



USER MANUAL

**WARNING! IMPROPER USE OF THE IO HAWK AND/OR
FAILURE TO READ THIS USER MANUAL MAY LEAD TO
SERIOUS BODILY INJURY AND DEATH**

Congratulations on the purchase of your new IO HAWK!

**PLEASE READ THE USER MANUAL THOROUGHLY
BEFORE OPERATING**



Before you get started, please make sure to read the User Manual and watch the instructional videos on WWW.IOHAWK.COM

It is highly recommended to start your first IO HAWK experience with a friend. Having a spotter during initial use will increase your confidence and help you become acclimated to your IO HAWK. Always wear the proper safety gear before operating. ENJOY YOUR IO HAWK!

PLEASE NOTICE:

- The original IO HAWK is an Intelligent Personal Mobility Device.
- Before riding, please read the User Manual carefully, and follow all Safety Precautions.
- Improper use of this product can lead to property damage, serious bodily injury, and/or death.
- The information in this User Manual will help you better understand, enjoy and maintain your IO HAWK.

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1.Product Overview

1.1 General Information

The original IO HAWK is an Intelligent Personal Mobility Device. This device is an intuitive, technologically advanced solution that provides the user personal transportation based on dynamic balancing principles calculating the user's center of gravity using gyroscope and acceleration sensors. Using the latest technology and production processes, each IO HAWK undergoes strict testing for quality and durability. With its lightweight, portable design, ease of use, range, and low carbon footprint, the IO HAWK is the Ultimate Last Mile Solution.

1.2 What You Need To Know

Before you first experience your IO HAWK, please read the USER MANUAL thoroughly and learn the basics to ensure your safety and the safety of others. It is highly recommended that your initial IO HAWK experience be with a spotter who can assist you in centering your balance. Once you keep your center of gravity even, you will be able to stand on the IO HAWK without moving, similar to standing on the ground. The most important thing to do is stay relaxed and confident. The IO HAWK is very intuitive and senses the slightest motion, so finding your center of balance is key. Step on quickly, confidently, and evenly, but remember to keep your body quiet. Please refrain from flaying your arms, leaning too far forward and/or backwards, or stepping on your IO HAWK unevenly, as this will cause you to lose control and increase your probability of injury. Please follow the detailed directions outlined in the USER MANUAL in Section 3 under Operating Principles.

1.3 WARNING

Failure to follow the basic instructions and safety precautions listed in the USER MANUAL, can lead to damage to your IO HAWK, other property damage, serious bodily injury, and even death.

2. Product Description

2.1 Description of IO HAWK

The IO HAWK is a technologically advanced Personal Mobility Device. It has two wheels that balance and transport the user using battery powered brushless motors. The IO HAWK uses digital gyroscope modules and acceleration sensors to calculate the user's center of gravity and move the device accordingly. The IO HAWK can move forwards, backwards, turn in either direction or turn in place. The compact footprint and zero degree turning radius allow you to enjoy your IO HAWK both indoors and outdoors.



2.2 Description of IO HAWK Components



1. Fender

2. Footprint & Sensors

3. Displays

4. Engine & Tire

5. LED

6. Unterbody protection

3. Operating Principles

3.1 How IO HAWK Works

The IO HAWK uses digital electronic gyroscopes and acceleration sensors to control balance and motion intelligently, depending on the user's center of gravity. The device also uses an intelligent control system to drive the brushless motors that are located within the wheels. The IO HAWK has a built-in inertia dynamic stabilization system that can help assist with balance when moving forward and backwards, but not while turning.

TIP -To increase your stability, you must shift your weight in order to overcome the centrifugal force during turns, especially when entering a turn at higher speeds.

3.2 PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

Step 1: Getting Started - Take your IO HAWK out of the box and place it flat on the floor. Press and hold the power button, located on the front of your IO HAWK, next to the 3-pin charging port. You will hear an alert.



Step 2: Checking the Display Board - located in the center of your IO HAWK. The IO HAWK should power on and beep indicating it is on. The Battery indicator light should be lit, indicating there is power to the device.

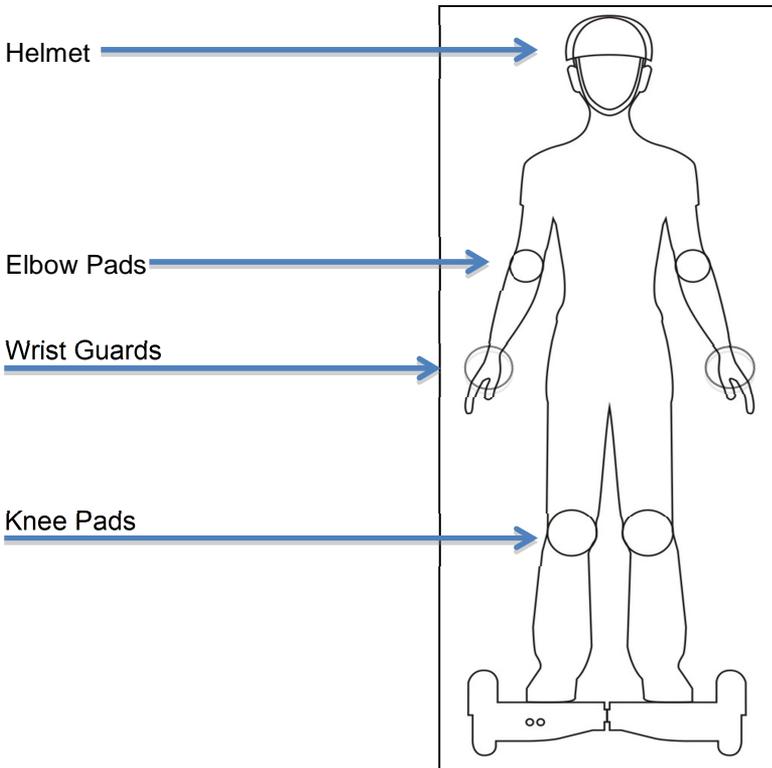


A. Battery Indicator: The Green LED light indicates the IO HAWK is charged >50%, the Yellow LED light indicates the power is under <50%, the Red LED light indicates the power is down to 10%, when the LED light becomes red, please recharge the device.

B. Running Indicator: When the operator triggers the rubber foot mats, the Running Indicator LED will light up, which means that the system enters the running state; when the system has an error during operation, the running LED light will turn red and you will hear the system alert you with a beep.

Step 3: Charging your IO HAWK - Make sure the IO HAWK is fully charged before your initial use. For charging instructions, please follow details in Section 8 under Battery and Charging Specifications.

Step 4: Safety Gear - Wear all proper safety gear, including, but not limited to a helmet, knee pads, elbow pads, and wrist guards.



Step 5: Stepping On -Stand directly behind your IO HAWK. Place one foot on the Rubber Foot Mat, keeping the instep of your foot where it meets the “O” from the IO logo on the rubber mat (as described below).



Place one foot on the IO HAWK.

Keep all your weight on your back foot still on the ground.



Otherwise, your device will begin to move, making it difficult to step on evenly with your other foot.

When you are ready, shift your weight to the foot already placed on the device and step on with your second foot quickly and evenly (as described in the diagram below).



TIP– Stay relaxed and step on quickly, confidently and evenly 1-2. Many people overthink this step, imagine climbing a stair, one foot, then the other. Once your feet are even, try to look up.

Step 6: Staying Balanced - Find your center of gravity. If your weight is distributed correctly on the foot mats, and your center of gravity is level, you should be able to stand on your IO HAWK, just as if you were standing on the ground. IF NOT, you may feel like you are moving in a particular direction, turning, spinning in place, wobbling back and forth, or simply uncomfortable with the device.

NOTE – On average, it takes 3-5 minutes just to get comfortable standing on the IO HAWK and maintaining proper balance. Having a spotter will help you feel more secure. The IO HAWK is an incredibly intuitive device; it senses even the slightest bit of motion, so having any anxiety or reservation about stepping on may cause you to panic and trigger movement that is not otherwise natural to you. The best way to overcome that initial anxiety is by having a spotter.

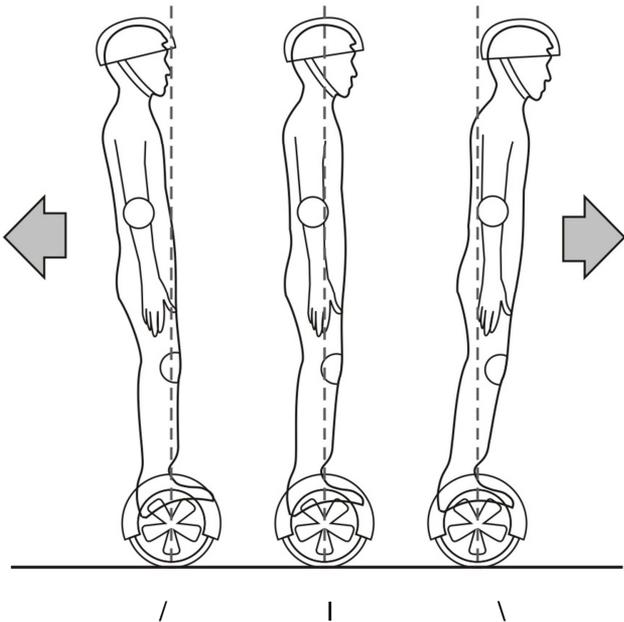
TIP – Stay relaxed, stand evenly, and apply an equal amount of pressure on both sides of the device. Relax your muscles as much as you can. Taking a deep breath and exhaling can help you achieve this. Slightly bending your knees can also help. Once you can stand IDLE and STOP, you are ready for the next step.

If you begin to turn in a particular direction, focus on turning in the opposite direction to stop turning.



When you first begin using your IO HAWK, the fastest way to move in your desired direction is to focus in that direction. You will notice that just thinking about which way you would like to go will shift your center of gravity, and that subtle movement will propel you in that direction.

Step 7: Riding your IO HAWK - Keeping in mind what we learned in Step 6, apply the following general principles to the operation of your IO HAWK.



TO MOVE BACKWARDS

TO STOP

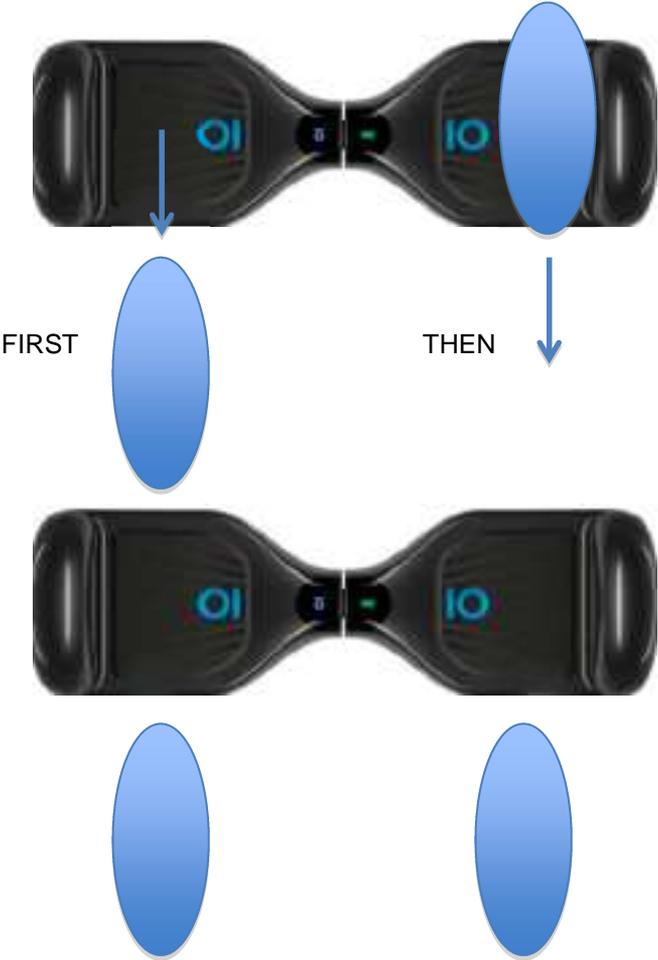
TO MOVE FORWARDS

Notice in the diagram above, your center of gravity determines which direction you move, accelerate, decelerate, and come to a complete stop.

***TIP** - Try staying relaxed and focus on finding your center of gravity to maintain full control. Tilt your center of gravity in the direction you wish to move. To turn, focus on the direction you wish to turn and stay relaxed. The more comfortable you get on the IO HAWK, the easier you will maneuver. Remember at higher speeds, it is necessary to shift your weight to overcome the centrifugal force. For bumps or uneven roads, bend your knees.*

Step 8: The Dismount - Stepping off of the IO HAWK can be one of the easiest steps, yet when done improperly, may cause you to fall. To properly dismount, from a stopped position, lift one leg up and set your foot back down on the ground (STEPPING BACK). Then step off completely.

NOTE - A common error is to try and step forward.



TIP – make sure to lift your leg completely off to clear the device when stepping back, otherwise you can get sent into a tailspin.

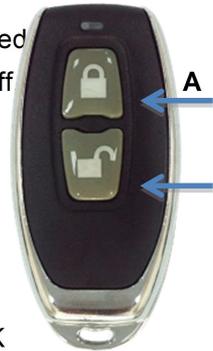
4. Remote Control and Special Functions

4.1 Remote Control

Please notice in your box the IO HAWK has 2 remote controls; its maximum operating range is 15 feet (approximately 5 meters).

A. Power OFF (A)Button: When the device is powered on, press and hold button **A** for 3 seconds to power off

Note- You must press the power button on the actual device to power the IO HAWK back ON.



B. Lock/Unlock (B)Button: While the device is powered on, click the **B button** to lock your IO HAWK (your battery display will turn red, indicating locked mode).

Click the **B button** again to unlock your IO HAWK (display green/active)

Note- After 10 minutes of no activity, your IO HAWK will always power itself off to conserve battery.

4.2 Special Functions

A. Beginner Mode: Press and hold the **B button** for 3 seconds, your IO HAWK will switch to beginner mode reducing top speed to 3.7mph (6km/h). You will notice the Running Indicator will begin blinking, indicating you are operating in beginner mode.

To turn beginner mode off, press and hold the **B button** on the remote control for 3 seconds. The blinking Running Indicator light will turn off. This indicates that your device is back in standard operating mode.

Note- In beginner mode, the governor is set at 3mph, (6km/h) whereas in standard operating mode, the governor is set at 6.2mph (10km/h). For your own safety, the IO HAWK will push back if you attempt to exceed the governed speed limit.

B. Recalibrating: When the IO HAWK experiences an error, the Running indicator light will remain red, meaning your IO HAWK will not operate until it is properly recalibrated. To recalibrate, follow these steps:

1. Place the IO HAWK back in its box.
2. Click the **B button**, the battery light will display red (locked mode).
3. Then press and hold both buttons **A** and **B** simultaneously for 2 seconds. You will see both display lights flash yellow.
4. Click the **B button** again to unlock. Now your IO HAWK has been reset. If still not functioning, please contact the IO HAWK team.

5. IO HAWK SAFETY PRECAUTIONS –MUST READ



FAILURE TO FOLLOW ANY OF THE FOLLOWING SAFETY PRECAUTIONS CAN AND MAY LEAD TO DAMAGE TO YOUR IO HAWK, VOID YOUR MANUFACTURER WARRANTY, LEAD TO PROPERTY DAMAGE, CAUSE SERIOUS BODILY INJURY, AND CAN LEAD TO DEATH.

1. Please wear all appropriate safety and protective gear as previously mentioned in the User Manual (Section 3, Page 7) before operating the IO HAWK.
2. Make sure to wear comfortable clothes and flat closed toe shoes when operating your IO HAWK.
3. Please carefully read the User Manual, which will assist in explaining the basic working principles and provide tips on how to best enjoy your IO HAWK experience.

SAFETY PRECAUTIONS CONTINUED on the following page.....

5. IO HAWK SAFETY PRECAUTIONS CONTINUED—MUST READ

4. Before stepping on your IO HAWK, make sure it is placed flat on level ground, the power is on, and the Running Indicator light is green. Do not step on if the Running Indicator is red.
5. Do not try to open or modify your IO HAWK, as doing so will void your manufacturer warranty, and may cause failure to your device leading to serious bodily injury or death.
6. Do not use the IO HAWK to place yourself or anyone else and their property in danger.
7. Do not operate the IO HAWK while under the influence of drugs and/or alcohol.
8. Do not operate the IO HAWK when you are restless or sleepy.
9. Use your best judgment to keep yourself out of dangerous situations with your IO HAWK.
10. Do not ride your IO HAWK off of curbs, ramps, or attempt to operate in a skate park, empty pool, or in any way similar to a skateboard or scooter. **The IO HAWK IS NOT A SKATEBOARD.**
11. Do not turn sharply, especially at high speeds.
12. Do not continuously spin in place, it will cause dizziness and you will fall and injure yourself.
13. Do not abuse your IO HAWK, doing so can damage your unit and cause failure to the operating system leading to injury.
14. Do not drive in or near puddles of water, mud, sand, stones, gravel, debris or near rough and rugged terrain.
15. The IO HAWK can be used on paved roads that are flat and even. If you encounter uneven pavement, please lift your IO HAWK over and past the obstruction.
16. Do not ride in inclement weather: snow, rain, hail, sleet, on icy roads or in extreme heat.
17. Do not ride in or near pools or other large bodies of water.

SAFETY PRECAUTIONS CONTINUED on the following page.....

5. IO HAWK SAFETY PRECAUTIONS CONTINUED–MUST READ

18. For Bumps and Uneven pavement- Bend your knees when riding on bumpy or uneven pavement to absorb the shock and vibration and help you keep your balance. If you are unsure if you can safely ride on a specific terrain, step off and carry your IO HAWK. ALWAYS ERR ON THE SIDE OF CAUTION.
19. Do not attempt to ride over bumps or objects greater than ½ inch even when prepared and bending your knees.
20. PAY ATTENTION- look at where you are riding and be cognoscente of the road conditions, people, places, property and objects around you.
21. Do not operate the IO HAWK in crowded areas.
22. Operate your IO HAWK with extreme caution when indoors, especially around people, property, and narrow spaces like doorways and other narrow spaces.
23. Operate your IO HAWK with extreme consideration for people and property at all times.
24. Do not operate the IO HAWK while talking, texting, or looking at your phone.
25. Do not ride your IO HAWK where it is not permitted.
26. Do not ride your IO HAWK near motor vehicles or on public roads.
27. Do not climb or travel down steep hills with your IO HAWK.
28. The IO HAWK is intended for use by a single individual, DO NOT attempt to operate the IO HAWK with two or more people.
29. Do not carry anything while riding the IO HAWK.
30. Individuals with lack of balance should not attempt to operate the IO HAWK.
31. Women who are pregnant or who may become pregnant should not operate the IO HAWK.

SAFETY PRECAUTIONS CONTINUED on the following page.....

5. IO HAWK SAFETY PRECAUTIONS CONTINUED–MUST READ

- 32. Young children and the elderly should not operate the IO HAWK without proper instruction and supervision from a Certified IO HAWK trainer.**
- 33. At higher speeds, always take into consideration longer stopping distances.**
- 34. DO NOT step forward off of your IO HAWK.**
- 35. Do not attempt to jump on or off your IO HAWK.**
- 36. Do not attempt any stunts or tricks with your IO HAWK**
- 37. Do not ride the IO HAWK in dark or poorly lit areas.**
- 38. Do not ride the IO HAWK near or over potholes, cracks or uneven pavement.**
- 39. Do not operate your IO HAWK off-road.**
- 40. Keep in mind that you are 4.3in. (11cm) taller when operating the IO HAWK. Make sure to go through doorways safely.**
- 41. Do not exceed the maximum or minimum weight limits.**
- 42. Do not step on the fenders of the IO HAWK.**
- 43. Avoid driving the IO HAWK in unsafe places, including near areas with flammable gas, steam, liquid, dust, fiber, which could cause fire and explosion accidents.**
- 44. Follow all of the state, local, and federal laws in your respective jurisdiction regarding operation of the IO HAWK or similar products.**
- 45. Enjoy your IO HAWK safely and responsibly.**

If you have any questions and/or concerns, or if you would like more information on safety tips, please feel free to contact the IO HAWK team and visit our website for more information and tips on how to best enjoy your IO HAWK experience.

www.iohawk-europe.com

6. Weight and Speed Limitations

PLEASE NOTICE- Speed and Weight Limits are set for your own Safety. Please do not exceed the limits listed in the User Manual.

6.1 Weight Restrictions

- Maximum Weight: 265lbs - 120 kg.
- Minimum Weight: 45lbs - 20 kg.

6.2 Speed Limits

- Maximum Speed in Standard Operating Mode: 6.2mph (10 km/h.)
- Maximum Speed in Beginner Mode: 3.7mph (6 km/h)

NOTE- To prevent injury, when top speed is reached, the governor will beep to alert the user and tilt the user back

7. Operating Range

Please notice the IO HAWK can travel a distance of 8-12 miles (13-20km) on a fully charged battery in ideal conditions. The following are some of the major factors that will affect the operating range of your IO HAWK.

- **Terrain:** A smooth, flat surface will increase your driving distance, while driving uphill, as well as rough or uneven terrain will reduce your distance significantly.
- **Weight:** The weight of the user can affect driving distance, a lighter user will have further range than a heavier user.
- **Ambient temperature:** Please ride and store the IO HAWK under recommended temperatures, which will increase driving distance; battery life, and overall performance of your IO HAWK.
- **Maintenance:** Reasonable battery charging and maintenance will increase the distance. Overcharging the battery can reduce range.
- **Speed and Driving Style:** Maintaining a moderate speed will increase your distance; while travelling at high speeds for extended

periods, frequent starts, stops, idling, along with frequent acceleration and deceleration will reduce your overall distance.

8. Battery Information and Specifications

This section is intended to provide you basic information about your battery and charger, Please read this section carefully to ensure you For user safety and to prolong the life of your battery, as well as improve battery performance, please follow these instructions

➤ Battery Power

When the Battery Indicator light is green, your battery is over 50% charged; when yellow your battery is under 50% capacity; when the Battery Indicator light turns red, your IO HAWK is at less than 10% battery capacity, please stop operating your IO HAWK and charge your battery 2-3 hours utilizing the charger that you received in your IO HAWK package. To fully recharge your battery please follow the instructions under Charging your IO HAWK.

➤ Battery Specifications

Content	Parameters
Battery	Lithium Battery
Charging time	2-3h
Voltage	36V
Initial Capacity	2-4Ah
Working Temperature	5°F - 122°F (-15°C~50°C)
Charging Temperature	32°F - 104°F (0°C~40°C)
Storage Time	12 months

Storage Temperature	-4°F - 77°F (-20°C-25°C)
Storage Humidity	5%-95%

8. Battery Information and Specifications Continued

➤ BATTERY WARNING

Failure to follow the Safety Precautions listed in the Battery Warning could lead to serious bodily injury and death. Seek immediate medical attention if you are exposed to any substance that is emitted from the battery.

- Do not attempt to modify, change, or replace your battery.
- Do not use your IO HAWK if the battery begins to emit odor, overheats, or begins to leak.
- Do not touch any leaking materials, or breathe fumes emitted.
- Do not allow children and animals to touch the battery.
- The battery contains dangerous substances, do not open the battery, or insert anything into the battery.
- Please only use the charger provided by IO HAWK.
- Do not attempt to charge the IO HAWK if the battery has discharged or emitted any substances. In that case, the battery should be abandoned for safety.
- Please follow all local, state and federal laws in regards to recycling, handling and disposing of Lithium Ion batteries.
- The IO HAWK should only be shipped in its original packaging.
- Do not throw away your box as you need you IO HAWK packaging for future use.

9. Charging your IO HAWK

Step 1: Ensure that the charging port is clean and dry. Make sure that there is no dust, debris or dirt inside the charging port.

Step 2: Plug the charger into the wall, then connect the cable with the power supply (100V ~ 240V; 50, 60 Hz), make sure the light on the charger is lit GREEN.

Step 3: Connect the charging cable into the charging port of the IO HAWK. The indicator light on the charger should change to RED, indicating that your IO HAWK is now being charged. When the RED indicator light on your charger turns to GREEN, then your IO HAWK is fully charged. A full charge typically occurs within 2-3 hours.

Step 4: Please unplug the charger from your IO HAWK and from the power outlet.

Important Notes About Charging

- If the GREEN light on your charger does not turn RED when you plug it into your IO HAWK, it could mean you have to check the cables to ensure you have a proper connection; or that your IO HAWK is already fully charged. Push and hold your power button next to the charging port to check the status of your battery in the display.
- Do not overcharge, as this will affect the life of the battery.
- The best charging temperatures are between 32°F - 104°F (0°C~40°C). Extreme cold and extreme heat will prevent your battery from charging fully.
- Make sure to unplug your charger before standing on or operating your IO HAWK, as this can be very dangerous.
- Use only the IO HAWK charger that you received in your box.
- If the IO HAWK is powered on when you enter the plug, the Battery Indicator will begin blinking, if the IO HAWK is powered

off when you enter the plug, the Battery Indicator will not blink.

NOTE- Only the indicator light on the charger will tell you the status of the battery during charging.

10. Safety Alerts

During operation, if there is a system error or illegal operation performed with your IO HAWK, the system cannot enter self-balancing mode, so the device will prompt the user in a variety of ways. You will notice the Running Indicator Light will turn RED and you will hear a beep sound alerting you to take precaution and cease operation. The following are common occurrences where you will hear the Safety Alerts; these notices should not be ignored, but appropriate action be taken to correct any illegal operation, failure or errors.

- Prohibited riding surfaces (uneven, too steep, unsafe, etc.)
- When you step on the IO HAWK, if the platform is tilted more than 10 degrees forward or backward.
- Battery voltage is too low.
- The device is still charging.
- During operation, the platform self initiates to tilt due to excess speed.
- Overheating, motor temperature is too high.
- The device has been rocking back and forth over 30 seconds.
- System enters protection mode, the alarm indicator will light up and buzzer will alarm (this typically occurs when the battery is about to die).
- If the platform is tilted forward or backward more than 35 degrees, IO HAWK will power off.
- If the tire is blocked, IO HAWK will stop after 2 seconds.
- When the battery level has depleted below protection mode, the IO HAWK engine will power off after 15 seconds.
- While sustaining a high discharge current during operation (such as driving up a steep slope for a long period of time), the

IO HAWK engine will power off after 15 seconds.

11. Inspection, Maintenance, and Storage

Your IO HAWK requires routine inspection and maintenance.

This chapter describes maintenance steps and important operating tips. Before you perform the following operations, ensure the power and charging cable is disconnected.

➤ Inspecting and Cleaning your IO HAWK

- Disconnect the charger and turn off your IO HAWK.
- Routinely check the body of the IO HAWK and tires for damage or excessive wear.
- Avoid using water or other liquids and cleaners on the IO HAWK for cleaning.
- The IO HAWK is IP 54 rated. It can withstand a light splash of water, however if water or other liquids seep into the device, it will cause permanent damage to the internal electronics.
- Wet a clean cloth with clean soapy water, rinse the cloth thoroughly, and wipe the body of the IO HAWK making sure that water does not get into the power button, charging port, the foot mats, or tires.

➤ Storing your IO HAWK

- Fully charge your battery before storing.
- If you are storing your IO HAWK for an extended period of time, please fully charge your IO HAWK at least once every three month.
- If the ambient temperature of the storage location is below 32°F (0 °C), please do not charge. You must bring the IO HAWK into a warmer environment before charging. Check under Battery Information and Specifications for more details.
- To prevent dust from getting into your IO HAWK, try wrapping it or sealing it with its original packaging.

- Store your IO HAWK indoors, in a dry and suitable temperature.

NOTE -Users who disassemble the IO HAWK will forfeit their right of warranty.

12. IO HAWK Specifications and Packing List



Specifications USA	
Style	Parameter
Net Weight	22 lbs
Load	45—265 lbs
Maximum Speed Limit	6.2 mph
Range	8-12 miles
Max Climbing Limit	15°
Turning Radius	0°
Battery	Lithium-ion
Power Requirement	AC100-240V/50-60 HZ
Dimensions	23in*7.3in*7 inches
Ground clearance	1 inch
Platform height	4.3 inches
Tire	non-pneumatic hollow tire

Battery voltage	36 V
Battery capacity	4.4 AH



Specifications Metric	
Style	Parameter
Net Weight	10 kg
Load	20—120kg
Maximum Speed Limit	10 km/h
Range	15-20km
Max Climbing Limit	15°
Turning Radius	0°
Battery	Lithium-ion
Power Requirement	AC100-240V/50-60 HZ
Dimensions	584 *186 *178 mm
Ground Clearance	30 mm
Platform Height	110 mm
Tire	non-pneumatic hollow tire
Battery voltage	36 V

Battery capacity	4.4 AH
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Packing List

Number	Product Name	Quantity
1	IO HAWK	1
2	Charger	1
3	Remote Controller	2
4	User Manual	1
5	Warranty Card	1
6	Certificate of Approval	1

13. Thank You

Thank you for the purchase of your new IO HAWK, and thank for taking the time to read the User Manual. We hope that the information that you obtained from this manual will help you safely operate, maintain and enjoy your IO HAWK for years to come. We appreciate your consideration and sincerely hope you enjoy and share your IO HAWK experience with all of your friends, family members, and loved ones.

Thank you and welcome to the IO HAWK movement!
ENJOY YOUR IO HAWK!

~Team IO HAWK