

Electric Mobility Device Guide








1. Your device will either have a key or an on / off button to turn your device on.
 - a. For E-chairs, it is a button found on the joystick control
 - b. For scooters, it is usually found on the steering tiller ->




2. Your device's driving controls will depend on what device you have:

<p style="text-align: center;">Wig-waggle pad:</p> <p style="text-align: center;">Pushing or pulling it moves your scooter forward or back. It is dual-connected, so you can use just one side</p> 	<p style="text-align: center;">You can use one hand to drive, as it is dual-connected.</p>
<p>Throttle— usually devices with throttles have a switch to change between forward / reverse</p> 	<p style="text-align: center;">You have to twist the throttle to drive.</p>
<p>Joystick When sitting on your chair Whichever way you want to go, turn the joystick that way as well.</p> 	<p style="text-align: center;">Moving the joystick changes your direction.</p>

Icons on your scooter Dash:

 <p>Indicator "Right"</p>	 <p>"High / Low speed" This limits your maximum speed on whichever setting you are on</p>	 <p>"Speed Knob" Turning towards the turtle is slower Turning towards the rabbit is faster</p>	 <p>"Headlights" Turns headlights on</p>
 <p>Indicator "Left"</p>	 <p>"Hazard Lights" This causes all lights and beeps to go off repetitively until you turn it off</p>	 <p>"Battery Indicator" Green bars or the right side is fully charged. Red or the left side is empty. When it gets to the middle, start to finish your journey.</p>	



Left Hand "pulling towards you" on most scooters reverses the machine

Right hand "pulling towards you" on most scooters drives forward

"Pulling towards you" refers to pulling in the direction where you are sitting

Caution: Some driving controls may be inverted / opposite.

Adjusting the Tiller- not all machines have the ability to do this, but if the tiller can be adjusted, you will find it in one of three places, as per the arrows indicate.

a hand brake, knob or hand-wheel tiller adjustment will be in **either of the three places** the arrows indicate. Hold the brake and push the tiller further away or closer to you to adjust it closer to the driver sitting down. Please note not ALL machines do this.



Hand Brake –Hold this down and move the tiller closer or further away.



Hand-Wheel Tiller Adjustment. Unscrew this, adjust tiller further or closer. And then tighten, being sure to align the "teeth" as you tighten so they do not clash against each other.



Knob–Hold this down and move the tiller closer or further away. This is usually along the "neck" of the tiller.

Icons on your E-Chair Joystick



Movement Control

Speed Control



Horn

Battery Level

3. Turn your key / power off before getting on / off your mobility device.

4. The battery level is displayed usually in the following formats:

a. GREEN – YELLOW – RED (full – medium – empty) OR



b. In a series of bars from full to empty (Highest bar to lowest OR RIGHT to left). Plan to finish your journey when you get to the middle of your battery usage.

5. Know the following facts before driving:

- a. The user of a Mobility Device is called a “pedestrian”. You must travel on the footpaths whenever possible, at no more than 10km max.
- b. Always check your tyres are inflated before driving.
- c. Do not stop your scooter on a driveway or halfway across a road.
- d. When crossing roads, always look in both directions for traffic before crossing.
- e. Before getting on / off your mobility device, turn your key in the off position.

6. Your speed can usually be controlled. Your device has one or more of the following functions to increase speed or make it slower-

- a. SPEED dialing knob
- b. A PLUS / MINUS sign
- c. Driving mechanism sensitivity (the more pressure you use on the driving pad / throttle control, the faster the device goes)
- d. HIGH / LOW Gear button (to cap different speeds)

7. If you need to stop in an emergency, know how to stop -

- a. Some devices require you to only LET GO of the throttle
- b. Some mobility devices will have handbrakes for you to use,
- c. Some devices require you to put your foot down.

WARNING: Before using your mobility device, clients should always be aware of how to safely stop their device, and can find this out by looking at your **mobility device's limitations (see #13)**

If for any reason your Mobility device (that has hand brakes or automatically locking brakes) does not stop when you release the throttle control lever, or takes longer to stop than it should (3 meters on a level surface), turn the key switch to OFF and immediately contact us.

8. Your mobility device is NOT waterproof – do not let it get wet in the rain.
9. Know the power voltage of the place you are travelling to.
 - a. Cruise ships, for example, are known to supply 110 VAC or 220 VAC power to cabins and public areas. Most ships supply both, but not all do – check your location first before travelling.
 - b. We have chargers that have an Input Voltage : Rated 100 - 240 VAC to do the job for lower power voltage ranges, but customers **must let us know** prior to the collection of your product if you are going on a ship. The rentals do **NOT** automatically come with these larger range power voltages.
10. For devices that can be lifted into the car, use proper lifting techniques. Lift from safe areas – do NOT lift by grabbing the panels or the wheels (as they rotate).
11. On public footpaths that are shared with walking pedestrians, users shall not exceed 10km per hour.
 - a. Slow down when nearing pedestrians or those on bicycles, and give way if required, or pull over to the side until they have passed.
 - b. You must ALSO give way to all vehicles.
 - c. It is recommended when travelling indoors that your maximum speed is around 6km per hour, to avoid collisions into furniture OR people.
12. Slow down when turning corners –
 - a. You never know who might be around the other side.
 - b. If you are going too fast, you can cause your mobility device to tip.

13. You cross over driveways as you travel – if you cannot see what's coming out of the driveway, SLOW Down – you never know if a car is reversing out of their driveway at the same time as you are going past.
14. Know your **mobility device's limitations** – if you are not sure, there are multiple places you can find the limitations and features of your device:
 - a. Your in-depth user device guide on the rental device's page on our website
 - b. The features found on the hire page on the website
 - c. If you still can't find it, speak with reception to get a breakdown of what your mobility device can / can't do.
 - d. Practice driving in a safe place until you are confident in your device's operation in all aspects.

Customers are responsible for ensuring they understand and follow the limitations of the device, including weight limit, terrain the device maybe used on, slopes and gradients, weather and everything mentioned in it's manual (if available on its website page) or the generic information mentioned in this guide).

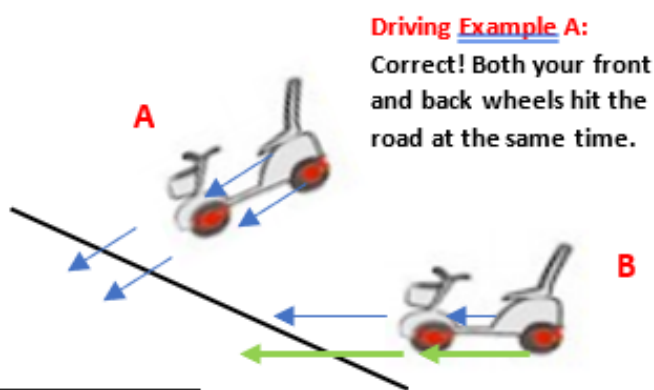
15. Charging your mobility device – There are two types of batteries that exist with mobility devices. VRLA (Lead Acid) (GEL or AGM) and Lithium batteries.
 - a. For GEL or AGM, customers should leave their mobility devices on charge when not in use. Try not to use more than half the battery power, as the battery will fail much sooner. **Never** completely discharge a Lead Acid battery, as it may fail. To recharge
 - b. For Lithium, customers should charge them only when the battery is below 50% used and remove the charger when battery is full. The battery should not go below 20% charge. **Never** completely discharge a Lithium battery.

NOTE: Do not let EITHER of the two types of batteries go flat. Do NOT connect an extension cord to the AC/DC converter or to the battery charger. Battery Charger is for INDOOR use only.

Keep tools and other metal objects away from the battery terminals, contact with tools can cause an electrical short, explosion or shock, with serious extreme consequences.

16. Understanding terrain –

- a. Do NOT cross over gutters – your mobility device cannot do this. Cross at pedestrian crossings, and ONLY when it is safe to do so.
- b. Cross straight at all crossings and dips – that is both front wheels hit the road at the same time, and both back wheels hit the road at the same time. Do NOT cross on an angle, as this can cause potential tipping of your mobility device.



Driving Example A:

Correct! Both your front and back wheels hit the road at the same time.

Driving Example B:

Bad! Your front left wheel hits the road first, tilting your scooter a bit. Then, your right front, and then your back left. Potentially can tip your machine sideways

CAUTION: This is ONLY for machines which CAN cross roads. Always adhere to the specs of your rental.

- c. Terrain such as flooded water, or crumbling paths MUST always be avoided. Avoid hazards and choose an alternative path or method of travel, or plan to go on a day where the hazards have been eliminated.
- d. Do not use your scooter on surfaces that are muddy, narrow, snowed over, icy; or on towpaths near to canals which are not guarded. Do not use your scooter outside when it is snowing, misty or windy.
- e. Do not use your Mobility Scooter in Heavy Rain or Extreme Humidity, or at temperatures below 0°C or above +38°C
- f. Do not make erratic turnings on your scooter on any terrain.
- g. STAIRS – Never use your Mobility device on STAIRS. Do not try to go over obstacles that are more than the maximum recommended

slope angle and obstacle heights given in the specification sheets for your Mobility Scooter. If you cannot find that information, the limitation is standard pedestrian crossings (for mobility devices that ARE able to travel outside).

- h. When driving over an obstacle, always drive so that the front the scooter is facing the obstacle.
 - i. Do NOT release the manual release lever of the electromagnetic brake (EMB) when your Mobility Scooter is on a slope. When on any sort of an incline, never place the Mobility Scooter in freewheel mode (whilst seated on or standing next to it) The lights on your Mobility Scooter (if fitted), should be turned on when visibility is reduced, regardless of day or night.
17. If your planned route goes over slopes, hills and inclines, always be sure that the slope is NOT above the specifications for the device. You MUST also consider user weight.
- a. A User who weighs 65kg might be able to do a slope of 13 deg for their mobility device, but a user who weighs 120kg, will only be able to move on level and smooth ground. **This is ONLY an example, and users MUST adhere to the specs on the website, taking into consideration the slope will be less if users are above 65kg.**
 - b. When going up or down slopes, turn your speed gauge and drive at a lower speed, as your mobility device is working hard to push you up / down a slope. A faster speed puts a lot more stress on your mobility device and you are more likely to have an accident.
18. If your device has a rear basket attached, the load must not exceed 8kg. This load in the front basket must not exceed 5kg.
19. Do NOT operate a mobile phone, walkie-talkie, laptop or other radio transmitter whilst operating your Mobility Scooter. Radio signals can sometimes affect the ability of the scooter transmitting information.
- a. Some devices might have a mount or area to put your phone. If you need to use your phone, pull over, turn the device off, and answer your phone. Once you have finished on your phone, put it away and resume driving. NOTE your device may move if turned

on while using electrical devices, and rarely due to any radio transmission devices, these maybe in shops, please be aware.

20. Your Mobility scooter is designed to carry ONE person only (unless it is a dual seat model). Never operate it with an additional person on board, including carrying a child.
 - a. In addition, do not sit on the Mobility Scooter when it is on any type of lift/elevation product.

21. Servicing the rental device - Never inflate the tyres on your Mobility Scooter more than Mobility Scooters For Hire's recommended pressure level. Customers will be responsible for any incorrect inflation done. You can always book in a service of your rental device if you have had it for a long while, and require a service to be performed.

22. CHILDREN – Special Care must be taken to prevent children from operating your Mobility Scooter or riding as a passenger. Do not allow unsupervised children to play near your Mobility Scooter, especially when charging batteries.

23. **EMERGENCY ASSISTANCE** – If your scooter breaks down, you can take your device home. If this is not possible to do by yourself, you can call RACV / NRMA or other road side assistance organisations, and sign up with them to get them to take you home, or try and fix the issue first.
 - a. On the next business day, contact us and we will organise a replacement ASAP.