Clearwell mobility

Skipper

MOBILITY SCOOTER
USER MANUAL

MODEL:
SERIAL NUMBER:
DATE OF PURCHASE:

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Intended Use Of The Vehicle

This vehicle is designed to help a single person (up to the maximum recommended weight) who requires a scooter for their mobility. The scooter is intended for indoor use in large areas and outdoor use up to a maximum speed of 4mph. It is not intended to be used for towing or in use in muddy or soft areas of ground. Users could endanger themselves and others if they are not capable of driving the scooter safely. It is up to the users to ensure that they have the manual dexterity to drive the vehicle, adequate sight and hearing to perceive danger in time, and can at all times operate the scooter safely. If in doubt we suggest you consult a healthcare professional for advice.

Modifications

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

Clearwell Mobility
Technical Support Helpline

01444 253 300

Before driving your vehicle it is important to familiarise yourself with the controls.
Do not attempt to drive the vehicle until you have understood these instructions

To Turn On: Insert the key and turn to power on.
To Turn Off: Turn key back to power off.

To Operate: The throttle control lever (Wig-Wag) allows you to control the forward and reverse speed of your scooter. Pull the right hand lever towards you to move the machine forward. The more you pull the lever the faster the scooter goes. To brake, release the lever. Again the faster the lever is released the quicker you will stop. To reverse, pull the left lever towards you. Do not pull both levers at once.

NOTE: The controls can be changed for customers with a left-hand bias. Please contact Clearwell Mobility.

Battery Indicator: When the scooter is powered up, this meter indicates the approximate battery strength. The gauge will beep when the batteries are out of charge.
Note: The vehicle must be stationary in order to get an accurate reading.

Speed Control: This controls the top speed of your scooter. When the knob is turned anticlockwise, this is at its slowest speed, marked by a tortoise. As the knob is turned to the right, the speed will increase to a maximum, marked by a hare. Set the speed before you move off.

Do not adjust the speed control dial while the vehicle is moving.

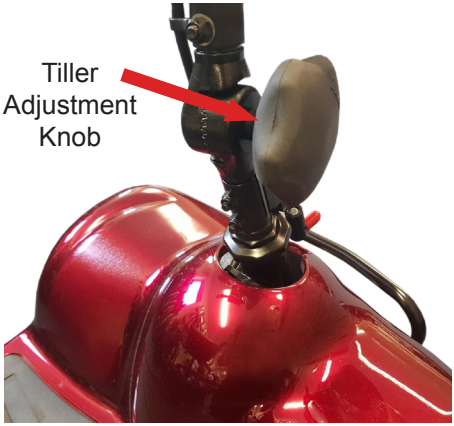
Horn: The horn will sound when the button is depressed.

Freewheeling the Scooter
When the vehcile is switched off the brakes are automatically engaged. This is called failsafe braking. Also, if the batteries are flat, the brakes are applied. There may be occasions where you may wish to move the vehicle without power. To do this there is a freewheel device fitted.

The freewheel device allows the vehicle to be pushed without power. To activate, first locate the lever. When standing behind the scooter, it is located on the right hand side of the rear of the vehicle.

- Make sure the ignition is turned off.
- Move the lever up. The vehicle can now be pushed in freewheel.
- Move the lever down to enage drive. The vehcile is now braked and at the normal operating position.

WARNING: Never sit on the scooter when it is in freewheel mode and never put your scooter in freewheel mode on any incline.



Tiller Adjustment Knob
The tiller can be folded down for transporting. Rotate the adjustment knob anticlockwise sufficiently for the retaining serrations to allow the tiller to move. Lower the tiller so that it is in the lowest position.

Rotate the knob clockwise and ensure that it is tight and the retaining serrations are fully engaged.

WARNING: Never operate the scooter unless the tiller is raised and the tiller adjustment knob is fully tightened and securely positioned.

Tiller Lock
• Engage the tiller lock by pulling the red knob upwards and left so that it engages in the hole. This ensures that the tiller is in the locked position.

•Ensure that the tiller steering lock is disengaged and the tiller can be steered freely before driving.

Tiller Lock in unlocked position

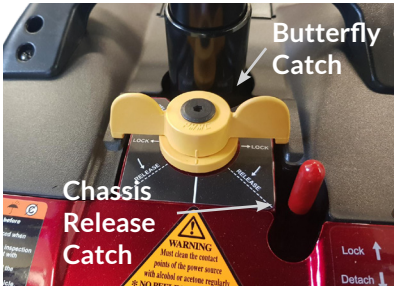
WARNING: Never drive the scooter with the tiller lock in the locked position.

Disassembly
You can disassemble the scooter into five main pieces: the basket, the front section, rear section, seat and battery box as shown:

Disassembly Procedure
1. Remove the basket- Stand in front of the scooter and lift basket directly upwards off the basket bracket.

2. Remove the seat- Lift off the seat post while lifting the seat lever. A small rotation is sometimes necessary to free the seat.

3. Remove the battery box- Undo the butterfly catch as shown below. Remove the battery box and stow carefully .



4. Fold down the tiller- Lower the tiller to its horizontal position and secure using the knob. Lock the tiller steering.

5. Pull back the chassis release catch and gently separate the front chassis from the rear.

NOTE: Ensure that all parts are secure and cannot move while being transported.

Assembly
NOTE: Ensure you have sufficient room when disassembling or assembling your scooter to move the parts around. No tools are required to disassemble or assemble your scooter.

Connecting Front & Rear Sections
• Carefully align the pins so that they are positioned over the rear cups and press down on the front chassis until it clicks into place.

• Check that the chasis release catch is in the locked position and the two halves are securely together.

Refit the Battery Box
• Ensure it is correctly positioned and secure using the butterfly catch.

Tiller
• Adjust the tiller into an upright position and release the tiller lock.

Attach Seat
• Lift the seat and install on the rear chassis, ensuring it is fully enaged and does not rock or rotate.

• If you require more room in the width of the seat, the armrest width can be adjusted by undoing the knobs on the underside of the armrests.

• To operate the swivel seat, pull the release lever up (located under the seat) and the seat will release allowing it to rotate. Release the lever to lock.

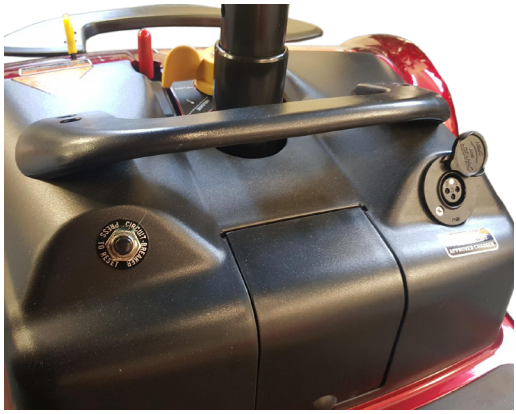
Driving
• Adjust your seat and tiller to a comfortable driving position.

WARNING:
• Assembling the scooter involves lifting and handling heavy parts.

• Be careful to avoid being pinched or having your hands crushed when lifting or handling parts.

• Never unload your scooter on sloping or uneven ground. It could run down the slope and injure someone.

Charging Your Batteries



• Turn off the scooter power and remove the key.

• Slide away the cover of the charger outlet point positioned on the front of the battery box as shown.

• 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 when charging. The LED light on the battery charger will show green when the batteries are fully charged.

• Once the battery has been fully charged, refit the protective cover to keep water out.

WARNING: Never attempt to open or disassemble the charger, risk of explosion and electric shock if batteries are charged when incorrectly wired. Also, there is a risk of electric shock and damage to the battery if it gets wet.

General Information

•Fully charge your travel scooters batteries 10-12 hours before using it for the first time. Charge the batteries daily after every discharge even after partly discharge.

• If the battery indicator has reached red, charge the batteries for 16 hours minimum, ignoring the charge complete green LED.

• Even if the scooter is unused for a long period of time, the batteries should have a 24 hour charge once a week to ensure both batteries are fully charged.

EMI/RFI

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. The FDA has determined that each make and model of scooter can resist EMI / RFI to a certain level. This product has been tested and has passed an immunity level of 20 V/m.

Simple Maintenance
Maintenance should only be carried out by a qualified engineer.

You should check the following before each journey:
1. Visually check the tyres for damage.
2. Check the steering moves freely.
3. The tiller knob is tight.
4. The seat is located correctly and locked.
5. Check the armrests are secure.
6. Batteries are fully charged.
7. The front basket is secure.

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 this button.

Anti-tip Wheels
These are factory fitted and should not be removed. The anti-tip assembly is bolted to the rear frame of the scooter. **Never use the scooter without the anti-tip wheels fitted.**

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

Please check the tread depth regularly. Replace the tyres when the tread depth is less than 0.5 mm.

Important- Possible Faults
As you get used to your vehicle you will get a feel for how it behaves. If something feels unusual, for instance the vehicle does not accelerate or brake smoothly, the brakes are not holding on a slope or the steering feels different; contact Clearwell immediately and explain to an engineer what the problem is, as this will help diagnose the problem.

Cleaning the Scooter
Ensure the controller is switched off before cleaning.

The scooter should be wiped over once per week with a slightly damp (not wet) cloth. Make sure to dry thoroughly after cleaning.

IMPORTANT: Do not use a hose or pressure or steam washer to clean your scooter.

Cleaning the Control System
Clean the control system and the keypad with a cloth dampened with diluted detergent. Be careful not to use excessive water or force when cleaning the control keypad.

Getting On and Off the Vehicle
• When getting on, make sure that the vehicle is on level ground and not in freewheel mode.
• Ensure that the armrests are secure.
• When getting off, park on level ground, turn off the ignition and remove the key before leaving your seat.

Tiller Lock Knob
• Never drive with the tiller lock knob in the locked position, as injury could result from not being able to turn.

Kerbs and Obstacles
• Do not ride up kerbs or obstructions higher than that in the Technical Specification Sheets.
• Always tackle kerbs and obstacles head on.
• The anti-tip rollers at the rear of the scooter may contact the kerb as you descend, this may cause a noise, which is normal.
• Take great care to avoid tipping.
• Never make sharp turns on slopes.

Try to avoid crossing slopes - always try to drive straight up and down the slope - never reverse down a slope.

Going Up a Hill
• Lean forward when going up hill.
• Make sure you have enough speed to climb the slope.
• Do not stop or turn the vehicle around.
• If you have to turn whilst going up an incline keep going until you reach a level area.
• If you have to start on an incline, lean forward and apply power slowly.
• Consider adjusting your seat forward if you're not comfortable with the gradient.

Going down a hill
• When going down a hill lean back in the seat, and turn the speed control dial to low.
• If you are not comfortable with the hill gradient, consider adjusting your seat position further back.

Ramps
• When using a ramp for access, please ensure that it is capable of taking the combined weight of the scooter and yourself and ensure that the ramp is stable and properly secured.

Stowed Transport
•Follow the disassembly instructions to correctly dismantle your scooter for stowed transport.

Transportation in Vehicles
• This scooter is not suitable to use as a seat in a vehicle, it has not been crash tested.
• For transportation by road, rail, sea or air, please contact the appropriate carrier.

Turning
• Slow down and look in the direction you are travelling.
• Sound the horn on blind corners.

Bad Weather
• This product should not be used in snowy or icy conditions.
• Ice, snow and slippery surfaces such as manhole covers, wet grass and drains can affect braking and steering.

Solid Tyres
• Your vehicle is fitted with solid tyres. Regularly check them for signs of damage or wear.

Front Basket
• The basket mounted on the front has a weight limit of 10lbs (5kgs). Do not exceed this as it could affect the steering.

Handlebars
• Do not carry or attach anything to the handlebars. Anything attached to the vehicle handlebars will affect the control of the vehicle.

Floor Area
• Do not use the floor area to carry additional items.

Other Items
• Only fit approved products or accessories.

Child Safety
• This product is designed to be operated by adults.
• Children should not be allowed to tamper with the controls or play on the vehicle.
• Do not carry children as passengers, this product is designed for single person use only.

Diagnostic Table

The diagnostic beep codes for your scooter are designed to help you perform basic troubleshooting quickly and easily. A diagnostic beep code will sound in the event one of the conditions listed below develops.

Beep Code	Fault
Slow Beeping	Engager pot fault (contact Clearwell Mobility).
Rapid Beeping	Batteries low or bettery connection fault. Freewheel engaged.
Continuous Sound	Charger connected (maybe switched on or off).

At Clearwell Mobility, we are here to help you but we can only do this if you give us as much information as possible. Call us on **01444 253 300** and explain exactly what the problem is, recounting as much detail as possible, including the indicated faults.

Fault Finding

This table is a guide to fault finding. The fault may be a simple fix, if you have any doubts contact Clearwell Mobility.

Symptom	Solution
• Scooter does not move (when power is switched on)	• Batteries are flat- Check level. • Is the charger connected? • Freewheel is engaged. • Freewheel has been selected while power is on. Ensure freewheel is not selected; switch off and on.
• Steering is loose or wobbly when driving.	• Check for tyre damage or punctures. • Damaged steering- Contact Clearwell Mobility. • Loose seat- contact Clearwell Mobility.
•Vehicle behaves erratically when driven. (It judders or cuts out?)	• Electronic Problems- Contact Clearwell Mobility.
• Short range	• Check tyres for damage. • Check batteries are fully charging. • Check vehicle moves easily in freewheel.
• 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. (page 9)

To save the batteries, the scooter controller has a sleep mode which is activated if the scooter is not used but left switched on for some time. To reset, switch the scooter on and off again.

Repairs- After Sales Service
Your original receipt acts as your guarantee and confirms your guarantee period. Please make sure you retain it. The guarantee does not cover you against faults caused by accidental damage or misuse. For further details visit www.clearwellmobility.co.uk/warranty-information. If your purchase is not working correctly, please refer to the 'troubleshooting' chapter in this manual. If a fault occurs which you cannot resolve through following the advice and information contained within this instruction manual, the next step is to contact Clearwell Mobility on **01444 253 300**.

When you contact Clearwell Mobility you will need to give the following details:
1. Your name, address and post code
2. Your telephone number
3. Clear and concise details of fault
4. The purchase date as found on your receipt
5. The model and serial number of your scooter (These can be found on the label stuck to the outside of your scooter pack).

IMPORTANT: If you call out an engineer to a fault listed under the heading 'troubleshooting' or to repair a fault caused by incorrect use, a call out charge will be made even if the scooter is under guarantee.

Spare Parts
Always insist on genuine spare parts

An authorised Clearwell Mobility engineer should service this product and only genuine spare parts should be used.

Under no circumstances should you attempt to repair the product yourself. Repairs carried out by inexperienced persons may cause injury or further damage to the equipment.

One Year Warranty
Clearwell Mobility warrants its products against defects in materials and workmanship for a period of one year, providing the products are operated and maintained in accordance with the vehicles owners manual. This warranty is limited to the original purchaser.

If a defect appears within the warranty period and the purchaser has given Clearwell Mobility immediate notice, the company will repair or replace the part. Any description, specifications, samples, models, bulletins or similar materials used in connection with the sales of Clearwell Mobility products are for the purpose of identifying the equipment and are not to be construed as expressed warranties.

Clearwell Mobility shall not be liable for any indirect or consequential damages. Clearwell Mobility's liability on any claim of any kind including negligence for any loss or damage arising out of, connected to, or resulting from the design, manufacture or use of the equipment shall in no case exceed the price paid by the purchaser for the equipment.

This limited warranty does not cover normal maintenance service, or periodic adjustments necessitated by normal wear and tear.

	SPEC
Wheelchair type and class	Class A
Department of transport class	Class 2
Maximum weight of user	18st (113kg)
Overall dimensions fully assembled	1020x510x850mm (40x20x33")
Dimensions seat removed tiller folded	1020x510x480mm (40x20x19")
Mass (weight) including batteries	41kg (90lbs)
Battery voltage and capacity	12V Ah qty 2
Mass (weight) of battery pack	10kg (22lbs)
Type of seat	Swivel seat with adjustable width
Mass (weight) of seat	7.3kg (16lbs)
Mass (weight) of front section	13kg (29lbs)
Mass (weight) of rear section	11kg (24lbs)
Wheel size	Front: 175x50mm (7x2") Rear: 200x50mm (8x2")
Type of tyres	Solid puncture proof
Maximum speed	6km/h (3.8mph)
Minimum braking distance from maximum speed	1.2m (1.3yds)
Range on full charge and flat ground	13km (8 miles)
The turn-around width	1.62m (5.4ft)
Maximum safe slope	6°
Maximum climbing ability facing upwards	6°
Ground clearance	50mm (2")
Maximum obstacle climbing ability	40mm (1.5")
Maximum safe descendable kerb height	40mm (1.5")

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