

Standard Mid-Size Mobility Scooter : Guide

This scooter is **designed** to travel on the footpaths, along the street and crossing roads.

This scooter CAN be used in the following situations:

- Shopping centres, buildings
- Local Suburb, in Doctor's Clinic, Hospitals, etc.
- Footpaths and streets (flat ground suburbs – **NOT hilly suburbs**)

Battery Life:

Your scooter should last around 5-6hrs of intermittent driving on the 33 AH batteries (**30km MAX**).

They are not designed for long distances on steep suburbs.

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. 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? (timed out)	Turn the key off, then on, then test.
Scooter not driving	Are you trying to drive before the scooter system is turned on fully?	Do not press the forward/reverse driving mechanisms for 3 seconds after turning the key on.
Scooter stopped driving	Has the overload switch/reset button been triggered?	Push the overload switch button on the scooter, turn off, then on, then test. Please refer to images below for the Overload switch position on the scooter.
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 let us know to organise a replacement scooter.
Scooter continually stops driving / not going	Rapidly push/pull the break lever back and forth, putting it in and out of neutral. Do this quickly for around 10 times.	Turn key back on. If this doesn't work, please contact us on 0406826268 for a replacement.
Scooter still not working after checking all the above	Your scooter should make a beeping noise, flash a certain amount of times or the dashboard needle should flick back and forth a couple of times. Count this sequence and call us. ***If we are outside business hours, please put the scooter into freewheel "out of gear" and get a friend to push you home call RACV (30.00 Fee required) to check the scooter or take you and the scooter back to your address. See next page for Road Side Assistance Info.	We will give you the fault code and determine if we can fix it over the phone. If we cannot fix the issue over the phone, please organise a friend to push you home or RACV. If outside business hours when you get home, leave us a message and we will organise a replacement when we are next open.

Overload Switch Locations:

	 Take off the lid at the back of the scooter to access overload switch.		
Mary / Martha	Evolution Silver / Red	Flamingo (s)	Donk

Overload Switch

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.

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.

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.



Roadside Assistance when your scooter breaks down and / or Mobility Scooters For Hire is unavailable:



***It costs 30.00 to sign up but your benefits last you per year. This fee is not associated with Mobility Scooters For Hire but a separate subscription with RACV.**

Discover the benefits of RACV Emergency Wheelchair and Scooter Assist

If your wheelchair or mobility scooter has a fault, flat tyre or flat battery, RACV will come to your aid day or night.

With RACV's emergency breakdown service, you're entitled to up to 8 callouts a year. RACV can help with:

- ✓ Changing a flat tyre.
- ✓ Minor mechanical repairs.
- ✓ Fitting of spare parts (where available).
- ✓ Arranging a wheelchair accessible taxi.
- ✓ For everything else we'll arrange and pay for a wheelchair accessible taxi.



How to get RACV Emergency Wheelchair and Scooter Assist

Contact us on the phone

Call us to get a quote from 9am to 5pm
Monday to Friday, and from 9am to 12pm on
Saturdays.

[CALL 13 72 28](tel:137228)

Why choose RACV Emergency Wheelchair and Scooter Assist?



24/7 assistance

No matter when the problem occurs; we're available. Knowing that you have someone to call 24 hours a day, 7 days a week offers real security and peace-of-mind.

[CALL 13 11 11](tel:131111)



Taxi transport

If we can't fix the problem on the spot, you get taxi transport for you and your wheelchair or scooter to a place of your choice - up to \$60.

A few things to keep in mind

Our technicians are unable to help with lifting a person out of a wheelchair, but they can call a carer or friend who can help if needed.

Breakdown service can only be provided in areas where RACV can gain access, which may exclude some shopping centres, parks and other locations.