

rehabhire & sales

YOUR  
LEADING  
HEALTHCARE  
EQUIPMENT  
PARTNER

**GO GO**<sup>®</sup>  
**CARBON**

User Manual

**PRIDE**<sup>®</sup>  
MOBILITY



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Manufacture by:  
ZhejiangInnuovo Rehabilitation Devices Co.,Ltd  
No.196 Industry Road, Hengdian MovieZone,  
Dongyang,Zhejiang, China.  
TEL:86-0579-89302863  
FAX:86-0579-89327233

Distributed by:  
Pride Mobility Products Australia  
Pty Ltd  
20-24 Apollo Drive  
Hallam, Victoria 3803  
[www.pridemobility.com.au](http://www.pridemobility.com.au)



## INTRODUCTION

### 1. INTRODUCTION

Please read and follow all instructions in this manual before attempting to operate your electric scooter for the first time. If there is any information in this manual, which you do not understand, or if you require additional assistance for assembly or operation, please contact your authorized local dealer.

To use your product safely depends on whether you strictly follow the WARNINGS, attention and operating instructions in this manual. The company shall not be responsible for any injury or damage caused by non-compliance with the WARNINGS, attention and operating instructions. The symbols below, in this manual, are used to identify WARNINGS and important information.

All of them are very important to your safety. It is strongly recommended that you read and understand all of them completely.

This product integrates advanced technology with modern style. It is ideal for quick dis-assembly and assembly and is very convenient for you to store or place in the boot of your vehicle while traveling. We are certain that the design features, excellent performance and trouble-free operation of this product, will ensure your daily life will be more convenient.

This electric scooter is suitable for driving indoor and on flat pathways near buildings, but not on grass, gravel roads, large slopes, motor way and not in rain or snow.



Warning! Failure to heed the warnings in the manual may result in personal injury.



Attention! Failure to heed the attentions in the manual may result in damage to the wheelchair.

#### Intended Use

The intended use of this Pride Mobility Products device is to provide mobility assistance to persons with mobility impairment who have the capacity to operate a motorized mobility scooter in an indoor/outdoor environment.

Our mobility products and their components are available for sale either as retail ("over-the-counter") or with a prescription. When prescribed, the following statement is applicable.

**CAUTION!** Federal law restricts this device to sale by or on the order of a physician or othered by the law of the State (US only) or region in which this personnel practices to use or order the use of the device.

**NOTE:** This owner's manual is compiled from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become necessary. Any changes to our products may cause slight variations between the illustrations and explanations in this manual and the product you have purchased. The latest/current version of this manual is available on our website.

**NOTE:** This product is compliant with WEEE, RoHS, and REACH directives and requirements.

**NOTE:** This product meets IPX4 classification (IEC 60529).

**NOTE:** The Travel Scooter and its components are not made with natural rubber latex. Consult with the manufacturer regarding any after-market accessories.

## INTRODUCTION

### SAFE USE AND ATTENTION



#### WARNING

To ensure your safety, please read and understand this manual. You must have a high level of alertness, when driving any scooter, to ensure safety.



#### WARNING

Please observe the WARNINGS below to avoid any damage or injury resulting from improper use of your scooter. The scooter user is responsible for taking proper safety measures. We will not be liable for personal injury and/or product damage resulting from improper use of the scooter. Obey all local pedestrian traffic rules. It may be difficult for others to see you when you are seated on your scooter. Wait until your path is clear of traffic, and then proceed with extreme caution. Use of safety devices such as reflectors, reflective clothing, lights and safety symbols is very important for your safety while driving.



#### WARNING

Please consult your healthcare professionals routinely to ensure there are not health or physical conditions that may limit or impair your ability to safely operate your scooter. Consult your physician if you are taking prescription or over-the-counter medication or if you have any physical limitations. Some medications and physical limitations may impair your ability to safely operate your scooter.



#### WARNING

Do not operate your scooter while you are under the influence of alcohol, as this can impair your ability to safely operate your scooter. Every scooter is different. Take the time to learn how to operate it properly, before you start driving.



#### WARNING

Anti-tippers reduce your risk of tipping over backwards, which can cause you serious injury.



#### WARNING

**NEVER** try a new manoeuvre on your own.

## INTRODUCTION



### WARNING

Do not use the scooter other than for its original purpose. Avoid any use, such as weight training, sports and athletics, hauling, moving or towing anything, that may lead to safety hazards and undue stress on the scooter.



### WARNING

Never sit on the scooter while it is in a moving vehicle.



### WARNING

Your scooter is designed for one passenger only. Do not carry passengers on your scooter!



### WARNING

We strongly recommend that you do not smoke cigarettes while seated on your scooter. You must adhere to the following safety guidelines, if you decide to so: Keep ashtrays a safe distance from the seat cushions. Always make sure cigarettes are completely extinguished before disposal.



### WARNING

Sit down as far back on the seat of the scooter as possible, when getting on/off it. Otherwise, it may result in a fall from the scooter and personal injury.

### WARNING!

Do not use the armrests for any weight bearing purposes. Such use may cause the scooter to tip, which may result in a fall from the scooter and personal injury.

### WARNING!

Do not focus your weight on the footrest. Such use may cause the scooter to tip, which may result in a fall from the scooter and personal injury.



### WARNING

Do not use the scooter in the "freewheel" mode, without an accompanying person helping you, this could cause personal injury.

### WARNING!

When sitting in the scooter, please do not move by yourself, which may cause personal injury. Ask your accompanying person for help if necessary.

### WARNING!

Never place the scooter in "freewheel" mode on any slope, it will cause rolling away and personal injury.

## INTRODUCTION



### WARNING

The addition of accessories to your scooter may change certain specifications such as overall weight, size, and/or center of gravity of your scooter. Please note some of the changes may damage any objects around you.



### WARNING

Do not modify your seat specification. Do not place any padding or pillows on it. This could cause an unstable seating position, resulting in a fall from the scooter.



### WARNING

Be careful when using oxygen near electrical circuits or flammable materials. Please contact your oxygen supplier about the safety use.



### WARNING

Do not change the controller settings. Please contact your service provider to carry out inspections every 6 to 12 months. If you find any functions have changed, please contact your service provider.



### WARNING

Do not change the controller settings. Please contact your service provider to carry out inspections every 6 to 12 months. If you find any functions have changed, please contact your service provider.



### WARNING

EMI-RF This product has been tested and has passed, at an immunity level of 20V/m. Please refer to user's manual for more information.



### WARNING

An uncompleted folding procedure will damage or injure your scooter and could also injure a person.



### WARNING

Do not hold or lean on the handlebars when you get up!



### WARNING

The scooter may come to a sudden stop at any time during operation. Do not operate the scooter if it is behaving abnormally or irregularly.

## INTRODUCTION



### WARNING

To prevent the scooter from losing control and moving on its own, do not place the scooter in "freewheel" mode on any ramp.



### WARNING

If you expect to sit in a fixed position for a long time, please turn off the power, to prevent the scooter from moving accidentally.



### WARNING

Avoid any accessories that may interfere with the drive lever operation, otherwise it may cause the scooter to move unexpectedly, accidentally.



### WARNING

Keep yourself, your clothing, and all other objects away from the tyres while driving. Do not allow any objects to drag behind the scooter when driving. Loose-fitting clothing or other objects can get caught in the tyres, wheels and/or the running gear.



### WARNING

Do not connect any other devices to the electronic system of this scooter, or start any other devices with the scooter's battery.



### WARNING

Keep the terminals of the charger connector clean and dry, away from damp sources, to prevent damage of the electrical system and/or personal injury.



### WARNING

The correct storage temperature of the scooter is 15 deg ~ 40 deg. It will damage the function of the scooter with long-term storage in low or high temperature environments.



### WARNING

Always check the electrical components for corrosion, wear or damage, all wiring and terminals for breakage, and replace if necessary.



### WARNING

Always secure the scooter and its battery when it is being transported. The battery should be removed from the scooter, packed and placed separately. Do not transport the scooter and/or batteries with any flammable items.

## INTRODUCTION



### WARNING

When the battery is out of order, please do not detach and repair it by yourself. Please ask the technical service personnel, authorized by the company to repair or replace the battery.



### WARNING

Do not operate the scooter during charging. Please select a battery type and capacity according to the specifications provided in the user manual.



### WARNING

Please use the replaced battery provided by the authorized supplier to ensure correct compliance and function.



### WARNING

Always protect the batteries from freezing; for those living in cold climates, make sure you store the scooter properly. Never charge a frozen battery. Charging a frozen battery may result in damage to the battery.



### WARNING

Do not operate the scooter with depleted batteries; you could be stranded. Reduce your speed, do not make any sharp turns and maintain a stable center of gravity while turning/cornering. To prevent tipping, avoid shifting your weight in the opposite direction of the turn. **WARNING!** While driving up inclines or dropped curbs, drive your scooter straight on with the wheels perpendicular to the incline and/or curb; both front wheels should contact the incline/curb at the same time. To reduce the possibility of falling, do not drive at an angle; do not get one wheel or side of the scooter on the incline/curb first. Always exercise extreme **ATTENTION** when negotiating an incline.



### WARNING

Do not drive the scooter on potentially dangerous roads or slopes, including but not limited to roads covered with snow, ice, grass or leaves.



### WARNING

Use minimum speed when driving down any ramp. If the descending speed is faster than expected, please release the operating lever to stop the scooter, and then gently press the lever to control the descending speed.

## INTRODUCTION



### WARNING

The recommended maximum climbing angle, (See table of parameters) was tested in a controlled environment. Your scooter's ability to climb is influenced by your weight, your scooter's speed, and the angle at which you approach the slope.



### WARNING

You can only back up on flat roads. When backing up, please operate smoothly at low speed. Please stop frequently to make sure there are no obstacles on the road. To prevent overturning, do back up slopes.



### WARNING

In order to avoid overload and possible overturning of the scooter, please do not carry any articles exceeding 15lbs (6.8kg).



### WARNING

When sitting on your scooter, avoid any movement that changes the position of your body's center gravity. This may cause the scooter to tip.



### WARNING

A small drop (greater than 1 inch) at the bottom of a ramp can block the main front wheel, causing the scooter to tip or stop suddenly.



### WARNING

Do not reach over the seat or lean over. This can damage the back rest and cause you to fall.



### WARNING

Do not use the armrests for any weight bearing purposes. Such use may cause the scooter to tip, which may result in a fall from the scooter and personal injury.



### WARNING

Do not focus your weight on one side of the foot area. Such use may cause the scooter to tip, which may result in a fall from the scooter and personal injury.

## INTRODUCTION



### WARNING

Even if your scooter can cross over very high obstacles, we recommend that you do not attempt to cross heights greater than 25mm. This operation can cause the scooter to be unstable. Riding a scooter over an obstacle can cause the scooter to roll over, causing serious physical injury. Ask for help if you have any concerns about safely crossing an obstacle. Please pay attention to your skills and personal limitations. You may need to remove or cover thresholds and install ramps at exits and entrances to help you.



### WARNING

Do not attempt to climb over obstacles on slopes. Do not rely on one wheel to cross over any obstacles.



### WARNING

Do not drive on uneven terrain and/or soft surfaces. Do not drive near tall grass that can entangle the running gear.



### WARNING

Avoid driving on loosely packed gravel and/or sandy surfaces.



### WARNING

Do not use your scooter on or near railroad tracks or crossings.



### WARNING

Do not ride your scooter closely along the edges of streams, lakes, or the ocean. Never use your scooter to cross waterways.



### WARNING

Do not expose your scooter to open flames.



### WARNING

Keep your scooter in a dry and clean condition. Never take your scooter into a shower, tub, pool, or sauna. Rain, snow, salt, mist/spray conditions, and icy/slippery surfaces can damage the scooter's components or cause the scooter's frame to prematurely rust.

## INTRODUCTION



### WARNING

Avoid prolonged exposure to over heat or cold; it may affect the upholstery and non-upholstered components on the scooter, as well as damage to battery and battery components.



### WARNING

Do not tow your scooter. Towing may exceed the maximum speed threshold, resulting in damage to critical components of the scooter.



### WARNING

Be extra careful when moving a free scooter up and downstairs. The scooter must be folded and several people with physical strength may need to be involved.



### WARNING

Do not use scooters over stairs or escalators.



### WARNING

Never sit on the scooter while it is in a moving vehicle.



### WARNING

To make a safe transfer: Always turn off the power before you transfer to or from your scooter. If you fail to do so you may touch the throttle control lever and cause your scooter to move when you do not expect it to. Make sure the "freewheel" lever is engaged; this keeps the scooter from moving when you transfer. You can drive the scooter into an elevator, for upstairs and downstairs. When in the elevator, do turn off the scooter power and sit stably to ensure it does not move.



### WARNING

Do not place the scooter in the front seat of a vehicle during transportation. It may move and disturb the driver.



### WARNING

Always lock the scooters, so that it cannot roll or move.

## INTRODUCTION



### WARNING

Try not to fold your scooter on large slopes!



### WARNING

Be sure to keep a safe distance from your when unfolding and folding your scooter, to avoid injury!



### WARNING

When the scooter is not in use, it is advised to remove the battery.



### WARNING

Please contact your service provider if any spare parts on the seating system are loose. Replace worn or damaged upholstery immediately.



### WARNING

Please note that washing upholstery items may reduce the flame retardancy of the fabric.



### WARNING

Do not hang any items on the handlebar.



### WARNING

Remove the charger when the battery is fully charged.

## INTRODUCTION

### WARNING

Radio wave sources, such as radio stations, TV stations, amateur radio(HAM) transmitters, two-way radios, and cellular phones, can affect motorized scooter controls. Following the warnings listed below should reduce the chance of unintended brake release or scooter movement, which could result in serious injury.



- 1).Do not turn ON hand-held personal communication devices, such as citizens band (CB) radios and cellular phones, while the scooter is turned ON.
- 2).Be aware of nearby transmitters, such as radio or TV stations, and try to avoid coming close to them.
- 3).If unintended movement or brake release occurs, turn the scooter OFF, as soon as it is safe.
- 4).Be aware that adding accessories or components, or modifying the scooter, may make it more susceptible to interference from radio wave sources (Note: There is no easy way to evaluate their effect on the overall immunity of the scooter).
- 5).Report all incidents of unintended movement or brake release to your approved service provider, and note whether there is a radio wave source nearby.

### PRE-RIDE SAFETY CHECK

Get to know the feel of your Travel Scooter and its capabilities. We recommend that you perform a safety check before each use to make sure your Travel Scooter operates smoothly and safely. Perform the following inspections prior to using your Travel Scooter:

- Check the condition of the tires. Make sure they are not damaged or excessively worn.
- Check all electrical connections. Make sure they are tight and not corroded.
- Check all harness connections. Make sure they are secured properly.
- Check the brakes to ensure they operate properly.
- Check the battery condition meter to ensure the batteries are fully charged.
- Ensure the manual freewheel lever is in drive mode before sitting on the Travel Scooter.If you discover a problem, contact your authorized Provider for assistance. Please refer to the Contact Information insert in your Owner's Package.

## INTRODUCTION

### 2.4 Electromagnetic interference (EMI)

Electromagnetic interference is from external electromagnetic wave energy (like radios, TV transmission stations, CB radio waves, and garage door starters, radio phones,etc. ). Electromagnetic interference may affect the control system of the mobility scooter. Some interference may lead to the brake failure, power on automatically, or steering failure, also may lead to the permanent damages to the control systems.

Below cables information are provided for EMC reference.

Cable	Max. cable length, Shielded/unshielded		Number	Cable classification
AC Power Line	1.0m	shielded	1Set	AC Power
DC Power Line	1.0m	shielded	1Set	DC Power

### Important information regarding Electro Magnetic Compatibility (EMC)

This electrical medical equipment needs special precautions regarding EMC and put into service according to the EMC information provided in the user manual; The equipment conforms to this IEC 60601-1-2:2014 standard for both immunity and emissions. Nevertheless, special precautions need to be observed: The equipment with ESSENTIAL PERFORMANCE/Following ESSENTIAL PERFORMANCE is intended used in Home healthcare environment.

#### ESSENTIAL PERFORMANCE:

The mobility scooter can work normally without moving out of control, and the speed change is not more than  $\pm 20\%$ .



**WARNING!** Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally". The use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

**WARNING!** Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30cm (12 inches) to any part including cables specified by the manufacturer.

Otherwise, degradation of the performance of this equipment could result." **WARNING!** If the use location is near (e.g. less than 1.5 km from) AM, FM or TV broadcast antennas, before using this equipment, it should be observed to verify that it is operating normally to assure that the equipment remains safe with regard to electromagnetic disturbances throughout the expected service life.

## INTRODUCTION

When the AC input voltage is interrupted, the equipment will stop battery charging and if the power supply restored, it could be recovered automatically, this degradation could be accepted because it will not lead to unacceptable risks and it will not result in the loss of basic safety or essential performance.

Following degradation caused by Electrostatic Discharge or Electrical fast transients/burst could be accepted because it will not lead to unacceptable risks and it will not result in the loss of basic safety or essential performance:

During all immunity tests, a digital tachometer was used to monitor the rotating speed of wheel and a clamp meter was used to monitor the output current of battery charger to verify the performance of EUT.

EMI Compliance Table (Table 1)

Table 1-Emission

Phenomenon	Compliance	Electromagnetic environment
RF emissions	CISPR 11 Group 1, Class B	Home healthcare environment
Harmonic distortion	IEC 61000-3-2 Class A	Home healthcare environment
Voltage fluctuations and flicker	IEC 61000-3-3 Compliance	Home healthcare environment

EMS Compliance Table (Table 2-5)

Table 2 - Enclosure Port

Phenomenon	Basic EMC standard	Immunity test levels Home healthcare environment
Electrostatic Discharge	IEC 61000-4-2	±8 kV contact ±2kV, ±4kV, ±8kV, ±15kV air
Radiated RF EM field	IEC 61000-4-3	20V/m 26MHz-2.5GHz 80% AM at 1kHz 10V/m 80MHz-2.7GHz 80% AM at 1kHz

## INTRODUCTION

Proximity fields from RF wireless communications equipment	IEC 61000-4-3	Refer to table 3
Rated power frequency magnetic fields	IEC 61000-4-8	30A/m 50Hz or 60Hz

Table 3 – Proximity fields from RF wireless communications equipment

Test frequency (MHZ)	Band (MHZ)	Immunity test levels
		Home healthcare environment
385	380-390	Pulse modulation 18Hz, 27V/m
450	430-470	FM, ±5kHz deviation, 1kHz sine, 28V/m
710	704-787	Pulse modulation 217Hz, 9V/m
745		
780		
810	800-960	Pulse modulation 18Hz, 28V/m
870		
930		
1720		
1845	1700-1990	Pulse modulation 217Hz, 28V/m
1970	2400-2570	Pulse modulation 217Hz, 28V/m
2450		
5240	5100-5800	Pulse modulation 217Hz, 9V/m
5500		
5785		

## INTRODUCTION

Table 4 – Input a.c. power Port

Phenomenon	Basic EMC standard	Immunity test levels
		Home healthcare environment
Electrical fast transients/burst	IEC 61000-4-4	±2kV 100kHz repetition frequency
Surges Line-to-line	IEC 61000-4-5	±0.5 kV, ±1 kV
Conducted disturbances induced by RF fields	IEC 61000-4-6	3V, 0.15MHz-80MHz 6V in ISM bands and amateur radio bands between 0.15MHz and 80MHz 80%AM at 1kHz
Voltage dips	IEC 61000-4-11	0% UT; 0.5 cycle At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°  0% UT; 1 cycle and 70% UT; 25/30 cycles Single phase: at 0°
Voltage interruptions	IEC 61000-4-11	0% UT; 250/300 cycles

Table 5 – Signal input/output parts Port

Phenomenon	Basic EMC standard	Immunity test levels
		Home healthcare environment
Conducted disturbances induced by RF fields	IEC 61000-4-6	3V, 0.15MHz-80MHz 6V in ISM bands and amateur radio bands between 0.15MHz and 80MHz 80%AM at 1kHz

Table 6 – IEC 60601-1-2:2014+A1:2020 section 8.11

Test mode	Frequency	Test level (A/m)	Modulation	Dwell time(s)	Result
Mode1 Mode2	30kHz	8	CW	3	PASS
	134.2kHz	65	Pulse Modulation 2.1kHz	3	PASS
	13.56kHz	7.5	CW	3	PASS

## INTRODUCTION

During test, the EUT meet the requirements of IEC 60601-1-2:2014+A1:2020 section 8.11



**MR Unsafe** items should not enter the MRI scanner room. Patients with MR Unsafe devices should not be scanned.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:  
(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

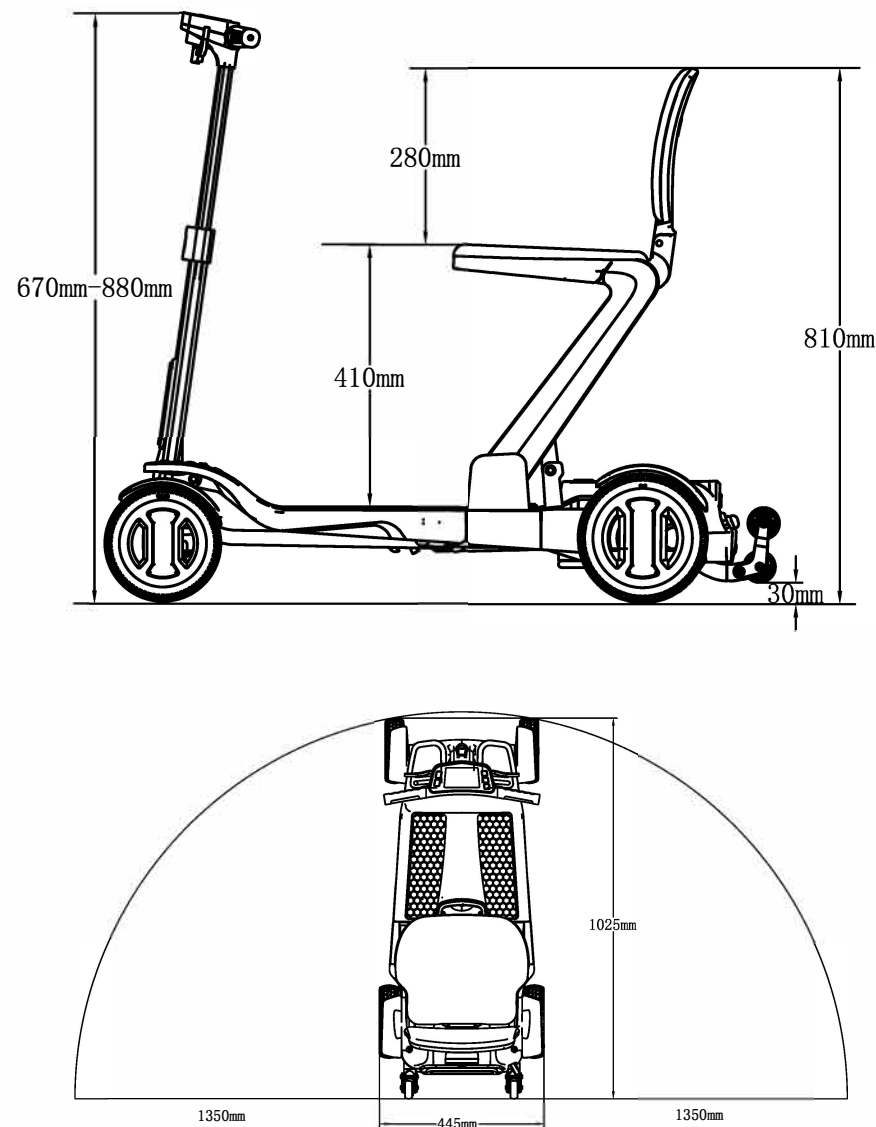
## SPECIFICATION

### TECHNICAL PARAMETER

Measurement items/ PerformanceParameter	Measured values
Overall dimensions(L*W*H)	1025mm X445 mmX(670-880) mm
Stowage length	480mm
Stowage width	445mm
Stowage height	670-880mm
Total mass	18kg
Maximum Speed	5.47km/ h
Braking Distance on Horizontal Road	≤900mm
Minimum Turning Radius	1350mm
Maximum Load Capacity	136kg
Driving Range	16km
Hill-holding Ability	6°
Maximum Climbing	9°
DegreeStatic Stability	9°
Dynamic Stability	6°
Obstacle Climbing	40mm
Motor Specification	24V150W
Battery Specification	24V12Ah
Maximum Output Current of Controller	30A
Maximum Output Current of Charger	2A
Front wheel specifications	7 Inch
Rear wheel specifications	8 Inch

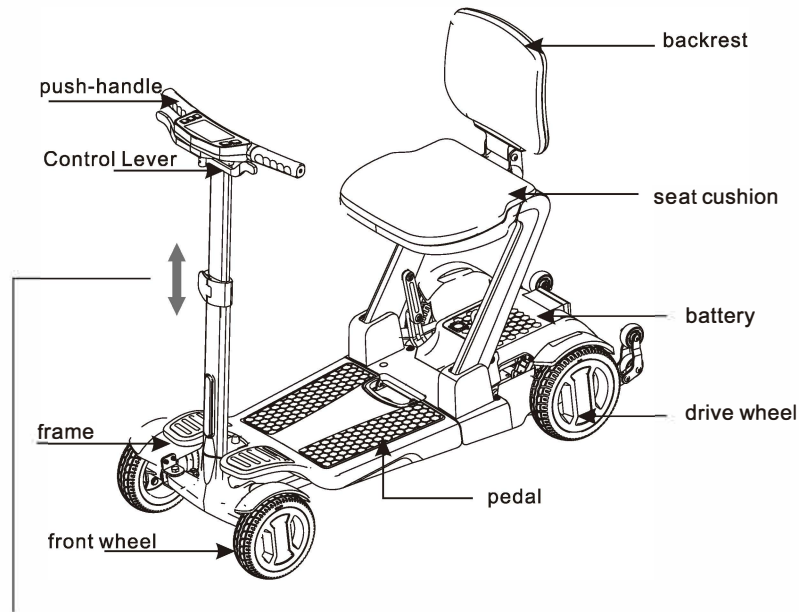
Note: 1.Dimension tolerance  $\pm 50\text{mm}$ , Angle tolerance  $\pm 3^\circ$ , weight tolerance  $\pm 2\text{kg}$ ;  
 2.The weight capacity is tested with a dummy or personnel of same weight.  
 3.Maximum Potential Range is tested on flat road with average speed. It will vary according to road conditions, usage habits and so on.

## SPECIFICATION



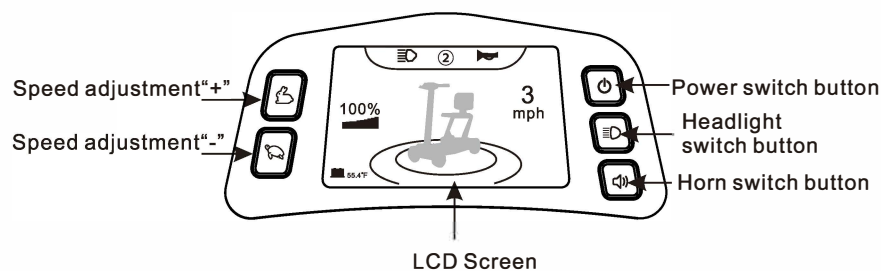
## GETTING TO KNOW YOUR SCOOTER

### 3.GETTING TO KNOW YOUR SCOOTER



Adjust the tiller according to your own needs before driving.

#### CONTROL PANEL



#### Changing the units of measure:

The LCD console has multiple options to display speed and temperature. Speed can be displayed in MPH or K/MH and the Temperature can be displayed in °C or °F. To change the unit of measure displayed on the screen, simultaneously press and hold the horn and head light switch button for 10 seconds until the unit of measure changes. Once you see the setting you want, release both buttons.

## GETTING TO KNOW YOUR SCOOTER

- ⏻ : On/off
- ☹️ : Turn on/off the headlights as needed
- 🔊 : The horn will sound an alarm when you press the button.
- ⬆️ : The speed will be increased when you press the button.
- ⬇️ : The speed will be decreased when you press the button.

#### LCD Screen Display

a. Power display (0-100%)

b. Headlight status

c. Gear(1-4)

Gear-1: Max. forward speed: 1.24mph, Max. reverse speed:0.62mph;

Gear-2: Max. forward speed: 1.86mph, Max. reverse speed:1.24mph;

Gear-3: Max. forward speed: 3.1mph, Max. reverse speed:1.55mph;

Gear-4: Max. forward speed: 3.72mph, Max. reverse speed:1.55mph.

d. Horn

e. The real-time speed

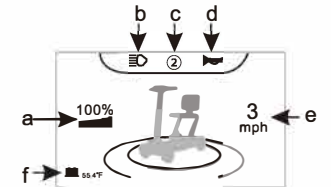
f. Battery temperature

when the battery temperature  $\geq 140^{\circ}\text{F}$ ,

the icon will turn yellow, which do not

suggest to use; when the battery temperature  $\geq 158^{\circ}\text{F}$ ,

which is required strict prohibition of use.



#### WARNING

If the scooter is at rest, then usually it shows more power available than it actually has.

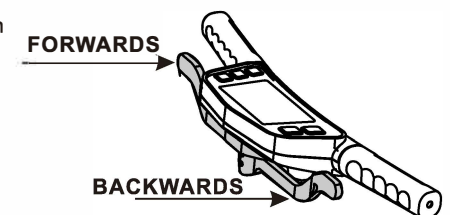


The battery status display may vary due to loading during driving.

If the scooter is speeding up or climbing up a hill with a heavier load, the battery indicator may show a lower status, indicating that it is not the actual battery status. The battery must be charged immediately if only the orange or red LED light of the battery indicator is lit after driving. Otherwise, the battery will be damaged.

#### FORWARDS/BACKWARDS LEVER

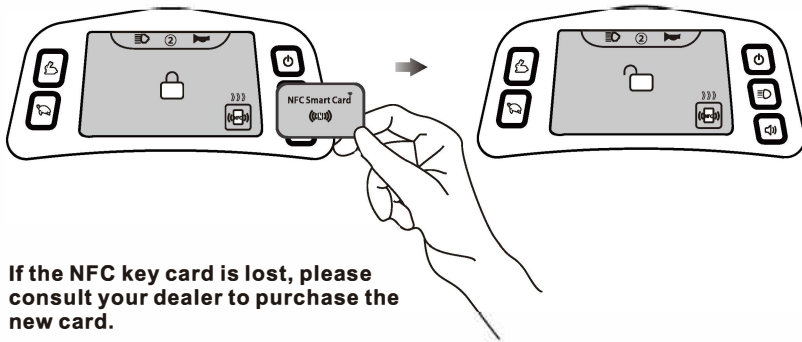
Pull the lever forwards and backwards with your left and right hands.



## GETTING TO KNOW YOUR SCOOTER

### NFC INSTRUCTION

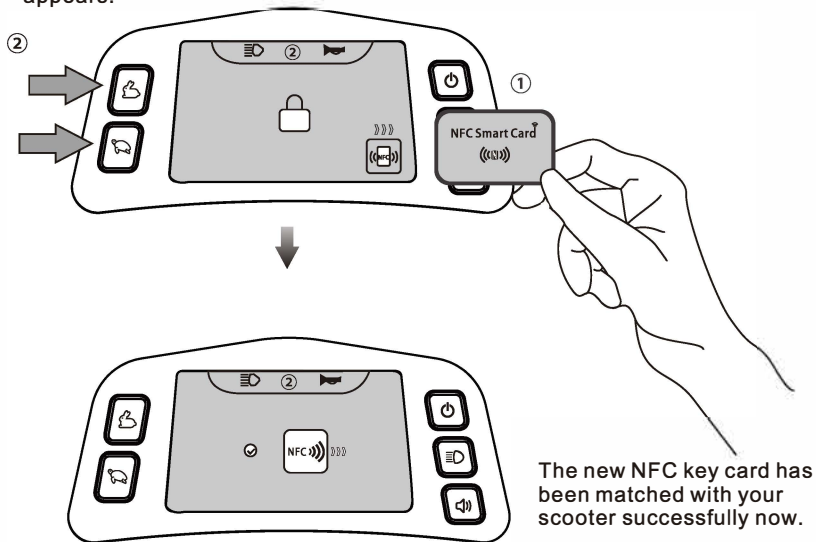
Press power switch button, place your NFC key card in the right bottom sensor area to unlock it, and then the scooter is ready to go.



If the NFC key card is lost, please consult your dealer to purchase the new card.

How to match the new NFC key card with your scooter?  
Please follow the steps below:

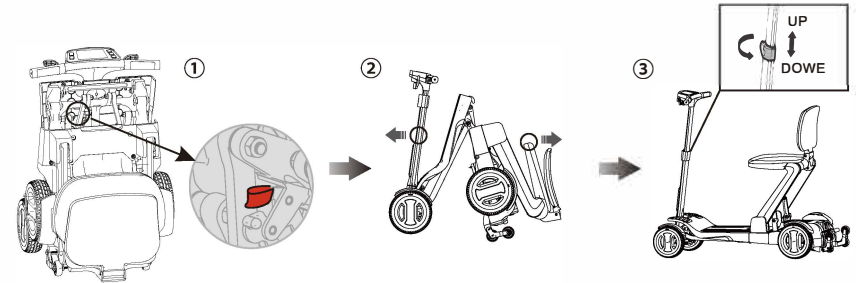
1. Take the new NFC card and place it in the right bottom sensor area.
2. Press and hold the both left buttons for 10 seconds until the following interface appears.



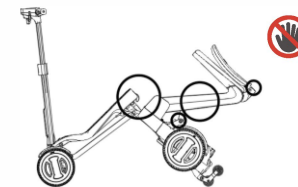
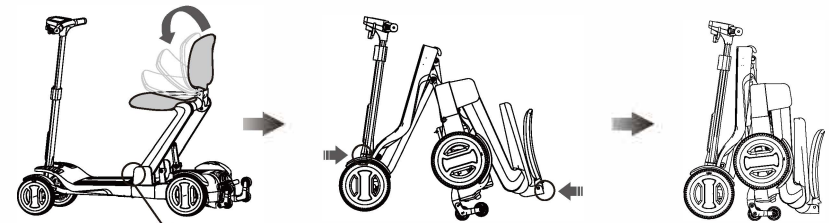
## UNFOLD/FOLD INSTRUCTION

### 4. UNFOLD/FOLD INSTRUCTION

When unfolding scooter, ① press down the red switch to unlock the folding mechanism, ② With one hand on the seat, the other hand on the handlebars, open it using some strength until you feel it lock in place, unfolding is complete. Adjust the tiller height according to your own needs



When fold scooter, fold the backrest down first, ① pull the folding handle up, ② With one hand on the seat back, the other hand on the handles bars, fold it using some strength until you feel it lock in place, folding is complete.



Note: As shown in the picture, when folding the scooter, please do not put your hand into the handlebars, seat or framework, to prevent injury.

The diagram of the anti-pinch position

## UNFOLD/FOLD INSTRUCTION



### WARNING

Do not drive your scooter unless it is fully unfolded and locked in place. In case of emergency, please release the button so that the scooter will stop folding/unfolding immediately. The folding function stops when charging. When folding, please do not put your hand into the scooter to avoid personal injury.



### WARNING

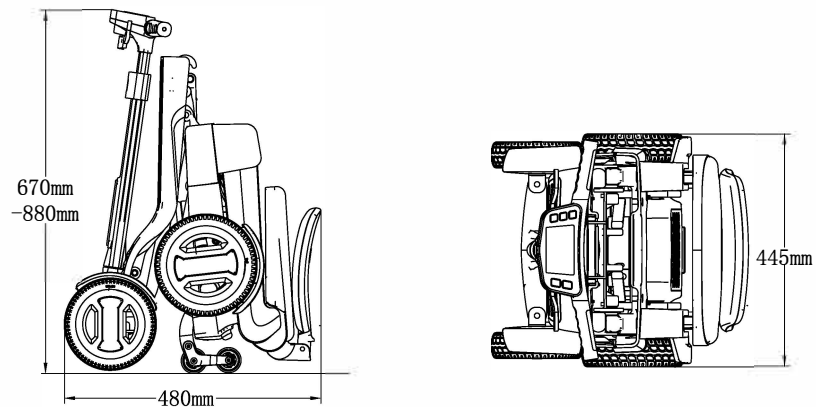
1. Do not sit on the scooter when folding operation is in progress.
2. During the folding process, foreign objects are not allowed to enter the scooter body to avoid causing fault and damage.
3. During the folding process, head, hands, feet, body and children should not approach the body of the scooter in order to avoid personal injury.
4. Please take off the seat bag before folding, in order to avoid any deformation and damage.



### WARNING

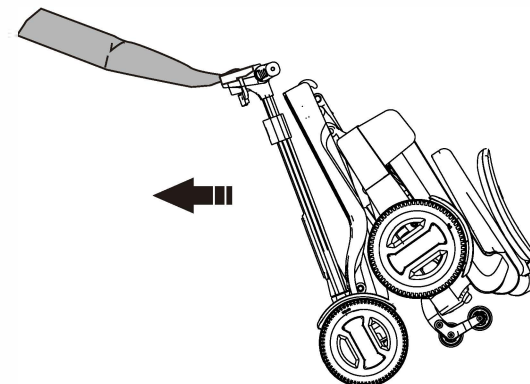
1. Do not sit on the scooter when folding operation in progress.
2. During the folding process, make sure no foreign objects are in the scooter body, to avoid causing damage or any injury.

### Folding Dimension



## UNFOLD/FOLD INSTRUCTION

①fold the backrest down, ②Pull the foldle up, ③With one hand on the seat back  
Moving the scooter after folding: After folding the scooter, hold the handlebars with both hands as shown in the picture to move the scooter (you can also steer the scooter slightly to help manoeuvre it when folded).




### Attention!

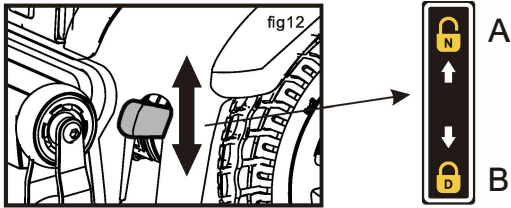
When the safety device detects that the scooter is in the folded position and is upright, it will turn off the power automatically. To use the vehicle, put the vehicle on the ground horizontally and with the four wheels on the ground.

## PUSHING THE SCOOTER

### 5. PUSHING THE SCOOTER

In order to push the scooter, you must place the scooter in "freewheel" mode, which disengages the drive motor. The lever (1) is located at the bottom right-hand side of the scooter under the seat.

**WARNING**  
 When the lever is pulled up in the freewheel mode, the scooter must be on a flat surface. Do not sit on the scooter.



Mode (A) (Motor is disengaged.)

Turn off the power, then pull the disengage lever up to push the scooter forwards.

Mode (B): (Motor is engaged).

Push the disengage lever down to put it back to the drive mode. Always switch the scooter off to push it. Do not push the scooter too fast. If a pre-set speed is exceeded while you are pushing the scooter, the drive motor will switch on an automatic braking system, which slows the scooter's push speed. After any adjustments, repair or service and before use, make sure all hardware is tightened securely - otherwise injury or damage may result.


## CHECK BEFORE DRIVING

### 6. CHECK BEFORE DRIVING:

Ensure your scooter is in drive mode (not in "freewheel" mode)	Check the "freewheel" mode lever is in the pushed down position
Is the battery charged?	Check the control panel to verify the charging status of the battery
Is the brake working?	Check by driving slowly and stopping again
Are the tires and wheels undamaged?	visual check of tires and wheels

#### 6.1 SCOOTER OPERATION

Be sure to read "Safe Use and Attention" Before starting to drive, adjust the seat and tiller to a comfortable position.

**WARNING**  
 **BE AWARE** that becoming a capable and safe scooter operator will take time and practice.  
**WARNING**  
 Anti-tippers substantially reduce your risk of tipping over backwards, which can cause severe injury. Please observe the following tips for a safe journey:

6.2 Please note the following tips for safe traveling:

6.2.1 Your speed should match your driving environment.

6.2.2 Always reduce your speed when you are driving through:

- Unclear areas
- Narrow gaps
- Tight curves
- Inclines
- Ramps

A. Take a test drive at pedestrian-free or enclosed area.

B. Put your hands on the handlebars when driving the scooter.

C. When driving a scooter, be sure to keep your feet within reach of the foot area.

## BATTERY AND BATTERY CHARGING

### 7. BATTERY AND BATTERY CHARGING



**Attention!**  
Corrosive chemicals contained in battery.

Explosive conditions exist!

Do not use batteries with different amp- hour (Ah) capacities.

Keep tools and other metal objects away from battery terminals. Contact with tools can cause electrical shock.

Flammable material contained in battery. Do not expose to heat sources such as open flame or sparks. Do not transport batteries with flammable or combustible items.

Disposal and recycling - Contact your approved service provider.

New batteries **MUST** be fully charged (approximately 12 hours) prior to initial use of the equipment.

Always charge new batteries before initial use or the battery life will be reduced. Usually, you should recharge your batteries as frequently as possible to assure the longest possible life and to minimize required charging time. Please charge your batteries them regularly when you do not anticipate using the equipment.



**Attention!**  
Do not overcharge, over discharge or short circuit the battery.  
Do not put the battery into the water, fire, drop or impact it.  
Do not detach, refit the battery, or apply any other refitted replacement.

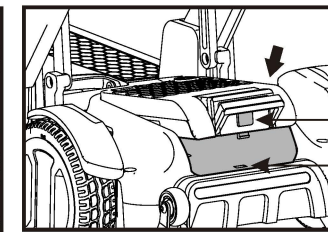
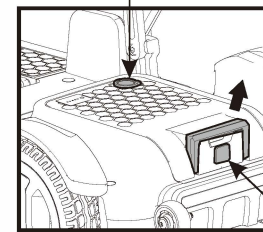
Please use the specific charger for the lithium battery, do not use chargers for lead-acid batteries or any other chargers.

Switch the scooter off

Ensure the lever for "freewheel" mode is pushed down to the "drive" position.

For on board charging - Press the button, open the rear cover, and insert the battery charger into the battery charging socket on the battery box.

## BATTERY AND BATTERY CHARGING



charging port

lock/unlock button

Battery holder

#### a. Remove the battery

Pull the handle first, press the lock/unlock button, diagonal upward to pull the battery.

#### b. Install the battery

Insert the battery diagonal downward into the battery holder.

Press the button with your finger, insert the battery buckle downwards into the card slot, and then loose the finger.

**Note:** After the buckle is inserted into place, the button should be in a pop-up state and locked. At this time, the battery cannot be lifted, which indicate the battery is installed in place.



**Attention!**  
Please ensure that the battery lock pin is pressed to lock the battery into place when the battery pack is installed into the battery holder.

It is recommended that you charge the batteries for a minimum of 6 to 8 hours.



**Attention!**  
Do not share the outlet with any other appliance.  
To avoid the risk of electric shock, this equipment must only be connected to an earthed supply main. Never use an extension cord to plug in your battery charger.



**CAUTION!**  
When your scooter is not used for a long time, it must be charged regularly (1 per month). If the lithium battery is not used for three days, the protection board will go to a sleep state. Power can be restarted by pressing the battery power on button, located on the battery box near the battery power display!

## GUIDELINES

### 8. GUIDELINES

Here are some general guidelines to follow in order to keep your Mobility Scooter working in top condition:

- 8.1 Avoid knocking or bumping the Tiller Console as much as possible.
- 8.2 Avoid prolonged exposure to any extreme conditions, including cold, heat, and moisture.
- 8.3 If exposed to moisture, dry thoroughly and test device to make sure electronic controls are functioning normally. Do not hose off scooter or bring it into direct contact with standing or flowing water.
- 8.4 The scooter is intended to operate ideally between temperatures of 18°F and 122°F. If exposed to temperatures outside of this range, let scooter rest indoors for several hours to return to acceptable temperature.
- 8.5 Clean the Tiller Console regularly to avoid dirt and grime from getting into the controls.
- 8.6 Periodically check all electrical connectors to make sure that they are tight and secured properly. Clean battery terminal connections as well to prevent corrosion.
- 8.7 Remove the Key Switch from the Tiller Console at the end of daily usage to prevent unnecessary.

**NOTE:** The Scooter has a power-saving function. The power will shut off automatically after twenty (20) minutes of rest. Simply remove and reinsert the Key Switch to resume operation.

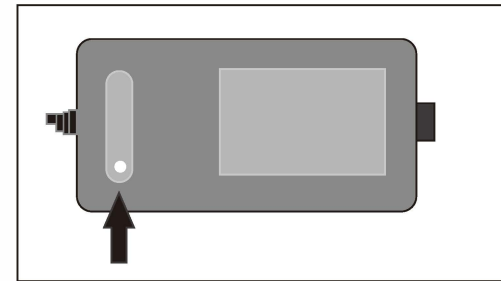
- 8.8 The Body Panels have been sprayed with a clear sealant coating. You can apply a light coat of car wax periodically to help it retain its high-gloss appearance.
- 8.9 All wheel bearings are pre-lubricated and sealed. No additional lubrication is required.
- 8.10 The following table can be helpful in laying when to check each component:

Check	Every Operation	Weekly	Monthly	Six Months
Drive Devices		X		
Brakes	X			
Connections		X		
Battery Charge Level	X			
wheel Wear			X	
Motors				X
Console Devices		X		
Cleanliness	X			

## GUIDELINES

LED SIGNAL MESSAGE ON BATTERY CHARGER DURING CHARGING:

- RED: power on
- Red /Green: Charging
- GREEN: Fully Charged

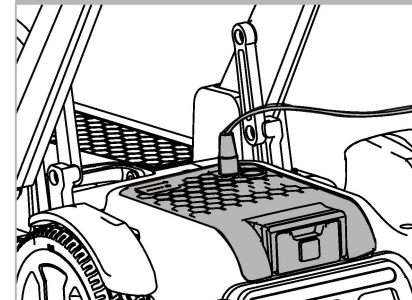


After charging:

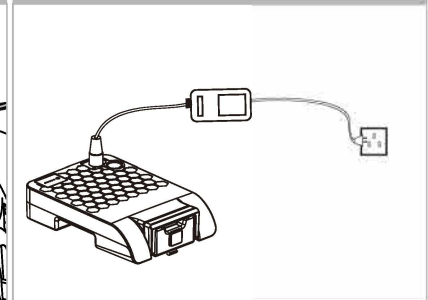
1. Unplug the battery charger from the power outlet.
2. Unplug the battery charger from the scooter.

### Battery Charging

On board charging: put the scooter near an electric socket outlet.



Off board charging: switch the scooter off and take off the battery.



## TROUBLESHOOTING

### 9.TROUBLESHOOTING

It is possible to resolve some simple errors / faults yourself !

Some simple checks:

- 1.Check whether the position of power switch is correct or not?
- 2.Is the battery fully charged? (Refer to "battery and charging")
- 3.Is the battery and battery socket properly installed and locked in?
- 4.Is the disengage drive lever in the "drive" position?

#### OVERLOAD PROTECTION

When the scooter attempts to climb over a high obstacle (such as a curb) or a steep slope, the overload protection can trip turn off the power supply, when the motor is overloaded.

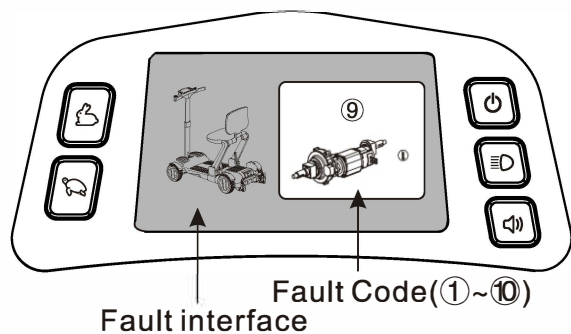
Phenomenon:

The scooter slows down in an obvious fashion, and then stops. Control system turns off.

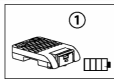
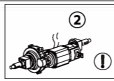
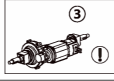





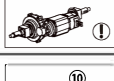

How to troubleshoot this problem:

- 1.Turn off the scooter and let it cool down for a few minutes.
- 2.Turn on the scooter, reverse from the obstacle and then avoid the obstacle.

#### ERROR CODE



## TROUBLESHOOTING

pic	Description	Meaning
	Battery Low	The batteries are running low. Recharge the batteries.
	Bad Motor Connection	Possible motor wiring fault. Please consult your dealer or qualified technical personnel
	Motor Fault	Possible motor fault. Please consult your dealer or qualified technical personnel
	Controller overheating	The controller temperature is too high. Turn the controller off, leave for a few minutes and turn back on again
	LCD screen fault	Possible LCD screen or associated connections and wiring fault. Please consult your dealer or qualified technical personnel
	Charge inhibit	Please check whether it is in charging.
	Throttle fault	Possible throttle fault.Restart the scooter again and check if it works.If not,please consult your dealer or qualified technical personnel
	Controller fault	Possible controller or the associated connections and wiring fault. Please consult your dealer or qualified technical personnel
	Brake fault	Check if the brake is in electric position in Drive mode.Or possible wiring fault. Please consult your dealer or qualified technical personnel
	High battery voltage	The battery voltage is too high,please stop charging. If the problem persists,please consult your dealer or qualified technical personnel

## TROUBLESHOOTING

9.1 Make sure to follow all safety guidelines to ensure that your Mobility Scooter continues functioning properly and to protect yourself and others from all harm and injury.

9.1.1 Before riding, always perform a visual safety check of all electric connections, correcting any potentially loose or corroded connections before operating. These include all connections to the battery box.



**WARNING!** Operating the Mobility Scooter with insufficient brakes can lead to great personal injury. Do not operate if there is any suspicion regarding brake quality.

9.1.2 Perform a test of the brakes by gently engaging and releasing the forward and reverse Drive Lever to make sure that they are sensitive and reliable.

9.1.3 Check the Power Indicator on the Tiller Console before operating to ensure that you have enough battery charge for your anticipated amount of operation.

9.1.4 Do not exceed the weight limit of your Mobility Scooter; the maximum weight limit is 136 kg (300 lb.).

9.1.5 Your Mobility Scooter is capable of navigating up to a 9° slope safely. Do not attempt to climb or descend a slope greater than this angle at any time.

9.1.6 Always operate the Mobility Scooter on safe surfaces only. The Scooter is designed for optimum stability on dry, level surfaces made of concrete, blacktop, asphalt, or hard dirt. Avoid riding on soft pavement, tall grass (which can become tangled in the running gear), loosely packed gravel, sand, or any other surface you feel unsure about.



**WARNING!** Riding the Mobility Scooter up or down a slope greater than 9° can make it unstable, causing it to tip over, resulting in personal injury and/or damage to the Scooter. Never ride down an incline backward. Do not drive up or down a potentially hazardous incline (i.e. areas covered in snow, ice, water, sand, gravel, etc.). Always ride the scooter straight up or down any incline to reduce the possibility of a tip or fall; do not ride at an angle.

**WARNING!** Riding the Mobility Scooter on any potentially unsafe surfaces can make it unstable, causing it to tip over, resulting in personal injury and/or damage to the Scooter. Avoid areas covered in snow, ice, water, sand, gravel, and any other surfaces with slip hazards.

**WARNING!** If unintended motion occurs due to EMI/RFI, immediately turn the Scooter off and contact your authorized provider. Attempting to operate the Scooter under such conditions can result in personal injury or damage to the equipment.

## TROUBLESHOOTING



**CAUTION!** Do not expose the Mobility Scooter to any type of excessive moisture, including, but not limited to rain, snow, mist, or heavy washing. Exposure to such conditions can cause damage to the Scooter, disabling safe operation. If the Scooter is exposed to excessive moisture, do not attempt to operate it until it has been thoroughly dried.

**CAUTION!** Electrical devices, like the Mobility Scooter, may be affected by Electromagnetic Interference (EMI) or Radio Frequency Interference (RFI) which can be produced by radio stations, TV stations, or other powerful telecommunication transmitters.

9.2 If you operate the Scooter within the interference range of such transmitters, it may cease to function or move erratically.

9.2.1 When transferring on or off of your Mobility Scooter, always follow these safety precautions:

- Remove the key from the key switch to prevent unintended movement. Do not enter or exit the scooter while the key is in place.
- Make sure that the Scooter is not in Manual Free-wheel Mode (see below).
- Flip up or move away the armrests to allow easy access to the seat.
- Reduce the distance between the Scooter and whatever object you are transferring to as much as possible to reduce the risk of falling.



**WARNING!** Always position yourself as far back in the Scooter seat as possible before transferring out. Avoid putting all of your weight on the armrests during transfer. Also avoid placing all of your weight on the footplate during transfer. Failure to follow these precautions can offset the Scooter's center of gravity, causing it to tip during transfer, resulting in personal injury or damage to the Scooter.

9.2.2 Turn the front wheel so that it is straight facing forward to improve the Scooter's stability during transfer.

9.2.3 All of the design and production processes for this equipment are managed in accordance with ISO 9001 standards to guarantee their quality and reliability.



**WARNING!** Does not recommend removing or replacing the battery inside the battery box without the help of a professional. Batteries are high voltage power sources and can be dangerous if not properly handled. Avoid contact with the battery terminals on the underside of the battery box as this can lead to severe injury. Batteries contain lead and lead compounds. Wear proper safety attire when handling batteries. Keep metal objects away from the battery terminals, electric shock may occur.

**WARNING!** Do not use of the device in the vicinity of electronic security systems such as electromagnetic anti-theft systems, metal detectors or Wireless power transfer.

## WARRANTY INFORMATION

### 10.PRODUCT WARRANTY DESCRIPTION

10.1 Like other motorized vehicle, your mobility scooter also requires routine maintenance. Some checks can be performed by yourself, for others you can ask for assistance from your service agent. Preventive maintenance is very important. If you follow the maintenance and checks in this section, your scooter will give you years of trouble-free operation. If you have any doubt your scooter's care or operation, please contact your service agent or our after-sale service personnel.

#### 10.1.1 Humidity

Like most electrical and mechanical equipment, your scooter is susceptible to external conditions. In any case, the scooter should be avoided damp environment. Direct or prolonged exposure to water or dampness could cause the scooter to malfunction electronically and mechanically. Water can cause electrical components and the scooter's frame to corrode.

#### 10.1.2 Temperature

- Some parts of your scooter are susceptible to temperature.
- At extremely low temperature, the battery may be frozen. Special temperatures may cause a lot of factors to freeze, like the charger type, usage, battery components (such as sealed lead-acid batteries or gel batteries).

#### 10.1.3 General Guidelines

- Avoid beating the controller, especially the joystick.
- Avoid prolonged exposure of your scooter to extreme conditions, such as hot, cold or moisture environment.
- Keep the controller and the tiller console clean.
- Check all electric connections, including the cable and connectors of the charger, and ensure that they are all tight and secure.
- If only red LEDs on the Battery Gauge lights, the batteries are nearly running out of charge. You should recharge the batteries as soon as possible. We recommend charging the battery for 8-10 hours.
- Check the rear wheel inflatable situation, if the tire deforms seriously with loading, it should be inflated.
- The frame surface has been sprayed with a clear sealant coating. You can apply a light coat of car wax to make the surface keep a high gloss.
- Check all cable connections. Make sure they are fastened and not corroded. The batteries must be placed at its position.
- All wheel bearings are lubricated and sealed. Do not need to lubricate them.
- Check if there is loose phenomenon for wheel hub, drive device, and scooter itself, if loose, please screw tightly in time.
- The battery can be charged after taking off from the scooter. Please pay attention to the plastic cover in time.

## WARRANTY INFORMATION

#### 10.1.4 Maintenance after use

- Turn off the power (please disconnect all the connectors if not use for long time).
- Inhibit children and unconscious persons to use the scooter.
- Store the scooter in normal temperature to prevent reformation so that it keeps its performances for long period.
- Clean the scooter with a clear and soft cloth and dry it. Never use any chemicals to clean it. (to prevent deformation and discoloration).
- Remove seat cushion and wash it if it is dirty, and then dry it for use.

#### 10.1.5 Daily Checks

In order to keep the scooter in good condition, you should check before each use. And to maintain the weekly, monthly, semi-annual investigation, see table 3 for the inspection item.

Table 2

Inspection Items	At any time	Weekly	Monthly	Semi-annual
Each part			◎	
Turning, driving, setting, dismantlement, etc		◎		
brake	◎			
Connecting lines		◎		
Battery condition	◎			
Tire Condition			◎	
Motor				◎
Devices		◎		
Cleanliness	◎			

### TRANSPORTATION AND STORAGE

1. Transportation You can load and transport according to the shipping marks and graphics on cartons. For details, see the attachment.
2. Storage Your wheelchair should be stored in a dean indoor environment with relative humidity 80% ,good ventilation and free from corrosive gas. Remove the battery from the wheelchair prior to storage. Otherwise, the frame may rust and the electronics may be damaged.

## OPENING AND CHECKING

### 11. OPENING AND CHECKING

The packing list is attached in the package. Please check if any parts are missing or damaged.

No.	Name	Qty	Remarks
1	Scooter	1pc	Model: GOGOcarbon
2	Charger	1pc	Model: AC100-240V50/60HZ24 V2A
3	Manual	1pc	
4	Seat cushion	1pc	
5	Battery	1pc	
6	NFC key card	2pc	

## QUALITY ASSURANCE

### 12. QUALITY ASSURANCE

Warranty

Lifetime warranty on frame

Within 1 year from the purchase date, for the following parts, we will supply free maintenance and replace service for original customer after the dealer check there are materials and production defect.

Electrical control or lever system

Motor/Drive System

Bearing and shaft sleeve

Battery

Please note the warranty service is provided by your dealer, and finally finished by our after-sales department and dealer together.

Out of warranty

ABS plastic cover shell and rubber pad

Tyre










Interior decoration&cushion

Damage by abuse, wrong operation, accidents and negligence

Damage by wrong maintenance and storage

Business use or other abnormal use

**13.LABELS,PACKING LOGO DESIGN**

	<p>Read and follow the information in the owner's manual.</p>
	<p>Locked and in drive mode. Place unit on level ground and stand to one side when changing from drive mode to freewheel mode or freewheel mode to drive mode. Unlocked and in freewheel mode.</p>
	<p>Manufacturer Name Address</p>
	<p>Manufacture Date</p>
	<p>Batch Code</p>
	<p>Unique Device Identification</p>
	<p>Warnings and Precautions</p>
	<p>Importer</p>
	<p>Pinch/Crush points exist.</p>

MedWatch is the Food and Drug Administration's (FDA) program for reporting serious reactions, product quality problems, therapeutic inequivalence/failure, and product use errors with human medical products, including drugs, biologic products, medical devices, dietary supplements, infant formula, and cosmetics. If you think you or someone in your family has experienced a serious reaction to a medical product, you are encouraged to take the reporting form to your doctor. Your health care provider can provide clinical information based on your medical record that can help FDA evaluate your report. However, we understand that for a variety of reasons, you may not wish to have the form filled out by your health care provider, or your health care provider may choose not to complete the form. Your health care provider is not required to report to the FDA. In these situations, you may complete the Online Reporting Form yourself. You will receive an acknowledgement from FDA when your report is received. Reports are reviewed by FDA staff. You will be personally contacted only if we need additional information. Submitting Adverse Event Reports to FDA 6 of 16 Use one of the methods below to submit voluntary adverse event reports to the FDA: Report Online at [www.accessdata.fda.gov/scripts/medwatch/index.cfm?action=reporting.home](http://www.accessdata.fda.gov/scripts/medwatch/index.cfm?action=reporting.home) Consumer Reporting Form FDA 3500B. Follow the instructions on the form to either fax or mail it in for submission. For help filling out the form, see MedWatchLearn. The form is available at [www.fda.gov/downloads/aboutFDA/reportsmanualsforms/forms/ucm349464.pdf](http://www.fda.gov/downloads/aboutFDA/reportsmanualsforms/forms/ucm349464.pdf) Call FDA at 1-800-FDA-1088 to report by telephone. Reporting Form FDA 3500 commonly used by health professionals. The form is available at [www.fda.gov/downloads/aboutFDA/reportmanualsforms/forms/ucm163919.pdf](http://www.fda.gov/downloads/aboutFDA/reportmanualsforms/forms/ucm163919.pdf)





1300 000 030

320 Lorimer Street Port Melbourne  
contact@rehabhire.com.au  
rehabhire.com.au



1300 000 030

Unit 6 | 52 Wirraway Drive Port Melbourne  
service@rehabhire.com.au  
rehabhire.com.au/repairs-and-service



1300 000 030

320 Lorimer Street Port Melbourne  
contact@rehabinstallation.com.au  
rehabinstallation.com.au