Gogoro Network.
-  Images are for reference only; please refer to the actual vehicle.

1.6 Introduction to Gogoro® App



The communication between you and the Gogoro Luna Smartscooter® integrates the onboard dashboard and the Gogoro® App. Use your smartphone to retrieve vehicle information, issue commands, and receive real-time server service details. Combined with your smartphone's GPS, you can also locate nearby GoStation® battery swapping stations and service centers.

Additionally, the App allows you to manage billing information, modify tariff plans, execute online payments, set up automatic deductions, activate value-added services, and apply for mileage-based insurance.

The Gogoro® App is available for iOS and Android, and can be downloaded from the official Gogoro website, Apple App Store, or Google Play Store. (➤ Refer to "6. Gogoro® App")

-
- ❗ App functions are continuously updated. Enabling automatic updates is highly recommended to access the latest features.
 - ❗ The Gogoro® App transmits data via cellular networks, which may incur additional mobile data charges from your carrier.
 - ❗ Gogoro does not guarantee that all smartphone brands and models can successfully download or operate the Gogoro® App. Visit the official Gogoro website at http://www.gogoro.com/tw/smartscooter/devices_compatibility/ to check the device compatibility list tested by Gogoro.
 - ❗ The Gogoro® App features above (including new additions) may be limited by your smartphone hardware and operating system capabilities. Gogoro does not guarantee that the Gogoro® App and all its functions will be compatible with your specific device.
 - ❗ To avoid ambiguity, the Gogoro® App is not part of the Gogoro Luna Smartscooter® product. This manual provides introductory information only. For user rights, terms, and

regulations regarding the Gogoro® App, refer to the terms of use announced on the official Gogoro website.



The Smartscooter® or its parts and accessories included in the images may vary from the product described in this manual. Images are for illustrative purposes only; please refer to the actual vehicle.

1.7 Introduction to iQ System®



The iQ System® serves as the operating system for the Gogoro Luna Smartscooter®. It seamlessly integrates the onboard computer, big data, and the Gogoro® App to continuously optimize your riding experience.

Gogoro continuously releases new versions of the iQ System®. Updates are written into the onboard computer of your Gogoro Luna Smartscooter® via the battery swapping system or the Gogoro® App, performing system updates automatically to deliver new features.

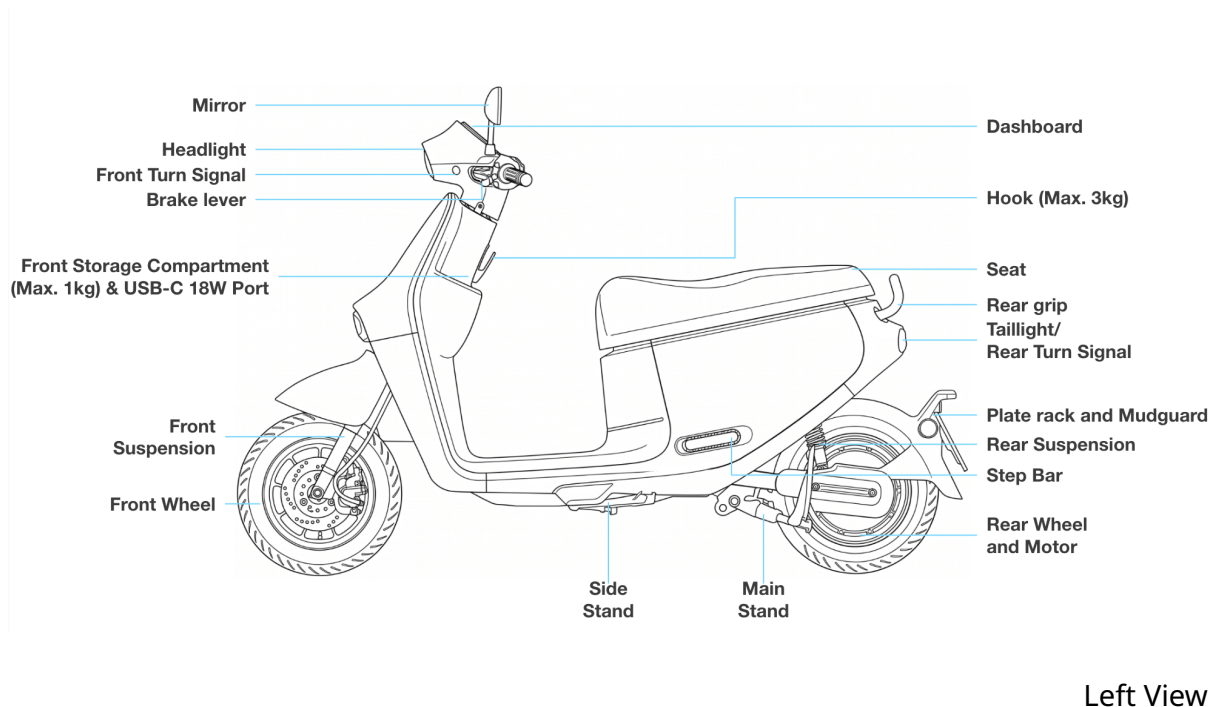
-
- ⓘ The iQ System® must be paired with the latest version of the Gogoro® App to fully utilize all its functions. Enabling automatic updates on your smartphone is highly recommended.
 - ⓘ For major update highlights and descriptions of new features for all iQ System® versions, visit the official Gogoro website at <https://www.gogoro.com/tw/software/>.

2. Know Your Gogoro Luna Smartscooter®

The Gogoro Luna Smartscooter® is a high-performance, zero-emission smart two-wheel vehicle and the vanguard product integrated with the Gogoro Network®. Prior to riding, familiarize yourself with its operations and information displays.

 Specifications, equipment, and styling details may vary slightly depending on the model, production batch, and model year. Please refer to the actual vehicle.

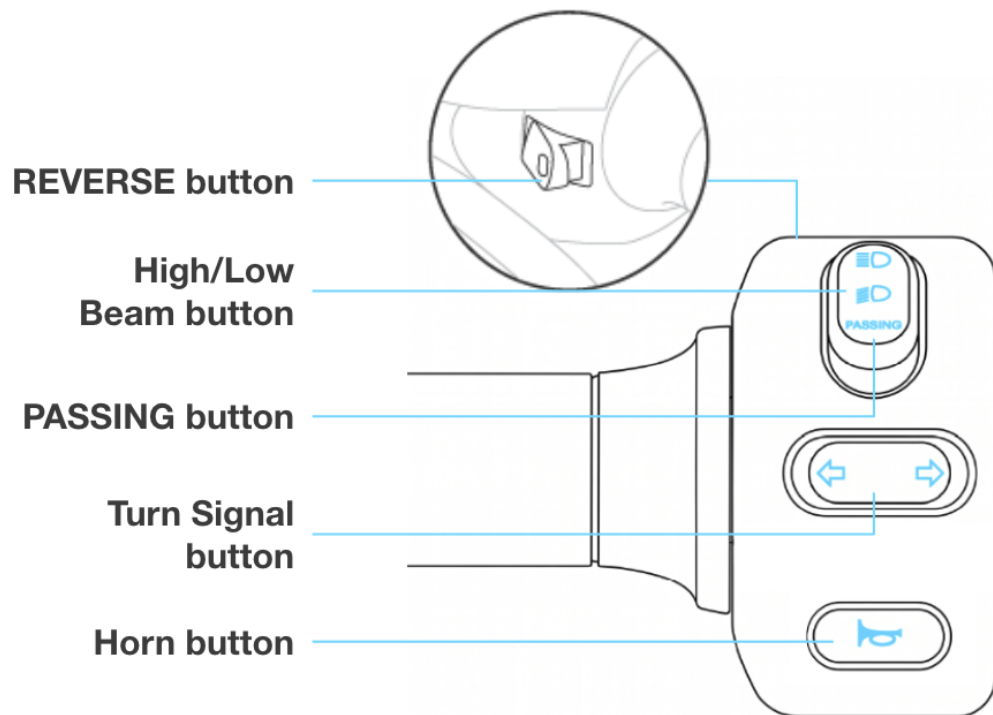
2.1 Gogoro Luna Series Overview



 Do not place items weighing more than 5 kg in the under-seat 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 objects heavier than 3 kg on the front hook.

 Images are for reference only; please refer to the actual vehicle.

2.2 Left Handle



High/Low Beam

- Press to toggle the headlight between high and low beams.

Passing

- Press and hold to flash the high beam, release to return to the low beam.

Turn Signal

- Press once to activate the left or right turn signal (flashes with a sound effect. Press again to turn it off manually.

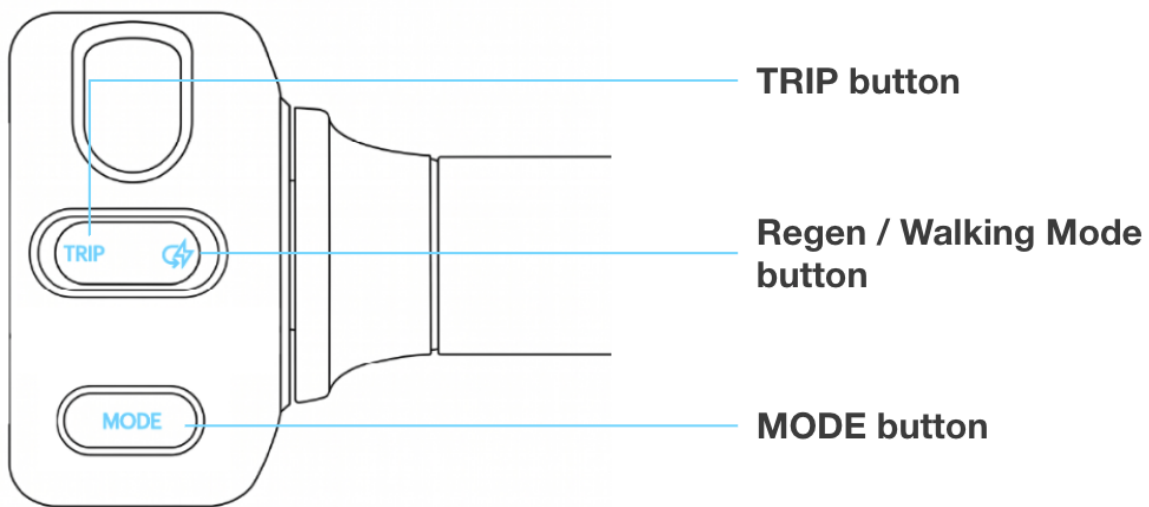
Horn

- Press and hold to sound the honk, release to stop.

Reverse

- When the motor is on, press and hold to reverse slowly.
- If equipped with Cruise Control, tap it while riding to maintain your current speed.

2.3 Right Handle



TRIP Trip

- Press briefly to cycle through ODO (total mileage), TRIP (single trip mileage), and RANGE (estimated remaining range based on current battery level).
- While TRIP is displayed, press and hold for at least 3 seconds to reset



Regen / Walking mode

- Press briefly to adjust Regenerative Braking intensity or turn it off.
- When the motor is on and the vehicle is stationary, press and hold to activate Walking Mode, allowing the vehicle to move forward slowly for easy pushing in areas unsuitable for riding. (Refer to "4. On the Road")

MODE Mode

- Press briefly to cycle through ECO / COMFORT / POWER Mode. (Refer to "4. On the Road")

2.4 Dashboard



圖示	名稱	功能說明
	Turn Signal	Blinks in synchronization with the active turn signal.
	iQ System® Quick Link	Illuminates when the Smartscooter® connects to your phone, and blinks while waiting for device pairing.(▶▶ Refer to "6. Gogoro® App")
	Cruise Control	Illuminates when Cruise Control is activated.
	Hill Assist (Auto Hold)	Illuminates when Hill Assist (Auto Hold) is active.
	High Beam	Illuminates when the headlight high beam is turned on.
	Overheat	Illuminates if the battery temperature exceeds optimal limits; the system will automatically reduce power output.
	Error	Illuminates to indicate errors or temporary system abnormalities.
	Maintenance	Illuminates when a system anomaly is detected to remind for inspection.
	TPMS	For vehicles equipped with a Tire Pressure Monitoring System, this lights up when abnormal tire pressure is detected.

	Clock	Displays the current time, which calibrates automatically during every battery swap.
	Speedometer	Indicates current speed. No figure is shown when the motor is off; "0" is displayed when the motor is on but the vehicle is stationary
	Battery Level	Displays the remaining capacity of the smart batteries.
	Regen	Illuminates when Regenerative Braking is actively activated.
	Odometer	Displays between ODO (total mileage), TRIP (single trip mileage), and RANGE (estimated remaining range based on current battery level). Displays live tire pressure if TPMS is installed.
	Mode	Indicates the active riding profile: ECO for energy saving / COMFORT for comfort / POWER for performance.
	GO	While power on, hold both brake levers and it to motor on or off.



The Smartscooter® or its parts and accessories included may vary from the product described in this manual. Images are for illustrative only; please refer to the actual vehicle.

2.5 Combination and Shortcuts List

Function	Operation
Smartphone Pairing	Deploy the side stand while the vehicle is unlocked, then press and hold GO
Wake up iQ System®	If the iQ System® enters sleep mode, press and hold the main switch knob for more than 10 seconds to restart the system
Motor On/Off	Brake lever + GO
Quick Turn Off	Turn the main switch knob to OFF
Reset Trip Meter	Press the "TRIP" to toggle to the TRIP page, then press and hold for 3 seconds to reset
Kick and Go	Brake lever + retract the side stand
Walking Mode	Press and hold the "Regen"

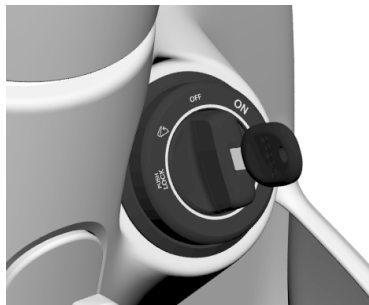
Cruise Control	Press the "Reverse" upon reaching the desired speed
Hill Assist (Auto Hold)	When comes to a temporary stop, hold the brake lever, and press and hold the "MODE" for 2 seconds

3. Getting Ready to Go

3.1 Unlock and Lock Methods

Gogoro Luna Smartscooter® can be unlocked and turned on, turned off and locked, and have its under-seat compartment opened via the "Mechanical Key", or the "Wireless Smart Key System".

3.1.1 Mechanical Key



3.1.1.1 Power On and Unlock Handle

- Insert the key into the keyhole. Turn it clockwise from the LOCK to the OFF to unlock the handle.
- Turn it clockwise again to the ON to power on.



At this time, the key will remain inside the main switch. Do not pull or tug on it forcefully to avoid deformation of the key or the lock cylinder.



The Smartscooter® or its parts and accessories included may vary from the product described in this manual. Images are for illustrative only; please refer to the actual vehicle.

3.1.1.2 Power Off and Lock Handle

- Turn the main switch knob counterclockwise from ON to OFF to power off. The mechanical key can now be removed, but the handle remains unlocked.
- To lock the handle, keep the mechanical key inserted. Turn the handle fully to the left, push the key inward, and turn it counterclockwise from OFF to LOCK.
- Turn the key counterclockwise from the OFF to the  Seat Open to open the under-seat compartment.

3.1.2 Gogoro® App proximity

3.1.2.1 Power On and Unlock Handle

- Activate "Proximity" in the Gogoro® App "Settings" and pair via your smartphone's Bluetooth.
- When you approach the vehicle with your smartphone, the main switch ring indicator will flash, confirming a successful proximity connection.
- Briefly press the main switch knob; the ring indicator will turn solid, placing the main switch in standby. Within 5 seconds, turn the knob to unlock the handle, power on, or open the under-seat compartment.
- If the main switch knob is not turned within 5 seconds, it will automatically lock, requiring you to repeat the steps above to unlock it again.

3.1.2.2 Power Off and Lock Handle

- Turn the main switch knob counterclockwise from ON to OFF to power off. The mechanical key can now be removed, but the handle remains unlocked.
- To lock the handle, turn the handle fully to the left, push the knob inward, and turn it counterclockwise from OFF to LOCK.
- Turn the knob counterclockwise from the OFF to the  Seat Open to open the under-seat compartment.



Due to the vast variety of smartphone models, unpredictable compatibility and stability issues may occur. Gogoro does not guarantee that all smartphone brands and models can successfully download or use the Gogoro® App, nor does it guarantee that the connection between the smartphone and the Gogoro Luna Smartscooter® will remain stable and reliable under all circumstances. Therefore, if you use a smartphone as your key, always carry a mechanical key with you to prevent unexpected connection failures.



If no operation occurs within 5 minutes after connecting via App proximity, the system automatically disconnects and the ring indicator stops flashing.



If the connection drops, tap the push notification to reconnect, or restart your smartphone's Bluetooth and reopen the App.

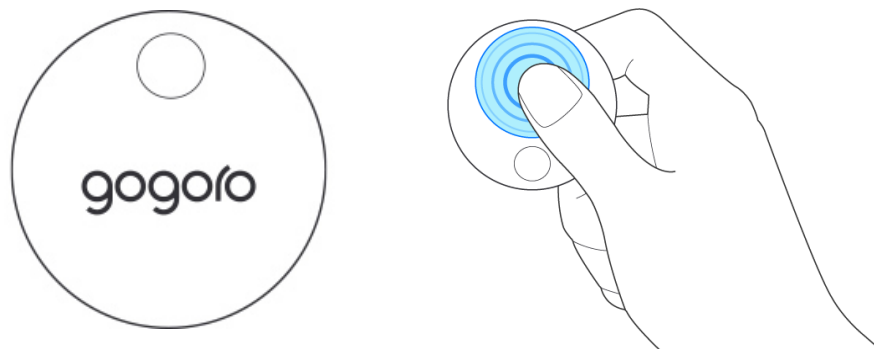


Avoid continuously operating the main switch knob to unlock within a short period; otherwise, the system may detect abnormal behavior and enter a protection mode for approximately 30 seconds.



If a mechanical key is inserted, the lock cylinder will not automatically hold the key. Do not insert or hang keys while riding to prevent them from falling off.

3.1.3 iQ System® Wireless Smart Key (Optional)



3.1.3.1 Power On and Unlock Handle

- Briefly press the Smart Keyfob button; the vehicle emits two short beeps (locator feature) and the main switch wakes up, causing the ring indicator to flash.
- Briefly press the main switch knob; the ring indicator will turn solid, placing the main switch in standby. Within 5 seconds, turn the knob to unlock the handle, power on, or open the under-seat compartment.
- If the main switch knob is not turned within 5 seconds, it will automatically lock, requiring you to repeat the steps above to unlock it again.
- Press and hold the Smart Keyfob button; the vehicle emits two short beeps six times to activate the "Find My Scooter" feature. The main switch will not wake up and the ring indicator remains inactive.

3.1.3.2 Power Off and Lock Handle

- Turn the main switch knob counterclockwise from ON to OFF to power off. The mechanical key can now be removed, but the handle remains unlocked.
- To lock the handle, turn the handle fully to the left, push the knob inward, and turn it counterclockwise from OFF to LOCK.
- Turn the knob counterclockwise from the OFF to the  Seat Open to open the under-seat compartment.



Disassembling the iQ System® Wireless Smart Key may cause damage and voids its warranty.



Strong electromagnetic interference nearby (such as telecommunication base stations) may shorten the wireless range, preventing the vehicle from powering on or off. If this occurs, place the iQ System® Wireless Smart Key close to the Gogoro Luna Smartscooter® and firmly press the button.

-  The iQ System® Wireless Smart Key contains an internal battery. When the battery is low, notifications will appear on the Gogoro® App and GoStation® battery swapping stations. Visit a Gogoro Service Center promptly for battery replacement.
-  Avoid continuously operating the main switch knob to unlock within a short period; otherwise, the system may detect abnormal behavior and enter a protection mode for approximately 30 seconds.
-  If a mechanical key is inserted, the lock cylinder will not automatically hold the key. Do not insert or hang keys while riding to prevent them from falling off.

3.1.4 Open the Under-Seat Compartment

- To open the under-seat compartment, use either the mechanical key or to turn the main switch knob counterclockwise from the OFF to the  Seat Open to open the under-seat compartment.

-
-  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.
 -  Backup battery damage due to over-discharge from user negligence—including unswapped batteries for 30+ days, prolonged absence of smart batteries, or an unlatched seat—is excluded from the warranty.
 -  Component damage or malfunction caused by improper disconnection of the backup battery is considered user negligence and is excluded from the warranty.
 -  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 “Mechanical 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 suspend or terminate your Gogoro Network® smart battery service, it is recommended to have an authorized Gogoro technician disconnect the backup battery to prevent damage from over-discharge. For assistance, please contact a Gogoro Service Center.
 -  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.

4. On the Road

4.1 Estimated Remaining Range

Before each ride, check your estimated remaining range. The system calculates energy consumption based on your typical riding habits to estimate the approximate distance available on the current battery level.

- Press the “TRIP” to cycle the odometer display to RANGE
- The display will show the estimated remaining range available.

If the estimated range is low, prioritize visiting a nearby GoStation® to swap for fully charged batteries before proceeding to your destination.



The estimated remaining range is calculated based on the average energy consumption of this specific Gogoro Luna and is for reference only. Accuracy cannot be guaranteed across different riders, routes, or riding styles.



Factors such as heavier payloads, higher speeds, frequent uphill climbs, or strong headwinds may cause the actual riding range to be lower than the estimated value.



At critical battery levels, the vehicle enters Low Battery Mode, reducing performance and limiting speed to maximize the remaining range. Swap batteries early to avoid depletion.

4.2 Using the Stands

Before riding your Gogoro Luna, retract both the side stand and main stand. After completing your ride, deploy either stand to park the vehicle securely.

- **Side Stand**
 - Use your foot to retract or deploy the side stand.
 - The side stand is equipped with a safety sensor that automatically shuts down the motor when deployed. The stand must be fully retracted before riding and must never be deployed while riding.
 - Only use the side stand on flat, gentle slopes to prevent the vehicle from rolling or tipping.
- **Main Stand**
 - Before riding, stand on the left side of the vehicle. Grip the left handle with your left hand, pull the front end upward, and push the vehicle forward to retract the stand.
 - When parking, stand on the left side facing the rear, hold the left handle with your left hand and the rear grip with your right hand, then place your right foot firmly on the main stand pedal, ensure both contact points touch the ground evenly, and step down with your weight to deploy the main stand.



If the side stand is deployed while riding, the vehicle will not go Motor Off until the speed drops below 5 km/h. To avoid unpredictable hazards, never deploy the side stand while the vehicle is in motion.



Deploying the main stand does not automatically shut down the motor. Always verify the motor is Off when parking with the main stand.



If the "Kick & Go" feature is activated, please refer to Section 4.3.2.2 for operation.

4.3 Motor On and Off

馬達尚未啟動，時速不顯示



馬達已啟動，時速顯示為 0



Once power on, you must start the motor before riding. After completing your ride, shut down the motor either by holding both brake lever and GO, or by deploying the side stand, then turning the main switch knob counterclockwise to OFF to power off and lock the vehicle. Alternatively, turn the main switch knob directly to OFF to shut down the motor, power off, and lock the vehicle simultaneously.

 The Smartscooter® or its parts and accessories included may vary from the product described in this manual. Images are for illustrative only; please refer to the actual vehicle.

4.3.1 Motor On

4.3.1.1 Standard Procedure

To start the motor, hold both brake lever and **GO**.

- Verify that system power is on (headlight, taillight, license plate light, and dashboard will illuminate).
- Perform the following pre-start checks:
 - Ensure the seat is fully latched.
 - Retract both the main stand and side stand.
 - Ensure both the electronic throttle and reverse throttle are fully returned to the zero positions.
 - Ensure the vehicle is completely stationary.
- Firmly hold either the left or right brake lever, then press the **GO**. The speedometer will display "0," indicating the motor is on.
- Release the **GO** and brake lever, then apply the throttle to ride.

4.3.1.2 Quick Start (Kick & Go)

Designed for frequent stops using the side stand, this feature allows you to start the motor simply by holding the brake lever and retracting the side stand, bypassing the **GO**.

- Activate the "Kick & Go" in the Gogoro® App "Settings."
- Verify that system power is on (headlight, taillight, license plate light, and dashboard will illuminate).
- Perform the following pre-start checks:
 - Ensure the seat is fully latched.
 - Ensure both the electronic throttle and reverse throttle are fully returned to the zero positions.
 - Ensure the vehicle is completely stationary.
- Firmly hold either the left or right brake lever until the dashboard displays "GO" and emits, then retract the side stand. The speedometer will count down and display "0," indicating the motor is on.
- Release the **GO** and brake lever, then apply the throttle to ride.



If the motor fails to start and the **!** illuminates, verify the following conditions are met:

- Both the main stand and side stand must be fully retracted under standard procedure
- Both the brake lever and **GO** must be firmly holded.
- The seat must be fully latched.
- Both throttles must be in the zero positions.
- The vehicle must be completely stationary.

4.3.2 Motor Off

- Bring your Gogoro Luna to a complete stop.
- To shut down the motor, hold both brake lever and **GO**. The speedometer will turn off, and the throttle will become inactive.
- Alternatively, deploying the side stand will also shut down the motor.
- You can also turn the main switch knob directly counterclockwise to OFF to make both motor and power off simultaneously.



Shutting down the motor while riding will result in an immediate loss of power and cause a severe hazard. Never press the **GO** or turn the main switch knob while the vehicle is in motion.



Motor on only when the vehicle is completely stationary. If an anomaly occurs while riding and the vehicle unexpectedly enters Motor Off, safely coast or push the vehicle to the roadside. Never attempt to restart the motor while moving or in traffic.



If the side stand is deployed while riding, the vehicle will not go Motor Off until the speed drops below 5 km/h. To avoid unpredictable hazards, never deploy the side stand while the vehicle is in motion.



You can activate the Safety Notifications in the Gogoro® App. If the vehicle remains stationary with the motor on, an alert will sound every few seconds to remind you to shut down the motor, preventing accidental activation. (➡ Refer to Section 4.7.2)



Deploying the main stand does not automatically shut down the motor. Always verify the motor is Off when parking with the main stand.



If the vehicle tips over while power off, the GoStation® touchscreen will log and display a tip-over notification during the next battery swap, and an alert will be sent to your smartphone via the Gogoro® App.

4.4 Move Forward and Reverse

4.4.1 Electronic Throttle

- Verify that the power is on and the motor is started. The speedometer displays "0."
- Gently apply the electronic throttle on the right handle to move the vehicle forward.

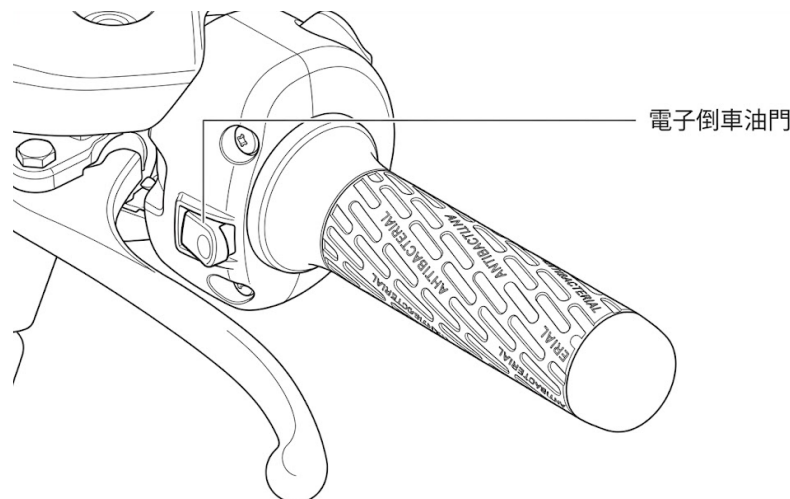


Unlike traditional gas scooters, the Gogoro Luna delivers an immediate throttle response. If you are unfamiliar with electronic throttle, operate with extreme caution. Avoid applying the throttle aggressively to prevent sudden, unexpected hazards.



Throttle response and power delivery vary significantly depending on the selected mode or advanced features. Always apply the throttle gently to ensure safe operation.

4.4.2 Reverse Throttle



The Gogoro Luna features a reverse function to assist you in moving the vehicle backward.

- Verify that the power is on and the motor is started. The speedometer displays "0."
- Ensure the vehicle is completely stationary and the electronic throttle is untouched.
- Press and hold the REVERSE on the left handle to move backward slowly.



The electronic throttle is deactivated while the reverse function is activated. Holding both throttle simultaneously may trigger system protection and shut down the motor immediately.



When reversing, the dashboard will display a flash and emit an alert to warn.



The Smartscooter® or its parts and accessories included may vary from the product described in this manual. Images are for illustrative only; please refer to the actual vehicle.

4.5 Deceleration and Stop

Hold brake levers while riding to decelerate or stop the vehicle.

For optimal braking performance, hold the left and right brake levers simultaneously.

4.5.1 SBS (Synchronized Braking System)

- The Synchronized Braking System (SBS) automatically distributes a portion of the braking force from the left brake lever (rear brake) to the front brake, optimizing deceleration and reducing the risk of rear-wheel skidding under specific conditions.



SBS is an auxiliary braking feature and cannot eliminate all hazardous situations. Riders must maintain proper control and practice safe rides at all times.



It is normal to feel a slight resistance between the left and right brake levers during simultaneous operation, having no impact on braking performance.



Under SBS, applying the right brake lever (front brake) will not distribute braking force to the rear wheel.

4.5.2 Regenerative Braking (Regen)

The Gogoro Luna features regenerative braking (regen). When releasing the throttle and coasting, the system recycles energy into the Gogoro Network® Smart Batteries.

- When active, regen creates a deceleration on the rear wheel similar to braking. Higher intensity settings result in stronger braking force.
- Toggle the feature and adjust intensity using the Regen on the right handle. The settings cycle through OFF → L1 (Low) → L2 (Medium) → L3 (High) → OFF, with the level displayed in the odometer.
- The Regen on the dashboard illuminates when activated and turns off when deactivated.
- An charging animation will display within the Battery Level on the dashboard during energy recycling.
- The regen braking force may fluctuate based on vehicle speed and battery conditions, but will never exceed the selected preset limit.
- The brake light illuminates when regen braking generates deceleration force to alert vehicles behind.
- Regen braking may suspend under certain conditions—such as when smart battery levels are low, or when battery temperatures are excessively high or low—thus no deceleration happens upon releasing the throttle.

4.6 Riding Mode

The Gogoro Luna features 3 riding modes to match various road conditions and riding styles. Toggle between modes using the MODE on the right handle. The settings cycle through ECO → COMFORT → POWER, with the selection displayed on the dashboard.

4.6.1 ECO Mode

- Utilizes advanced smart algorithms to optimize energy consumption, keeping the motor within its peak efficiency to conserve power and maximize riding range.

4.6.2 COMFORT Mode

- Balances power delivery and energy efficiency to provide a smooth, comfortable riding experience.

4.6.3 POWER Mode

- Prioritizes dynamic power output to deliver strong, responsive acceleration performance.

4.6.4 Low Battery Modes

Low Battery Reserve Mode

- A 1-bar slowly flashing battery indicator signals low power; a battery swap is recommended as soon as possible.
- When the battery displays 1 bar and flashes rapidly, the system enters Low Battery Reserve Mode, initiating first-stage speed restriction to conserve power and emitting an alert every 20 seconds. Visit a nearby GoStation® immediately to swap batteries and restore power.

Low Battery Crawl Mode

- With no bars displayed, it indicates that the battery is critically low; the Gogoro Luna will enter Low Battery Crawl Mode, restricting the speed to approximately 25 km/h and emitting an alert every 20 seconds.
- The RANGE on the dashboard will show "-----" instead of a figure.
- Power may deplete completely at any moment; visit a nearby GoStation® immediately to swap batteries and restore power.



In Low Battery Crawl Mode, critically low energy may reduce motor torque, making it insufficient for slopes. Operate with extreme caution.

4.6.5 Motor Stall Protection

- If the rear wheel is locked by external forces, continuing to apply the throttle will cause rapid localized powertrain overheating. When the orange Overheat illuminates and an alert sounds, immediately return the throttle to its zero position.
- If the throttle is held and powertrain temperatures reach the critical level, the system triggers Motor Stall Protection, turning power and motor off to prevent component failure.
- The motor can only be restarted after the orange Overheat turns off.



Before restarting the motor, ensure that the cause of the rear-wheel lock has been fully cleared.

4.7 Advanced Features

4.7.1 AVAS (Acoustic Vehicle Alert System)

Because electric motors are quieter than traditional gas engines, pedestrians and other road users may not notice an approaching vehicle. To enhance safety, the Acoustic Vehicle Alert System (AVAS) emits a warning when riding at low speeds under 20 km/h.

-
-  This feature can be temporarily deactivated via the Gogoro® App.
 -  If local regulations mandate an acoustic vehicle alert system, this feature must remain activated at all times.
 -  If local regulations prohibit or restrict this feature, ensure it is deactivated before riding.

4.7.2 Safety Notification

Activate the Safety Notifications feature in the Gogoro® App to enhance safety through the following light or audio effects:

- **Turn Signal on Dashboard:** Prominent indicators on the dashboard to remind you of the turn signal status (On/Off) and direction.

-
-  This feature can be temporarily deactivated via the Gogoro® App.
 -  If local regulations prohibit or restrict this feature, ensure it is deactivated before riding.

4.7.3 TPMS (Tire Pressure Monitoring System) (Optional)



The Gogoro Tire Pressure Monitoring System (TPMS) integrates tire pressure data into the dashboard and the Gogoro® App without requiring additional devices. The sensors activate and read tire pressure automatically once the vehicle is in motion.

All TPMS-related settings and data require the smartphone to be paired with the vehicle.

The Gogoro Luna supports TPMS installation; Contact a Gogoro Service Center for product compatibility and installation details.

4.7.3.1 Set Tire Pressure Alert Level

- Ensure your smartphone is paired with the vehicle.
- Go Gogoro® App "Settings".
- Adjust the tire pressure alert level based on your preference (Set factory defaults if unadjusted).

4.7.3.2 Tire Pressure on the Dashboard

- While the vehicle is stationary, briefly press the TRIP on the right handle to cycle through the odometer display. Toggling to F --, r -- indicates monitoring. Once riding, briefly press the TRIP again to view real-time tire pressure (e.g., F 29, r 33).

4.7.3.3 Tire Pressure in the Gogoro® App

- Go Gogoro® App "Diagnostics".
- If power on but the vehicle remains stationary, the app will display F 00, r 00.
- Real-time tire pressure will display once the vehicle is in motion.

4.7.3.4 Dashboard Errors

- If tire pressure drops below the alert level while riding, an  Error illuminates on the dashboard. Press the TRIP to temporarily dismiss the alert. The error will recur upon the next vehicle startup until the tires are inflated above the level or the alert level is adjusted downward.

4.7.3.5 Gogoro® App Notifications

- A low-pressure notification will appear in the app and cannot be dismissed until the tires are inflated above the level or the alert level is adjusted downward.
- When the TPMS sensor battery is low, the app will remind you to visit an authorized Gogoro service center. The alert remains active until the sensor is replaced or deactivated.



The Gogoro Luna supports TPMS installation; Contact a Gogoro Service Center for product compatibility and installation details.



Due to complex installation, this feature must be installed at authorized Gogoro service centers. Do not disassemble or reinstall the feature yourself to prevent damage.



When the low battery alert displays, please return to an authorized Gogoro service center.



Sensor Battery Life: Powered by a non-rechargeable and non-replaceable battery, the sensor has an estimated life of approx 3 years (based on a riding profile of 2 hours per day). Actual life varies depending on road conditions, riding habits, mileage, and climate.



This feature is only compatible with Gogoro Luna models running iQ System® 3.0 or later. Ensure Gogoro® App is updated to the latest version.



Never use the app while riding.



TPMS data is for reference and may vary slightly from actual tire pressure. The use of TPMS does not exempt the rider from regular manual tire checks and maintenance.



Tire pressure may fluctuate slightly during a ride due to distance, speed, and ambient temperature.



This feature uses Bluetooth transmission. Signal dropouts may occur in areas with high environmental interference. Moving the vehicle away from the affected area will restore the signal. If signal loss persists, visit an authorized Gogoro service center.



Metallic window tints or body wraps installed on the vehicle may interfere with the sensor signal. Evaluate your vehicle's condition before purchase.



Any structural repairs or patches made to the tire may affect TPMS performance.



Straight tire valves are utilized. When inflating, use a 90-degree air chuck adapter to avoid valve wear from improper angles, and ensure the adapter is removed after inflation.



Damage caused by improper use, human error, or natural wear and tear affecting cosmetic appearance or materials is excluded from the warranty.

- ⓘ This feature is covered by a warranty of 12 months or 20,000 km from the date of installation, whichever occurs first. For detailed terms, refer to the Gogoro Accessory Warranty Policy.
- ⓘ The Smartscooter® or its parts and accessories included in the images may vary from the product described in this manual. Images are for illustrative purposes only; please refer to the actual vehicle.

4.7.4 Cruise Control (Optional)



While riding between 10 and 80 km/h, press the REVERSE to activate cruise control. The vehicle will maintain its current speed without applying throttle.

- The Cruise Control  illuminates on the dashboard when activated.
- Apply the throttle to accelerate temporarily for overtaking; release the throttle to return to the preset speed.
- Apply the brakes or press the REVERSE again to deactivate cruise control. The dashboard Cruise Control  will turn off.
- Cruise Control may fail to maintain the preset speed if the incline is too steep; do not use this feature on slopes.
- If the current speed cannot be maintained due to slopes, the target speed automatically lowers to prevent sudden acceleration when the slope flattens.
- If the vehicle exceeds the preset speed, regen braking activates automatically to slow down. However, gravity may cause the vehicle to exceed the preset speed on downhills; apply the brakes to manually deactivate the feature and slow down.
- This feature cannot be activated when the battery level is low.

 Cruise Control does not substitute for rider attention and judgment. Use only on flat, straight, and unobstructed roads. For safety, never activate cruise control in urban areas, heavy traffic, curves, slopes, or slippery conditions.

ⓘ This feature cannot be activated at speeds below 10 km/h or above 80 km/h.

- ⚠ This feature must first be activated in the Gogoro® App.
- ⚠ If local regulations prohibit or restrict this feature, it must only be activated and used in controlled, closed circuits. Usage on public roads is strictly prohibited.

4.7.5 Walking Mode



Walking Mode allows the vehicle to move forward slowly for easy pushing in areas unsuitable for riding.

- Activate the Walking Mode feature in the Gogoro® App.
- When the motor is on, press and hold Regen to activate Walking Mode.
- Release the Regen to stop forward.

-
- ⚠ For safety, never apply the throttle or touch the Reverse while using Walking Mode.
 - ⚠ This feature cannot be activated if the speed exceeds 5 km/h.
 - ⚠ When this feature is activated, the dashboard will display a flash and emit an alert to warn that the vehicle is moving forward.
 - ⚠ If local regulations prohibit or restrict this feature, it must only be activated and used in controlled, closed circuits. Usage on public roads is strictly prohibited.
 - ⚠ The Smartscooter® or its parts and accessories included in the images may vary from the product described in this manual. Images are for illustrative purposes only; please refer to the actual vehicle.

4.7.6 Enhanced Regenerative Braking (Optional)



- Enabling Enhanced Regenerative Braking in Gogoro® App "Regen" increases regenerative braking force when you apply the brakes. This provides deceleration while maximizing energy efficiency.



Applying the highest intensity on extremely slippery road surfaces may increase the risk of rear-wheel skidding.



Regenerative braking can be instantly activated or deactivated via the Regen on the handle.

The dashboard Regen  illuminates when the feature is active.

▶▶ Refer to 2. Know Your Gogoro Luna Smartscooter®



Proper intensity optimizes energy efficiency, and the resulting rear-wheel force enhances dynamic stability. Adjust the settings to match your riding style and habits.

4.7.7 Hill Assist (Auto Hold)

- When the vehicle is temporarily stopped, hold the brake lever and press and hold the MODE for 2 seconds to activate. The Hill Assist (Auto Hold)  dashboard will display.
- The motor will output torque to prevent the vehicle from moving forward or backward on slopes.
- Rotating the throttle will automatically deactivate Hill Assist (Auto Hold).

-
-  If the incline is too steep or the feature is active in an extended period, the vehicle may roll slowly downhill. The dashboard Error will illuminate and an alert will sound, but Hill Assist (Auto Hold) mode will not be deactivated. Firmly hold the brake levers to secure the vehicle.
 -  If the dashboard Overheat illuminates, the system has entered thermal protection. Attempting to accelerate out of Hill Assist (Auto Hold) may result in insufficient power delivery.
 -  This feature functions only when the motor is in standby mode. Deploying a stand or shutting down the motor will instantly deactivate it. Apply the brakes firmly before doing so to prevent the vehicle from sliding.
 -  This feature cannot be activated when the battery level is low
 -  Reverse and Walking modes are deactivated while Hill Assist (Auto Hold) is active.
 -  This feature is a temporary aid and does not substitute for the vehicle's braking system. Keep hands on the brake levers when stopped to prevent unexpected rolling.
 -  Optimized for solo riding only, this feature may not function fully with passengers or heavy loads.
 -  This feature is compatible only with specific models and may require separate purchase, installation, or software activation.
 -  This feature must first be activated in the Gogoro® App.
 -  If local regulations prohibit or restrict this feature, it must only be activated and used in controlled, closed circuits. Usage on public roads is strictly prohibited.

5. Replenishing Power

The Gogoro Luna is an all-electric smart two-wheel vehicle. When the Gogoro Network® smart batteries run low, swap them for fully charged ones at a GoStation®.

5.1 Swapping Batteries at GoStation®

5.1.1 Visit GoStation® via the Gogoro® App



Use the Gogoro® App on your smartphone to locate nearby GoStation® battery swapping stations.

- Tap the Map icon on the home screen to locate the station and check real-time availability of smart batteries.
- Select your destination station and tap Navigate to go for a battery swap.
- Swipe up on the station profile to view details and real-world photos for unfamiliar locations, or check hourly full-battery trends to optimize your swapping schedule.

ⓘ Gogoro® App interfaces and operations may vary by version; keep updated to the latest version to access the newest features.

ⓘ The location of GoStation® battery swapping stations are subject to official announcements by Gogoro Network.

5.1.2 Find Other Stations via GoStation® Touchscreen



If a GoStation® has no fully charged batteries available, check nearby alternatives using the Gogoro® App or the station's touchscreen. Tap Support on the top right of the screen to view a map of nearby locations and local battery supply trends.

-
- ❗ Touchscreen information may vary by region or hardware and is provided for convenience. Unless explicitly stated, Gogoro does not guarantee its completeness, accuracy, or validity.
 - ❗ The location of GoStation® battery swapping stations are subject to official announcements by Gogoro Network.

5.1.3 Swapping Batteries

Once you arrive at a GoStation®, follow these steps to swap your batteries:

Step 1: Remove Smart Batteries



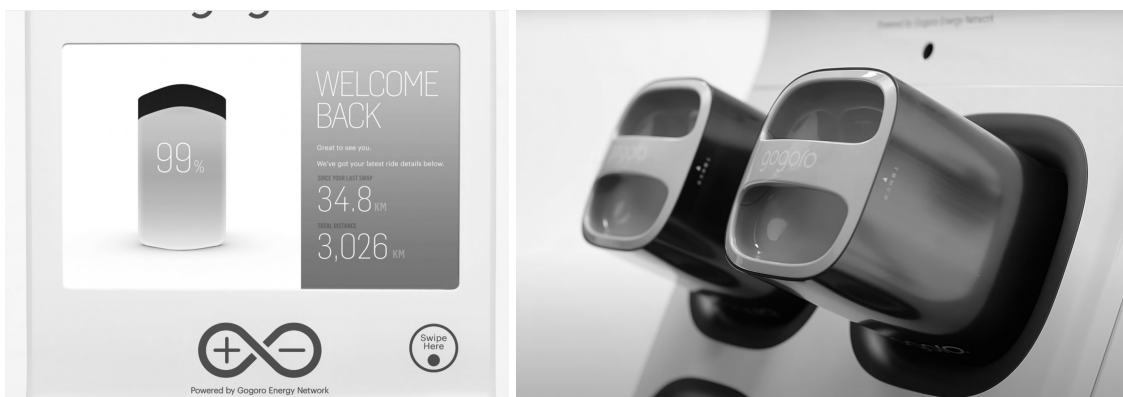
- Park the vehicle securely next to the GoStation®.
- Deploy the side stand, or hold the brake lever and press the **GO** to motor off.
- Open the seat
- Grip the battery handle, lift upward while supporting the base with your other hand, and slide it out of the slot.

Step 2: Insert Used Batteries into the GoStation®



- Insert the battery into an empty slot on the GoStation®. Push firmly until the battery locks into place and a confirmation tone sounds.
- Follow the touchscreen prompts to insert your remaining battery.

Step 3: Return New Batteries



- Once all batteries are inserted, the GoStation® displays a summary on the screen (including remaining battery level, recent trip mileage, and total odometer) before releasing new batteries.
- If you fail to insert the remaining battery within a specific timeframe, the previously inserted battery will pop back out, and you must re-insert it to restart.
- The touchscreen may display notifications regarding routine maintenance reminders, outstanding bills, or available iQ System® updates. Tap the screen to acknowledge or dismiss these alerts.
- The new batteries will automatically eject once the dialogs are closed or after a period of inactivity.

Step 4: Insert New Batteries



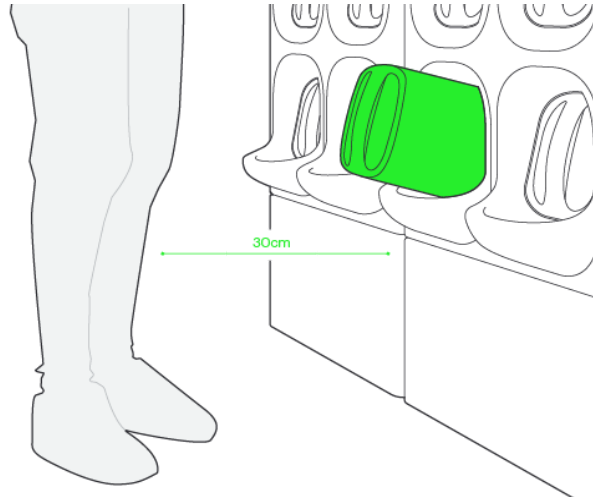
- Insert the fully charged batteries into the vehicle's battery slots. Close the seat. Once the dashboard Error turns off, power on, start the motor, and resume riding.



Each battery weighs approximately 10 kg.
Handle with care by gripping the handle and supporting the base to prevent drops.

When swapping multiple batteries, you may place them on a clean ground surface nearby and handle them one at a time.

- ⚠ Ejecting batteries protrude about 30 cm from the GoStation®. Ensure this zone is kept clear of vehicles, obstacles, or bystanders (especially young children) to avoid injuries.



- ⓘ The GoStation® automatically dispenses the highest-charged batteries available. If all batteries are recharging, you may receive a set that is not fully charged.
- ⓘ If batteries inserted have a higher charge than all available, the station will return your original batteries.
- ⓘ Swap batteries at least once every 30 days. If the vehicle will be idle for more than 30 days, contact Gogoro Network® to pause your energy subscription contract.
- ⓘ In addition to the safety reminders above, thoroughly read and comply with all terms regarding the use, storage, or swap of batteries in the Gogoro Network® Smart Battery Service Contract—including but not limited to the Gogoro Network® Smart Battery Custody Rules—to ensure safe operation.
- ⓘ The Smartscooter® or its parts and accessories included in the images may vary from the product described in this manual. Images are for illustrative purposes only; please refer to the actual vehicle.

5.1.4 Battery Swapping Assistance for Persons with Disabilities

To provide convenient battery swapping for persons with disabilities, Gogoro staff at retail stores and service centers across Taiwan are available to assist you with battery swaps during regular operating hours

6. Using the Gogoro® App

The Gogoro Luna features Bluetooth connectivity. Through the Gogoro® App, you can receive important notifications, customize riding preferences, and access diagnostic tools.

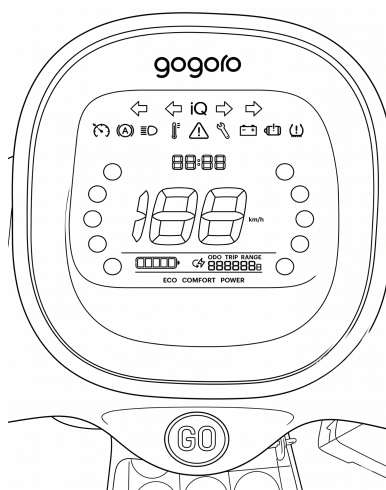
6.1 Download and Install the Gogoro® App

- The Gogoro® App is available for iOS and Android. Verify your smartphone's operating system before installation.
- iOS: Apple iOS 12.0 or later. Download from the Apple App Store.
- Android: Android 6.0 or later. Download from the Google Play Store.
- To utilize all features within the app, your smartphone must support Bluetooth Low Energy (BLE) Peripheral Mode.

-
-  App functions are continuously updated. Enabling automatic updates is highly recommended to access the latest features.
 -  The Gogoro® App transmits data via cellular networks, which may incur additional mobile data charges from your carrier.
 -  Gogoro does not guarantee that all smartphone brands and models can successfully download or operate the Gogoro® App. Visit the official Gogoro website at http://www.gogoro.com/tw/smartscooter/devices_compatibility/ to check the device compatibility list tested by Gogoro.
 -  The Gogoro® App features above (including new additions) may be limited by your smartphone hardware and operating system capabilities. Gogoro does not guarantee that the Gogoro® App and all its functions will be compatible with your specific device.
 -  To avoid ambiguity, the Gogoro® App is not part of the Gogoro Luna Smartscooter® product. This manual provides introductory information only. For user rights, terms, and regulations regarding the Gogoro® App, refer to the terms of use announced on the official Gogoro website.

6.2 Pairing Your Smartphone with Gogoro Luna

- Go to Gogoro® App and log in your account following the app prompts..
- If multiple vehicles are registered under your account, select the Gogoro Luna from the list.
- Power on the vehicle, but do not start the motor.
- Activate Bluetooth on your smartphone and initiate the pairing via the app prompts.
 - With the side stand deployed, press and hold the GO on the dashboard for 5 seconds until the iQ System® **iQ** flashes.
 - To cancel or abort the pairing process, repeat the steps above until the iQ System® icon turns off.
 - To cancel the pairing, repeat the steps above until the iQ System® **iQ** turns off.



- Once successfully paired and connected, the dashboard iQ System® **iQ** will remain solid. The icon turns off when no smartphone is connected.



The Gogoro Luna can only be paired with one smartphone at a time. To connect a different smartphone, you must repeat the above pairing process.



The Smartscooter® or its parts and accessories included in the images may vary from the product described in this manual. Images are for illustrative purposes only; please refer to the actual vehicle.

6.3 Gogoro® App Interface



地圖顯示站點資訊



點選該站點可檢視現場照片、地址、服務時間，以及滿格電池好享時段

單站顯示滿格電池趨勢圖



- **Navigation Bar:** Select "Home," "iQ," "Map," or "Profile" at the bottom of the screen.
 - Tap "Home" to go screen; view frequent GoStation® info, riding and battery performance, maintenance status/appointments, and access the iQ Bar.
 - Tap "iQ" to view your Smartscooter® status and track riding conditions.
 - Tap "Map" to use your phone's GPS to find nearby GoStation®, view station information, and locate Gogoro Service Centers.
 - Tap "Profile" to access App Settings, check subscription plans, view swap/riding history, reach online support, and access other services.
- **Home:** This page allows you to view frequent GoStation® info, check battery levels and riding performance, track maintenance status, and book appointments. Use the "iQ Bar" to enter the "iQ page" for more vehicle settings.
- **iQ Page:** This page allows you to view vehicle status and riding information, use remote control, adjust personal settings, or schedule maintenance.
 - Personal Settings: At the bottom of the iQ page, this feature lets you customize adjustments and settings for your Smartscooter®.
 - Diagnostics: At the bottom of the iQ page, this feature displays the status of the vehicle's systems.
 - Riding Info: At the bottom of the iQ page, this feature displays past riding information, including mileage usage and carbon emission reductions.
 - Book Service: At the bottom of the iQ page, this feature lets you schedule maintenance time slots at service centers to reduce on-site wait times.
- **Map:** This page shows the nearby GoStation® locations. Use "Navigate" for routing or tap the "Heart" icon to save to your favorites. Also check operating status and hourly full-battery trends.
- **Profile:** Tap "Profile" on the navigation bar to display your license number and to check subscription plans and monthly billing information. You can change subscription plans, execute online payments, set up credit card deductions, activate advanced features, apply for mileage-based insurance, or reach online support.
 - App Settings: You can adjust Gogoro® App settings, including notification, Bluetooth pairing, changing the paired Smartscooter®, updating your password, configuring advanced anti-theft settings, and viewing Gogoro® App and iQ System® version.
- **Online Support:** Select "Online Support" to chat with the online supporter "Xiao Go" for instant answers to your questions.



Gogoro® App features may vary slightly due to version updates, functional upgrades, and different vehicle models. The actual content of the latest version shall prevail.

-  Even when disconnected from the vehicle, certain settings can be configured via the app. Once your phone connects to the internet, these changes upload to the cloud and will sync to the vehicle during your next battery swap.
-  Notification information may vary by region or hardware and is provided for convenience. Unless explicitly stated, Gogoro does not guarantee its completeness, accuracy, or validity.
-  To avoid ambiguity, the Gogoro® App is not part of the Gogoro Luna Smartscooter® product. This manual provides introductory information only. For user rights, terms, and regulations regarding the Gogoro® App, refer to the terms of use announced on the official Gogoro website.

7. Maintenance & Care

Regular care and maintenance enhance the durability of your Gogoro Luna and ensure riding safety. Follow these guidelines to maintain your vehicle.

7.1 Daily Cleaning & Maintenance

- Keep Gogoro Network® smart batteries inside the vehicle and ensure the seat is fully latched to prevent backup battery from over-discharging and sustaining damage.
- If your subscription is paused and the smart batteries kept inside for an extended period, contact a Gogoro Service Center to disconnect the backup battery to prevent over-discharge damage.
- Park in a dry, cool, indoor location whenever possible. Minimizing exposure to sun and rain helps extend component life.
- Wash the vehicle using clean water and a neutral detergent with soft cloth, sponge, or soft-bristled brush.

-
-  Component damage or malfunction caused by improper disconnection of the backup battery is considered user negligence and is excluded from the warranty.
 -  Backup battery damage due to over-discharge from user negligence—including unswapped batteries for 30+ days, prolonged absence of smart batteries, or an unlatched seat—is excluded from the warranty.
 -  Do not use organic solvents, harsh chemical detergents, acidic/alkaline cleaners, abrasives, scouring pads, wire brushes, or sandpaper, in case to damage component surfaces.
 -  Never apply wax or polish to matte or flat-finish surfaces. Avoid vigorous wiping or rubbing to preserve the surface texture.
 -  Do not use high-pressure water or compressed air. High pressure can force moisture into electrical parts (USB ports, connectors, dashboard, handlebar switches, Keyless system) and sealed components (bearings, forks, brake seals), causing malfunctions.
 -  Never apply cleaning agents, waxes, or polishes to the braking system, as this severely compromises braking performance.
 -  In case of any abnormality or uncertainty, please contact the Gogoro service center at 0800-365-996, or visit an authorized Gogoro service center for assistance.

7.2 Regular Maintenance Schedule

When maintenance is due based on mileage or time, the system will remind you via the Gogoro® App and GoStation® screens. Visit a Gogoro Service Center for routine inspection and maintenance.

- Regular Maintenance Interval: Every 5,000 km or 6 months (whichever occurs first).

Mileage (x 1,000 km)	5	10	15	20	25	30	35	40	45	50	55	60
Time (Months)	6	12	18	24	30	36	42	48	54	60	66	72
Switch Functions	C	C	C	C	C	C	C	C	C	C	C	C
Stands, Seat Latch, Brake Levers, Mirrors	L	L	L	L	L	L	L	L	L	L	L	L
Battery Connectors & Crown Springs	C	C	C	C	C	C	C	C	C	C	C	C
Tires, Brake Pads & Discs	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
Drive System	C / A	C / A	C / A	C / A / R	C / A	C / A	C / A	C / A / R	C / A	C / A	C / A	C / A / R
Drive Belt	Replace every 12,000 km											
Brake Fluid	Replace every 18,000 km or 3 years											
Gear Oil	Replace every 12,000 km or annually											
C: Check (Top up/replace if necessary) R: Replace A: Adjusts L: Lubricate												



All maintenance and repairs must be performed at an authorized Gogoro Service Center. Failure to perform scheduled maintenance, unauthorized disassembly or repair, or the use of non-genuine parts may void or modify your warranty terms.

7.3 Service Centers

You can also visit the following link to find a nearby service center



<https://www.gogoro.com/tw/findus/?shop>

<End>

8. Appendix: Statutory Declarations

8.1 NCC (National Communications Commission)

The wireless technologies used in the Smartscooter®, iQ System® Smart Key, Gogoro Network® Smart Battery, and GoStation® comply with the Taiwan Telecommunications Management Act and are certified by authorized bodies. Without prior approval, changing the frequency, increasing power, or modifying the design of certified low-power RF devices is strictly prohibited. These devices must not affect aviation safety or interfere with legal communications; if interference occurs, stop operation immediately until it is resolved. Low-power RF devices must tolerate interference from legal communications or industrial, scientific, and medical (ISM) radio wave equipment.

8.2 Ministry of Environment



The lifecycle of the Smartscooter®—from raw material procurement to disposal—prioritizes waste reduction, recyclability, low pollution, and energy efficiency. It is officially certified as an environmental protection product under the "Operational Guidelines for the Promotion and Use of Green Consumption and Environmental Protection Products."

Manufacturer: Gogoro Taiwan Limited (睿能創意股份有限公司)

Address: No. 33, Dinghu Rd., Guishan Dist., Taoyuan City, Taiwan

Tel: 03-2730900

8.3 Bureau of Energy, Ministry of Economic Affairs

Republic of China (Taiwan) Energy Efficiency Label	
Brand: Gogoro (睿能)	Test Method: CNS 15819-4 and its subsequent amendments.
Note: 1. The energy efficiency and all-electric range on this label were tested in a laboratory setting under specified riding conditions. 2. Actual range and efficiency may vary due to weather, road conditions, load, riding habits, and vehicle maintenance. Testing followed the "The Fuel Economy Test Method for Motorcycles" using urban cycles and constant-speed cruising. 3. For detailed information, please visit www.moeaea.gov.tw.	

中華民國能源效率標示

年耗電量：**167** 度  以年平均行駛 4,500 公里
除以能源效率測試值計算

車輛類別	機車		
廠牌	睿能		
認證車型	GS1L A1		
測 試 值	測試方法	CNS15819-4及其後續修正測試方法	
	能源效率(公里/度)	27.0	
	純電行程(公里)	110	
最大輸出馬力	8.0 hp		

說明：

1. 本標示之能源效率及純電行程係在實驗室內，依規定的行車型態於車體動力計上測得。實際道路行駛時，因受天候、路況、載重、使用空調系統、駕駛習慣及車輛維護保養等因素影響，其實際能源效率與純電行程可能與測試值不同。
2. 本標示測試時測試車輛慣性模擬車重與所採行之市區行車型態及定速行駛，依車輛容許耗用能源標準及檢查管理辦法所訂「機車燃料消耗量試驗方法」進行。
3. 詳細資訊請參閱查詢網站。

 經濟部能源署 查詢網站：www.moeaea.gov.tw