

# Gogoro VIVA Smartscooter®

## Owner Manual

Manufacturer: Gogoro Taiwan Limited  
Address: 33, Dinghu Rd., Guishan Dist., Taoyuan City, Taiwan 33378  
Series (Model): Gogoro VIVA, Gogoro VIVA Lite  
iQ Version : 6.0

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# Contents

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<b>1. Before You Hit the Road</b>	<b>4</b>
Safety Notice	4
Names and Functions of the Vehicle	5
<b>2. Locking, Unlocking, Power On and Opening Trunk</b>	<b>9</b>
Models with iQ System® Smart Key Card	9
Unlocking and Turning On System Power	10
Locking	10
Opening the Luggage Compartment	11
Hibernation Mode	12
Models with mechanical key	13
Unlocking and Turning On System Power	13
Turning Off System Power	13
Opening the Luggage Compartment	13
<b>3. Moving and Stopping</b>	<b>14</b>
Startup and Takeoff	14
Stopping	14
Regenerative Braking	15
Motor Shut-off and Locking Scooter	17
Super Boost Mode	17
Low Energy Mode	18
Over / under Temperature Warning	19
Fall Down Protection	20
<b>4. Battery exchange</b>	<b>21</b>
GoStation®	21
Replacing Gogoro Network™ Smart Battery	22
<b>5. Smartphone Application and Personalisation</b>	<b>25</b>
Downloading and Installing the Gogoro® App	25
Pairing Your Phone with Smartscooter®	25
<b>6. Maintenance</b>	<b>27</b>
Check the Following Before Your Ride	27
Daily Cleaning and Maintenance	27
Regular Service and Maintenance	28
Maintenance schedule	29

# 1. Before You Hit the Road

Congratulations on being the lucky owner of a Gogoro Smartscooter® ! We will guide you through the Smartscooter® basic functions and operations. Please meet all the following requirements and read this manual carefully before you hit the road:

- You have a category AM driving license or valid license for L1e-B motorcycle.
- You have basic riding skills and are in good condition both physically and mentally.
- Fully understand how to operate this Smartscooter®.
- Fully understand the information in the owner's manual, including but not limited to relevant instructions, precautions, and warnings.

A Gogoro Smartscooter® is a ride like no other, so be safe and have a great ride!

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## Safety Notice

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

- Abstain from riding if you are under the influence of drugs or alcohol, or not in a good physical or mental condition.
- Observe traffic rules. Pay attention to road and traffic conditions to avoid dangerous situations.
- Always wear protective gear that meets local legal requirements, such as a helmet, and other protective gear such as gloves and boots when necessary.
- Perform basic inspections before every ride, such as headlights, 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.
- Make sure the motor is off and locked before inspections and maintenance.
- Road surfaces such as level crossing, expansion joints of bridges, manhole covers, gutter covers or signs painted on the road could be extremely slippery when wet. Please pass over them at low speeds and keep the Smartscooter® vertical to the road. Operate the brake lever smoothly when slowing down.

This manual highlights important information using the following symbols:



Note: descriptions that need additional attention.



Warning: extra care must be taken to avoid personal injuries or vehicle damages.



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

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## Names and Functions of the Vehicle

Figure 1-1: Left View (Models with iQ System® Smart Keycard)

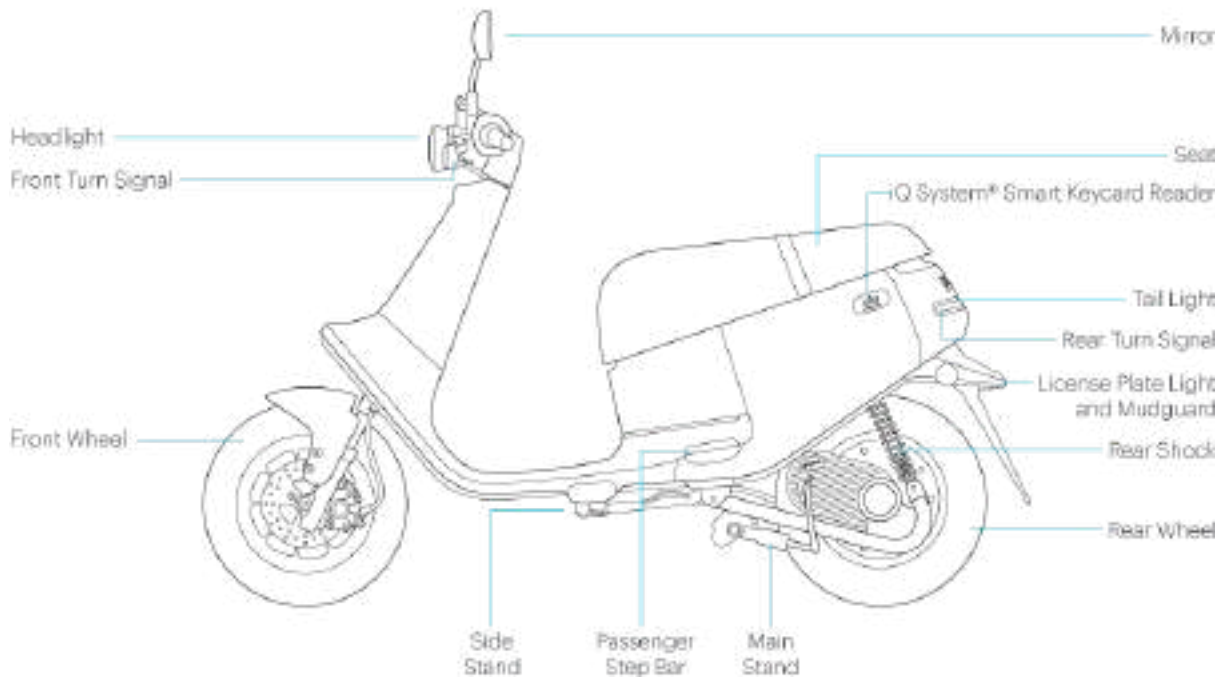
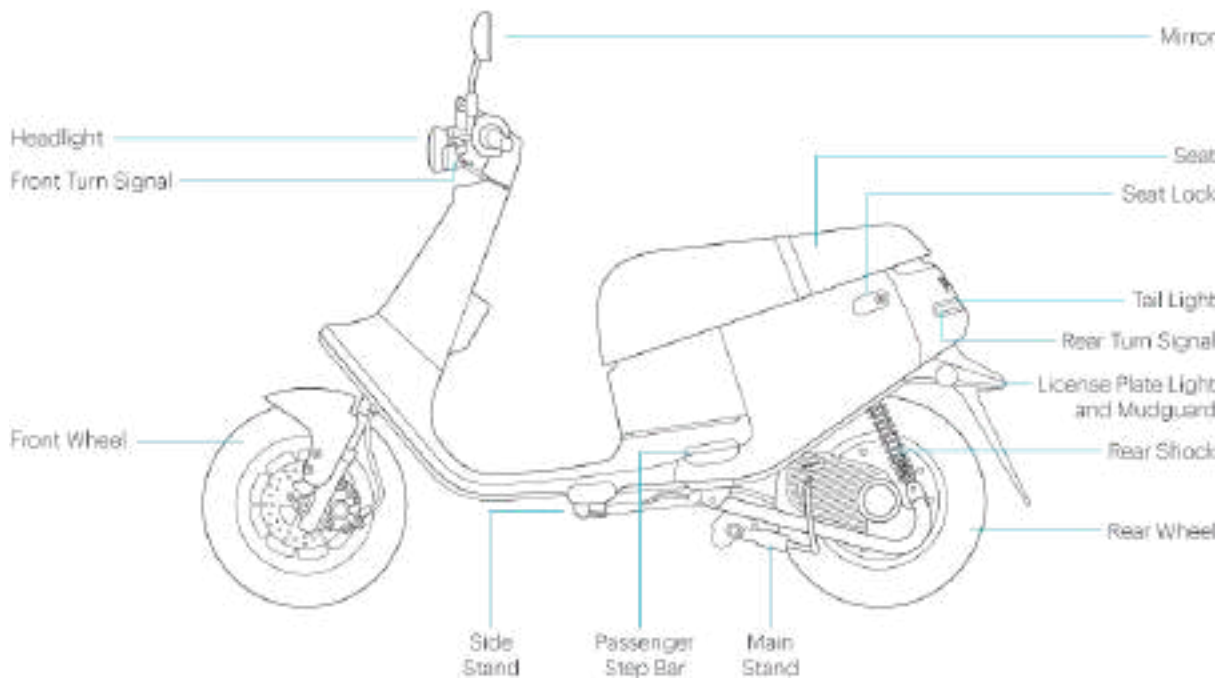
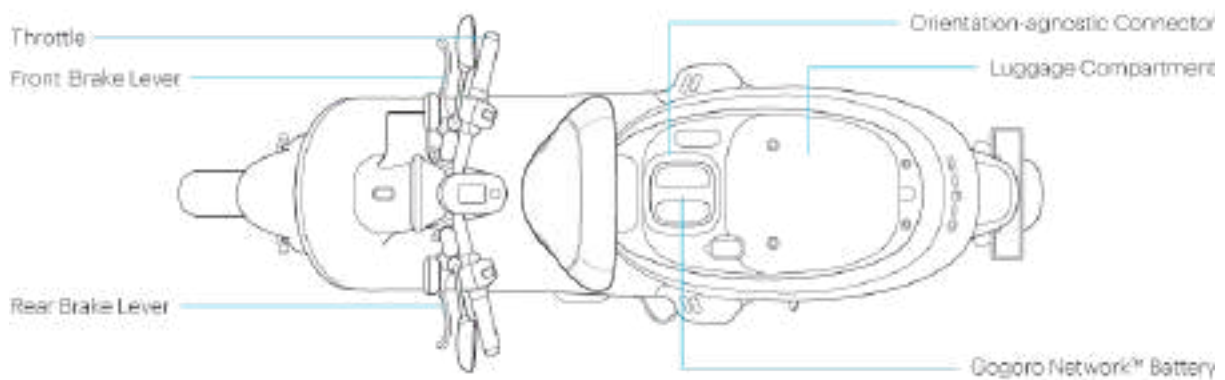


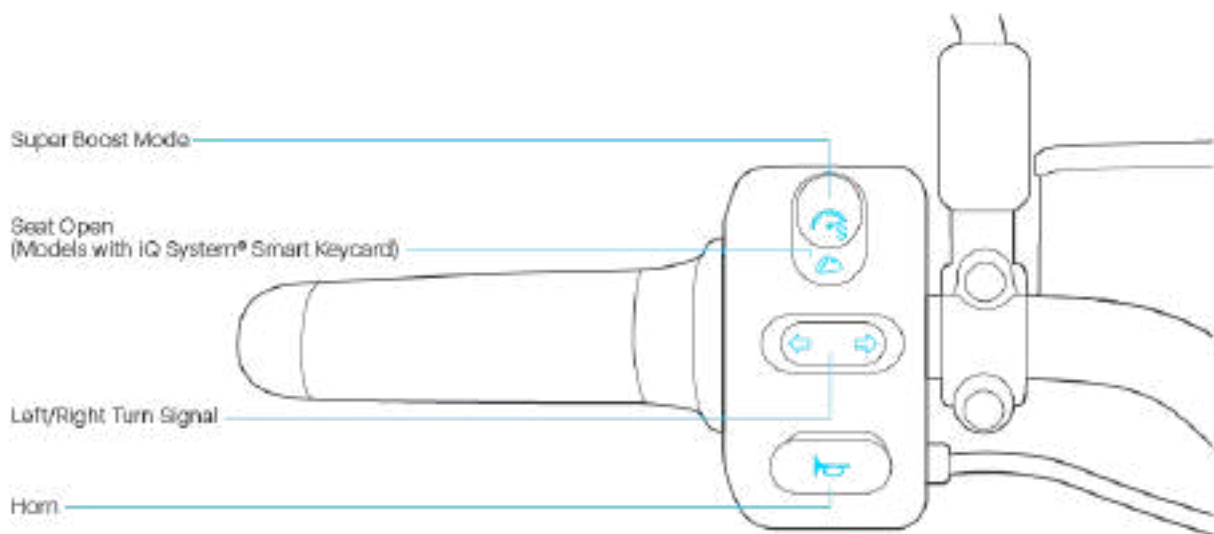
Figure 1-1: Left View (Models with Mechanical Key)




**Figure 1-3: Top View**



**Figure 1-4: Left Handle Switches**



 **Seat Open** /  **Super Boost Mode** :

- If the Smartscooter® is already unlocked, and the motor is still off, press the button to open the seat and to access the storage compartment underneath. (Models with iQ System® Smart Keycard)
- If the Smartscooter® is locked, long press the button and swipe iQ System® Smart Keycard to open the seat. (Models with iQ System® Smart Keycard)
- If the motor is in standby mode, pressing the button will turn on/off the Super Boost Mode, another press switches the Smartscooter® back to Normal Mode. When super boost mode is on, the  on the dashboard will be on.



The Seat Open and Super Boost Mode button share the same position. (Models with iQ System® Smart Keycard)



When the remaining battery capacity is low, or the battery is not at the proper temperature, the Super Boost Mode may turn off or unable to start successfully. Swap the batteries can resume normal function.



Super Boost Mode can last for 30 seconds with each activation. If used multiple times in a row, the function may temporarily disabled when the temperature of the motor or battery is too high. Slow down or stop and wait for a while, the function can be resumed automatically.



### Left/Right Turn Signal:

- Press once to turn on the turn signal blinks and play the acoustic note. Press the left or right button again to turn off.
















### Horn:

- Hold to activate the sound, release to stop.

Figure 1-5: Dashboard Information



**Table 1-1: Information about dashboard icon**

Icon	Name	Function Overview
	Start button	Sets the Smartscooter® to motor standby mode or shuts down the motor.
	Remaining battery power display	Indicates the current battery level.
	Speed display	Indicates the current moving speed. No figure is shown with the motor off, and “0” is displayed if the Smartscooter® is in motor standby mode and remains in full stop.
	Super Boost Mode	If the Smartscooter® is in Super Boost Mode, the icon lights up.
	Clock	Displays the current time; the time is automatically calibrated when the owner exchanges batteries at a GoStation®.
	Odometer display	Displays total mileage (ODO), single trip mileage (TRIP) and estimated remaining mileage for the current charge (REMAINING).
	Left / right turn signal	Blinks in sync with the turn signal.
	Error Warning	Turns on during operating errors or temporary system abnormalities.
	Malfunction	Informs the owner of any system abnormalities. The owner should visit a Gogoro designated service center.
	Over/under temp. warning	If the motor or battery temperature is too high/low, the sign lights up to remind the owner that the system will reduce its power output.
	iQ System® Quick Link	The sign fully lights up when the Smartscooter® connects to the owner’s smartphone and dims when no connection is established.
	Sport Activation Tariff Plan	The sign lights up when the Smartscooter® is set to Sport Activation Tariff Plan (premium upgrade).  Please consult the service center or sales staff.

## 2.Locking, Unlocking, Power On and Opening Trunk

### Models with iQ System® Smart Key Card

Figure 2-1: iQ System® Smart Keycard



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



You can use Gogoro® App and smartphone to unlock and lock the Smartscooter®. (Please refer to 5. Smartphone Application and Personalisation)

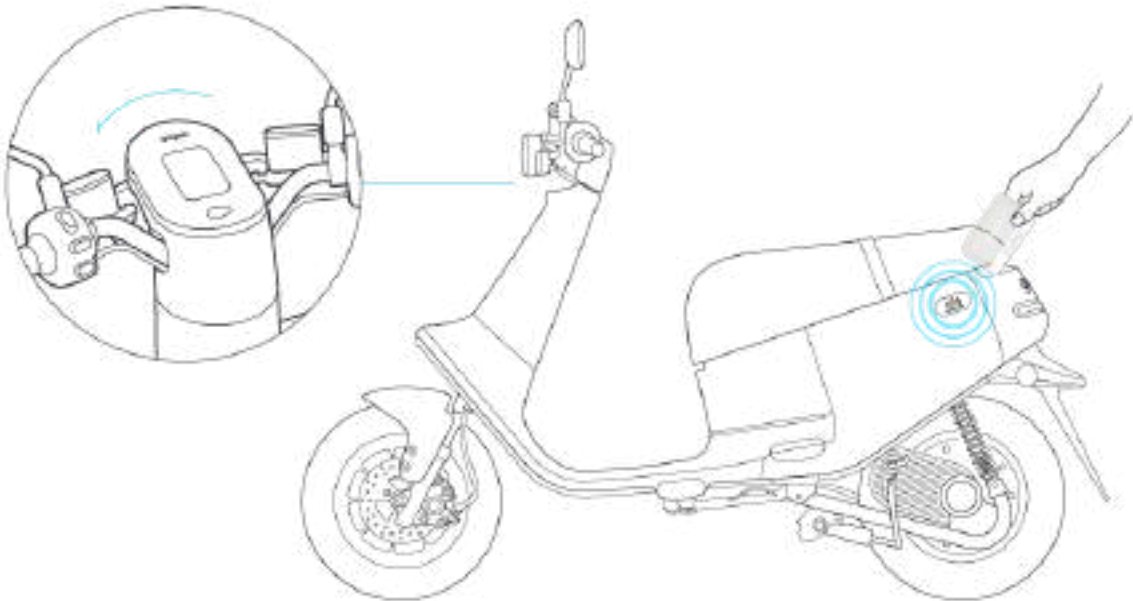


1. Please preserve the iQ System® Smart Keycard carefully, do not bend, cut, or expose it under direct sunlight.
2. Do not use more than one iQ System® Smart Keycard at the same time to prevent sensor error.
3. Do not place the iQ System® Smart Keycard with a metal item when using.
4. iQ System® on Smartscooter® might not respond to your iQ System® Smart Keycard if you swipe it too fast or place it not close enough to the iQ System® Smart Keycard Reader, simply wait a moment and swipe it again.
5. iQ System® Smart Keycard works best within 4 cm, place iQ System® Smart Keycard on the iQ System® Smart Keycard Reader to have better sensitivity.



## Unlocking and Turning On System Power

Figure 2-2: Unlock and Lock



- To unlock the Smartscooter®, make sure the handlebar is all the way to the left. Swipe the iQ System® Smart Keycard near the iQ System® Smart Keycard Reader to unlock your Smartscooter®.
- The headlight and taillight will flash, the dashboard light up, with an audible tone. The handlebar released after the CLICK sound.



Please make sure the handlebar is at the left side end when trying to unlock the Smartscooter®, or the lock might not successfully release.



The Smartscooter® will lock automatically if there is no further action for 3 minutes after unlock.



Make sure the handlebar is released successfully before riding, turn the handlebar can turn freely from left end to right.

## Locking

- To lock the Smartscooter®, turn the handlebar all the way to the left end and swipe the iQ System® Smart Keycard near the iQ System® Smart Keycard Reader.

- The headlight and tail light will flash, the dashboard dimmed, with an audible tone. The handlebar locked after the CLICK sound.







Turn the handlebar all the way to the left end and make sure the handle bar lock is successfully locked when locking the Smartscooter®.



For models with iQ System® Smart Keycard, the head and tail light will have 10 seconds' delay after the motor turns off. And for models with Mechanical Key, the headlight and taillight will turn off immediately after the motor turns off.

### Opening the Luggage Compartment

- To open the luggage compartment when the Smartscooter® is locked, long press the  “seat open” and swipe the iQ System® Smart Keycard near the iQ System® Smart Keycard Reader at the same time.
- To open the luggage compartment when the Smartscooter® is unlocked and motor is off, press the  “seat open” button.
- If you open and close the seat within 180 seconds, the Smartscooter® will return to the unlocked state to prevent you from locking the iQ System® Smart Keycard in the luggage compartment. If the seat remains open for over 180 seconds, the Smartscooter® will lock automatically. You can use Gogoro® APP to activate or deactivate this feature.
- To prevent lock the iQ System® Smart Keycard in the luggage compartment while swapping battery, if you accidentally close the seat when Gogoro Network™ Smart Battery is not in the compartment,  icon on the dashboard will flash and able to use  “seat open” for 30 seconds.




Please do not leave your valuables unattended in the luggage compartment.



To close the luggage compartment, attach the seat smoothly to close position and press the tail of the seat to secure it in position.




The seat might be unable to detach smoothly in some cases, e.g. when the luggage compartment is full and the seat is pushed upwards by the objects in it. In such situations, please push down the tail of the seat, and press the  “seat open” button, release or lift the seat when you hear the “Click” sound.



The luggage compartment can't be opened while on the move or the motor is standing by.





The Smartscooter® will be locked once the luggage compartment is opened, the  error warning lights up for 10 seconds. The Smartscooter® cannot be unlocked with the luggage compartment open. Please make sure it's securely closed before unlocking again.



Gogoro® App supports the personal setup of Luggage Compartment (see 5. Smartphone Application and Personalization)

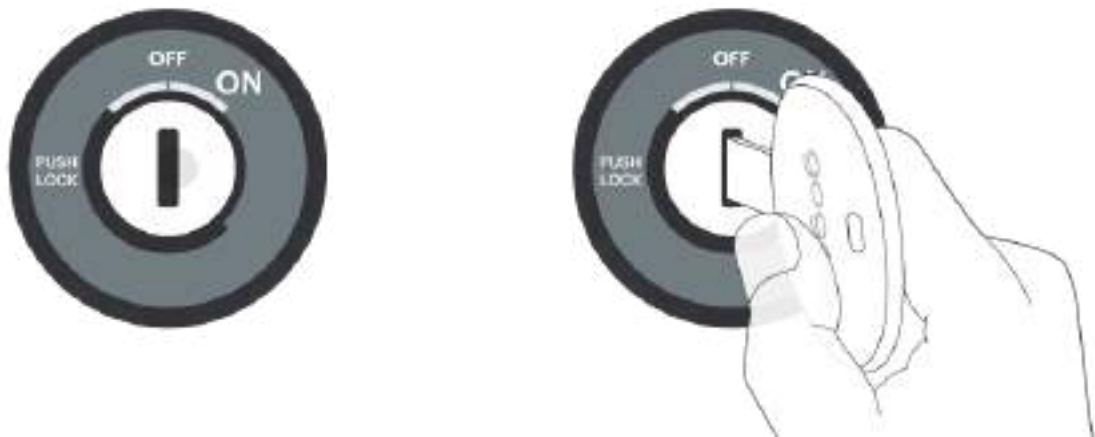
## Hibernation Mode

- The Smartscooter® enters hibernation mode under the following circumstances:
  - When the battery level is too low (when no battery level bar on dashboard), and the Smartscooter® is locked over 3 minutes.
  - When Smartscooter® idles for a long time (Depends on current battery level).
  - When the Gogoro® battery is away from the vehicle for longer than 48 hours.
- Long press  button for 3 seconds, the  error warning icon on the dashboard will flash for several seconds to confirm release from hibernation mode.
- With hibernation mode deactivated, you can use the iQ System® Smart Keycard to unlock the Smartscooter®.

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## Models with mechanical key

Figure 2-3: Mechanical Key Central Lock



### Unlocking and Turning On System Power

- Insert the mechanical key into the keyhole, press it and turn clockwise from “LOCK” to “OFF” position to open the handle bar lock.
- Turn the key clockwise once again to “ON” position to turn on system power. The key cannot be pulled out now.



Do not turn the key to “OFF” or “LOCK” position, or the power will be shut down and might cause danger.

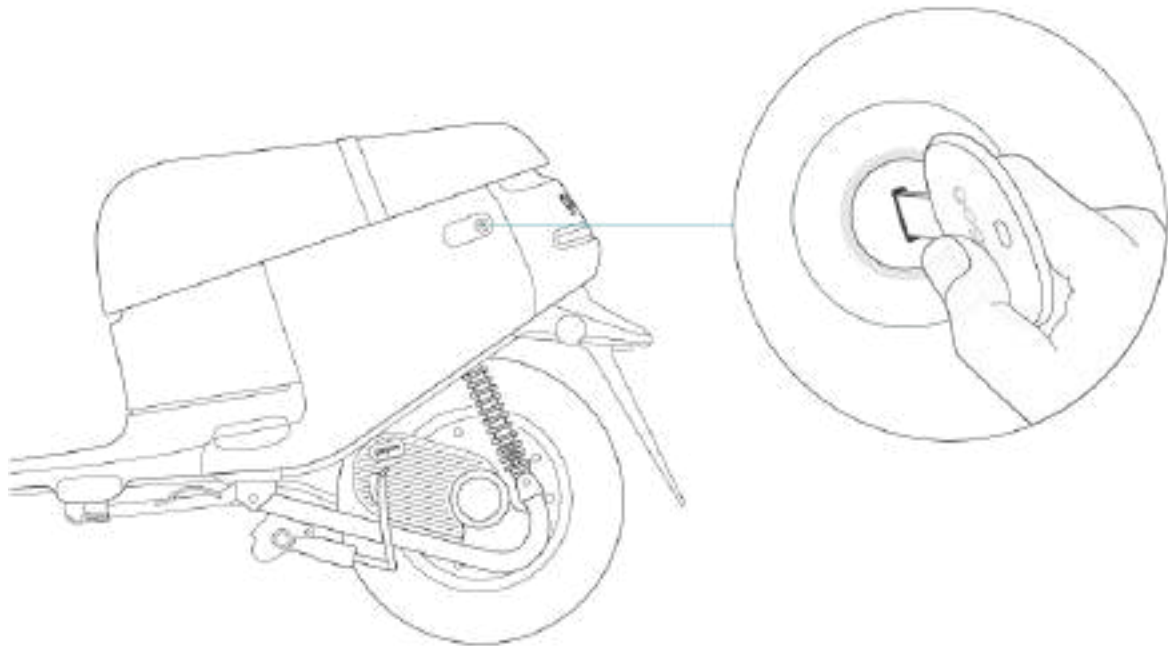
### Turning Off System Power

- Turn the handlebar all the way to the left.
- Turn the key counterclockwise from “ON” to “OFF” to turn off system power.

### Opening the Luggage Compartment

- Turn the key counterclockwise from “OFF” or “LOCK” position to open the seat.

**Figure 2-4: Luggage Switch**



- Turn the key counterclockwise to open the seat.

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## 3. Moving and Stopping

### Startup and Takeoff


An additional startup sequence is needed to enter the Motor Standby Mode and be ready for takeoff.

- Please make sure the scooter is unlocked.
- Retract the main stand and side stand, leave the electronic throttle or reverse throttle not activated, close the seat firmly and keep the scooter in complete standstill.
- Hold down the brake lever and press the **GO** “GO” button; you’ll see the speedometer on the dashboard start counting down. The scooter enters motor standby mode as “0” appears on the speedometer.
- Release the brake lever and twist the throttle to start riding.



The throttle will not respond while the Smartscooter® is moving backwards (gliding or being pushed), and the torque will be inactive until the Smartscooter® is fully stopped to 0 km/h.




Please keep hands free from the throttle when starting the scooter, and please keep the stands retracted, seat closed firmly and the scooter in complete standstill. Check above conditions if the  warning symbol displayed when you try to start Smartscooter®.



Extending the side stand when the Smartscooter® is moving at low speed (< 5km/h) will turn the motor off. Please do not extend it while on the move to avoid the sudden power loss or unexpected danger.



Holding the brake lever and long press on the  “GO” button can cut the power and turn the motor off immediately in emergency cases. Please use it only in emergency cases.




The scooter can only be started when complete standstill. If the motor shuts off or loses power accidentally, please glide or push the Smartscooter® to the roadside slowly and carefully before trying to restart the Smartscooter®. Do not attempt to restart it while in motion or at the middle of the road.

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## Regenerative Braking

When you release throttle and let the Smartscooter® glide during riding, the regenerative braking function might be activated. It converts dynamic energy to electric energy, and puts the energy back into the Gogoro Network™ battery.

- When regenerative braking is activated, the  “remaining battery” power display on the dashboard will show an animation to inform you that the battery is charging.
- The power recovery rate can be adjusted or turned off through the Gogoro® App. When regenerative braking is activated, you will feel a braking force on the rear wheel. The higher the power recovery rate you set, the stronger the braking force.
- The brake light turns on when regenerative braking is activated.
- The system sets the intensity of regenerative braking based on the setting in the Gogoro® App, but also takes the current speed and remaining battery level into consideration, and makes minor adjustments accordingly.
- In some instances, e.g. the Gogoro Network™ battery is nearly fully charged, regenerative braking will not be activated.

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## Motor Shut-off and Locking Scooter

- Please make sure the Smartscooter® is completely stopped and standstill before shutting off the motor.
- Hold the brake lever and press the  “GO” button or extend the side stand to shut the motor off; the speedometer display turns off and the electronic throttle will deactivate when the motor shut-off.
- Models with iQ System® Smart Key Card
  - Lower the side stand or main stand to park the scooter firmly.
  - Turn the handlebar to the left end. Swipe iQ System® Smart Key Card and the handlebar will be locked after the “click” sound.



(Models with iQ System® Smart Key Card) If there is no further operation on the Smartscooter®, the Smartscooter® will automatically lock the handle bar in 3 minutes after motor off.

- Models with mechanical key:
  - Lower the side stand or main stand to park the scooter firmly.
  - Turn the key to “OFF” position.
  - Push the key toward and turn the key to “LOCK” position. Press the “SHUT” button to close the keyhole shutter.



(Models with mechanical key) If the battery level is very low, and no further operation is performed within three minutes after motor shut off, the Smartscooter® locks itself automatically. Please turn the key to “OFF” then turn it back to “ON” again to resume system power.





Please turn off the motor before jacking Smartscooter® with the main stand.



When the motor stays ON and no further operation for a while, Smartscooter® will play sound effects every 12 seconds to remind owners for safety.

## Super Boost Mode

- The Super Boost Mode increases power output for instant takeoff and higher speed.
- Press the  Super Boost Mode button on the left handle to activate or deactivate. The  Super Boost Mode symbol goes on to indicate activation.





Activating Super Boost Mode increases power consumption and decreases the mileage of each battery exchange.



Super Boost Mode might be turned off automatically or not be able to be activated, when the battery level is low or the battery is not operating in the proper temperature range. Swapping fully charged batteries can restore the function.

## Low Energy Mode

Figure 3-3: Dashboard display in Pre-Crawl Home Mode







-  When the battery level is running low, the battery level indicator on the dashboard will flash slowly with a single capacity bar. Recommend to replace the batteries soon.
-  The Smartscooter® will enter “Pre-crawl home mode” when battery level flashes rapidly with a single capacity bar. The Smartscooter® will lower the motor output with speed limit to preserve battery power. A beep sound will repeat every 20 seconds. Replace the batteries in 24 hours or before power on the Smartscooter® motor (which come in first) if you see a battery alert when you unlock the Smartscooter®.

Figure 3-4: Dashboard display in Crawl Home Mode




-  The Smartscooter® will enter “Crawl home mode” when the battery level shows no capacity bar. This indicates that batteries are at an extremely low level and require immediate exchange, or the battery level could run out at any minute. The Smartscooter® will have speed limitation at 25km/h and a beep sound repeats every 20 seconds. The “RANGE” display on the dashboard shows “-----” without the mileage figure. Replace the batteries in 24 hours or before power on the Smartscooter® motor (which come in first) if you see a battery alert when you unlock the Smartscooter®.
- The scooter will regain its normal performance once the batteries are replaced.




(Models with iQ System® Smart Key) When there is no capacity bar on battery level display, the Smartscooter® enters hibernation mode in 3 minutes automatically when locked. Long press  “GO” button for 3 seconds after battery exchange to unlock the Smartscooter®. (Please see 2. Locking, Unlocking, Power On and Opening Trunk - Hibernation mode)

### Over / under Temperature Warning

- Extreme usage or environmental conditions might cause the battery to hit high temperature or low temperature protection.
- When  Temperature Warning symbol on the dashboard lights up in orange, indicating that the battery is now over temperature. The Smartscooter® will detune

the motor output temporarily. Swap your batteries at a nearby GoStation® to retrieve power output immediately or part the Smartscooter® and ride it later.

- When  Temperature Warning symbol on the dashboard lights up in blue, indicating that the battery is now under temperature. The Smartscooter® will detune the motor output temporarily. Swap your batteries at a nearby GoStation® to retrieve power output immediately or continue your riding, the battery temperature will rise up in several miles.

## Fall Down Protection

- If the Smartscooter® falls down when it's unlocked or while the motor is on, it will shut down and lock automatically for safety.
  - Check the Smartscooter® before trying to unlock it.
  - Models with iQ System® Smart Keycard:
    - Swipe the iQ System® Smart Keycard near the iQ System® Smart Keycard Reader twice to unlock your Smartscooter®.
  - Models with mechanical key:
    - Turn the key to “OFF” then turn it back to “ON” again.
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## 4. Battery exchange

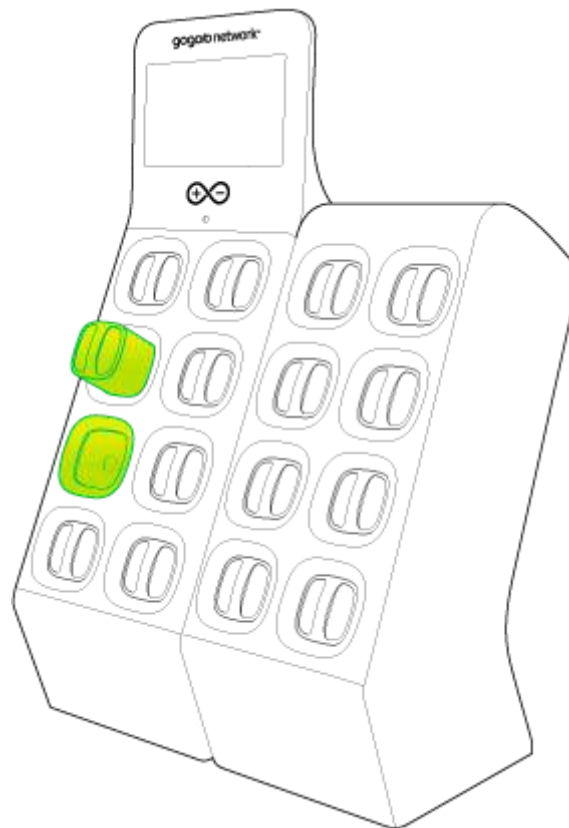
With Gogoro Network™ battery swap station, Gogoro Smartscooter® relieves you from the lengthy recharging process and makes it convenient to have fully charged batteries.

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### GoStation®

- Through the Gogoro® App on your smartphone, you can find the locations of the nearest GoStation® in no time and quickly exchange your batteries.
- The touchscreen on each GoStation® provides information such as condition reports for your scooter, the weather, news and promotional offers.

Figure 4-1: Exterior of GoStation®



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

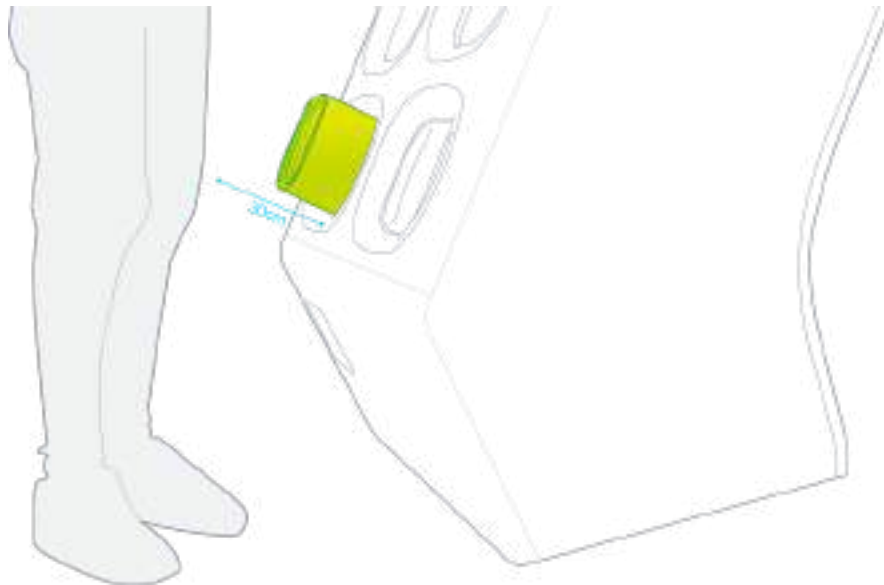
## Replacing Gogoro Network™ Smart Battery

- Park the vehicle safely besides a GoStation. Shut down the motor by extending the side stand.
- Open the seat.
- Pull out the smart battery by holding the smart battery handles. Support the smart battery with your other hand.
- Insert the smart battery into an empty GoStation® slot and push it in all the way until it's locked and you hear a confirmation sound.
- After the smart battery(ies) are inserted successfully, the smart battery(ies) will pop out in a few seconds.
- Insert the smart battery(ies) into your vehicle, unlock the vehicle, and you are ready to roll.



Popped-out smart batteries will protrude 30 cm from the GoStation panel, so please keep clear a minimum 30 cm in front of GoStation when you are waiting for fresh smart batteries. Make sure all vehicles, objects, personnel and children stay clear to avoid being hit by the smart batteries.

Figure 4-2: Please keep the space 30 cm in front of GoStation® clear



GoStation® provides swappable smart batteries for immediate use, riders may receive smart batteries that are not fully charged.



If the original smart batteries inserted into the GoStation® by the rider have a higher charge level over all other smart batteries at that particular GoStation®, the original smart batteries will be returned.



Please make sure to swap smart batteries at least once every 30 days, if you plan not to use your vehicle for more than 30 days, please contact Gogoro Network and suspend your smart battery subscription plan.



For more information about GoStation®, please visit [Gogoro Network™](#) website or using [Contact Us](#) to report your questions.



Unless otherwise agreed, all Smart Batteries are Gogoro Network property provided to Powered by Gogoro Network™ vehicle owners. Sensors and recording features of the smart batteries keep track of usage automatically, and collect and transfer data wirelessly. In case any anomaly or safety concern is found and can be traced back to improper handling by a particular user, Gogoro Network™ reserves the right to claim appropriate damage compensation.



Gogoro Network™ Smart Battery product info

Production date: See the handle or the bottom of the smart battery

Manufacturer: Gogoro Taiwan Limited

Address: No.33, Dinghu Rd., Guishan Dist., Taoyuan City 333, Taiwan (R.O.C.)

Tel: +886-3-273-0900



High-Capacity Gogoro Network™ Smart Batteries may cause risk of fire or electric shock if not properly handled. To ensure the safety of owners, riders and other personnel, please take extra care when using smart batteries:

- It's strictly forbidden to use the smart batteries in any way not approved by Gogoro Network™
- Each smart battery weighs over 9 kg. Please handle with care.
- Smart batteries may become hot after a certain period of use. Please pay attention when replacing them.
- Make sure the Orientation-Agnostic Connector on each smart battery is clean and unobstructed. It's strictly prohibited to short-circuit the connector with metal objects.
- DO NOT dispose smart batteries to fire, heat or water, and DO NOT drop, strike or attempt to disassemble or destroy them.

- DO NOT attempt to dismantle the smart batteries, or to alter their shape and/or structure.
  - DO NOT attempt to discharge the smart batteries.
  - DO NOT use any solvent or chemical agent on smart batteries.
  - Make sure the Orientation-Agnostic Connector on each battery is clean and unobstructed. It's strictly prohibited to short-circuit the connector with metal objects.
  - DO NOT dispose of Gogoro Network™ batteries in fire, heat or water, and DO NOT drop, strike or attempt to disassemble or destroy them.
  - DO NOT attempt to dismantle the batteries, or to alter their shape and/or structure.
  - DO NOT attempt to discharge the batteries yourself.
  - DO NOT use any solvent or chemical agent on Gogoro Network™ batteries.
-

## 5. Smartphone Application and Personalisation

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

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### 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 10.0 or later. Please download from Gogoro official site or Apple iOS App Store.
- Android platform: Requires Android 4.2 or later. Please download from Gogoro official site or Google Play App Store.
- Best for screens of sizes from 3.5 to 5.0 inches and resolutions from 720p to 1080p.



Gogoro does not guarantee that every brand or model of smartphone can download and run Gogoro® App properly. You can find a list of all smartphone models that Gogoro has tested in Gogoro official website ([https://www.gogoro.com/smartscooter/devices\\_compatibility/](https://www.gogoro.com/smartscooter/devices_compatibility/)).



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

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### Pairing Your Phone with Smartscooter®

- After installing Gogoro® App successfully, open it and log in with your account credentials following the on-screen instructions.
- If you have more than one Smartscooter® in your account, select one from the menu to pair with your phone.
- Follow the on-screen instructions to find the Bluetooth setting on your smart phone.
- Unlock your Smartscooter® with iQ System® Smart Keycard.
- Hold the **SMART** button on the right handlebar until the **iQ** 'iQ System® Quick Link' symbol flashes; the system will scan for nearby smartphones that can be paired.
- After pairing is completed a connection with your smartphone establishes automatically every time the scooter is unlocked. When a connection with your smartphone is active, the **iQ** "iQ System® Quick Link" symbol lights up fully. The icon dims down when the smart phone is disconnected from the scooter.





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



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

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## 6. Maintenance

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

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### Check the Following Before Your Ride

- Make sure the tire pressure is within normal range; recommended tire pressure is 32 psi for the front wheel and 36 psi for the rear.
- If the tire surface has any cracks, damage, excessive abrasion, object punctures or attachments.
- If the tire treads have enough depth above 0.8mm.
- If the suspension or powertrain is leaking or has exterior anomaly.
- No warning symbol on the dashboard is lit after the scooter is unlocked.
- If the battery still has sufficient power for your trip.
- If switches and buttons on the left and right handles are working normally.
- If the headlight, braking light and indicator lights and horn are working normally.
- Mirrors are clean and set to appropriate angles.
- If the braking fluid level is appropriate, the entire braking system is working normally.
- If the Saferide™ electronic throttle and reverse throttle are working normally.
- Other items required by local regulations.



In case of any abnormality or uncertainty, please contact the Gogoro designated service center.

### Daily Cleaning and Maintenance

- Please keep the Gogoro Network™ Smart Battery in the seat trunk and remain trunk closed.
- To prevent primary battery exhaustion, it is recommended to remove the primary battery at Gogoro Service Center if you plan not to use Smartscooter® for a period of time. Please contact Gogoro Service Center for more details.
- If possible, park your vehicle indoors in dry, shaded and cool places. This will slow down the normal wear and tear of the scooter 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.
- Avoid cleaning with a powerful water jet to prevent excessive humidity from entering and damaging the interior.



Remove the primary battery plug improperly may cause damage and malfunction, which is not included in warranty.



Primary battery exhaust caused by leaving Gogoro Network™ Smart Battery not in the trunk for more than 30 days is not included in warranty.



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



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



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

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## Regular Service and Maintenance

- Newly delivered Smartscooter® should return to a Gogoro service center for its first inspection after 5,000 kilometers or 6 months.
- It's recommended to bring your Smartscooter® back to a Gogoro service center for regular inspection and maintenance every 5,000 kilometers or every six months (whichever comes first).
- Owners will be notified of regular maintenance time by the Gogoro® App.
- If the owner does not return for regular services as recommended, Gogoro reserves the right to refuse fulfilling warranty obligations.
- All service and maintenance must be performed in an authorized Gogoro service center using genuine Gogoro parts and components.
- If the owner sends their Smartscooter® to any unauthorized workshop for maintenance or uses any parts that are not genuine, Gogoro reserves the right to refuse fulfilling warranty obligations.

## Maintenance Schedule

It is recommended to bring your Smartscooter® back to a Gogoro service center for regular inspection and maintenance every 5,000 kilometers or every six months.

C: check R:replace L: lubricate

Service Mileage (x 1,000 km)	5	10	15	20	25	30	35	40	45	50	55	60	65
Service Time (x month)	6	12	18	24	30	36	42	48	54	60	66	72	78
Function Check	C	C	C	C	C	C	C	C	C	C	C	C	C
Lubrication	L	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	C
MCU Rubber	C	C	C	C	C	C	C	C	C	C	C	C	C
Tire (by Service Time)	C	C	C	C	C	C	C	C	C	C	C	C	C
Tire (by Service Mileage)	C	C	C	R	C	C	C	R	C	C	C	R	C

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<Ends>