



## GERBING HEATED GLOVES

### FREQUENTLY ASKED QUESTIONS & TROUBLE SHOOTING

<p><b>Glove stays cold</b></p>	<p><b>Checking the glove:</b></p> <ul style="list-style-type: none"> <li>• The push button is off, press it for a few seconds and check if a colour lights up.</li> <li>• The push button may be faulty, contact your dealer.</li> <li>• Check the glove for damage such as tears, holes or abrasions, fire, scorch or melt damage. If so, replace your gloves.</li> <li>• Check connections, battery power, vehicle power.</li> </ul> <p><b>With battery operation</b></p> <ul style="list-style-type: none"> <li>• Is the battery connected to the glove.</li> <li>• Is the battery empty: charge it (this may take 2 to 6 hours)</li> <li>• Is the battery sufficiently charged (yet). Fully charge the battery.</li> <li>• If you have a 7V version battery, replace your battery with the correct 12V type.</li> <li>• If the battery was full a few minutes ago: try a "reset" by charging the battery(s) for a few minutes. Then reconnect them to the gloves.</li> <li>• Check cables and plugs for cable breakage. If so, replace damaged cables and plugs.</li> </ul> <p><b>At vehicle power supply:</b></p> <ul style="list-style-type: none"> <li>• Is the connecting cable connected to the glove and to the vehicle.</li> <li>• Check the fuse, is it not blown.</li> <li>• Check all cables for damage or breakage, replace if necessary.</li> <li>• Check all plugs for damage or breakage, replace if necessary.</li> <li>• Check the battery connection cable set for wire breakage or bad connection terminal. (Ask your motorbike dealer)</li> <li>• Does your vehicle provide 12V working voltage while driving? (Ask your motorbike dealer)</li> </ul>
<p><b>Glove gets too hot</b></p>	<p><b>Everyone experiences heat differently, but too hot is not safe.</b> Therefore, check for the following points:</p> <ul style="list-style-type: none"> <li>• Always start on the lowest heat setting and work up, as necessary.</li> <li>• Push-button selector setting is too high: select a lower setting on the temperature control.</li> <li>• If the ambient temperature is above 10°C, the heat may be too much for you.</li> <li>• If the ambient temperature is below 10°C go to your dealer.</li> <li>• Ambient temperature too high: select a lower temperature on the control or turn off the heating.</li> <li>• Handle heating is also on at the same time, turn it off if you also have the glove on.</li> <li>• Set the temperature control on the battery or remote control to a lower setting.</li> <li>• If the temperature control is already at the lowest setting: turn it OFF.</li> <li>• Glove gets very hot in a small spot: turn off temperature control immediately as this may cause damage. Take your complaint to your dealer.</li> </ul>
<p><b>Glove push button does not work</b></p>	<p><b>Check "Glove stays cold" section first</b></p>



<p><b>Push button lights up, but glove does not heat up</b></p>	<p><b>The glove is wet inside and/or wet outside.</b></p> <ul style="list-style-type: none"> <li>Let the gloves air dry first and then try again.</li> </ul> <p><b>The glove is well dry and not damaged.</b></p> <ul style="list-style-type: none"> <li>there may be internal damage to part of the MicrowirePRO® heating system: possibly covered under warranty, ask your dealer.</li> </ul>
<p><b>Battery does not charge</b></p>	<p><b>Loading</b></p> <ul style="list-style-type: none"> <li>Have you charged long enough (up to 6 hours)</li> <li>Is there a power cut at your home current, or has been for a while, because then the charging time is different than expected.</li> </ul> <p><b>Does it concern one or both batteries?</b></p> <ul style="list-style-type: none"> <li>One battery does not charge: possibly the battery has failed. Replace it.</li> <li>Two batteries do not charge. Then also check charger, charging cable and charging plugs for external damage and replace if damaged. Contact your dealer.</li> </ul> <p><b>Charger</b></p> <ul style="list-style-type: none"> <li>Check on the outside for any defect or damage: ask your dealer. Do not open it yourself.</li> </ul> <p><b>Mains power at your location</b></p> <ul style="list-style-type: none"> <li>Is there power at your socket.</li> <li>Does your socket work via a switch that has been turned off?</li> <li>Check the voltage of your local mains. Is it 110V instead of 230V in your country where you bought the charger and where 230V is the standard? If so, the charger will not damage but will not provide enough power to charge. If the mains voltage is 230V while using a 110V charger: your charger may now be faulty. Replace it, do not open it yourself.</li> </ul>
<p><b>Battery is full but does not work</b></p>	<p><b>Check</b></p> <ul style="list-style-type: none"> <li>all connections between battery and glove</li> <li>The battery may need a "reset". Charge it for several minutes until all lights come back on.</li> <li>If all the lights on the battery are on, it is fully charged</li> </ul>
<p><b>Glove is soiled</b></p>	<p><b>Your gloves are textile or leather with a leather palm.</b></p> <ul style="list-style-type: none"> <li>Carefully clean the outside with a damp cloth with a little liquid mild detergent dissolved in water.</li> <li>Rough materials always pick up some dirt.</li> <li>Be careful and especially avoid contact with chemicals, oil, and petrol(!)</li> <li>Do not grease the leather palm, which can lead to dangerous situations in traffic.</li> </ul>
<p><b>Glove feels too hot in combination with handle warmer</b></p>	<p><b>Turn off the heated grips.</b></p> <ul style="list-style-type: none"> <li>because the Gerbing glove heats on the outside of the hand and that is where the cold comes from. The grip heater is then unnecessary.</li> <li>You can also turn off the glove or switch to grip heating if the batteries have gone flat.</li> </ul>
<p><b>Glove does not get hot enough with 7V 2Ah battery</b></p>	<p><b>The glove is designed on a 12V-2Ah power supply.</b></p> <ul style="list-style-type: none"> <li>You can use a 7V-2Ah battery, but then your glove will give about 60% power (which is similar to heat when push button is in yellow position at 12V) Plus you have significantly shorter operating time compared to 12V-2Ah</li> </ul>

<p><b>Glove does not get hot enough with 7V 1Ah battery</b></p>	<p><b>The glove is designed on a 12V-2Ah power supply.</b></p> <ul style="list-style-type: none"> <li>You can use a 7V-1Ah battery, but then your glove will give less than 40% power (which is similar to heat when push button is in blue position at 12V) Plus you will have significantly shorter operating time compared to 12V-2Ah</li> </ul>
<p><b>Glove does not get warm enough</b></p>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>Put the push button of the glove in the red position, if this does not work, unblock the red position of the push button according to the instructions.</li> <li>If the glove still does not get warm, then check further.</li> <li>If the glove is wet on the outside or wet on the inside: let it air dry thoroughly first.</li> </ul> <p><b>With battery operation</b></p> <ul style="list-style-type: none"> <li>check whether the battery is (still) sufficiently charged. Fully charge the battery.</li> <li>check if the battery is a 12V version. If it is a 7V version, replace your battery with the correct 12V type.</li> </ul> <p><b>At vehicle power supply</b></p> <ul style="list-style-type: none"> <li>Check the fuse in the power cable and replace it if necessary. If the fuse breaks repeatedly, consult your motorbike dealer.</li> <li>check the battery connection cable set for wire breakage or bad connection terminal. (Ask your motorbike dealer)</li> <li>Does your vehicle provide a 12V operating voltage while driving? (Ask your motorbike dealer)</li> </ul> <p><b>Connections</b></p> <ul style="list-style-type: none"> <li>Check cables and plugs for cable breakage and damage. Replace damaged cables and plugs.</li> </ul> <p><b>Glove</b></p> <ul style="list-style-type: none"> <li>Check the glove for damage such as tears, holes or abrasions, fire, scorch or melt damage. If so, replace your glove.</li> </ul>
<p><b>Glove has small very hot spots</b></p>	<p><b>When in traffic, park immediately and turn off gloves.</b></p> <ul style="list-style-type: none"> <li>Turn the glove OFF, let it cool down and go to your dealer.</li> </ul>
<p><b>Push button the red position cannot be turned on</b></p>	<p><b>To unlock the red position, see the instruction manual.</b></p> <ul style="list-style-type: none"> <li>When newly delivered, the red position is blocked because the glove can get really hot in the red position.</li> </ul>
<p><b>Battery charges slowly</b></p>	<p><b>Rechargeable batteries need time to charge.</b></p> <ul style="list-style-type: none"> <li>The first time takes longer (6 to 7 hours)</li> <li>Normal loading times are between 3 and 6 hours.</li> <li>End of life (max 300 cycles) also takes longer.</li> <li>Charger malfunctions, check for damage or overheating and replace if necessary.</li> <li>Voltage of mains supply turns out to be 110V locally instead of 230V in countries where 230V is standard and your charger was purchased. Use a charger intended for 110V.</li> </ul>
<p><b>Glove exterior wet</b></p>	<p><b>Let dry before putting the gloves back on.</b></p> <ul style="list-style-type: none"> <li>The outer surface of the glove is subject to limited wetting during use in damp environments due to rain, fog, or "spray" from traffic. This will allow the outer layer of textile or leather to become damp.</li> <li>Water in the glove will absorb all the heat generated by the element.</li> </ul>

<p><b>Glove inside wet</b></p>	<p><i>Check where the moisture is coming from:</i></p> <p><b>For damp or wet hands</b></p> <ul style="list-style-type: none"> <li>• allow to dry.</li> </ul> <p><b>Moisture entering the glove through the sleeve of your motorbike clothing.</b></p> <ul style="list-style-type: none"> <li>• allow to dry.</li> <li>• Combining the sleeve differently with your glove (inside the glove or just around the glove)</li> </ul> <p><b>Moisture clearly enters the glove from outside via seams or outer material.</b></p> <ul style="list-style-type: none"> <li>• please consult your dealer</li> </ul> <p><b>Visible damage on the outside of the glove</b></p> <ul style="list-style-type: none"> <li>• Do not drive in damp conditions or</li> <li>• Replace your glove</li> </ul>
<p><b>Glove plugs do not fit in battery compartment</b></p>	<p><b>Arrange the plugs differently.</b></p> <ul style="list-style-type: none"> <li>• Possibly the glove plug is inside the battery compartment. If so, bring it through to outside the battery compartment. Also bring the battery plug outside the battery compartment and connect both plugs there.</li> <li>• The plugs can remain in place during battery charging, and the batteries do not need to be removed from the gloves.</li> </ul>
<p><b>XRL/GT/Ladies/Outdoor gloves - The plugs do not fit into the battery compartment in the glove.</b></p>	<p><b>Move the plugs.</b></p> <ul style="list-style-type: none"> <li>• The glove connector may be inside the battery compartment. Move it to the outside of the battery compartment. Also move the battery connector to the outside of the compartment and connect the two plugs there.</li> <li>• The battery and plugs can remain in the glove while the battery is being charged.</li> </ul>
<p><b>XR-EVO, DEFENDER, DEFENDER TEX, URBAN - There is no plug in the battery compartment.</b></p>	<p><b>Insert the plugs differently.</b></p> <ul style="list-style-type: none"> <li>• When you buy your glove, the connector is behind the zip on the inside of the glove's wrist. If you plan to use the loose batteries in the outer compartment of the glove, you can put the connector through the notch between these two compartments.</li> </ul>
<p><b>Glove, plug does not fit jacket of another brand than Gerbing</b></p>	<p><b>Power supply of Gerbing gloves can be via integrated connections in heated jacket.</b></p> <ul style="list-style-type: none"> <li>• This is only guaranteed in clothing with Gerbing technology.</li> <li>• See the instructions for use with the garment such as a Gerbing heated jacket.</li> </ul>
<p><b>Vehicle power supply</b></p>	<p><b>Vehicle power supply must meet requirements.</b></p> <ul style="list-style-type: none"> <li>• The working voltage should be 12V.</li> <li>• The fuse in the connecting cable should be matched to the power of your gloves.</li> <li>• Old engines can give an excessive peak voltage when starting. This is why Gerbing has been supplying battery connection cables with diode protection since 2022.</li> <li>• Incorrect vehicle power supply or wrong connection may cause the push button to fail (in which case you have no warranty)</li> <li>• Use the battery connection cable set from Gerbing or the Hella accessory connection plug from Gerbing</li> </ul>
<p><b>Glove does not stay warm for long (anymore)</b></p>	<p><b>Gerbing Li-ion batteries give a relatively even capacity until they run low.</b></p> <ul style="list-style-type: none"> <li>• Operating time maximum in push-button mode Blue 6 hours, Yellow 3 hours, Red 1.5 hours.</li> </ul>

	<ul style="list-style-type: none"> <li>• After many recharges (300 cycles) the operating time becomes noticeably shorter</li> <li>• Summer storage of completely flat batteries shortens the service life considerably: store 80% charged and recharge once within three months.</li> </ul>
<b>Glove the fit seems too tight</b>	<p><b>The right glove should be chosen according to the European size chart.</b></p> <ul style="list-style-type: none"> <li>• Choose your size from the size chart.</li> <li>• If it is too tight, choose the immediately adjacent larger size.</li> <li>• Gloves that are too tight restrict blood circulation and are dangerous when riding motorbikes, for example.</li> <li>• If in doubt consult your local dealer.</li> </ul>
<b>Glove the fit seems too wide</b>	<p><b>The right glove should be chosen according to the European size chart.</b></p> <ul style="list-style-type: none"> <li>• Choose your size from the size chart.</li> <li>• If it is too wide, choose the immediately adjacent smaller size unless it proves too tight. In that case, select the size that is just too large first (see topic "Glove fit seems too tight").</li> <li>• Too much space with too large a size results in less feeling, shifting of the hand in the glove and possibly a too thick wad of material in the palm and these are also dangerous conditions when riding a motorbike, for example.</li> <li>• If in doubt consult your local dealer.</li> </ul>
<b>Battery, the casing is damaged</b>	<p><b>The battery will only function properly and safely if it is undamaged.</b></p> <ul style="list-style-type: none"> <li>• In case of cracks, tears, indentations, rust, and other externally visible damage, immediately take out of service and replace with a new battery.</li> </ul>
<b>Battery charger gets hot</b>	<p><b>The charger always gets a little warm during use, this is part of a charger's operation. Check your charger regularly:</b></p> <ul style="list-style-type: none"> <li>• If you can (almost) no longer hold the charger with your bare hand, protect your hand with a glove and unplug the charger, or switch off the power and wait for the charger to cool down sufficiently. Stop using the charger and replace it.</li> <li>• If the ambient temperature exceeds 35 degrees Celsius (recharging in summer, winter near intense heat source) Let the charger cool down and then find a cooler place to continue charging.</li> <li>• In cooler environments below 35 degrees Celsius: consult your dealer as it is likely you will need to replace the charger.</li> </ul>
<b>Battery gets hot (more than hand-warm)</b>	<p><b>This can cause extremely dangerous situations, including fire or explosion!</b></p> <ul style="list-style-type: none"> <li>• Immediately stop charging. Consult your dealer.</li> <li>• Stop use immediately. Consult your dealer.</li> <li>• Replace your batteries</li> </ul>
<b>Cable broken or plug defective</b>	<p><b>Damage visible or invisible</b></p> <ul style="list-style-type: none"> <li>• Consult your dealer, do not repair yourself.</li> </ul>
<b>Battery during air travel</b>	<p><b>Li-ion batteries of 12V-2Ah are almost always allowed on your flight*</b></p> <ul style="list-style-type: none"> <li>• Only loose in hand luggage</li> <li>• Not plugged into your gloves.</li> <li>• They are not allowed in checked baggage.</li> </ul> <p><b>*ALWAYS CHECK THE RULES OF THE AIRLINE(S) YOU WANT TO FLY WITH WELL BEFORE YOU BOOK AND DEPART.</b></p>