

Clearwell mobility



Helios HD

MOBILITY SCOOTER
USER MANUAL

Contents and Introduction

MODEL:
SERIAL NUMBER:
DATE OF PURCHASE:

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Congratulations on the purchase of your new Helios HD Mobility Scooter! With its superb power, full suspension and streamlined design, the Helios ensures trouble-free mobility.

Your safety is important to us. Correct use of this scooter improves your mobility and quality of life.

Please read this owner's manual before using the scooter. Improper use of the scooter could result in harm, injury or traffic accidents. This owner's manual includes operation instructions for every aspect of the scooter.

Modifications

Any modifications to the specifications will invalidate the warranty and may render the vehicle dangerous.

Clearwell Mobility Technical Support Helpline

01444 253 300

The symbols below are used throughout this owner's manual and on the scooter to identify warnings and important information. It is very important for you to read them and understand them completely.



WARNING!

Indicates a hazardous situation that could result in serious injury or death if it is not avoided.



CAUTION!

Indicates a hazardous situation that could result in minor or slight injury if it is not avoided.



IMPORTANT!

Indicates a hazardous situation that could result in damage to property if it is not avoided.



USEFUL TIP!

Recommendations and information for efficient, trouble-free use.

The contents of this manual are based on the expectation that a mobility device expert has properly fitted the scooter to the user and has assisted the prescribing health care professional and/or the authorized provider in the instruction process for the use of the product.

There are certain situations, including some medical conditions, where the scooter user will need to practice operating the scooter in the presence of a trained attendant. A trained attendant can be defined as a family member or care professional specially trained in assisting a scooter user in various daily living activities.

As you begin using your scooter during daily activities you will probably encounter situations in which you will need some practice. Simply take your time and you will soon be in full and confident control as you manoeuvre through doorways, on and off elevators, up and down ramps, and over moderate terrain.

Additional general information can be found on the supplemental information sheets and booklets included in your Owner's Package.

Please fully read and review the information, and keep it readily available for future reference.

Pre-Ride Safety Check

Get to know the feel of your scooter and its capabilities. We recommend that you perform a safety check before each use to make sure your scooter operates smoothly and safely.

Perform the following inspections prior to using your Travel Scooter:

- Check the condition of the tyres. 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 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 Clearwell for assistance. Please refer to the Contact Information on the first page of this manual.



WARNING!

Never exceed the maximum permissible load – see **Specifications** and never use the scooter to transport more than one person.



WARNING!

Never drive the scooter under the influence of medication or alcohol.



WARNING!

Never attempt to get onto or off your scooter without first removing the key from the key switch. This will prevent the scooter from moving if accidental throttle control lever contact is made.



WARNING!

Never drive the scooter with tiller lock in the locked position.

Model	Helios HD
Maximum Speed	4mph
Maximum Range	16 miles
Battery Type	2 x 12V 22Ah AGM
Maximum User Weight	26 stone
Heaviest Part	18kg
Total Weight Without Batteries	45kg
Total Weight With Batteries	63kg
Overall Length	120cm
Overall Width	55cm
Overall Height	94cm
Maximum Climbing Gradient	12cm
Minimum Turning Radius	154cm
Ground Clearance	9cm
Seat Type	Deluxe
Seat Width	46cm
Seat Height	44-50cm
Front Tyre Type	23cm (9")
Rear Tyre Type	23cm (9")
Suspension	Full Active Front & Rear
Lights	Front LED
Basket	Black Plastic
Tiller Lock	Yes
Tiller Type	Delta Handle
Charger	2 Amp
Charging Type	Battery Box/Tiller
Motor	280W
Brakes	Automatic Electromagnetic

**May vary dependent on user weight and terrain*

Components of the Scooter



- | | |
|----------------------------------|---------------------------------|
| 1. Control Panel | 14. Freewheel Lever |
| 2. Seat Arm Pad | 15. Splitting Lever |
| 3. Seat | 16. Anti-Tip Wheel |
| 4. Basket | 17. Rear Wheel |
| 5. LED Light | 18. Battery Indicator/Gauge |
| 6. Tiller Adjuster Knob | 19. Speed Adjustment Dial |
| 7. Tiller Lock | 20. Key Switch |
| 8. Front Wheel | 21. Tiller Handle |
| 9. Seat Post | 22. Horn Button |
| 10. Charger Socket - Battery Box | 23. Throttle Lever Forward/Back |
| 11. Battery Box | 24. Charger Socket - Tiller |
| 12. Arm Rest Retaining Screw | 25. Light Switch |
| 13. Seat Post Retaining Screw | |



- | | |
|-----------------------------|---------------------------------|
| 18. Battery Indicator/Gauge | 22. Horn Button |
| 19. Speed Adjustment Dial | 23. Throttle Lever Forward/Back |
| 20. Key Switch | 24. Charger Socket - Tiller |
| 21. Tiller Handle | 25. Light Switch |

Battery Indicator/Gauge: (18)

Indicates the voltage of the batteries:

- Green – batteries are fully charged.
- Yellow – batteries are half full.
- Red – batteries need charging.
- Beeping sound continuing – batteries are out of charge. Please re charge batteries.

Speed Adjustment Dial: (19)

This dial allows you to preselect and limit your Scooter's top speed in the range of 0mph – 4mph:

- The image of the snail represents the slowest speed setting.
- The image of the hare represents the fastest speed setting.

Key Switch: (20)

This turns the power on and off on your scooter:

- Insert the key into the key switch.
- Turn the key clockwise to turn on your scooters power. The battery indicator will light up to indicate that the power is on.
- Turn the key anti-clockwise to turn off your scooter's power. The battery indicator light will turn off to indicate the power is off.

Horn Button: (22)

This button activates a warning horn. Your scooter must be turned on for the horn to be operational. Do not hesitate to use the warning horn when doing so may prevent an accident or injury.

Control Panel

Throttle Control Lever – Forward/Back: (23)

This lever allows you to control the forward speed and the reverse speed of your scooter up to the maximum speed you pre-set with the speed adjustment dial.

Place your right hand on the right hand tiller handle and your left hand on the left hand tiller handle.

To move forward, use either of the following:

- Use your left thumb to push the left side of the throttle control lever.
- Use your right hand fingers to pull back on the right side of the throttle control lever.

To move backward, use either of the following:

- Use your right thumb to push the right side of the throttle control lever.
- Use your left hand fingers to pull back on the left side of the throttle control lever.

Release the lever and allow your scooter to come to a complete stop before pushing the other side of the lever to move in reverse. When the scooter is moving in reverse, the reverse beeper will sound.

When the throttle is completely released, it automatically returns to the centre “stop” position and engages your scooter’s brakes.

Charger Socket – Tiller: (24)

The Tiller Charger Socket allow the batteries to be charged without having to bend down and charge from the battery box charging socket – see **Batteries and Charging** for further information.



WARNING!

Chargers are selected precisely for particular applications and are matched to the type, size, and chemical formulation of specific batteries. For the safest and most efficient charging of your scooter’s batteries, we recommend using the charger supplied as original equipment. Any charging method resulting in batteries being charged individually is especially prohibited.



WARNING!

Do not attempt to disassemble the battery from the battery pack or refit the battery.



WARNING!

If your battery charger has not been tested and approved for outdoor use, then do not expose it to adverse or extreme weather conditions. If the battery charger is exposed to adverse or extreme weather conditions, then it must be allowed to adjust to the difference in environmental conditions before use indoors. Refer to the manual supplied with the battery charger for more information.

Light Switch: (25)

The light switch turns the front LED light on and off.

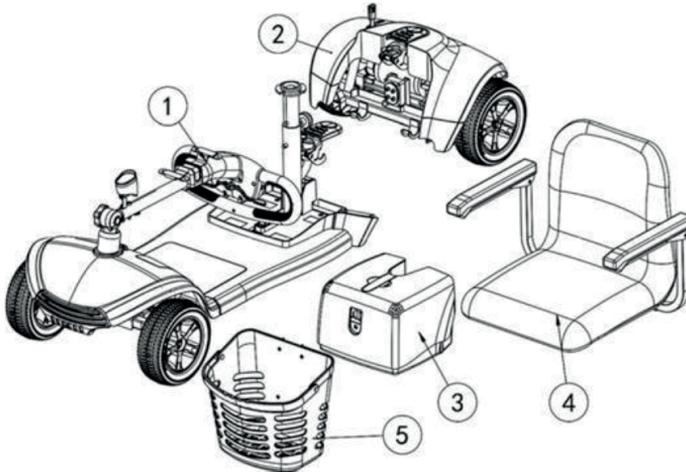


USEFUL TIP!

There is also a switch on the back of the light so check that this is on if the light is not working.

Assembly of the Scooter

The scooter assembles from five main pieces: the basket, front section, rear section, seat and battery box as shown below:



- | | | | |
|----|--------------|----|--------|
| 1. | Front | 4. | Seat |
| 2. | Rear Section | 5. | Basket |
| 3. | Battery Box | | |

- When disassembling or assembling your scooter, always make sure you have sufficient room to move the parts around. You may need assistance to lift some of the scooter components.
- See **Specifications** for individual component weights.
- No tools are required to disassemble or assemble your scooter. Always disassemble or assemble your scooter on a level, dry surface with sufficient space for you to work and move around your scooter. Keep in mind that the disassembled sections of the scooter take up more floor space than the assembled scooter.

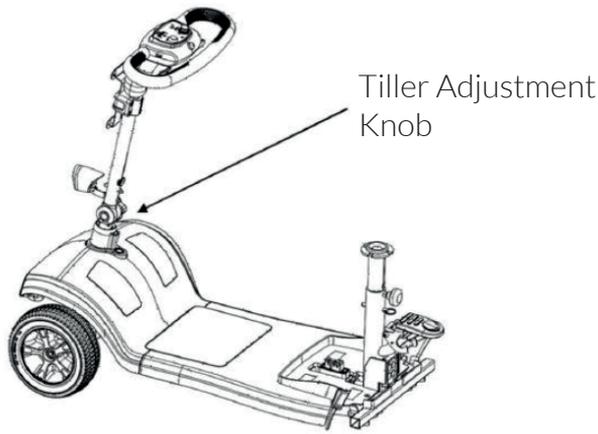


CAUTION!

Lifting weight beyond your physical capability may result in personal injury. Ask for assistance when necessary while disassembling or assembling your scooter.

Tiller Adjustment Knob

- Loosen the tiller adjustment knob by turning anti-clockwise - see below.
- Raise the tiller to the required position.
- Fully tighten the adjustment knob by turning clockwise making sure the tiller is securely positioned with the teeth fully engaged together.



WARNING! Never operate the scooter unless the tiller is raised, the teeth are fully engaged and the tiller adjustment bolt fully tightened and securely positioned.

Tiller Lock

- The scooter has been provided with a tiller lock which makes transporting and carrying the scooter easier. It is only to be used when the scooter is dismantled, either for transportation or storage.
- To unlock - fully press the tiller lock button down then quickly release your finger. The button will spring up to the unlocked position. The tiller will now move sideways.
- To lock - set the wheels to be directly facing forward, press the tiller lock button down firmly and release your finger. The button will stay down in the locked position.

Tiller Lock in un-locked position:



Tiller Lock in locked position:



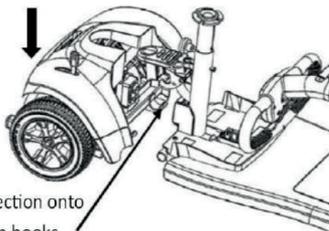
WARNING! Never drive the scooter with tiller lock in the locked position.

Connecting Front & Rear Sections

- Connect the front and rear sections by aligning them and gently lifting the front section onto the two hooks of the rear section. **See Fig 6.3.1.** Make sure the rear section is tipping back to allow the front section to lower into the correct position.
- Make sure the front and rear sections are securely and correctly connected. **See Fig 6.3.2.**



CAUTION! When assembling the front and rear sections together keep fingers well clear of 'pinch points'.



Lift front section onto rear section hooks .

Fig 6.3.1

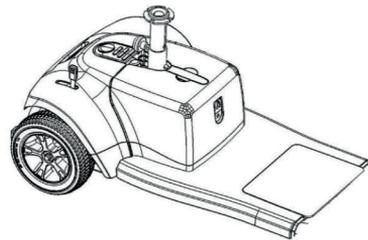


Fig 6.3.2

Seat Post

Adjust seat post to your require height by using the seat post pin provided. Then securely tighten seat post retaining screw. **See Fig 6.4.1.**

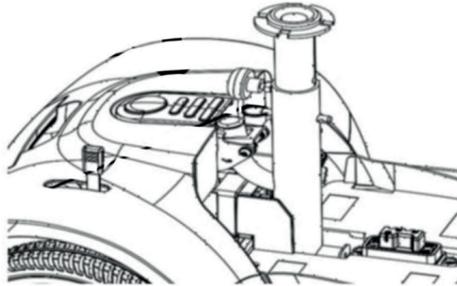
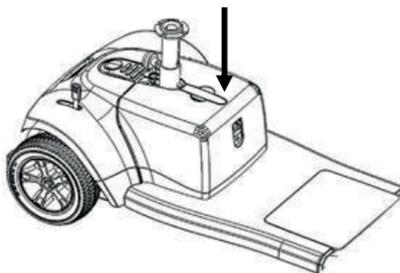


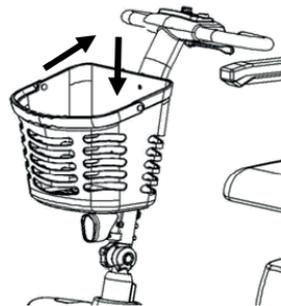
Fig 6.4.1

Fitting Battery Box & Battery

- Carefully lower the battery box into position on the scooter making sure the box is securely and fully connected to the battery connector. **See Fig 6.5.1.**
- Place basket onto bracket and make sure it is securely fixed. **See Fig 6.5.2.**



See Fig 6.5.1.



See Fig 6.5.2.

Fitting Seat

- Stand behind the scooter and with both hands lower the seat onto the seat post making sure the seat is straight above the seat post. If the seat is not straight on the seat post you will not be able to fully lock the seat. Make sure seat has fully locked onto seat post.
- Fix arm rests and adjust to the required width, then tighten arm rest retaining screws securely. **See Fig 6.6.1.**



Fig 6.6.1

CAUTION! Make sure the seat is fully locked onto the seat post before sitting.

Freewheel Lever

The Freewheel lever on the scooter is located on the rear section of the scooter. Before driving the scooter needs to be put into the drive position. The two positions are:

- Drive position - is indicated by 'Closed' - pull the lever backwards for this position. **Fig 6.7.1.**
- Freewheel position - is indicated by 'Open' - push the lever forwards for this position. **Fig 6.7.2.**

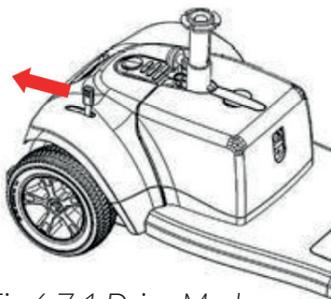


Fig 6.7.1 Drive Mode
(Closed)

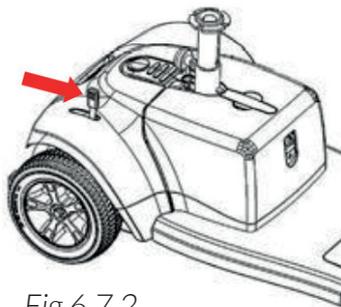


Fig 6.7.2
Freewheel Mode (Open)



WARNING!

Before placing your scooter into or taking it out of freewheel mode, remove the key from the key switch. Never sit on the scooter when it is in freewheel mode. Never put your scooter in freewheel mode on any incline.



WARNING!

When your scooter is in freewheel mode, the braking system is disengaged.



WARNING!

Disengage the drive motors only on a level surface.



WARNING!

Ensure the key is removed from the key switch.



WARNING!

Stand to the side of the scooter to engage or disengage freewheel mode. Never sit on a scooter to do this.

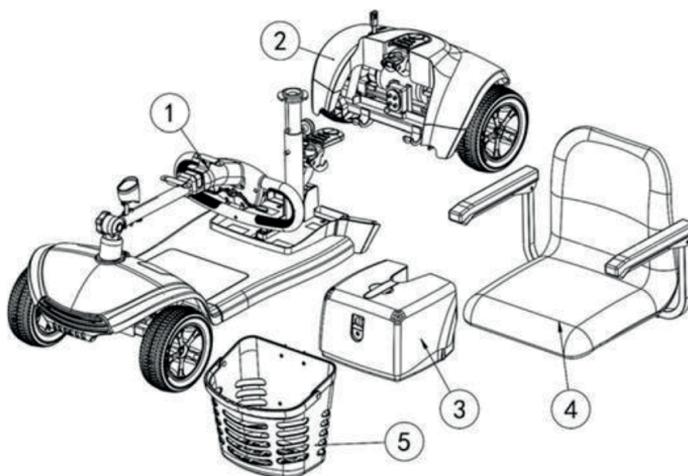


WARNING!

After you have finished pushing your scooter, always return it to the drive mode to lock the brakes.

Disassembly of the Scooter

The scooter disassembles into five main pieces: the basket, front section, rear section, seat and battery box as shown below:



- | | |
|-----------------|-----------|
| 1. Front | 4. Seat |
| 2. Rear Section | 5. Basket |
| 3. Battery Box | |

- When disassembling or assembling your scooter, always make sure you have sufficient room to move the parts around. You may need assistance to lift some of the scooter components.
- See **Specifications** for individual component weights.
- No tools are required to disassemble or assemble your scooter. Always disassemble or assemble your scooter on a level, dry surface with sufficient space for you to work and move around your scooter. Keep in mind that the disassembled sections of the scooter take up more floor space than the assembled scooter.



CAUTION! Lifting weight beyond your physical capability may result in personal injury. Ask for assistance when necessary while disassembling or assembling your scooter.

Remove the Seat

Stand behind the scooter and fold the seat back down, then with both hands lift seat directly upwards.

Remove the Battery Box

Grip the battery box handle firmly and lift directly upwards and off the scooter.

Remove the Basket

Stand in front of the scooter and lift basket directly upwards off the basket bracket.

Fold Down the Tiller

- Loosen the tiller adjustment knob by turning anti-clockwise.
- Carefully lower the tiller.
- Loosen the tiller adjustment knob by turning anti-clockwise.
- With the tiller in its lowered position, tighten the adjustment knob by turning clockwise making sure the tiller is securely positioned.
See Tiller Adjustment Knob.
- Loosen the tiller adjustment knob by turning anti-clockwise.
- Lock the tiller lock. **See Tiller Lock.**

Disconnecting the Front & Rear Sections

Push down the splitter lever and at the same time grip the seat post and lift upwards lifting the front section off the rear section hooks **Fig 7.5.1**, disconnecting the front section from the rear **Fig 7.5.2**.

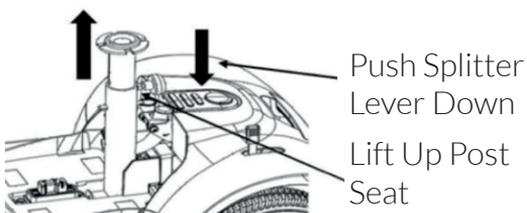


Fig 7.5.1

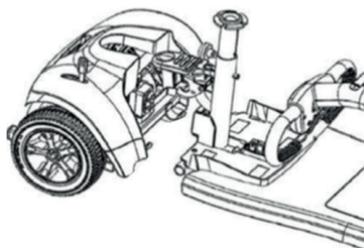


Fig 7.5.2

Before Getting onto the Scooter

- Keep your batteries fully charged and avoid deeply discharging your batteries.
- Never leave the manual freewheel lever in the forward position unless you are manually pushing your scooter.



WARNING! Never attempt to get on or off your scooter without first removing the key from the key switch. This will prevent the scooter from moving if accidental contact with the throttle control lever is made.



WARNING! Never sit on the scooter when it is in freewheel mode.



WARNING! Never exceed maximum permissible load [*see Specifications*] and never use the scooter to transport more than one person.



WARNING! Never drive the scooter under the influence of medication or alcohol.



WARNING! Never drive the scooter with the tiller in the locked position.

When getting onto the scooter, always adhere to the following:

- Make certain that the key is removed from the key switch.
- Make sure that the tiller is in the locked position.
- Stand to the side of the scooter.
- Disengage the seat rotation lever and rotate the seat until it is facing you.
- Make certain that the seat is secured into position.
- Position yourself comfortably and securely in the seat.
- Disengage the seat rotation lever and rotate the seat until you are facing forward.
- Make certain that your feet are safely on the floorboard.



WARNING!

The following can adversely affect steering and stability while operating your scooter.

- Holding or attaching a leash to walk a pet.
- Carrying another passenger or pet.
- Hanging any article from the tiller.
- Towing or being pushed by another motorised vehicle.



IMPORTANT!

Keep both hands on the tiller and both feet on the floorboards at all times while operating the scooter. This driving position gives you the most stability while operating the scooter.

Operating the Scooter

Starting

- Make sure you are seated safely and properly on your scooter.
- Turn the speed adjustment dial fully anti-clockwise to the slowest setting.
- Insert the key into the key switch.
- Turn the key clockwise into the 'On' position.
- Place your hands on the hand grips:
 - Pull on the left hand grip to steer your scooter to the left.
 - Pull on the right hand grip to steer your scooter to the right.
- Move the tiller to the centre position to drive straight ahead.
- Slowly engage the throttle control lever to gently accelerate your scooter forwards by either:
 - Use your left thumb to push the left side of the throttle control lever forward.
 - Use your right hand fingers to pull back on the right side of the throttle control lever.
- To stop release the throttle control lever to allow your scooter to stop gradually. The electronic brakes will automatically engage when your scooter comes to a stop.

Steering

- Place both hands on the handgrips of the tiller, turn the tiller to the right to travel right – never turn at high speeds as this will result in loss of control.
- Turn the tiller to the left to turn left – never turn at high speeds as this will result in loss of control.
- Make sure to maintain sufficient clearance when turning your scooter so that the rear wheels will be clear of any obstacles.
- Show even greater caution when steering in reverse.



WARNING!

Turning your scooter too sharply at high speed will cause loss of control and balance, resulting in the scooter tipping over, which risks serious injury or death.

Driving on Hills, Slopes or Ramps

- When driving your scooter, never descend or climb a gradient which is greater than recommended [**see Specifications**]. This could result in serious injury or death.

- When driving up a ramp, curb or incline, lean forward to move the centre of gravity of the scooter forward for maximum stability and safety.
- Drive with extreme caution when attempting to drive up or down any incline, access ramp etc, always drive at a slow speed.
- Always drive straight up or straight down an incline, ramp, slope etc.
- Never drive across (traverse) an incline, ramp etc, in any direction. Driving across an incline, could cause the scooter to tip, resulting in serious injury or death.
- Never drive across (traverse) an incline, ramp etc, in any direction. Driving across an incline, could cause the scooter to tip, resulting in serious injury or death.
- Try to keep your scooter moving when climbing or descending an incline. If you have to stop, restart and accelerate slowly and carefully.



WARNING! Never descend or climb a gradient which is greater than the recommended maximum [*see Specifications*].



WARNING! Never drive across (traverse) an incline, ramp etc, in any direction.



WARNING! The anti-tip wheels are only effective on firm ground. They will sink into soft ground such as grass, snow or mud if the scooter rests on them. They will lose their effect and the scooter can tip over.



WARNING! While you are driving down a slope, if your scooter starts to move faster than you feel is safe, release the throttle control lever slowly. It will allow your scooter to decelerate and slow down.

Drop Curbs

- Always be cautious when descending a drop curb.
- Approach the curb so that both back wheels of your scooter go over the curb at the same time.
- Never go down curbs by traversing them. Doing this will cause the scooter to tip over, which could result in serious injury or death.
- Drive down curbs slowly to avoid jarring bumps.

Grass and Gravel

- Your scooter performs well on short, firm grass and hills but you must follow the operational parameters presented in this manual. If you are unsure about any situation, avoid it.
- Avoid driving in long grass, this will result in grass wrapping around your scooters axle, potentially damaging the scooter.
- Avoid driving on loose gravel, this can result in loss of control of the scooter.



WARNING!

The anti-tip wheels are only effective on firm ground. They will sink into soft ground such as grass, snow or mud if the scooter rests on them. They will lose their effect and the scooter can tip over.

When getting off the scooter, always ensure that you:

- Bring your scooter to a complete stop.
- Remove the key from the key switch.
- Disengage the seat rotation lever and rotate the seat until you are facing the side of the scooter.
- Check that the seat is secured into position.
- Carefully and safely get out of the seat and stand to the side of your scooter.
- You can leave the seat facing to the side to facilitate boarding your scooter next time.



WARNING!

Never attempt to get on or off of your scooter without first removing the key from the key switch. This will prevent the scooter from moving if accidental contact is made with the throttle control lever.

Batteries & Charging

General Information & Instructions on Charging

Your scooter requires 2x Lead Acid batteries that are sealed and maintenance free. They are charged via the off board charging system supplied.

- Fully charge your travel scooter's batteries for at least 10 to 12 hours prior to using it for the first time. New batteries will be at their full capacity after having run through approx. 10-20 charging cycles (break-in period). This break-in period is necessary to fully activate the battery for maximum performance and longevity.
- Keep the batteries fully charged to keep your scooter running smoothly. Charge the batteries daily after every discharge even after partly discharge. Depending on the level of discharge, it can take up to 12 hours until the batteries are fully charged again.
- If the battery indicator has reached the red LED range, charge the batteries for 16 hours minimum, ignoring the charge complete display!
- Even if the scooter is unused for long period of time, the batteries should have a 24 hour charge once a week to make sure that both batteries are fully charged.
- Do not cycle your batteries at a low state of charge without regularly recharging them fully.
- Do not charge your batteries under extreme temperatures. Temperatures above 30°C or below 10°C are not recommended for charging.
- You cannot overcharge the batteries when using the charger supplied with your vehicle, or a charger that has been approved by One Rehab.
- Protect your charger from sources of heat such as heaters and direct sunlight. If the battery charger overheats, charging current will be reduced and the charging process delayed.

Charging the Batteries

- Make sure you read and understand the battery chargers user manual, if supplied, as well as the safety notes on the charger.
- Turn off the scooter power and remove the key.
- Decide on which charging socket to use. You have a choice of two charging sockets:

Battery Box Socket - allows you to charge batteries 'off board' e.g. in your house. **Fig 11.2.2.**

Tiller Charging Socket- saves you having to bend down to plug in charger. **Fig11.2.3.**

- Slide away the cover of the charger outlet point either positioned on the front of the battery box **Fig 11.2.2** or the Tiller Charging Socket **Fig 11.2.3**.



Fig 11.2.2



Fig 11.2.3

- Put the charger plug into the outlet point.
- Do NOT switch on the battery charger until all the plugs are in position.
- The LED light on the battery charger will show amber while charging.
- The LED light on the battery charger will show green when the batteries are fully charged.
- Turn off the mains power to the charger before removing the charger plug from the charger outlet.



WARNING!

Risk of explosion or electric shock if the batteries are charged when incorrectly wired. Never attempt to open or disassemble the battery box. If the batteries do not appear to be working correctly, contact your authorized provider.



WARNING!

Risk of explosion and destruction of batteries if the wrong battery charger is used. Only ever use the battery charger supplied with your vehicle, or a charger that has been approved by One Rehab. Never charge 22 Ah batteries with a 5 Ah battery charger. Always use a 2 Ah battery charger.



WARNING!

Risk of electric shock or damage to the charger if it gets wet. Always protect the battery charger from water, and always store in a dry place.



WARNING!

Risk of short circuit or electric shock if the battery charger has been damaged. Never use the charger if the battery has been dropped or damaged.



WARNING!

Risk of electric shock and damage to the batteries – Never attempt to recharge the batteries by attaching cables directly to the battery terminals.



WARNING!

Risk of fire and electric shock if a damaged extension cable is used. Only ever use an extension cable if it is absolutely necessary. If you have to use an extension cable make sure it is in good condition.



WARNING!

Risk of injury if using the scooter during charging. Do not attempt to recharge the batteries and operate the scooter at the same time. Do not sit in the scooter while charging the batteries.



WARNING!

Chargers are selected specific applications and are especially matched to the type, size, and chemical formulation of specific batteries. For the safest and most efficient charging of your scooter's batteries, we recommend use of the charger supplied as original equipment with your product only. Any charging method resulting in batteries being charged individually is especially prohibited.



WARNING!

Never attempt to disassemble the battery from the battery box or refit the battery. Contact your authorized provider.



WARNING!

If your battery charger has not been tested and approved for outdoor use, then do not expose it to adverse or extreme weather conditions. If the battery charger is exposed to adverse or extreme weather conditions, then it must be allowed to adjust to the difference in environmental conditions before use indoors. Refer to the manual supplied with the battery charger for more information.

Basics of EMI/RFI

The rapid development of electronics, especially in the area of communications, has saturated our environment with electromagnetic (radio) waves that are emitted by television transmitters, cellular phones, citizen's band radios (CB's), amateur radios (ham radios), wireless computer left, microwave transmitters, paging transmitters etc.

These electromagnetic (EM) waves are invisible and increase in strength the closer one gets to the source of transmission. When these energy waves act upon electrical devices and cause them to malfunction or to function in an erratic or uncontrolled manner, they are referred to as Electromagnetic Interference (EMI) or Radio Frequency Interference (RFI).

EMI/RFI and Your Scooter

All electrically powered vehicles, including scooters are susceptible to Electromagnetic Interference/Radio Frequency Interference (EMI / RFI). This interference could result in abnormal, unintended movement of your scooter.



WARNING! Unintended movement or brake release can cause an accident or injury.

- The FDA has determined that each make and model of scooter can resist EMI/RFI to a certain level.
- The higher the level of resistance, the greater the degree of protection from EMI/RFI – measured in volts per meter (V/m).
- The FDA has also determined that current technology is capable of providing 20 V/m of resistance to interference.
- This product has been tested and has passed an immunity level of 20 V/m.

EMI/RFI and Your Scooter

- Do not turn on or use hand-held personal electronic communication devices such as cellular phones, walkie-talkies and CB radios while your scooter is turned on.
- Be aware of any nearby transmitters (radio, television, microwave, etc.) on your intended route and avoid operating your scooter close to any of those transmitters.

- Turn off the power if your scooter is going to be in a stationary position for any length of time.
- Be aware that adding accessories or components or modifying your scooter may make it more susceptible to EMI / RFI.



WARNING!

Turn off your scooter as soon as it is safely possible if unintended or uncontrollable motion occurs or if unintended park brake release occurs.

Daily Checking & Maintenance

Check the following items before driving. If you find anything abnormal, contact your scooter dealer for a further inspection before using it.

Item	Inspection Content
<i>Handle Bar</i>	Is it tight? Can they be turned left or right smoothly?
<i>Speed Dial</i>	Can it be adjusted freely and function well?
<i>Throttle Lever</i>	Does the scooter move when the lever is engaged? Does the scooter stop when the lever is released completely?
<i>Motor</i>	Is there any abnormal noise from the motor? Does the electromagnetic brake work properly?
<i>Battery Gauge</i>	Does the gauge move to green when switched "ON"? Is the remaining power enough for your trip?
<i>Horn Button</i>	Does the horn work?
<i>Seat</i>	Is the seat on properly?

Regular Checking Record

- To make sure your scooter is in good condition, go to your scooter dealer regularly.

Circuit Breaker

- There is one button for the circuit breaker (located on the battery pack), if the power switch is "ON" and the battery gauge does not move, it is possible an electric current has overloaded the scooter. Reset the circuit breaker by pressing the button.

Tyres

- The condition of the tyres depends on how you drive and use your scooter.

Inspecting Tyre Treads

- Check the tread depth regularly. Replace the tyres when the tread depth is less than 0.5 mm.

Maintenance

- Do not use water, oil or other chemical solutions to clean your scooter. Be sure NOT to spray the scooter with the water as this can damage the electronic components. Please clean the scooter by wiping it with either a dry or moist cloth.
- Please take the scooter to authorized dealers for repairs and adjustments. Improper adjustments could lead to accidents and scooter malfunction.

Do not use water, oil or other chemical solutions to clean your scooter. Be sure NOT to spray the scooter with the water as this can damage the electronic components. Please clean the scooter by wiping it with either a dry or moist cloth.

Symptom	Possible Cause	Solution
<i>Scooter Does Not Move</i>	<ol style="list-style-type: none"> 1. Key switch is not "ON" 2. Main circuit breaker tripped 3. Brake release lever in 'Freewheel Mode' 4. Charger connected to outlet 5. Battery power low 6. Scooter shuts down to conserve battery 7. Controller error 	<ol style="list-style-type: none"> 1. Turn key switch to "ON" 2. Reset circuit breaker 3. Place lever in 'Drive Mode' 4. Disconnect charger 5. Recharge battery 6. Turn key switch "OFF", then "ON" 7. Check Power light for Flash Code {See Flash Codes} to get a solution.
<i>Range Less Than Expected</i>	<ol style="list-style-type: none"> 1. Charging too infrequently 2. Defective or worn out battery 3. Cold weather reduces battery life 4. Defective charger 	<ol style="list-style-type: none"> 1. Charge scooter more often 2. Load test batteries. If necessary replace. 3. Allow batteries to reach room temperature and then fully recharge 4. Contact your Scooter Dealer

Flash Codes

Scooter Controller Internal Diagnostics

The diagnostic flash codes for your scooter are designed to help you perform basic troubleshooting quickly and easily. A diagnostic flash code flashes from the Power light in the event one of the conditions listed below develops.

Flash Code	Fault	Consequences for Scooter	Solution
1	Battery charge is too low	Scooter continues to drive.	Charge batteries.
2	Battery charge is depleted	Scooter stops driving	Charge batteries.
3	Battery voltage is too high	Scooter stops driving	<ul style="list-style-type: none">●If the charger is connected, disconnect it from the scooter.●The electronic system charges the batteries when running downhill and when braking. This fault is caused when the battery voltage becomes too high during this process. Switch the scooter off and on again and if travelling downhill reduce speed to the minimum setting.
4	Power time exceeded	Scooter stops driving	The maximum current has been exceeded over too long a period, probably because the motor has been overloaded. Switch the scooter off for a few minutes, then turn back on again.
5	Break error	Scooter stops driving	<ul style="list-style-type: none">●Ensure the manual freewheel lever is in the drive position and restart the scooter.●There is a fault with the magnetic brake or wiring – contact your authorized dealer of assistance.

6	Throttle control lever not at centre position when switching on scooter	Scooter stops driving	<ul style="list-style-type: none"> ● Put the throttle control lever in the central position, turn the power off and then turn on again. ● It may be necessary to replace the throttle control lever - Contact your authorized dealer for assistance.
7	Speed pot or throttle pot error	Scooter stops driving	The Speed or Throttle Pot could be faulty or incorrectly connected - Contact your authorized dealer for assistance.
8	Motor voltage error	Scooter stops driving	The motor or its wiring is faulty - Contact your authorized dealer for assistance.
9	Other internal errors	Scooter stops driving	Contact your authorized dealer for assistance.

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