



**gio**



# Tetris PRO

## Mobility Scooter

GIO eScooter Owners Manual - EN

[www.giomobility.com](http://www.giomobility.com)

**PLEASE INSPECT THIS GIO TETRIS PRO MOBILITY SCOOTER UPON  
ARRIVAL AND REPORT ANY DAMAGES THAT MAY HAVE OCCURRED  
DURING SHIPPING**



# SAFETY INFORMATION

**⚠ NOT FOLLOWING THE SAFETY AND OPERATIONAL INSTRUCTIONS IN THIS MANUAL MAY LEAD TO DAMAGE TO THE SCOOTER AND INJURY TO THE RIDER ⚠**

Please note the following information to ensure rider safety and get better use out of the GIO Tetris PRO Mobility Scooter. Please read the manual prior to first use and do not permit anyone who has not, operate the vehicle. Keep this manual safe for future reference.

This scooter is designed only for one adult only. Never exceed the max load capacity of the vehicle. 308 lbs (140kg)

Take extra care when handling the batteries inside the scooter. Avoid directly touching contacts with damp hands or metal tools to prevent electrocution.

To ensure the safety and reliability of this scooter, do not make modifications to it, and always use parts, specifically designed for the GIO Tetris PRO.

**⚠ ALWAYS APPLY BRAKES WHILE GOING DOWNHILL TO CONTROL SPEED AND AVOID SHARP TURNS AT HIGHER SPEEDS TO PREVENT TIPPING SIDWAYS! ⚠**

**⚠ THIS VEHICLE WAS NOT MANUFACTURED PRIMARILY FOR USE ON THE PUBLIC ROADS AND THUS IS NOT A MOTOR VEHICLE SUBJECT TO THE FEDERAL MOTOR VEHICLE SAFETY, BUMPER AND THEFT PREVENTION STANDARDS OR THE EQUIPMENT ITEM IS NOT A SYSTEM, PART, OR COMPONENT OF A MOTOR VEHICLE AND THUS IS NOT AN ITEM OF MOTOR VEHICLE EQUIPMENT SUBJECT TO THE FEDERAL MOTOR VEHICLE SAFETY STANDARDS. [591.5(A)] ⚠**

# TABLE OF CONTENTS

Overview	02
Riding Safety	03
Scooter Assembly	04
Scooter & Control Diagrams	05
Operating & Adjusting	06
Maintenance & Care	11
Troubleshooting & Specifications	13
Warranty Information	14

## OVERVIEW

Congratulations on the purchase of the GIO Electric Tetris PRO Mobility Scooter. It is an easy-to-operate mobility scooter designed for indoor and outdoor use. This stylish recreational mobility scooter doesn't require any licensing, registration or insurance. (Most areas, refer to local regulations)

The Tetris PRO is designed for an easier and more accessible experience. It features a delta-style tiller with a simple ambidextrously operated throttle lever and adjustable speed knob with a lower top speed. This manual contains a wide range of general information and should be read before the scooter is operated

# RIDING SAFETY

**ALWAYS** practice riding the scooter in an open area before driving amongst vehicle/pedestrian traffic

**ALWAYS** wear an approved helmet when riding the scooter

**ALWAYS** accelerate slowly and steer with both hands

**ALWAYS** drive with caution at appropriate speeds

**ALWAYS** use the scooter turn signals and horn

**ALWAYS** obey local traffic law

**ALWAYS** be aware of surroundings, pedestrians, traffic, etc

**ALWAYS** take extra care when driving in spaces shared with motor vehicles: parking lots, driveways, crosswalks, etc

**ALWAYS** apply brakes while driving downhill to regulate speed

**ALWAYS** take extra care driving in wet conditions

**ALWAYS** use the lights when driving in darker conditions

**ALWAYS** wear reflective clothing while driving in darker conditions

**ALWAYS** adjust the seat/steering column while stationary

**ALWAYS** follow the battery/scooter care instructions

**ALWAYS** inspect the scooter before each use

**AVOID** driving off-road or on surfaces that may lead to scooter damage

**AVOID** driving in conditions that may get the electric components wet

**AVOID** driving in conditions where the scooter and rider are not visible

**AVOID** overloading the scooter. Max capacity: 308 lbs (140kg)

**AVOID** inclines greater than the recommended maximum of 15°

**NEVER** drive while fatigued or unwell

**NEVER** driving under the influence of drugs or alcohol

**NEVER** distracted driving by not using a cell phone while driving

**NEVER** use replacement parts not approved by GIO Electric

**NEVER** use a charger not included or approved by GIO Electric

# ASSEMBLY

Each Tetris PRO arrives 99% assembled and is ready in a few simple steps.

## Step 1 - Unboxing

Untie or snip the wires holding the scooter in its protective frame and remove it from its packaging. Save shipping materials until assembly is complete to avoid accidental loss of small items. Double-check that the box includes the following components: **Keys** (2x ignition, 2x storage), **Fobs** (2x ignition, 1x stereo), **Charger**, & **Mirrors**.

## Step 2 - Mirrors

Twist each mirror into place until snug & tighten with a wrench if necessary.

## Step 3 - Breaker

The scooter's breaker ships in the off position. It must be turned on before charging or using the scooter. Locate it below the seat, on the right side and push the breaker to the on position. The scooter is now ready to use/charge.

## Step 4 - Drive Lever

Located at the rear of the scooter, between the safety wheels is a small lever directly attached to the side of the motor. Ensure this lever is in the DOWN position or the scooter will not move when the throttle is activated. This lever can also be used in the event that the scooter needs to be pushed manually. With the power turned off, pull the lever to the UP position to set the scooter into neutral so it can be moved freely. Please note that if the power is still on when put into neutral, the electric braking will automatically take effect and prevent movement.

## Step 5 - Charge

The scooter's battery will have naturally discharged during shipping and must be fully charged before the first use. Please see pg 09 for charging instructions.



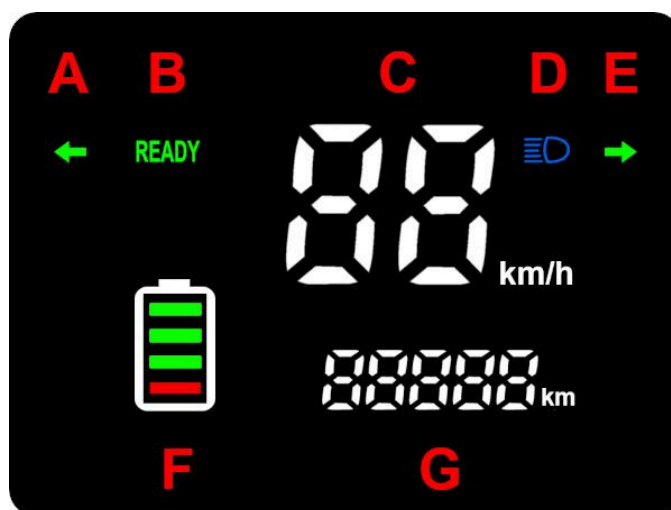
# SCOOTER DIAGRAM



- a Adjustable headrest  
Movable armrests
- b Rear storage box  
Seatback storage pouch
- c Lap belt  
Seat adjustment levers
- d Charging port  
Breaker switch  
Seat USB port
- e Rear lights  
Motor  
Drive lever

- f Rear wheels  
Anti-tip wheels
- g Mirrors & display  
Controls & throttle  
Signal lights
- h Ignition,  
Stereo input  
Storage
- i Front basket  
Headlight
- k Front wheels  
Bumper

# CONTROL DIAGRAM



- |   |                      |
|---|----------------------|
| 1 | Caution light switch |
| 2 | Speed dial           |
| 3 | Headlight switch     |
| 4 | Throttle lever (L)   |
| 5 | Throttle lever (R)   |
| 6 | Horn button (L)      |
| 7 | Turn signal switch   |
| 8 | Horn button (R)      |

- |   |                        |
|---|------------------------|
| A | Left signal indicator  |
| B | Ready indicator        |
| C | Speedometer            |
| D | Headlight indicator    |
| E | Right signal indicator |
| F | Battery gauge          |
| G | Trip odometer          |

## OPERATING & ADJUSTING

### Turning the Scooter ON/OFF

The scooter can be turned on in 2 different ways, manually and remotely. Once turned on, the scooter is locked into that mode of ignition until turned off. The other method will not affect the machine's operation.

(Eg. If started with the remote fob, the keys can be inserted, turned, and even removed and the unit will remain on until it is shut off with the remote fob.)



To start manually, insert the key into the ignition and turn clockwise. To turn the scooter off, turn the key counterclockwise from the on position.

To start remotely double press the lightning bolt button | ⚡ ) on the ignition fob. To shut off the scooter remotely double press the unlock button | 🗝️ ) on the fob twice.

The unit should chirp and the LCD screen should activate indicating the scooter is on. The display will display **READY** when startup is complete.

## Driving the Scooter

The Tetris PRO features an easily pressed throttle lever in the center of the tiller that pivots like a seesaw. This allows the lever to be operated by either or both hands. Pushing the lever accelerates the scooter forward or backward depending on the direction pressed and which side the lever is operated on. *Please note if the scooter does not move when the throttle is pressed, ensure that the drive lever is engaged and the scooter is powered on.*

The scooter features a central dial to adjust its forward speed up to a maximum of 15 km/h (9 mph). Ensure to bring the scooter to a stop before adjusting the speed.



The Tetris PRO features electric braking and doesn't require brakes to be applied independently. Electric brakes automatically apply when the motor is not powered, this occurs when the throttle is released, there is a loss of scooter power or if the scooter is not turned on.

**⚠️ ALWAYS APPLY BRAKES WHILE GOING DOWNHILL TO CONTROL SPEED AND AVOID SHARP TURNS AT HIGHER SPEEDS TO PREVENT TIPPING SIDWAYS! ⚠️**

# OPERATING & ADJUSTING continued...

## Alarm System





The GIO Tetris PRO features an alarm system that is controlled with the included ignition fob. This built-in security alarm is movement sensitive, and once activated it will sound the scooter alarm if it is moved.

Activating the alarm can be done in 2 ways. The scooter will automatically set the alarm when the keys are removed and it sits idle for over 5 min. The second method to activate is using the key fob. Press the lock button (  | on the fob button to turn the alarm on. The scooter will chirp to indicate the alarm is active. Once activated, via either method, or if triggered the alarm can be deactivated by pressing the unlock button ( |  ). *Please note fobs come with the battery preinstalled. If a fob is not working or lighting up when pressed, first replace the battery. (1x CR2032 battery)*

## Stereo Speakers

The Tetris PRO features integrated stereo speakers which are controlled with the stereo fob. These speakers can be used to play FM radio, mp3s from an inserted memory stick/card or connected to a Bluetooth device.

### Fob Button Guide

	<b>Toggles Secondary Alarm On/Off</b> (Not recommended as scooter must be on to function, not connect to ignition system)
 ON MOD	<b>Press</b> to turn on stereo - starts in FM tuner mode (Press while in FM tuner mode to auto search stations, press again to stop search) <b>Long Press</b> to toggles Bluetooth ON/OFF (off returns to FM mode) (Press while in Bluetooth or (mp3) Music mode to pause/play audio)
Vol - 	<b>Press &amp; hold</b> to decrease volume <b>Press</b> to skip to last track or FM station
Vol+ 	<b>Press &amp; hold</b> to increase volume <b>Press</b> to skip to next track or FM station

To pair the stereo to a Bluetooth-enabled device like a cell phone, press and hold the ►II/ON MOD button until the scooter announces “Bluetooth device ready to pair”. Then via the Bluetooth-enabled device’s Bluetooth menu search for the scooter stereo device name “S-040BT” and pair.

To use the stereo as an mp3 player insert a USB memory stick or micro SD card containing mp3s into the applicable port on the stereo box and the system will automatically switch to mp3 “Music” mode. In the event no mp3s are found the system will default back to the FM Tuner.

## **Charging the Scooter**

The scooter requires a full charge before its first and after each use.

Locate the charging port, on the body below the left side of the seat, open and insert the correct end of the charger into the scooter, then the other into an outlet. The light on the charger will illuminate red while charging and will turn green when charging is complete. (Approx. 6-8 hours)

To maintain the battery’s overall capacity, charge after each use and don’t allow the battery to empty completely. *Please note: that the charger may become warm or emit sound during charging, this is normal. Oppositely if it doesn’t, this does not indicate a problem with the charger.*

**THIS SCOOTER WILL ONLY CHARGE AND OPERATE WITH THE BREAKER IN THE ON POSITION!**

# OPERATING & ADJUSTING continued...

## Seat Warmer

The Tetris PRO comes included with a USB powered seat warmer. An additional USB port is located below the seat to easily accommodate the seat warmer connection.

The seat warmer features single button operation. Pressing the power button once will turn the heat on and the LED will illuminate to indicate it is turned on. Press the button again to turn the heat off.



## Scooter seat adjustments

The scooter's seat has several points of adjustment. *Please ensure to make adjustments to the seat while stopped.*

**Headrest:** Find the release where the headrest inserts to adjust its height.

**Armrests:** Adjust the knobs located on the underside of each armrest.

**Seatbelt:** The length adjuster can be found on the right side of the belt.

**Seatback:** To adjust the seat's incline locate the lever on the right side seat hinge. This lever releases the seat back allowing the rider to adjust the incline. Release the lever to set it in place, & ensure its secure before riding.

**Seattrack:** The seat can be shifted forwards and backward. Locate the lever just below the right side of the seat cushion. This lever releases the seat allowing it to be moved to the desired position. Release the lever to set it in place. Ensure the seat is secure before riding. **Swivel:** The seat can be swiveled to either side for easier access. Locate the red release lever just below the left side of the seat. Pull the lever, then rotate the seat in the desired direction. It will swivel freely until rotated back to front and will click into place. Ensure the seat is fully secure before riding.

# MAINTENANCE & CARE

The GIO Tetris PRO requires minimal maintenance which can be performed by most users, a friend or family member, or a scooter technician. Visually inspect the scooter regularly for any signs of damage, especially after any collisions or accidents.

**⚠ TO ENSURE THE SAFETY AND RELIABILITY OF THIS SCOOTER, DO NOT MAKE ANY MODIFICATIONS TO IT, AND ALWAYS USE PARTS SPECIFICALLY DESIGNED FOR THE GIO TETRIS PRO. ALWAYS MAKE SURE THE SCOOTER IS TURNED OFF BEFORE PERFORMING ANY MAINTENANCE! ⚠**

## **Safety Inspection List**

*Before first use* and periodically after, check the following:

### *Brakes:*

- Do electric brakes correctly bring the scooter to a stop when the throttle is released?

### *Tires:*

- Are they properly inflated? (20-25 PSI)
- Are the tires in good condition?

### *Lights:*

- Do the turn signals function properly?
- Does the headlight function properly?

### *Handlebars:*

- Are they properly secured and turn smoothly?

### *General:*

- Are there any loose parts, nuts, bolts etc?
- Is there any other physical damage?

**Any issues found should be addressed before riding the scooter!**

# MAINTENANCE & CARE...

## Battery & Charger

**⚠ ALWAYS CHARGE THE BATTERY WITH THE INCLUDED CHARGER ONLY. FOR BEST PERFORMANCE, CHARGE AFTER USE AND AVOID COMPLETELY DRAINING THE BATTERY BY RECHARGING IT BEFORE THE METER REACHES ZERO. ⚠**

The scooter's batteries have a lifespan of 250-300 charge cycles on average translates to 2-4 years with normal use and proper care. *The battery in this scooter requires regular charging, even when not in use, to maintain its life.* A full charge should be performed once a month if no other charging has occurred. If storing the scooter for an extended period, ensure that it is accessible to perform the required maintenance charging. Failure to do so may result in a reduced battery lifespan. All rechargeable batteries slowly lose capacity over time resulting in a shorter range.

All batteries are affected by ambient temperature and will discharge faster at lower temperatures, decreasing the range. Prolonged exposure to subzero temperatures may result in damage to the battery. The speed the scooter is driven will directly affect the range and battery life of each ride. Lower speeds will provide the best range.

Ensure the battery and charger do not come in contact with water, heat, open flames or chemicals and avoid direct prolonged exposure to sunlight. Ensure the charger is placed on a flat surface to avoid it falling and is situated in a dry ventilated space. Do not block heat vents on the charger or place a powered charger inside of an enclosed container.

The charger for the Tetris PRO is not designed for outdoor use. Ensure that it is used only when protected by proper shelter that is dry.



Avoid dropping the charger. Always disconnect by gripping plugs directly, do not tug on wires. Do not disassemble or attempt to repair a damaged battery or charger, contact GIO customer service to order replacement parts.

## **Tires**

The Tetris PRO is equipped with tubeless tires, these require less maintenance and are less prone to flats compared to traditional tube tires. However, damage and flats are still possible. The condition of the tires not only directly affects the ability to drive the scooter but also its general performance.

In the event a tire is unable to hold air, check it for any cuts or punctures. If a puncture is found in the tire can be repaired at home with a basic patch kit for tubeless tires, or by a shop that repairs tires. If there is a cut or greater damage to a tire, replacement parts are available to order, please contact customer service.

**⚠ THE TREAD ON THE TIRES IS CRUCIAL TO THE SCOOTER'S HANDLING AND SAFETY. WORN-OUT TREADS WILL REDUCE THE GRIP BETWEEN THE TIRE AND THE DRIVING SURFACE RESULTING IN LESS CONTROL AND POSSIBLE ACCIDENTS. ⚠**

## **Cleaning**

To clean the scooter use a damp cloth with a neutral soap to wipe clean surfaces. Avoid high pressure or excess water as this may cause corrosion or shorts in electrical components.

# TROUBLESHOOTING

Issue	Possible cause	Most likely solution
Scooter won't move	Ignition not turned on	Turn key to ON position
	Battery low or old	Charge battery or replace if won't hold charge
	Battery not connected	Check battery connections
	Breaker not turned on	Turn breaker to ON position
	Drive level not engaged	Ensure lever is down
	Motor malfunction	Check connections near the motor, tighten loose connections, or replace motor
	Throttle malfunction	Check connections to or replace throttle
	Controller malfunction	Check connections to or replace controller
Noises coming from motor	Defective or damaged motor	Replace motor
Scooter doesn't decelerate properly	Throttle is defective	Replace throttle
	Controller is defective	Replace controller
	Brake issue	Replace magnetic brake block
Scooter slowing down	Low battery	Charge battery
	Damaged or old battery	Replace battery
	Damaged throttle	Replace throttle
	Brake issue	Ensure brakes not engaging accidentally
Trip distance per charge reduced	Low tire pressure	Adjust tire pressure (20-25 PSI)
	Low battery	Charge battery
	Damaged or old battery	Replace battery
	Over weight limit	Reduce scooter load
	Driving conditions (headwind, slopes)	Avoid these conditions for best performance
Uneven tire wear	Tire pressure low	Adjust tire pressure (20-25 PSI)
Steering not flexible	Uneven tire pressure	Adjust tire pressure
	Over weight limit	Reduce scooter load
Battery not charging	Defective wall outlet	Use alternate outlet
	Loose charger connection	Check charger plugged into wall and scooter
	Loose internal connections	Check connections on charging port & batteries
	Damaged charger	Replace charger
	Damaged or old battery	Replace battery

ALL TROUBLESHOOTING TIPS ABOVE ARE MEANT AS A BASIC GUIDE. DO NOT ATTEMPT TO REPAIR THE SCOOTER WITHOUT PROPER KNOWLEDGE AND SKILL. PLEASE CONTACT OUR TECHNICAL SUPPORT FOR HELP WITH ANY SCOOTER ISSUES AND POSSIBLE SOLUTIONS OR SEEK THE EXPERTISE OF A LOCAL TECHNICIAN EXPERIENCED IN SCOOTER REPAIR.

## SPECIFICATIONS

Motor:	48V 500W	Ground Clearance:	2.75" (7cm)
Battery:	48V 20AH lead acid	Seat Height:	26" (65cm) from ground*
Brakes:	Electromagnetic	Wheel Base:	36" (120cm)
Tires:	Tubeless 13*5-6	Wheel Track:	24" (67cm)
Top Speed:	9mph(15km/h)	Turning Radius:	71" (180cm)
Range per Charge:	Up to 30 miles (50km)	Max Load:	308 lbs (140kg)
Charge Time:	6-8 hours	Dry Weight:	335 lbs (152kg)
Dimensions:	62"x 26"x40" (155x65x120cm)	Max Incline:	15°

# WARRANTY

The following details are applicable to all scooters sold directly to customers by GIO. *If this product was purchased via an Authorized Dealer please refer to the warranty coverage provided by the dealer and contact them directly for warranty-related claims or assistance.*

*When purchased directly from GIO Electric*, 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 the charger, motor, controller, to be free of manufacturing defects for a period of 12 months. All warranty periods commence from the date of shipment. Warranty coverage is nontransferable.

This limited warranty does not cover normal wear and tear items/parts. (tires, brake pads, cables, etc) It does not cover product issues related to misuse, neglect, or accident. Nor any damage, failure, or loss caused by improper assembly, setup, storage, maintenance, or servicing. Modifications to this unit that result in any damages or issues will void warranty coverage.

For any request regarding warranty, spare parts or replacement devices do not hesitate to contact us by phone or e-mail. Have the original order number ready before contacting us.

**E-Mail: [support@gioelectric.zendesk.com](mailto:support@gioelectric.zendesk.com) Tel: 1-855-907-4211**





***gio***

11400 Twigg Place Unit 1  
Richmond, BC, V6V-3C1  
CANADA

E-Mail: [support@gioelectric.zendesk.com](mailto:support@gioelectric.zendesk.com)

Website: [www.giomobility.com](http://www.giomobility.com)

Tel: 1-855-907-4211

© GIO Mobility, 2024. All Rights Reserved