



# GOTRAX SURGE Smart Hoverboard User Manual

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**GOTRAX SURGE Smart Hoverboard**



## Troubleshooting

We frequently update our user manuals at [Gotrax.com](http://Gotrax.com), and reserve the rights to update and change manuals online. Please contact our customer service team if you are experiencing problems or need more detailed information. They can be reached at [Gotrax.com](http://Gotrax.com).

## Warranty

- For warranty information, please visit [Gotrax.com](http://Gotrax.com), or email our Customer Service Reps at [Gotrax.com](mailto:info@gotrax.com).

## Battery Information

- Only use the approved GOTRAX power adapter to charge your hoverboard, others may cause risk of fire & equipment may be damaged.
- Improper disposal of used batteries may seriously pollute the environment.
- Please comply with local disposal regulations.
- Make sure to store your hoverboard and power adapter in conditions that do not exceed 104 degrees Fahrenheit or below 32 degrees Fahrenheit.

**Warning:** Risk of Fire – No User Serviceable Parts, The prolonged exposure to UV Rays, Rain and the Elements may damage the enclosed materials, store indoors when not in use.

## NOTE

- Only use the battery(ies) specified by the manufacturer.
- Only use the charger(s) specified by the manufacturer.

**Troubleshooting:** One of the most common solutions for hoverboard issues is calibrating your board. Here are the steps involved in hoverboard calibration:

1. Start with the hoverboard powered off.
2. Adjust the foot pedals until they are level with each other and the ground.
3. Press and hold the power button for 10 seconds. The LED lights will flash.
4. Press the power button to turn off.

5. Press the power button to turn on. The hoverboard will be calibrated and ready for galactic adventures.

**NOTE:** You may have to repeat the above process multiple times in order to fully reset and calibrate your hoverboard. For example, you may have to go through the process 3 times in a row before the calibration fully takes effect.

## Maintenance & Repair

- If you regularly clean and maintain your electric hoverboard, it will extend its life.
- Cleaning and storage: If the hoverboard is dirty, wipe it clean with a soft damp cloth.
- DO NOT use alcohol, gasoline, kerosene, or other corrosive chemical solvents to clean the hoverboard. It can severely damage the appearance and structure of the hoverboard. Please do not use a pressure washer as it may also cause damage to the electronics.

**Storage:** When you're not using your hoverboard store in a dry and cool location. Avoid storing your hoverboard outdoors because sun exposure can damage its appearance and may cause wear on the life of the battery and tires.

## Bluetooth Setup

The hoverboard features a Bluetooth speaker that can be paired with any mobile device to play audio. The Bluetooth speaker is automatically enabled when the hoverboard is turned on and will remain enabled and discoverable as long as the hoverboard is powered on. Read the instructions below to learn how to operate the hoverboard Bluetooth speaker.

1. To turn on the Bluetooth speaker, power on the hoverboard as normal.
2. Turn on the Bluetooth on the mobile device you wish to pair with your hoverboard Search Name "SURGE".
3. On your mobile device, click on "SURGE" to connect. The Bluetooth speaker on the hoverboard will voice that a connection has been made and the devices are successfully paired.
4. Make sure your mobile device and the hoverboard remain within a reasonable distance in order to maintain a connection. The Bluetooth speaker will not be far apart.
5. Play the music or audio you wish to hear on your mobile device, and it will broadcast through the hoverboard Bluetooth speaker.

## Riding Tips

1. You will want to start riding your hoverboard by mounting the board from the rear. The rear of the board can be identified by the power button and the charging port.
2. Place your hoverboard on the ground directly in front of your feet. Step with one foot onto the platform, and then quickly step up onto the hoverboard with your second foot.
3. Always dismount from the back of the hoverboard.
4. The hoverboard performs best when on a smooth surface e.g. carparks, or smooth footpaths.
5. Always dean your hoverboard (wheels, platform, etc.), it's a machine and it needs to be maintained.
6. Be aware of the terrain you are riding on, watch out for curbs and obstacles.

**Low Battery:** When the hoverboard is low on battery and about to die, the hoverboard will beep and flash red on the LED lights. Once it starts beeping and you see the red LED light, get off of the hoverboard and charge.

**Overheat Alarm:** The motor will overheat after a long time of high speed running. When the motor temperature is high, it will keep beeping, and the hoverboard will move very slowly. Meanwhile, the red light will be flashing all the time. If it continues to run, the control system will cut off the power to protect the motor from damage.

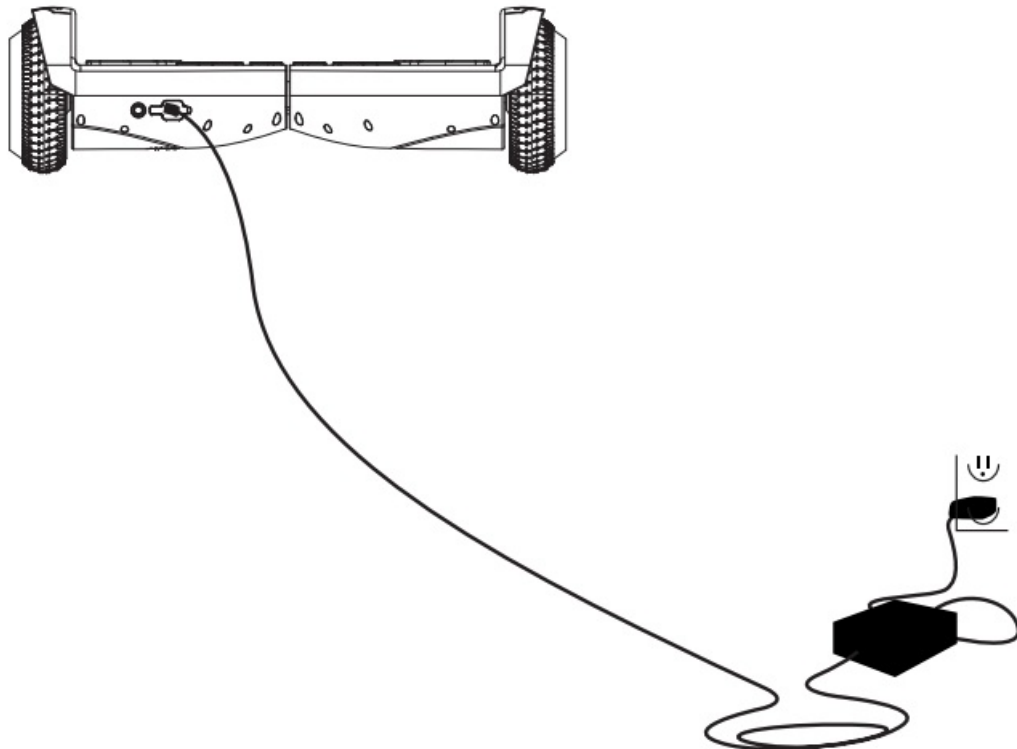
**Warning:** To prevent wrestling, when the motor temperature is too high and the alarm is beeping, please stop riding the hoverboard, and wait for the motor cool down before riding.

## Hoverboard Functions

- To power the hoverboard on, press and hold the Power Button on the back of your hoverboard for 2 seconds.
- To power the hoverboard off, press and hold the Power Button on the back of your hoverboard for 2 seconds.
- To switch the light mode, in the power-on state, short press the Power button to switch the hoverboard's magic light mode, there are 6 modes that can be changed.
- **Forward Acceleration:** Gently push down with your toes. Be prepared to lean forward slightly as the board accelerates.
- **Backward Acceleration:** Gently lift your toes. Be prepared to lean backward as the board accelerates.
- **To Turn Right:** Push gently down with your left toes. Be prepared to shift your weight to the right.
- **To Turn Left:** Push gently down with your right toes. Be prepared to shift your weight to the left.
- **Slow to Stop:** Return to an upright position with your weight evenly balanced.

## Charge your hoverboard

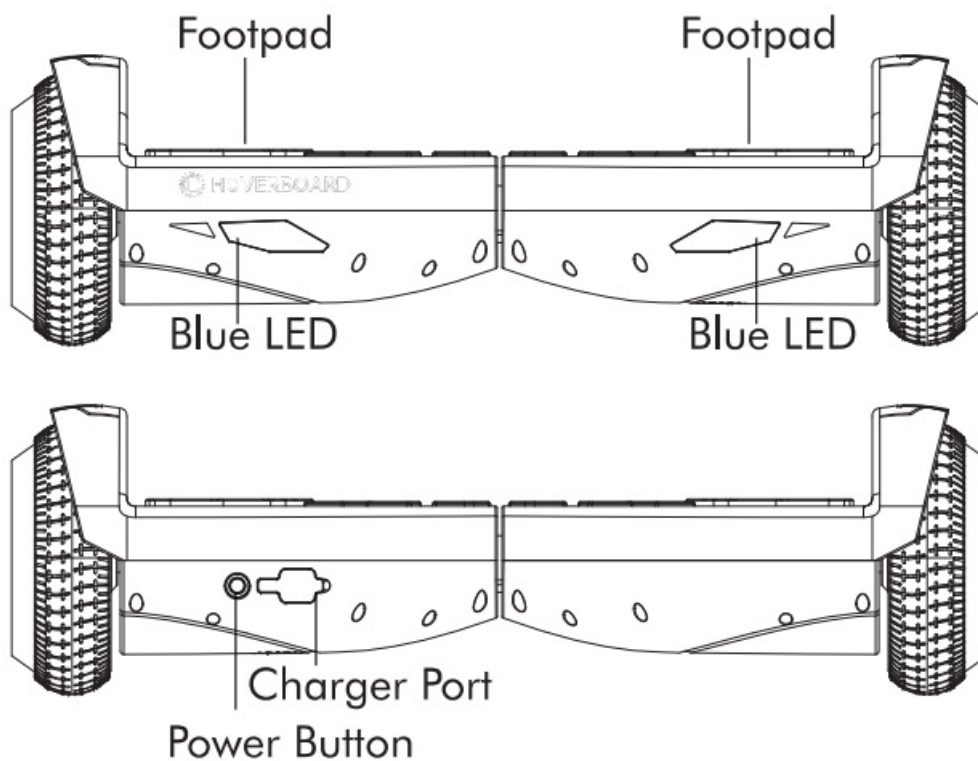
Before using the hoverboard, you must fully charge the battery.



1. Insert the charging plug into the port.
2. The charger box will have a green light when fully charged and a red light when charging.
3. **Charging Time:** 5 hours.

## Get to know your hoverboard

The hoverboard comes fully assembled.



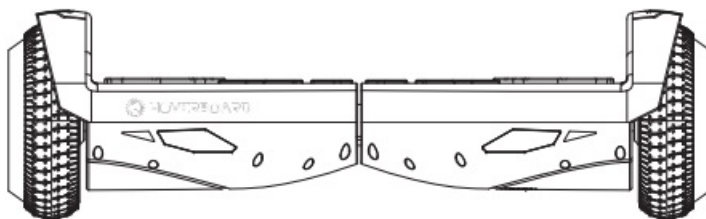
## Specifications

- **Top Speed:** 6.2mph
- **Distance per Charge:** 4miles
- **Battery Type:** 25.2V 2.6Ah
- **Battery Charger:** DC29.4V 0.6A
- **Charge Time:** 5hours
- **Motor Power:** 200W
- **FCCID:** 2AWFV-SURGE

## unpack

You should find each of these items in your box

①



②



1. Hoverboard
2. Approved Power Adapter/ Charging Unit

Remove all packaging material, then inspect each item for any accidental damage that may have occurred during shipping.

## **FCC STATEMENT**

**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help. The device must not be co-located or operating in conjunction with any other antenna or transmitter.

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## **Warning Message**

1. Avoid water – The hoverboard is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
2. Abuse-We do not cover physical damage due to negligent care and extreme riding.
3. Whenever you ride the Hoverboard, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
4. Do not modify the product from the manufacturer's original design.
5. Keep hands and all body parts away from moving parts while operating the hoverboard.
6. Before riding – be sure to check the hoverboard over and make sure the hoverboard is operating correctly before each use.
7. The hoverboard should never be used by children under the age of 8.
8. Never exceed the 176 lb maximum load rating.

**Don't ride until you read this**



- ALWAYS wear a helmet when riding your hoverboard.



- Make sure your hoverboard has a full battery before taking it out to ride.



- Always be aware of local road laws, and follow them.



- **WARNING:** To reduce the risk of injury, adult supervision is required, never use in roadways, near cars, on or near steep inclines or steps, swimming pools or other bodies of water; always wear shoes, and never allow more than one rider at a minimum.



- Do not ride the hoverboard under the influence of drugs or alcohol.



- Always respect pedestrians.



- Do not ride under wet conditions. The hoverboard may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.



- Maximum Speed: Your hoverboard goes a maximum speed of 6.2 mph.

## Congratulations on your purchase


This user manual will help you operate your new hoverboard. Be sure to read ALL OF THE INFORMATION in this manual before riding.

**NOTE:** TO ALL RIDERS UNDER 18 YEARS OF AGE: It's very important that you get parental permission before riding your hoverboard.

## GOLABS, INC

- [GOTRAX.com](http://GOTRAX.com)
- 2201 Luna Rd.
- Carrollton, TX 75006

## Documents / Resources

 <small>GOLABS, INC 2201 LUNA RD. CARROLLTON, TX 75006</small>	<a href="#">GOTRAX SURGE Smart Hoverboard</a> [pdf] User Manual SURGE, 2AWFV-SURGE, 2AWFVSURGE, SURGE Smart Hoverboard, Smart Hoverboard, Hoverboard
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