

gio **ELECTRIC**
ELECTRIFY YOUR WORLD



WISP

ELECTRIC SCOOTER

GIO Electric eScooter Owners Manual - EN

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**PLEASE INSPECT YOUR GIO ELECTRIC WISP E-eScooter UPON
ARRIVAL AND REPORT ANY DAMAGES THAT MAY HAVE
OCCURRED DURING SHIPPING**



Before operating, please read this manual carefully and familiarize yourself with GIO Electric eScooter components and how they function

1. Please observe all local traffic laws. Remember: ignorance of the law is no excuse. The rider is responsible for their actions and the correct operation of the eScooter at all times.
2. For your safety always correctly wear proper protective equipment
3. This eScooter is designed only for one adult only. Do not exceed the max load capacity of the vehicle. 220lbs(100kg)
4. Do not lend to or let someone else operate this eScooter without them reading this manual and agreeing to follow its instructions.
5. Always perform an initial inspection of the eScooter, prior to riding to ensure proper function.
6. Avoid disassembling the bike or wiring without proper knowledge.
7. Please be responsible and dispose of all old batteries through a local battery recycler.
8. Illustrations/images in this manual may differ from the final product.
9. As GIO Electric is always striving for a better product, details and specifications in this manual may vary from the final product
10. To ensure the safety and reliability of your eScooter, do not modify your eScooter, and always use parts, i.e. charger, specifically designed for the GIO Wisp
11. If you have any concerns or questions in regards to you eScooter please contact GIO Electric Customer Service

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Safe Operation Guide

Never ride while using headphones/cell phones as they mask traffic sounds and emergency vehicle sirens, and cause distracted driving which can lead to accidents.

Never consume drugs or alcohol before or while operating your GIO electric eScooter, they can impair your judgment and reaction time.

Never operate your GIO electric eScooter without wearing an approved helmet that fits properly. Additional safety equipment will also further prevent injury.

Never stand on a eScooter whether moving or not.

Never attempt to repair when power is ON.

Never make sudden or sharp turns at excessive speeds.

Never store your eScooter by hanging it from the handle bars. Doing so may result in incorrect operation leading to loss of control and injury.

Always be alert to your surroundings and follow local traffic laws. Use vehicle lights when operating in darker conditions

Always apply both front and rear brakes simultaneously. Always apply brakes while going downhill to regulate speed.

Always keep both hands on the handlebars and both feet on the footrest/pedals during operation. Do not operate one handed. (eg. while holding an umbrella in the other hand)

Always allow proper distance for stopping especially when driving in slippery conditions such as rain or snow.

Always drive on smooth paved surfaces to avoid excess tire wear or loss of control.

Always maintain proper tire pressure as described in this manual. Type of tire and inflation can affect eScooter handling.

Always inspect your GIO eScooter before each use to make sure it is in safe operating condition. Check for loose screws, nuts, bolts, parts, brakes, drive chain, etc.

Always keep your eScooter as dry as possible. Avoid driving in heavy rain or through water deeper than the ground clearance. Not doing this can result in damage to the electronics/battery.

Always turn the power off when not in use and park carefully on a level surface.

Always store your eScooter in a dry temperature regulated area. Excess moisture may lead to corrosion of components causing short circuits. Avoid extreme temperatures cold/hot to prevent battery damage. Do not store in direct sunlight, near sources of heat, open flame or corrosive substances.

Always follow the inspection and maintenance procedures described in this manual.



DO NOT MAKE ANY ALTERATIONS OR MODIFICATIONS TO THIS GIO ELECTRIC ESCOOTER OR ADD ANY PARTS NOT AUTHORIZED BY GIO EXCEPT THOSE DISCUSSED IN THIS MANUAL OR THOSE REQUIRED BY LAW. DO NOT REMOVE ANY REFLECTORS, LIGHTS OR OTHER STANDARD EQUIPMENT. FAILURE TO FOLLOW THESE OPERATION INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR DEATH OR COULD RESULT IN AN ELECTRICAL SHORT AND OR FIRE.



GIO ELECTRIC IS NOT RESPONSIBLE FOR THE CONSEQUENCES OF FAILURE TO COMPLY WITH STATE AND LOCAL REGULATIONS RELATING TO THE USE OF THIS ELECTRIC SCOOTER!

Assembly

Unpack and ensure you have all of the following components. We recommend saving all packing materials until your eScooter is fully assembled to prevent the accidental disposal of small parts/hardware.

Please note assembly requires a Phillips Screwdriver, 4mm & 6mm Allen wrenches and a 14mm open ended wrench.



Rear Fender
& Bracket (Not shown)



Fender Hardware
M5*12 (x2) & M5*10 (x4)



Footrest Brackets
Left (x1) & Right (x1)



Footrest Covers (x2)
Left (x1) & Right (x1)



Footrest Hardware
M6*12 (x4) & M5*10 (x4)



Footrest Plugs



Handlebar Stem Cover



Handlebar Cover



Handlebar Plug & Bolt



Pedals



Charger



Key & Fob (x2)

Rear Fender and Footrests

Begin and position the rear fender over the rear wheel. Secure the front of the fender with the provided 2x M5*12 bolts. Then attach the fender brackets to the sides of the fender with the 4x M5*10 bolts, 2 bolts on each side.



Next align the holes of fender bracket with the mounting holes above the axle, then align the the holes of the footrest bracket with the same mounting homes and secure into place with 2x M6*12 bolts. Repeat for the other side, making sure to mount the correct side bracket on each side.



Slide the plastic foot rest on to the footrest bracket and bolt into place with 2x M5*10 bolts. Repeat on the other side and cover holes with footrest plugs.

Continued next page...



Handlebars

Begin handlebar installation by sliding the handlebar stem cover over the stem as shown. (Handlebars depicted upside down in photo) Insert the handlebar stem into the steering tube, correctly align the handlebar perpendicular to the front wheel and secure the handlebars into place by tightening the hex bolt with a 6mm Allen wrench. (25NM recommended)



Place the handlebar cover over the completed handlebar stem connection, secure into place with M5*10 bolt and cover with the handlebar plug.



Pedals

Begin pedal installation by correctly matching the corresponding pedal to each side of the eScooter. (Pedals are labeled) Twist pedal into place and tighten into place with the open ended wrench, in the following directions; **left** pedal tighten **counterclockwise**, **right** pedal tighten **clockwise**. (Recommended 40NM)



Battery Connection

Remove the 4 bolts holding the footboard in place and carefully set aside. Lift off the foot board to reveal the battery compartment. Locate the disconnected battery wires ensuring to reconnect positive red to positive red and negative black to negative black. Replace the footboard and bolts, you are now ready to charge your eScooter.



PLEASE NOTE YOUR WISP ESCOOTER DOES NOT ARRIVE FULLY CHARGED AND MUST BE CHARGED COMPLETELY BEFORE FIRST USE.

Operating your eScooter

Accelerating

Acceleration for your eScooter is controlled by the twist grip throttle on the handlebar. Rotate throttle towards you to accelerate and away from you to slow down. It's more efficient if you add power gradually when accelerating and coast as far as possible before braking.



ALWAYS KEEP YOUR HANDS ON THE BRAKE LEVERS IN ORDER TO CONTROL THE SPEED AND TO BE ABLE TO DISENGAGE CRUISE CONTROL.

Braking

Brakes are applied by squeezing the levers that are located on both sides of the handlebars. Please take extra care to balance between the brakes in slippery or wet conditions. It is recommended to apply front and rear brakes together, leading with squeezing the rear lever first.

Charging



YOUR WISP ESCOOTER SHIPS WITH THE BATTERY PACKS DISCONNECTED PLEASE REFER TO THE INSTRUCTIONS ON PAGE #5 TO RECONNECT THE BATTERIES PRIOR TO YOUR FIRST CHARGING!

To charge your eScooter, first make sure the ignition key is switched to off, then plug the output plug from the charger into the charging port.

Once connected plug the eScooter plug the charger into a standard wall socket. The light on the charger should turn red which indicates that it is charging and then turn green when the battery is fully charged. Remove the charger from the wall outlet and then from the eScooter/battery as soon as charging is complete.

The charging time for the Wisp is 8-10 hours. If charging does not finish after 12 hours, it is likely a problem has developed, unplug the charger and contact GIO Customer Service. It is normal for the charger to get warm, and always be sure it is well ventilated, unobstructed and kept dry at all times.

Your Wisp comes included with a charger, do not use a charger not designed for your specific eScooter model. Unless the riding distance was very short, it is generally advisable to fully recharge the battery after each ride. This will ensure the longest possible battery life. If the battery is left in a low state of charge for long periods of time the total battery life will be diminished. Avoid dropping the battery or charger. Never put anything on top of the charger when charging and keep it dry at all times. Please keep the charger out of reach of children.



NOTE: YOU SHOULD NEVER RECHARGE YOUR BATTERIES UNATTENDED. IF AT ANY TIME YOU NOTICE YOUR BATTERIES GETTING HOT TO THE TOUCH OR IF THEY EMIT ANY ODOR, IMMEDIATELY STOP THE CHARGING PROCESS AND CONTACT CUSTOMER SERVICE.

Maintenance and Care

Pre-ride Checklist

- ☐ Ensure headlight is in working condition
- ☐ Ensure brakes are in proper working order and can be easily and comfortably engaged when the levers are squeezed
- ☐ Ensure all screws, nuts, bolts and parts are securely fastened and adjusted.
- ☐ Make sure the tires are not excessively worn, do not have tears or cuts, are properly seated on the rim and correctly inflated
- ☐ Make sure the wheels spin straight and that the rims are not bent or damaged
- ☐ Ensure you are wearing a well fitted helmet of the correct rating.
- ☐ Ensure battery is fully charged

Schedule

The frequency of maintenance and cleaning depends on how much you ride and under which conditions. Recreational riders should need far less maintenance than daily commuters. The harder you ride or harsher your riding conditions, the more you have to take care of your eScooter if you want it to last. There are various time intervals for proper maintenance. Quick checks and maintenance should be done before & after every ride. More in depth maintenance steps should be taken every couple of months or as issues are identified.

Cleaning

Cleaning is the number one thing you can do in order to ensure your GIO will serve you for a long time. In the long run, it will save you money and a lot of time waiting for the eScooter to be repaired. Ideally, you should clean your GIO after each ride. But it really depends on your riding style and on how much you ride. A good rule of thumb is that if you ride more than 2 or 3 times a week, clean your eScooter weekly.

Always clean the eScooter with care, the electrical components don't take kindly to increased pressure water streams. A strong enough water stream could breach the waterproof seals of the electrical components and even force water into them and cause premature failure. Therefore, don't use aggressive water sprays or power jets when washing the eScooter and keep water away from the battery/motor/brain module and other electrical components as possible.

Clean gently removing any dirt, debris, sand, mud, and grit that got caught on the eScooter. Ensure the eScooter is dry, after cleaning or after getting wet riding in wet conditions. Always make sure the outer casings of electric parts are dry and do not attempt to open them to clean inside. You will, most likely, not be able to properly reseal the components which will lead to further exposure to water.

Lubrication

After cleaning, it is also advisable to lubricate the chain, levers, derailleur, cables, etc. A clean, lubricated eScooter will tend to be faster, smoother and quieter. A lubricant should be applied on all moving and/or rubbing components such as: axles, bushings, free wheels etc. approximately every 6 months (more often under heavy or bad weather use)

Apply the lubricant to the different parts and let it sit a few minutes and then wipe off the excess lubricant with a rag. After a while, clean the different parts with a degreaser to remove any excess dirt that has been collected on them and then relubricate.

Tires

Make sure that the air pressure for all tires is between 30-40 PSI. If the tires have less than the recommended amount of pressure, it may result in a decrease in battery usage time, poor handling, and damage to the tires and rims.

Battery

As mentioned before the batteries of your eScooter ship disconnected. You will need to connect the batteries correctly before your first use and after any time they are removed. All batteries are sealed and **SHOULD NOT** be taken apart without proper knowledge.

Battery life varies based on environment, usage and maintenance. Average battery life for SLA (sealed lead acid battery) is 2-3 years / 250-350 charge cycles. To maximize battery lifetime and prevent premature diminishment, store at 50% to 100% charge capacity, and **recharge the battery every 4-6 weeks**.

The recommended temperature for the battery is between 0 and 35°C. Temperature below -10°C may result in permanent damage to the battery. Keep the battery away from fire, heat, direct sunlight and caustic substances. Do not break or damage the battery. The battery acid contained inside is highly corrosive, flammable and may cause severe injuries or explosion. If this should occur, rinse with plenty of water and call emergency services immediately.

Your Gio Wisp, its batteries and charger are specifically designed for each other, and are not interchangeable with other models of eScooters. There are many chargers in the market that look similar, use of any other chargers may result in serious damage to all components. The polarity, as well as the input and output voltages of the charger supplied with your eScooter is of the correct rating and type for your Wisp. This information should be located on a label on the bottom of the charger.



ALWAYS DISPOSE OF OLD BATTERIES THROUGH AN APPROVED BATTERY RECYCLER, AND KEEP CHILDREN AND PETS AWAY FROM BATTERIES.

Troubleshooting

Issue	Possible Cause	Solution
No power / no lights	Ignition Switch "OFF"	Turn to "ON"
	Battery not connected	Ensure battery properly connected
	Battery needs charging	Charge battery
	Loose or damaged wiring	Check connections between ignition, battery etc.
Power ON but eScooter doesn't run	Throttle connection	Check throttle wires for proper connection
	Battery not connected properly	Check and connect both battery packs, fuse, etc.
	Battery low	Charge battery
	Wires to controller loose	Check and reconnect wires
	Wires to motor loose	Check and reconnect wires
	Defective controller	Replace controller
	Defective motor	Replace motor
Charger not working	No voltage in power outlet	Check wall outlet, use an alternate outlet
	Charger damaged/defective	Replace charger
Battery not charging	Charger damaged/defective	Replace charger
	Battery not connected properly	Check and connect both battery packs, fuse, etc.
	Battery damaged or at end of life	Replace battery
Reduced running distance	Battery not fully charged	Charge battery
	Brakes making contact when not applied	Adjust brakes
	Tire pressure low	Inflate to correct pressure
	Battery at end of lifetime	Replace battery
eScooter doesn't stop when applying brakes	Brakes not correctly adjusted	Adjust brakes
	Brake cable loose	Place brake cable in proper position

Warranty

The limited warranty as contained herein is exclusive and in lieu of all other warranties expressed or implied. There are no warranties that extend beyond the description in this limited warranty. GIO Electric guarantees this product, including charger, motor, controller, to be free of manufacturing defects for a period of 12 months. All warranty periods commence from the date of shipment. This limited warranty covers the replacement of defective parts, it does not include their installation or costs related to doing so. It does not cover normal wear and tear items/parts (tires, brake pads, cables, etc). It does not cover product issues due to misuse, neglect, or accident. Nor any damage, failure, or loss caused by improper assembly, set up, storage, maintenance, or improper servicing.

For any request regarding warranty, spare parts, or technical support do not hesitate to contact us by phone or e-mail. Have your order number ready before contacting us.

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