

# Venom Sport / Go-Go LX Mobility Scooter : Guide

This scooter is **not designed** to travel on the footpaths, along the street or crossing roads.

**This scooter CAN be used in the following situations:**

- At homes or in shopping centres
- Nursing homes, Air Travel, Cruise Ships
- Zoos, Gravel Footpaths (at Parks, ect)
- Slightly more rougher ground

## Battery Life:

Your scooter should last you around 4hrs of intermittent driving on the 18AH batteries (13-15km)

**ALWAYS** charge your scooter after use – and also charge overnight and up until your next use. You will not overcharge the batteries, as the charger cuts out when the batteries are full.



The scooter has lights or a battery gauge indicator. When the lights/gauge on your scooter drop into to the **Yellow area**, you should immediately start to finish your journey.



If you get down to the **red lights / near empty**, it can cause the battery to completely flatten and prevent the scooter charger from being able to charge the batteries back up.

**Do not let the battery light reach down to the red area.**

**It could destroy the battery and it may be the next person who suffers for this error.**

## Tips:

Always turn off and remove the key before getting off the scooter – this prevents the scooter moving if you accidentally touch the driving mechanism.

Check your charger to make sure there is no loose cords, and that your wall socket power is on. If a cord is not plugged in properly, your batteries will not charge. “Green” means fully charged or that there is power, while “red” or “yellow” means charging.

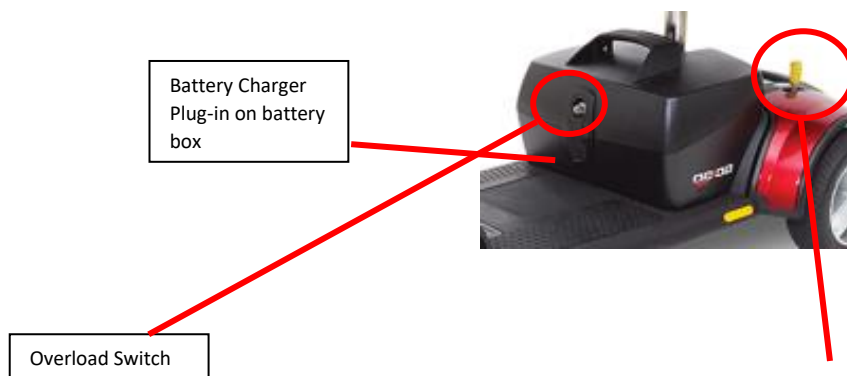


Check that this cord is not 'loose'. Make sure it is plugged properly into the charger.



## Issues: Customer Problem Solving

| Issue  | Check   | Solution  |
|--|---|---|
| Scooter not driving                                    | Is the charger plugged in?  | Remove the charger, turn key off, then on, then test  |
| Scooter not driving                                    | Is the freewheel lever engaged  | Put the freewheel lever into the drive position, turn key off, then on, then test.<br>Please refer to images below for the Break Lever position on the scooter  |
| Scooter not driving                                    | Has the scooter remained on for a long period of time? ( <i>timed out</i> )   | Turn the key off, then on, then test.   |
| Scooter not driving                                    | Are you trying to drive before the scooter is turned on?  | Do not press the forward/reverse driving mechanisms for 3 seconds after turning the key on.   |
| Scooter continually stops driving / not going          | Is the battery box in place correctly?  | Ensure the battery box is sitting straight in the battery area of the machine. Ensure the battery area is free of debris and the metal connectors on the bottom of the box and base of the scooter are clean. |
| Scooter stopped driving                                | Are the batteries charged?  | Check the battery gauge and return home if necessary. If the batteries are not lasting in the expected timeframe of the battery size, please bring battery box back to organise a replacement.                |
| Scooter stopped driving                                | Has the <b>overload switch/reset button</b> been triggered?   | Push the overload switch button on the battery box, turn off, then on, then test.<br>Please refer to images below for the Overload switch position on the battery box   |
| Can't Assemble scooter together                        | Are you trying to assemble scooter together on uneven ground? ( <i>two different tiles on the footpath, on gravel or grass, for example</i> ) | Move scooter onto smooth, flat ground, and try again  |
| Forgotten how to dismantle scooter                     | Have you looked at the manual on our website?   | <a href="https://www.mobilityscootersforhire.com.au">https://www.mobilityscootersforhire.com.au</a>   |
| Scooter still not working after checking all the above | Have you tried dismantling the scooter and then putting it back together?   | Dismantle scooter, put it back together, then test. If it still doesn't work, please contact us on 0406826268 <b><u>during business hours.</u></b>  |



If all the power from your mobility scooter “cuts out” [***the scooter doesn't go, the lights for the battery indicator don't turn on, the horn doesn't work, it becomes “dead”***], check if the **overload switch** has popped out on the battery box.

Under the white rubber on the battery box is a black button. Press it in and see if your scooter turns on. If it does turn on, give your machine a few minutes to cool down before continuing to drive.

If you are on a ramp or a slight slope, please stop driving and walk the scooter up the ramp. This scooter is designed for purely flat ground, and while being able to manage small ramps into supermarkets, it may still struggle if your weight is around the 130kg mark and cause the overload switch to pop out as the power generated to try and get you up the ramp is too much for the machine to handle.

### Brake Lever:

“In-gear” or “Lock Mode” means you cannot push the scooter. The wheels are locked and the Brake is on.

“Out of Gear” or “Free wheel” means the scooter can now be pushed manually, the wheels are not locked.

**NOTE: If the scooter is “Out of Gear”, you CANNOT drive the scooter. The scooter must be “In Gear” in order to drive the scooter.**