



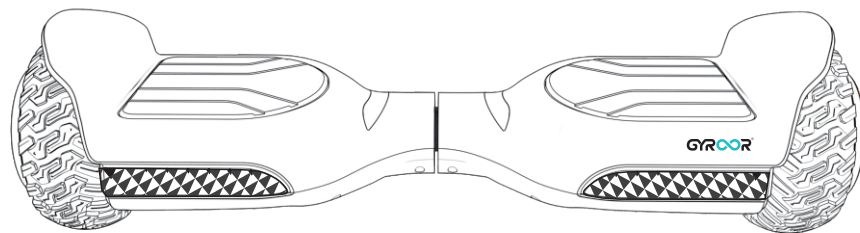
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Hoverboard G11

USER MANUAL



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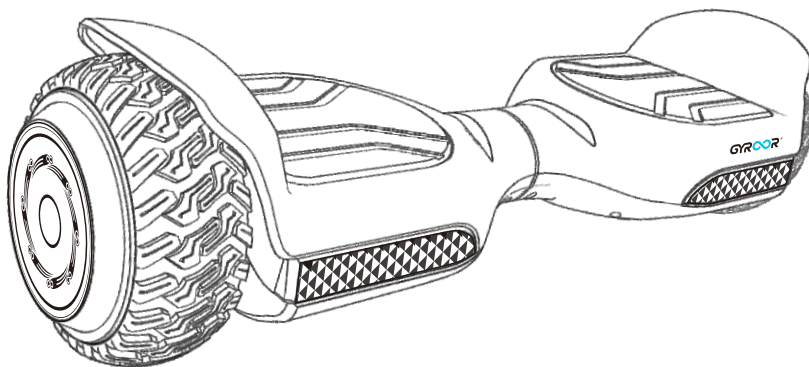
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Thanks for choosing the Gyroor swift G11!

*Thanks for choosing the Gyroor swift G11,
to enjoy many features of your Gyroor swift G11,
you must read and follow these instructions.*

Enjoy your ride!



1. Riding Safety

1. The G11 is a recreational product. Before mastering riding skills, you need to practice. Neither Gyroor Technology Co., Ltd nor Shenzhen Chitado Technology Co., Ltd is responsible for any injuries or damage caused by a rider's inexperience or failure to follow the instructions in this document.
2. Please understand that you can reduce the risk by following all the instructions and warnings in this manual, but you cannot eliminate all the risks. Remember that whenever you ride the G11 you risk injury or death from loss of control, collisions, and falls. When entering into public spaces always comply with the local laws and regulations. As with other vehicles, faster speeds require longer braking distance. Sudden braking on smooth surfaces could lead to wheel slip, loss of balance, or falls. Be cautious and always keep a safe distance between you and other people or vehicles when riding. Be alert and slow down when entering unfamiliar areas.
3. Always wear a helmet when riding. Use an approved bicycle or skateboard helmet that fits properly with the chin strap in place, and provides protection for the back of your head.
4. Do not attempt your first ride in any area where you might encounter children, pedestrians, pets, vehicles, bicycles, or other obstacles and potential hazards.
5. Respect pedestrians by always yielding the right of way. Pass on the left whenever possible. When approaching a pedestrian from the front, stay to the right and slow down. Avoid startling pedestrians. When approaching from behind, announce yourself and slow down to walking speed when passing. Please obey local traffic laws and regulations if situation is different.
6. In places without laws and regulations governing self-balancing electric vehicles, comply with the safety guidelines outlined in this manual. Neither Gyroor Technology (CHINA) Co., Ltd nor Shenzhen Chitado Technology Co., Ltd is responsible for any property damage, personal injury/death, accidents, or legal disputes caused by violations of the safety instructions.
7. Do not allow anyone to ride your G11 on his/her own unless they have carefully read this manual, watched the safety video. The safety of new riders is your responsibility. Assist new riders until they are comfortable with the basic operation of the G11, make sure each new rider wears a helmet and other protective gear.
8. Before each ride check for loose fasteners, damaged components, and low tire pressure. If the G11 makes abnormal sounds or signals an alarm, immediately stop riding. Diagnose your G11 via the Gyroor scooter app and call your dealer/distributor for service.
9. Be alert! Scan both far ahead and in front of your G11 — your eyes are your best tool for safely avoiding obstacles and low traction surfaces (including, but not limited to, wet ground, loose sand, loose gravel, and ice).

10. To reduce risk of injury, you must read and follow all “CAUTION” and “WARNING” notices in this document. Do not ride at an unsafe speed. Under no circumstance should you ride on roads with motor vehicles. The manufacturer recommends riders should be 6+ years old. Always follow these safety instructions:

A. People who should not ride the G11 include:

- i. Anyone under the influence of alcohol or drugs.
 - ii. Anyone who suffers from disease that puts them at risk if they engage in strenuous physical activity.
 - iii. Anyone who has problems with balance or with motor skills that would interfere with their ability to maintain balance.
 - iv. Anyone whose height or weight is outside the stated limits (see Specifications).
 - v. Pregnant women.
- B. Riders under the age of 16 years old should ride under adult supervision.
- C. Comply with local laws and regulations when riding this product. Do not ride where prohibited by local laws.
- D. To ride safely, you must be able to clearly see what is in front of you and you must be clearly visible to others.
- E. Do not ride in the snow, in the rain, or on roads which are wet, muddy, icy, or that are slippery for any reason. Do not ride over obstacles (sand, loose gravel, or sticks). Doing so could result in a loss of balance or traction and could cause a fall.
- F. Do not accelerate or decelerate suddenly. Do not accelerate when the G11 tilts back or sounds an alarm. Do not attempt to override the speed limiter.

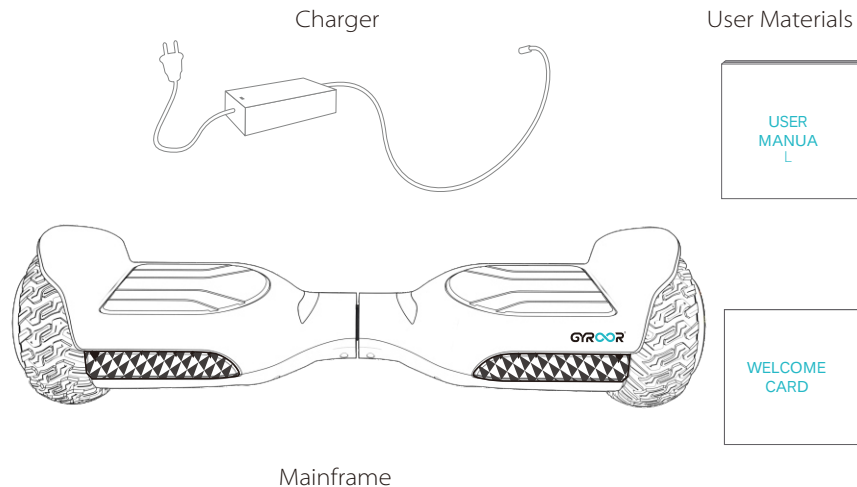
11. Do not attempt to charge your G11 if the charger, or the power outlet is wet.

12. As with any electronic device, use a surge protector when charging to help protect your G11 from damage due to power surges and voltage spikes. Only use the Gyroor supplied charger. Do not use a charger from any other product.

13. Use only Gyroor approved parts and accessories. Do not modify your G11. Modifications to your G11 could interfere with the operation of the G11, could result in serious injury and/or damage, and could avoid the Limited Warranty.

14. Do not sit on the steering bar. Doing so could result in serious injury and/or damage to your G11.

2. Packing List

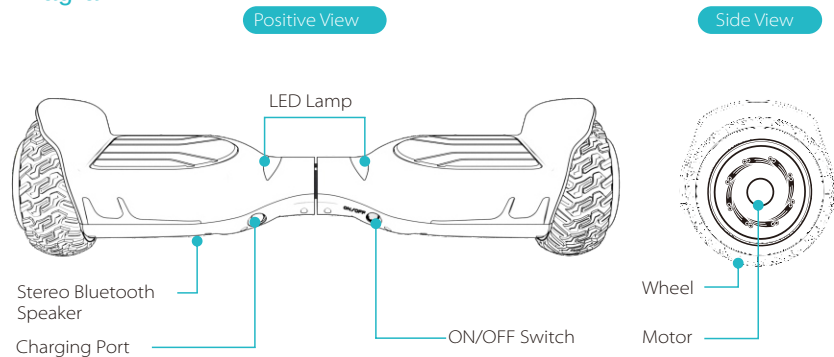


When unpacking your G11, please verify that the above items are included in the package. If you are missing any components, please contact your dealer/distributor or nearest service center (see Contacts in the user manual). After verifying that all components are present and in good condition, you can assemble your new G11.

Please retain the box and packaging materials in case you need to ship your G11 in the future.

Always power off your G11 and unplug the charge cable before assembling, mounting

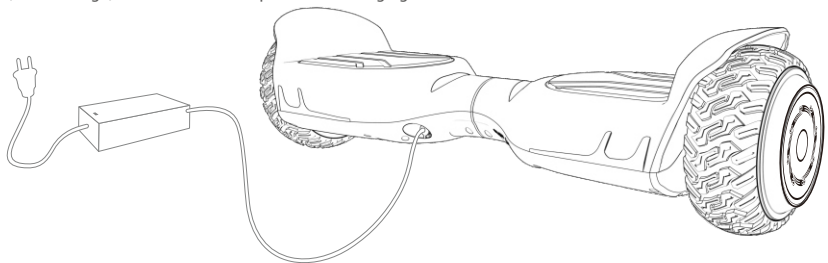
3. Diagram



4. Charging

Do not connect the charger if the charge port or charge cable is wet.

Your G11 is fully charged when the LED on the charger changes from red (charging) to green (trickle charge). Close the rubber cap when not charging

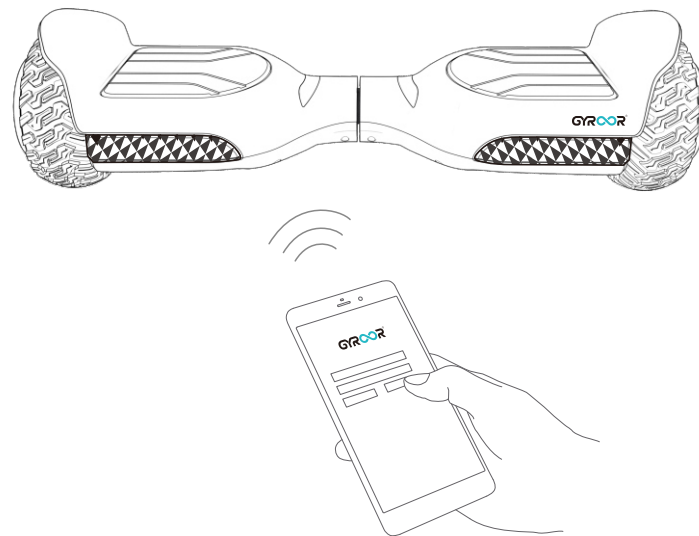


5. First Ride

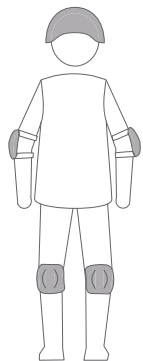
There are safety risks when learning to ride the G11. You must read the Safety Instructions and follow the New Rider Tutorial in the App before your first ride.

For your safety, your G11 is not activated at this time and will beep occasionally after Power ON.

Please download the app on app store or google play by search gyroor .



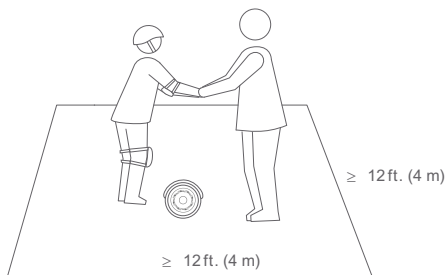
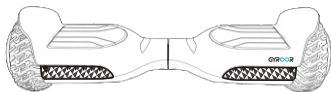
6. Learning to Ride



WARNING

Rider must weigh **44–220lbs (20–100 kg)**, and should be over **4ft(121cm)** tall. Wear an approved helmet and other protective gear to minimize any possible injury.

For a new user, please adjust G11 to child mode by app or hands.

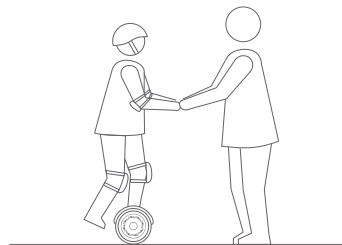


1. Go to a large open area and ask a friend to assist you on your first ride.

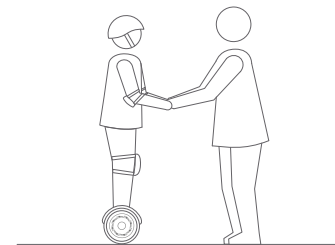
WARNING : Always step off from the back of the G11.



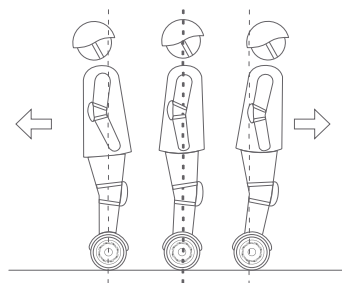
2. Lightly place one foot on the foot mat, while keeping your other foot on the ground holding your weight. Do not press the steering bar with your leg.



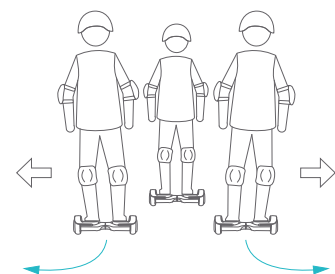
3. Slowly transfer your weight onto the G11. The unit will beep, indicating it is now in Balance Mode. Slowly step on with your other foot.



4. Stand with your weight evenly distributed on both feet and relax, looking straight ahead.



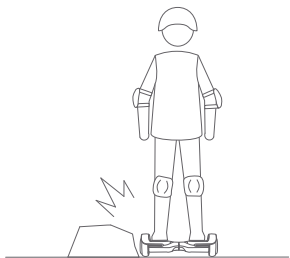
5. Gently lean your body forward and backward to control your movement.



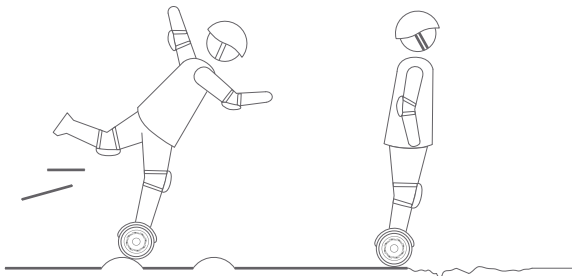
6. To turn, gently lean left or right against the steering bar.

7. Warnings

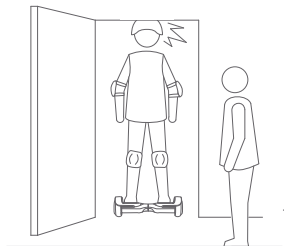
You must read and understand the Warnings and Safe Riding instructions in this manual before attempting to ride the G11. Failure to follow these warnings could result in death or serious injury due to: loss of balance, traction, and/or control; collisions; and falls.



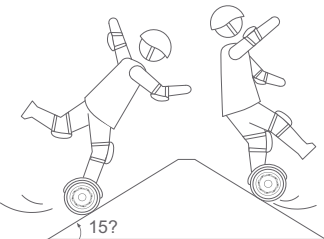
- ⚠ Avoid contacting obstacles with the tire/wheel.



- ⚠ When traversing small bumps or uneven terrain, maintain a moderate speed of 2-6 mph (3-10 km/h) and keep your knees bent. Do not go too slow or too fast; otherwise you may lose control and fall.



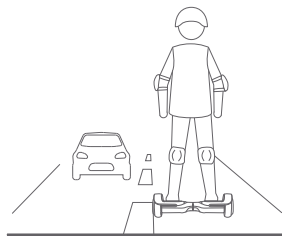
- ⚠ Watch your head when passing through doorways.



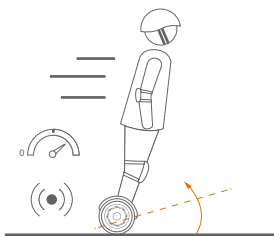
- ⚠ Avoid slopes steeper than 15°. Avoid slopes steeper than 10° when payload is greater than 176 lbs (80 kg).



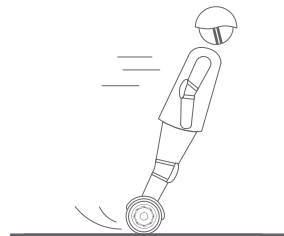
- ⚠ Do not ride through puddles or other bodies of water. Do not get wet.



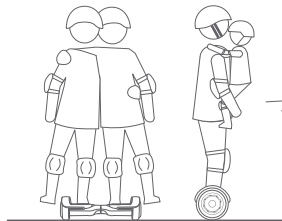
- ⚠ Do not ride on public roads motor ways, highways, or streets.



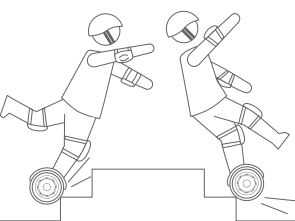
- ⚠ Do not accelerate when the G11 tilts back or sounds an alarm. Do not attempt to override the speed limiter.



- ⚠ Do not accelerate or decelerate abruptly. Do not lean more than 5° or accelerate/decelerate faster than 2.5 mph/s (4 km/h/s).



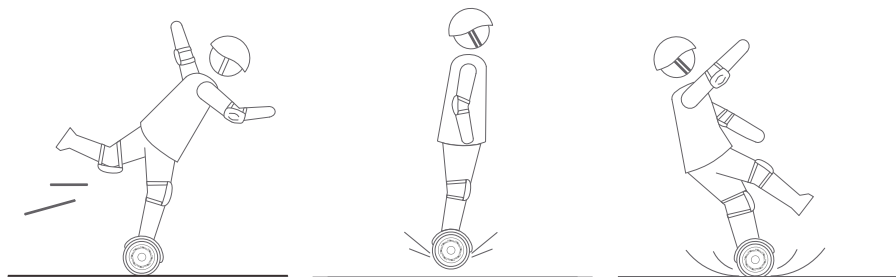
- ⚠ The G11 is for one rider only. Do not ride double or carry any passengers. Do not carry a child.



- ⚠ Do not ride over holes, curbs, steps, or other obstacles.



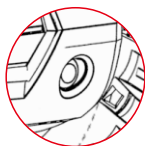
- ⚠ Do not rock back and forth or shift your weight abruptly.



⚠ Do not attempt stunts of any kind. Always keep both feet on the foot mats.

⚠ Maintain contact with the ground at all times. Do not jump or attempt stunts.

⚠ Do not ride on low traction surfaces (including, but not limited to, wet ground, loose sand, loose gravel, and ice).



When turned on



⚠ For your safety, do not lift the G11 by the fenders when the hoverboard turn on , you risk pinching or injuring your fingers/hands.

8. Maintenance

Cleaning and Storing Your G11

Use a soft, wet cloth to wipe the mainframe clean. Hard to remove dirt can be scrubbed with a toothbrush and toothpaste. then cleaned with a soft, wet cloth. Scratches on plastic parts can be polished with extra fine grit abrasive paper.

NOTE

Do not wash your G11 with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of your G11. Do not wash your G11 with a power washer or high pressure hose.

⚠ WARNING

Make sure the G11 is powered OFF, the charging cable is unplugged, and the rubber cap on the charge port is tightly sealed before cleaning; otherwise you may expose yourself to electric shock or damage the electronic components.

Store your G11 in a cool, dry place. Do not store it outdoors for extended periods of time. Exposure to sunlight and temperature extremes (both hot and cold) will accelerate the aging process of the plastic components and may reduce battery life.

Battery Pack Maintenance

Do not store or charge the battery at temperatures outside the stated limits (see Specifications). Do not discard or destroy the battery. For more battery information, refer to the sticker on the battery itself, located on the bottom of the G11.

Refer to your local laws and regulations regarding battery recycling and/or disposal.

A well maintained battery can perform well even after many miles of riding. Charge the battery after each ride and avoid draining the battery completely. When used at room temperature (70°F [22°C]) the battery range and performance is at its best; whereas using it at temperatures below 32°F (0°C) can decrease range and performance. Typically, at -4°F (-20°C) range can be half that of the same battery at 70°F (22°C). Battery range will recover when temperature rises. More details are available in the APP.

NOTE

Typically, a fully charged battery should retain charge for 60-90 days in Standby Mode. Remember to charge the battery after each use. Completely draining the battery may cause permanent damage to the battery. Electronics inside the battery record the charge-discharge condition of the battery; damage caused by over-discharge or under-discharge will not be covered by the Limited Warranty.



Do not attempt to disassemble the battery. Risk of fire. No user serviceable parts.



Do not ride when the ambient temperature is outside the machine operation temperature(see Specifications) because low/high temperature will limit the maximum power/torque. Doing so could cause personal injury or property damage due to slips or falls.

9.pecifications

Dimensions	Unit	25×8.9×9.3 in (630×225×235 mm)
Weight	Payload	44–220 lbs (20–100 kg)
	Net	Approx. 20 lbs (9 kg)
Rider	Recommended Age	6+ years old. See the weight limit
	Required Height	Over 4ft(121cm) tall
Machine Parameters	Max. Speed	Approx. 7.75 miles (6-12km/h) Top speed varies to adapt di-erent riding manner and remai Top speed will reduce when remaining battery life drops.
	Typical Range	Approx. 3.75-7.75 miles (6-12 km)
	Traversable Terrain	Pavement , packed dirt, slopes < 10°, obstacles < 0.4 in (1 cm),gaps < 1.2 in (3 cm)
	Operating Temperature	14–104°F (-10–40°C)
	Storage Temperature	-4–122°F (-20–50°C)
	Max. Storage Time	Approx. 60 days(100%power) Approx. 20 days(30 %power)
	IP Rating	Mainframe IP54
	Charge Time	Approx. 2 hours
Battery	Nominal Voltage	37VDC
	Max. Charging Voltage	42 VDC
	Charging Temperature	32–104°F (0–40°C)
	Nominal Capacity	72 Wh
	Battery Management System	Over-voltage, under-voltage, short circuit, and over-heating protection. Auto-sleep and auto-wake
Motors	Nominal Power	250W×2
	Charging Temperature	32–104°F (0–40°C)

10. Calibration and Alarms

• Calibration

When in Balance Mode, if the G11 moves forward or backward on its own on flat ground, it needs to be calibrated if the problem persists, please contact after-sales service.

• To Calibrate the Swift G11

Confirm that the hoverboard is in the off state and keep both side of the pedals parallel to the horizontal plane.

Make sure the hoverboard is turned off, press and hold the power switch for 5 seconds and then release it. When you hear a sound, the system starts to calibrate;

the red light (that is, the running indicator and the left turn indicator) flashes 3 times. Wait until the red light is on, the system calibration is complete, and you can cycle

when you turn it off and on again.

• Self-balance

App adjustment: conversion of self-balance and not self-balance on app.

Manual adjustment: Place the car horizontally - make sure the G11 is turned on, press the power switch for about 6 seconds, until you hear the beep, then restart the hoverboard, the adjustment complete.

• Child mode/ Adult mode

App adjustment: conversion of adult mode and child mode on app.

Manual adjustment: Stand up the G11, press the power button to turn it on - release the button - then keep press. The button remains for about 6 seconds until the beep is heard and the balance hoverboard is restarted. Complete child mode switching

• Alarm

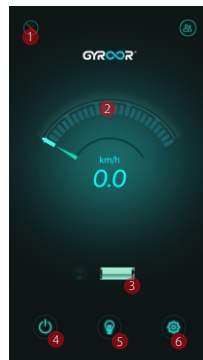
a. Overheating Riding for an extended period of time could increase the internal temperature of your G11 in excess of 122°F (50°C). If this happens, the glow lights will flash red, an alarm will sound and your G11 will not be able to charge. Simply step off the G11, power them off, and give them time to cool back down to a normal operating temperature

b. Speeding riding will cause a lift alarm, please note the speed you set in the app.

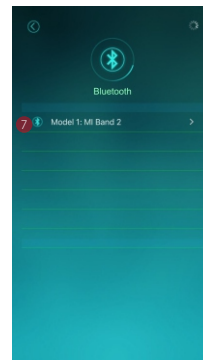
c. Other alarms.

For any other alarms, try restarting your G11. If the problem persists, please contact after-sales service.

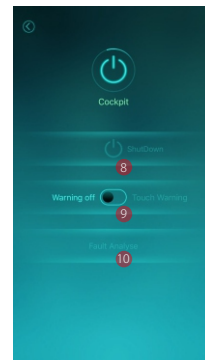
11. About app



Home



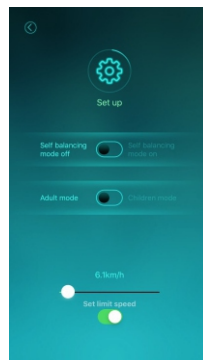
Bluetooth Connection



Analysis and warning



Color Adjustment



Settings

- 1 Click the Bluetooth icon to open the bluetooth and enter the Bluetooth link
- 2 Show the speed of the hoverboard.
- 3 Battery reminder (now it shows the battery empty)
- 4 Click this button to enter the switch and warning page.
- 5 Click this button to enter light color change page
- 6 Click this button to enter model adjustment and speed control page.
- 7 Search the bluetooth of the hoverboard.
- 8 Click this button to control the switch machine
- 9 Open this function when you need left hoverboard for a while, it will warning
- 10 Fault Analyse help you to find the problem of the hoverboard.
- 11 Light color control page.

12. Certification

This product has been tested and passed ANSI/CAN/UL-2272.

The battery complies with UN/ DOT 38.3

Electromagnetic Compatibility Directive & Low-Voltage Directive Shenzhen Chitado Technology Co., Ltd, declares that the equipment listed in this section are in compliance with the essential requirements and other relevant provisions of Directives 2014/30/EU & 2014/35/E

13. Trademark and Legal Statement

GYROOR and Gyroor swift G11 are trademarks of Shenzhen Chitado Technology Co., Ltd, registered in China and other countries. The respective owners reserve the rights of their trademarks referred to in this manual. The G11 is covered by relevant patents. For patent information go to <http://www.gyroorboard.com>. We have attempted to include descriptions and instructions for all the functions of the G11 at the time of printing.

However, your G11 may differ slightly from the one shown in this document. Please note that there are multiple G11 models with different functions, and some of the functions mentioned herein may not be applicable to your unit. The manufacturer reserves the right to change the design and functionality of the G11 product and documentation without prior notice. ©2019 Shenzhen Chitado Technology Co., Ltd. All rights reserved.

14. Warranty

Please keep the proof of purchase (i.e., receipt) to make sure your limited warranty.

Limited warranty:

1 year for vehicle, except battery or other consumables.

6 months for battery.

The warranty will be invalid under following condition:

- Open up the vehicle by an unlicensed person
- Receipt is not in accordance with the vehicle
- Inappropriate handling/use/maintenance of the vehicle
- Non-compliance with the points from the manual

Following damage will be not covered by the warranty:

- Damage on hoverboard by inappropriate handling or use
- Damage on hoverboard by inappropriate modification or repairs
- Damage on hoverboard by inappropriate storage
- Damage on vehicle cause by accident
- Hoverboard Surface damages
- Hoverboard damage or malfunction caused by rides in the rain or soaking in water

15. Contact

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your G11.

E-mail Sales: hello@gyroorboard.com

E-mail Service: service@gyroor.com support@gyroorboard.com

Facebook: [@Gyroorboard](#)

Instagram: [gyroor](#)

Website: www.gyroor.com

Have your order number on hand when contacting Gyroor.

17. FAQ

Gyroor is not responsible for damage caused by unreasonable use, please watch Gyroor's instructional video before use. **Link: <https://gyroorboard.com/pages/review>**

1. How to download app?

Please download by searching "Gyroor" on app store or google play.

2. How to connect app and bluetooth speaker?

For the app, after you download the APP of gyroor, You need to use your email to register and set a password. After the setting is successful, you can log in to our APP with your account. After you log in the APP, you can see a sign for bluetooth on the upper left corner, click it you will enter a new page, then choose scan, when you see the "Gyroor", click it will show connect successfully. For connecting the bluetooth speaker of the G11, please open the bluetooth on phone setting and search, the name of bluetooth is like "Wheel-music", then you can connect it directly.

3. I can not find the bluetooth for app or bluetooth speaker, does it support app and bluetooth speaker function?

The G11 support app and bluetooth speaker function, if you can not find the bluetooth, please restart the hoverboard or phone. If it still can not connect successfully, please try another smartphone with different system.

4. I can not connect the app /bluetooth, what should I do

If you can not connect the app or bluetooth speaker, please restart the G11 or phone. If it still can not connect successfully, please try another smartphone with different system.

If you need, please contact Gyroor customer service.

5. Do you have any suggestion for a new user?

Please subscribe Gyroorboard facebook, we will upload teaching video there.

a. For beginners, please practice on a flat ground, and adjust it to child mode.

b. Step on one foot at a time.

c. If having issues on stabilizing yourself, try pressing your feet against the outer edge.

d. Make sure that you have someone or something to hold on.

e. Step off backwards, not forwards.

f. Tilt both your feet forward to go straight.

g. Tilt them back to go backwards.

h. Slightly tilt your right foot to turn left.

i. Slightly tilt your left foot to turn right.

j. You can get through tighter spaces by moving the board back and forth.

k. Try not to freak out when getting on, confidence is key, be confident and just relax. Just have some fun with it for a few minutes that you can master it well.

6. The hoverboard is shaking, it is a little dangerous, what's the problem?

If shaking, it's possible that the user's weight is not enough for the hoverboard, you can adjust it to child mode by gyroor app or adjust by hands.

App adjustment: conversion of adult mode and child mode

Manual adjustment: Stand up the G11, press the power button to turn it on - release the button - then keep pressing. The button remains for about 6 seconds until the drip sound is heard and the balance hoverboard is restarted. Complete child mode switching.

7. The speed of two sides of the wheel is different/ I can not turn fluently with the hoverboard/ one side of the pedals is not on the horizontal line when starting up, what should I do?

The hoverboard is losing balance now, please calibrate it.

Confirm that the hoverboard is in the off state and keep both side of the pedals parallel to the horizontal plane.

Make sure the hoverboard is turned off, press and hold the power switch for 5 seconds and then release it. When you hear a sound, the system starts to calibrate; the red light (that is, the running indicator and the left turn indicator) flashes 3 times.

Wait until the red light is on, the system calibration is complete, and you can cycle when you turn it off and on again.

8. I'm an experienced rider, I do not like the self-balance, can I cancel it?

Yes, you can cancel it, adjust it by gyroor app or hands:

App adjustment: conversion of self-balance and unself-balance.

Manual adjustment: Place the car horizontally - make sure the G11 is turned on, press the power switch for about 6 seconds, until you hear the drip sound, restart the mode to complete the mode switch.

9. When I stop riding, the G11 is shaking heavily, is it normal?

If you suddenly stop using and down, the G11 will shake for seconds, it caused by the strong power. We advise that you can adjust it to child mode, that would reduce the shaking. And we suggest do not stop suddenly.

10. What should I do if there are problems with my G11?

A: If you find there are some problems on hoverboard, please contact GYROOR customer service by facebook @Gyroor or email support@gyroorboard.com, service@gyroor.com, with a video to show the problem and your order number is also needed. Gyroor would help to solve it soon.