

SOLAX CHARGE USER MANUAL



**ADJUSTABLE
REAR SUSPENSION**



**REMOTE CONTROL
AUTOMATIC FOLDING**



**USB PORT FOR
CHARGING PHONE**



DISTRIBUTED BY



Dear Customer

Congratulations on your purchase and thank you for choosing the Solax Charge Soft-tail!

Please read this manual carefully before operating your mobility scooter. By doing so you can ensure that you are familiar with all the components of your new scooter and are able to use it safely in a range of different situations. If you still have questions after reading this manual, please contact the seller for further information.



Warning: Failure to heed the warnings in this manual can cause personal injury.

Notification: Failure to follow the instructions from this manual will damage your Transformers.

This manual covers the Solax Charge Soft-Tails'

- Main structural characteristics
- Main components
- Function of each part
- Safety requirements and instructions
- Battery instructions
- Matters that need extra attention
- The methods of dealing with emergencies
- Scooter maintenance.



Finally, we hope that your new Solax Genie Plus will help you enjoy a more comfortable, convenient, and wonderful life.

All the information and pictures contained in this manual are subject to the factory's products and are to be used only for customer reference. The product will continue to be improved and modified without prior notice.

Table of Content

1. FEATURES	4
1.1 MAIN CHARACTERISTICS	5
2. PRODUCT SPECIFICATIONS AND RELEVANT PARAMETERS	6
3. MAIN PARTS AND RELEVANT FUNCTION	7
3.2 KEY IGNITION	7
3.3 SPEED ADJUSTMENT DIAL	7
3.4 POWER INDICATOR	8
3.5 DIRECTION CONTROL LEVER	8
3.6 HORN BUTTON	8
3.7 HEADLIGHT	8
3.8 TELESCOPIC TILLER	8
3.9 CONTROLLER	9
3.10 FREEWHEEL LEVER	9
3.11 MOTOR/TRANSMISSION COMPONENT	9
4. ELECTRIC FOLDING AND UNFOLDING	9
4.1 AUTOMATIC FOLDING AND UNFOLDING SCOOTERS USER THE REMOTE CONTROL	9
4.2 AUTOMATIC FOLDING AND UNFOLDING BUTTONS ON THE CONTROL PANEL	10
5 MANUAL FOLDING & UNFOLDING	10
5.1 MANUAL FOLDING	10
5.2 MANUAL UNFOLDING	10
6 SAFETY REQUIREMENTS	10
6.1 DRIVING SURFACE AND TIPS	10
6.2 SAFETY PRECAUTIONS	10
7 BATTERY AND BATTERY CHARGING	11
7.1 BATTERY CHARGING GUIDE	11
7.2 GUIDE TO A SAFE AND LONG-LASTING BATTERY	12
7.2.1 <i>How does the charger work?</i>	12
7.2.2 <i>How does the indicator light (LED) in charger display.</i>	12
7.2.3 <i>Can I use other chargers with my Solax scooter?</i>	12
7.2.4 <i>How often should charge the battery?</i>	12
7.2.5 <i>How to achieve optimum operating distance?</i>	12
7.2.6 <i>Why does the power of my new battery seem weak?</i>	12
7.2.7 <i>How to ensure the battery life?</i>	13
8 ENC INFORMATION	14
8.1 GUIDE AND MANUFACTURER DECLARATION – ELECTROMAGNETIC EMISSION	14
8.2 GUIDANCE AND MANUFACTURER'S DECLARATION - ELECTROMAGNETIC IMMUNITY	15
8.3 GUIDANCE AND MANUFACTURER'S DECLARATION - ELECTROMAGNETIC IMMUNITY	16
8.4 PORTABLE AND MOBILE RF COMMUNICATIONS EQUIPMENT AND THE 4-WHEEL FOLDING SCOOTER	17
9. BASIC TROUBLESHOOTING	18
9.1 SCOOTER NOT TURNING ON	18
9.2 SCOOTER “CUT OUTS” WHEN YOU ARE DRIVING IT	18
9.3 SPEED SUDDENLY SLOWS DOWN WHEN DRIVING	18
10 MAINTENANCE	18

1. Features

Please refer to the diagram below to identify the different components of your scooter. Familiarise yourself with the terminology to better understand part references throughout the Owner's Manual.



Product images may vary and will be subject to real products received.

1.1 Main characteristics

The Charger is packed with innovative modern design features. It is safe, comfortable, easy to operate, convenient to be folded and carried, lightweight and steady.

1. The frame is made of a lightweight aluminum alloy
2. It can be folded and unfolded without any tools or effort. It has 2 automatic folding functions and a manual safety fold override.
3. A higher, more substantial backrest allows for more comfort during your rider. The backrest can be folded down for easier transport.
4. Once folded the Solax Charge can be transported easily and conveniently either in the boot of your car, by train, plain or ship.
5. The easy-remove battery design allows you to simply pull the battery out of the scooter, without having to worry about any cables or wires. Its safe Lithium design makes it perfect for air travel
6. The higher seat and higher armrests make for a more ergonomic seating position. While the adjustable rear suspension will create a softer ride.
7. The flip-up armrests are padded and can easily be flipped up out of the way for easier transfer
8. The tiller is adjustable in height and angle, while the delta handle design allows for multiple different grips and easy one-handed or two-handed operation.

In conclusion, The Solax Charge is a unique scooter, that suits a large range of different users and will provide the user with the ability to access many places and enjoy more freedom in everyday life.

2. Product Specifications and Relevant Parameters

Model	Solax Charge (S302521)
Maximum Product Size	950mm x 450mm x 865mm
Product Minimum Size	450mm x 450mm x 635mm
Seat Above Ground	530mm
Seat Width	380mm
Backrest Height	310mm
Product weight (excluding battery)	23.6kg
Maximum Weight Capacity	125kg
Travel Distance	15km
Fastest Speed	6km/h
Turning Radius	≤1.4m
Maximum Climbing Angle	0°-12°
Driveway	Rear Wheel Drive
Obstacle Crossing Ability	38mm
Controller	PG S-Drive 45A
Battery Specifications	Power Lithium Battery, 24V10AH
Battery Watt Hours	240Wh
Charger Planning	24V 2A (output:29.4V 2A)

3. Main Parts and Relevant Function

3.1 Control Panel/Dash - Fig.01

The Dash is the “control-center” of your Solax Charge. It offers access to all the features and controls.

It features

- Light switch
- Horn
- Key Ignition
- Charge Socket
- USB Charger
- Speed adjustment dial
- Fold/unfold button
- LCD Display
- Forward and Reverse Levers



Fig. 01



Notice: Do not put the control panel in the humid area. If the control panel has been affected by moisture before using, please ensure it is dry when you operate it.

3.2 Key Ignition – Fig. 02

1. Turn the key switch clockwise to ON, this will turn on the scooter.
2. Turn the key switch anticlockwise to OFF, to turn the scooter off. Please turn the power off when you stop driving.

Always turn the scooter off when entering or exiting the scooter to avoid "knocking the controls" and causing unexpected movement.

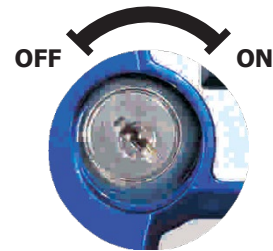


Fig.02



Warning: If turn off the battery during operating. The electromagnetic brake will be locked, and your scooter will stop suddenly.

3.3 Speed adjustment dial – Fig. 03

The speed adjustment dial is used for controlling the speed when driving. You can set the speed from 0km/h to 6km/h. When you adjust the dial to the left end (the slowest), it is the minimum speed; when you adjust the knob to the right end (the fastest), it is the maximum speed.

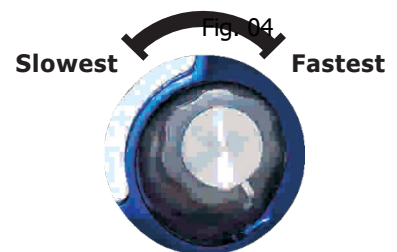


Fig.03



Warning: When turning or reversing, the speed should be slowed down.

3.4 Power Indicator (Fig.04)

When the scooter is turned to the "on" position, your battery charge will show on the LCD display. As you use your scooter and your battery, the lights will snuff out, starting with the bars on the right-hand side.



3.5 Direction Control Lever

The direction control lever is used to control the forward and backward.

- Move the lever with your right hand to drive forward. (Fig.05)
- Move the lever with your left hand to move backward. (Fig.06)
- When the scooter moves backward, you will hear a beeping noise
- The control lever will return to the center position when released and the brake will engage. Causing the scooter to stop.

Please note: The direction levers can be "reversed" if required.



Fig.05



Fig.06

3.6 Horn Button - Fig.07

When you press the button, it will sound the horn.



Fig.07

3.7 Headlight - Fig.08

Simply push the switch to turn the headlight on or off.



Fig.08

3.8 Telescopic Tiller

Lift the latch, which will allow you to lift or collapse the tiller. Once you have adjusted it to your preferred height, push the latch down to lock in the position. (Fig.09).



Fig.09

3.9 Controller

The Controller is fixed in the rear cover and it receives the signal from the control panel and transfers the signal to motor, brake, and bulb. You should not remove the cover yourself any work on the controller needs to be carried out by a fully trained technician or you may void your warranty.



Notice: Do not store the controller in the moisture environment. If the controller has been affected by moisture, make sure to dry it before operation.

3.10 Freewheel Lever

When you need to move the scooter manually, you can flip the lever back to engage "free-wheel" mode. (Fig.10).

Please note, you will not be able to drive your scooter in free-wheel mode. Once the lever is back to the drive position. You may need to turn the scooter on/off before driving.



Fig.10

3.11 Motor/Transmission component

Motor/ Transmission component as a mechanical and electrical part will convert the electrical energy to rear wheel drive.

4. Electric Folding and Unfolding

Remote control - Fig.11

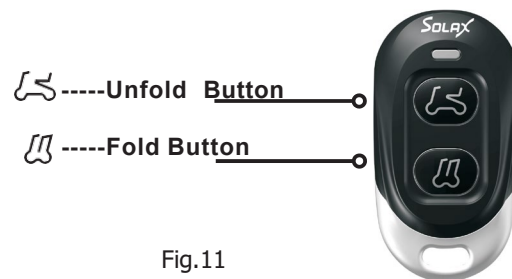
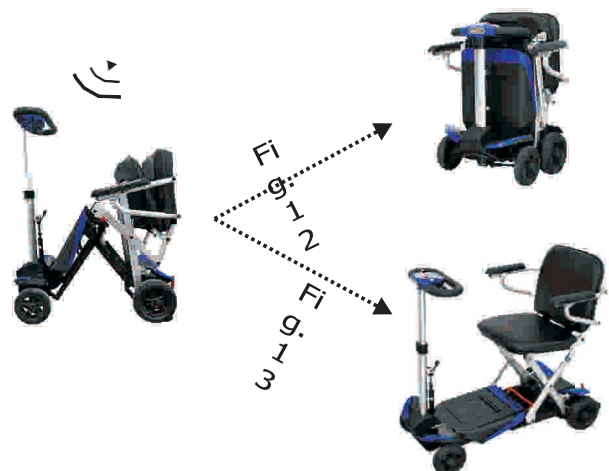


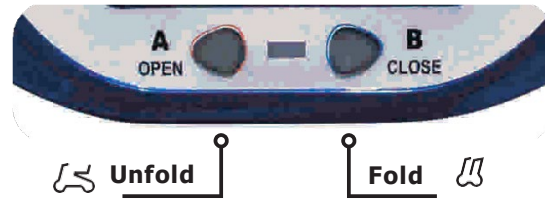
Fig.11

4.1 Automatic folding and unfolding scooters use the remote control

1. Press [] button and do not release your hand.
2. Scooter will fold automatic (Fig.12)
3. After folded completely, you will hear "click" sound. Then release your hand.
4. Press [] button and do not release your hand. Unfolding totally (Fig.13)



4.2 Automatic folding and unfolding buttons on the control panel:

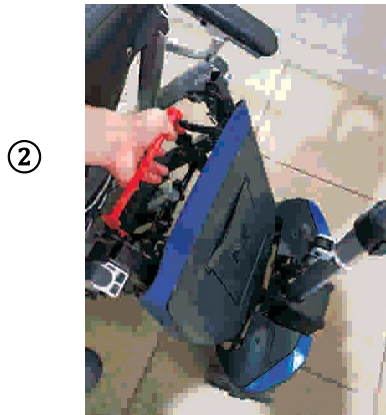


Notice: Ensure your scooter is on level ground, before using the fold/unfold function of your Solax Charge

5 Manual Folding & Unfolding

5.1 Manual Folding

1. Place the scooter on a level ground and use your hand to lift the red bar located under the seat
2. After manually lifting the bar you will notice the scooters front and rear wheels coming together. When about half-way folded, use both hands to push together the scooter until you hear a "click".



5.2 Manual Unfolding

1. Move the red button forward to make the scooter in a loose state.
2. Use both hands to fully unfold the scooter, and when you hear a "click" sound,



6 Safety Requirements

6.1 Driving Surface and Tips

The Solax Travel scooter range has been designed to be used on paved surfaces, such as carpet, well maintained footpath, shopping centers etc. However, it may also be used on other surfaces, such as grass or walkways in parks etc. However, there are some things that need to be considered to ensure a safe and comfortable ride.

- Condition of surface – ensure the surface you are driving on is not too soft to ensure the wheels will not sink into the surface and get stuck. Try to avoid loose gravel and sandstone.
- Comfort – while the Solax Charge has an adjustable rear suspension to offer higher comfort, it has smaller solid tires, which will not absorb impact the same way as larger more rugged scooters.
- Balance and Safety – Ensure you do not exceed maximum slope allowances and keep an eye out for potential hazards and obstacles. The scooter can handle obstacles of a certain size, but it is best to reduce the speed when tackling these.
- Cleaning and Maintenance – Ensure to thoroughly “brush” down your scooter (including under the base) after use on unsealed roads and grass. This will ensure that all dirt particles are removed and will not get “stuck” in the folding mechanism
- Your ability – ensure you are feeling well and feel physically fit to operate your Solax Charge

Please note: You should not drive your scooter if you cannot see the condition of the road ahead of you.

6.2 Safety Precautions

- Do not operate your scooter before you fully read and understand this manual.
- Do not carry passengers on your scooter or exceed the maximum carrying capacity
- Ensure your scooter is fully unfolded before riding your scooter. The Seat sensor will start beeping if you try to sit on your scooter before it is ready for operation.
- Please slow down when driving on the uneven or soft ground.
- Please slow down before turning.
- Do not park on slopes.
- Approach slope end, slopes, raised group and unprotected edge zone (such as curbside, vestibule and stairs etc.) with extra care.
- Do not change the scooters setting or modify your Solax Charge in anyway. Any breeches of this may result in your warranty being void and your scooter not operating in a safe manner.
- Be careful and aware of other users when driving in the busy streets, markets, or shopping centers
- Hold the handle with both hands and put both feet on the footboard when driving.
- Using your scooter as a seat on moving vehicle is forbidden.
- Climbing or driving along the edges of roads is forbidden, otherwise, the scooter will be damaged permanently.
- Do not exceed the maximum tolerance gradient when driving.
- Do not reverse on uneven slopes or uneven ground; be careful when passing over slopes.
- Do not use the scooter if you suffer from uncontrollable seizures, severely reduced eyesight, or severely reduced reactions.



WARNING—Do not attempt to drive on slopes more than 12 degrees.



WARNING—Do not exceed the maximum weight capacity (125 kg).

7 Battery and Battery Charging

This scooter is designed with a maintenance free, high quality Li-polymer (Lithium) battery. Please follow the below instructions to ensure a long-lasting battery life.

- Charge the battery before the first operation.
- Avoid your battery to go flat/fully use its charge as this will damage the battery
- If you know that you will not be using your scooter for a long period of time, you can follow the below instructions to prevent severe damage
 1. Fully charge the battery
 2. Remove battery from scooter
 3. Store the battery and scooter in a cool and dry place with steady temperature and temperatures that do not exceed 25°C or under 10°C

7.1 Battery charging guide

You can charge your Solax Charge in the folded or unfolded position. The Charging Socket is in the center of your scooters dash. Please see image below.

1. Ensure your scooter is turned off (Set key to "off" position)
2. Open the protective rubber tab
3. Plug the charger into a functioning power socket or extension lead cable
4. Plug the specialized Plug into the socket on your scooters dash, ensuring the pins are lined up correctly
5. The light on the battery charging unit will change depending on battery status. Red & Orange light indicates power on, and charging and green light means fully charged
6. Turn off the power switch first when the battery is fully charged. Then take out the DC charging connector before you take out the AC input power socket.
7. If the red light is off when the power on, please check whether the power plug is properly inserted.
8. Normally allows 8-14 hours for charging.



Turn the key to "off"



Insert charging plug into charging socket



Warning: Ensure the pins are matched properly.



Note: The scooter has a self-locking function to prevent driving when you charge the battery.

7.2 Guide to a safe and long-lasting battery

7.2.1 How does the charger work?

- When the battery voltage is low, the battery charger outputs a large current to charge the battery.
- When battery voltage is close to full, the battery charger outputs a small current, this is known as a trickle feed.
- When battery is full, the battery charger will output very little current which is almost zero. Therefore.
- The battery will continually charge after connecting the charge but will not overcharge. It is better to charge no more than 24 hours.

7.2.2 How does the indicator light (LED) in charger display.

There are two LED indicator lights in the charger. The red indicator light is the power indicator light. Regarding the other one, it is orange when charging and it will become green when the battery is charged fully. The red one will sometimes stay on after pulling the charger plug out from the power socket; this is perfectly normal, it just needs a few seconds for the red light to snuff out when the battery voltage is up to 26V.

7.2.3 Can I use other chargers with my Solax scooter?

To charge safely and efficiently, we highly recommend using the charger supplied by the original manufacturer or registered dealer. Using a third-party charge may damage your battery.

7.2.4 How often should charge the battery?

- If you are driving scooter every day, you should charge it after every use. This way it is always ready for you. The battery charging time will vary depending on how full/empty your battery is at the time of charging.
- If you are driving your scooter once a week, then it is best to charge the battery once a week. Battery charging times will vary, depending on how full/empty the battery is.
- Make sure you always fully charge the battery.

7.2.5 How to achieve optimum operating distance?

Some driving conditions such as hills, uneven and soft surface, wind conditions and user weight will affect the driving distance and battery performance.

- Fully charged your battery before driving it.
- Avoid hills and soft surface.
- Only to carry the necessities and reduce the luggage weight.
- Keep a constant speed.
- Avoid intermittent driving.



Warning: Please do not dismantle the Li-polymer battery and do not add water. Failure to observe this note will void the warranty and damage the battery and scooter.

7.2.6 Why does the power of my new battery seem weak?

Deep-cycle battery use a unique chemical technology and design. It can be charged quickly and can be used for a long time after it has been fully charged. The battery is fully charged when it leaves the factory but may change its initial charge during transportation. The battery will lose power in high temperatures and it will extend the held charge in low temperatures.

The battery needs a few days to adapt to the surrounding environment before performs consistently. More importantly, deep-cycle batteries require several charging cycles (full charge and large discharge) before they will perform at maximum capacity.

Please follow these steps to improve the battery performance

1. Fully charge the battery before first use
2. Use a low speed setting for the first use and do not travel too far until you are familiar with the operation of your scooter.
3. Try to use as much battery as possible, before giving it a second full charge. This will make the battery operate at up to 90% capacity.
4. The battery capacity will reach 100% after four to five charging and discharging cycles as outlined above.

7.2.7 How to ensure the battery life?

A fully charged battery will provide a good performance and battery life, so keep the battery fully charged whenever possible. Your battery performance and battery life will suffer if you

- Let your battery get flat
- Do not charge the battery regularly
- Do not fully charge the battery.



Warning: If battery was frost, it should be kept warming for several days before charging.

8 Enc Information

This device complies with Medical EMC Standard IEC 60601-1-2:2014.

8.1 Guide and manufacturer declaration – electromagnetic emission

The 4-Wheel Folding Scooter is intended for use in the electromagnetic environment specified below. The customer or the user of the 4-Wheel Folding Scooter should assure that it is used in such an environment.		
Emissions	Compliance	Electromagnetic environment-- guidance
RF emissions CISPR 11	Group 1	The 4-Wheel Folding Scooter uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	The 4-Wheel Folding Scooter is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations/ flicker emissions IEC 61000-3-3	Complies	

8. 2 Guidance and manufacturer's declaration - electromagnetic immunity

The 4-Wheel Folding Scooter is intended for use in the electromagnetic environment specified below. The customer or the user of the 4-Wheel Folding Scooter should assure that it is used in such an environment.			
Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment --guidance
Electrostatic discharge (ESD) IEC 61000-4-2	±8 kV contact ±15 kV air	±8 kV contact ±15 kV air	Floors should be wood, concrete, or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30 %.
Electrical fast transient/burst IEC 61000-4-4	±2 kV for power supply lines ±1 kV for input/output lines	Not Applicable	Mains power quality should be that of a typical commercial or hospital environment or typical home environment
Surge IEC 61000-4-5	± 1 kV line(s) and neutral	Not Applicable	Mains power quality should be that of a typical commercial or hospital environment or typical home environment
Voltage dips, short interruptions, and voltage variations on power supply input lines IEC 61000-4-11	<5 % UT (>95 % dip in UT) for 0,5 cycle 40 % UT (60 % dip in UT) for 5 cycles 70 % UT (30 % dip in UT) for 25 cycles <5 % UT (>95 % dip in UT) for 5s	Not Applicable	Mains power quality should be that of a typical commercial or hospital environment or typical home environment. If the user of the 4-Wheel Folding Scooter requires continued operation during power mains interruptions, it is recommended that the 4-Wheel Folding Scooter be powered from an uninterruptible power supply or a battery.
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	3 A/m	3A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment or typical home environment.
NOTE UT is the a.c. mains voltage prior to application of the test level			

8.3 Guidance and manufacturer's declaration - electromagnetic immunity

The 4-Wheel Folding Scooter is intended for use in the electromagnetic environment specified below. The customer or the user of the 4-Wheel Folding Scooter should assure that it is used in such an environment.

Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment - guidance
Conducted RF IEC 61000-4-6	3 Vrms 150 kHz to 80MHz	3 Vrms 150 kHz to 80MHz	Portable and mobile RF communications equipment should be used no closer to any part of the 4-Wheel Folding Scooter, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.7GHz	3 V/m 80 MHz to 2.7GHz	
	6Vrms in ISM bands	6Vrms in ISM bands	$d = [3,5/V_1] \times P^{1/2}$ $d = 1.2 \times P_i^{1/2}$ 80 MHz to 800 MHz $d = 2.3 \times P_i^{1/2}$ 800 MHz to 2.5GHz Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation Distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, should be less than the compliance level in each frequency range. ^b Interference may occur in the vicinity of Equipment marked with the following symbol:
	385MHz-5785MHz Test specifications For ENCLOSURE PORT IMMUNITY to RF wireless communication equipment (Refer to table 9 of EN 60601-1-2:2015)	385MHz-5785MHz Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communication equipment (Refer to table 9 of EN 60601-1-2:2015)	



NOTE 1 At 80 MHz and 800 MHz, the higher frequency range applies.
 NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

a. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the 4-Wheel Folding Scooter is used exceeds the applicable RF compliance level above, the 4-Wheel Folding Scooter should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the 4-Wheel Folding Scooter.
 b. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 10 V/m.



8.4 portable and mobile RF communications equipment and the 4-Wheel Folding Scooter

Recommended separation distances between portable and mobile RF communications equipment and the 4-Wheel Folding Scooter			
<p>The 4-Wheel Folding Scooter is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the 4-Wheel Folding Scooter can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the 4-Wheel Folding Scooter as recommended below, according to the maximum output power of the communications equipment.</p>			
Rated maximum output power of transmitter (W)	Separation distance according to frequency of transmitter (m)		
	150 kHz to 80 MHz $d = 1.2 \times P^{1/2}$	80 MHz to 800 MHz $d = 1.2 \times P^{1/2}$	800 MHz to 2.5 GHz $d = 2.3 \times P^{1/2}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23
<p>For transmitters rated at a maximum output power not listed above, the recommended separation distance in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.</p> <p>Note At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.</p> <p>NOTE2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.</p>			

9. Basic Troubleshooting

9.1 Scooter not turning on

- Please check the key is inserted into the switch and turned to the on position
- Check it if the battery is fully charged, if not charge the battery until the charger light turns green
- If the battery capacity is insufficient, please increase the charging time/cycles.
- If the issue continues, then battery may need testing. Please contact the sellers store

9.2 Scooter "cut outs" when you are driving it

- Battery line may be loose
- Motor carton bush is damaged

Please contact your retailer

9.3 Speed suddenly slows down when driving

- Battery capacity is insufficient.
- Battery aging

Please note: If you have any problems and are unsure on how to best resolve them. Please contact your retailer for further information.

10 Maintenance

Given that the Solax scooter is a moving piece of equipment it is recommended to get it serviced by a trained service technician on a regular basis. The service technician will check the following.

Please note: we recommend an annual service of your scooter. Services should ONLY be carried out by trained technicians

The connection of the battery and electrodes

- Ensure the electrode connections are tight and have no corrosion.
- The battery should be placed flat inside the battery holder.

Wire Connector

- Check all the wire connectors regularly.
- Check all the wiring insulation condition, including the plug of the charger regularly.
- Repair or change the damaged connector and connector joint.


ABS Plastic Cover

- Control panel, front cover, footboard, and back cover are all made by durable ABS plastic with baking finish on the surface. Do not use oil or other chemical liquids to wipe the scooter. To prevent the electrical components from damage, do not wash the scooter from the tap directly.

Bearings and Motor/ Transmission Parts

- The components have injected lubricant and are sealed; therefore, it is unnecessary to inject lubricant anymore.
- Protect all the electronic components from moisture, such as control panel, battery charger and other electric controlled components.
- If some components become damp, please dry it before use.

Warranty Registration Card

Purchase by		Contact No.	
Email Address			
Shipping Address			
Model	Solax Charge S3025	Serial No.	
Purchasing Date		Y	M D
Warranty Period	12 months warranty from purchasing date		
Manufacturer	Solax Technology Limited		
Importer			
Name of re-seller / Purchasing Store			

Please complete your Warranty registration card and email through a copy to sales@wholesalemobility.com.au











Warranty Statement







Materials, manufacturing or assembling problems under the normal usage is responsibility of the dealer for the repair or replacement of parts.


Warranty Exclusions:

1. Failure to follow the proper use of operation and maintenance.
2. Not using approved spare parts, batteries, or chargers.
3. Mechanical damage caused by improper use and/or accidents, Including exceeding the weight capacity.
4. Consumables such as the inner core and outer tires, bearings, light bulbs, etc. are not covered in the limits of the warranty.
5. Any unauthorized changes or work performed to the design or workings to the mobility scooter.
6. Any nature disasters or accidents such as typhoons, hurricanes, floods, and earthquakes.

The following symbols are found on the Scooter:

-  Manufacturer
-  Date of Manufacture
-  Refer to The Instruction Manual
-  Medical Device
-  Serial Number
-  Catalogue Number
-  Lot Number
-  CE Mark
-  WEEE Label. Do not discard the item in general waste. Follow the local recycling policy.
-  Item is recyclable

-  Warning of Microwave Radiation
-  Do not drive in rain or snowy weather
-  Keep loose clothing clear of the scooter
-  Do not operate cell phones while the scooter is powered on.
-  Warning . Beware of potential hazard
-  Warning. Pinch hazard
- WARNING:
EMI

 Be aware of nearby transmitters, such as radio or television stations, and avoid close proximity .

Dongguan Prestige Sporting Goods Co., Ltd.

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