

OWNER'S MANUAL

**Go Go  
Compact**



[pride-mobility.co.uk](http://pride-mobility.co.uk) [pridemobility.eu](http://pridemobility.eu)



## SAFETY GUIDELINES



**WARNING!** An authorized Provider or qualified technician must perform the initial setup of this scooter and must perform all of the procedures in this manual.

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 potentially hazardous condition/situation. Failure to follow designated procedures can cause either personal injury, component damage, or malfunction. On the product, this icon is represented as a black symbol on a yellow triangle with a black border.



**MANDATORY:** These actions should be performed as specified. Failure to perform mandatory actions can cause personal injury and/or equipment damage. On the product, this icon is represented as a white symbol on a blue dot with a white border.



**PROHIBITED:** These actions are prohibited. These actions should not be performed at any time or in any circumstances. Performing a prohibited action can cause personal injury and/or equipment damage. On the product, this icon is represented as a black symbol with a red circle and red slash.

## INTENDED USE

The intended use of this device is to provide mobility assistance to persons with mobility impairment who have the capacity to operate a motorized mobility scooter.

## REGARDING DEVICES FOR PRESCRIPTION USE



Our products are available for sale both as retail ("over-the-counter") and with a prescription. When prescribed, the following statement is applicable.

**CAUTION!** Federal law restricts this device to sale by or on the order of a physician or other certified personnel licensed by the law of the State (US only) or region in which this personnel practices to use or order the use of the device.

**NOTE:** This owner's manual is compiled from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become necessary. Any changes to our products may cause slight variations between the illustrations and explanations in this manual and the product you have purchased. The latest/current version of this manual is available on our website.

**NOTE:** This product is compliant with WEEE, RoHS, and REACH directives and requirements.

**NOTE:** This product meets IPX5 classification (IEC 60529).

**NOTE:** The Mid-Size Scooter and its components are not made with natural rubber latex. Consult with the manufacturer regarding any after-market accessories.

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## 1. Preface

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Before using the Go Go Compact mobility scooter, please take the time to thoroughly read this manual and keep it for future reference.

First, we would like to express our gratitude for choosing one of our scooters. This instruction manual is designed to help you familiarize yourself with the operation of your scooter. The following usage and care guidelines are essential for the proper use of your scooter. While this manual reflects the most recent developments in the product, please note that it may be updated in the future as the product continues to improve.

Your safety is our top priority. We strongly encourage you to read this manual carefully before operating your scooter, as it is crucial for safe operation. The manufacturer offers warranty service when the scooter is used under normal conditions and maintained according to the instructions provided. However, the manufacturer cannot be held responsible for any damage resulting from improper service or failure to follow the manual's instructions.

Due to ongoing design improvements, some illustrations and images in this manual may differ from the scooter you have purchased. The manufacturer reserves the right to enhance the products and make changes.

We hope this scooter adds convenience to your life. Additionally, we welcome any feedback you may have regarding the quality and after-sales service of our scooters.





## 2. Before your first use

### 2.1 Open-package inspection

Please inspect the main frame and accessories to ensure nothing is missing or damaged. If you notice any issues or missing parts, please contact your dealer or the manufacturer promptly.

- Scooter\*1pc
- Owner' s manual \*1pc, product qualified card\*1pc, warranty card\*1pc, NFC fob and key \*2
- Power adapter\*1
- Battery \*1

### 2.2 Explanation of symbols

|                                                                                     |                                                                                                                                                            |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Indicates that personal injury or item damage may occur when misused.                                                                                      |
|    | Indicates it must be obeyed.                                                                                                                               |
|    | Indicates it is not allowed.                                                                                                                               |
|    | Indicates to open and close the brake.                                                                                                                     |
|    | Warning: Do not Pinch hands / fingers                                                                                                                      |
|    | Do Not Step on the side bars on the scooter                                                                                                                |
|   | Push to the position of WALK to engage the freewheel mode so you can push the scooter freely<br>Push to the position of DRIVE to engage the motorized mode |
|  | Refer to instruction manual/booklet                                                                                                                        |
|  | The max load capacity.                                                                                                                                     |
|  | CE conformity.                                                                                                                                             |
|  | UKCA conformity.                                                                                                                                           |
|  | Battery has been tested and complies with United Nations Transport Regulations standard UN38.3. Check with airline prior to travel.                        |
|  | Protect from heat sources.                                                                                                                                 |
|  | EMI-RFI -This product has been tested and passed at an immunity level of 20 V/m.                                                                           |

## 2. Before your first use

|                                                                                     |                                                                                                                                                           |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Do not connect an extension cord to the AC/DC converter or the battery charger.                                                                           |
|    | Indicates flammable material. Do not expose to heat sources such as open flame or sparks. Do not transport batteries with flammable or combustible items. |
|    | Do not tamper with, modify, or attempt to repair the mobility device. Contact your authorized provider for service or repair.                             |
|    | Manufacturer<br>Indicates the medical device manufacturer.                                                                                                |
|    | Date of manufacture<br>Indicates the date when the medical device was manufactured                                                                        |
|    | Authorized representative in the European community/European Union<br>Indicates the authorized representative in the European Community/ European Union   |
|    | UK Responsible Person                                                                                                                                     |
|    | Model number<br>Indicates the model number or type number of a product                                                                                    |
|    | Serial number<br>Indicates the manufacturer's serial number so that a specific medical device can be identified.                                          |
|    | Batch code<br>Indicates the manufacturer's batch code so that the batch or lot can be identified.                                                         |
|    | Medical device<br>Indicates the item is a medical device.                                                                                                 |
|  | Indicates separate collection for waste of electrical and electronic equipment (WEEE).                                                                    |
|  | Maximum number of identical transport packages/items which may be stacked on the bottom package, where "n" is the limiting number.                        |
|  | This is the correct upright position of the distribution packages for transport and/or storage.                                                           |
|  | Distribution packages shall be kept away from rain and be kept in dry conditions.                                                                         |
|  | Contents of the distribution packages are fragile, therefore it shall be handled with care.                                                               |
|  | The first X represents the lack of testing for solid objects, while the second X indicates the waterproof level of the device.                            |

## 2. Before your first use

### 2. Before your first use

These listed actions or intentions below are prohibited.



**PROHIBIT**

Never expose the scooter's electrical system to moisture, such as rain, snow, or fog. Washing the scooter can damage the electrical components. If the scooter does get wet, ensure it is completely dry and functioning properly before using it again.



**PROHIBIT**

Avoid operating the scooter in adverse weather conditions, including rain, snow, fog, strong winds, or extreme temperatures below  $-10^{\circ}\text{C}$  or over  $40^{\circ}\text{C}$ . Such conditions can damage the electrical system and may lead to control failure.



**WARNING**

Refrain from driving the scooter in deserts, on beaches, or on roads that are muddy, flooded, frozen, gravelly, or uneven. These conditions can negatively impact the scooter's performance and increase the risk of accidents and injuries.



**PROHIBIT**

Modifying the scooter without the approval of a qualified technician is strictly prohibited. The manufacturer assumes no responsibility for accidents resulting from unauthorized modifications.



**PROHIBIT**

Do not lean out of the scooter while driving, especially on uneven surfaces, as it can compromise stability.



**PROHIBIT**

Never remove the anti-tip wheels.



**PROHIBIT**

The scooter is not designed for carrying or towing goods.



**WARNING**

Always sit in the scooter seat and hold both handles firmly with both hands while operating.

## 2. Before your first use



To prevent rollovers, avoid zigzag driving and making sharp turns at high speeds.



Do not use mobile phones or other wireless communication devices while driving. Park the scooter safely and turn off the power before using such devices.



Drive slowly when exiting doors or elevators. Never use the scooter on escalators.



When ascending or descending slopes, drive straight at a low speed, paying close attention to the gradient. Do not attempt to cross slopes that exceed the scooter's recommended incline.



Do not attempt to drive over obstacles or steps higher than 50mm. If you encounter such obstacles, release the brakes immediately to avoid getting stuck.



Avoid crossing trenches wider than 100mm(4"). If you encounter such a trench, release the brakes immediately.



Always obey traffic rules when crossing roads. At railway crossings, stop, observe, and then proceed slowly at a right angle to the tracks to avoid getting caught in the track groove.



Do not repeatedly switch the scooter on and off or frequently start and stop it.



Do not lend the scooter to anyone unfamiliar with its operation.



Keep minors away from the scooter's switches and throttle lever.

## 2. Before your first use



Overloading is strictly prohibited. The max weight capacity is 136KG, and the scooter is designed for one passenger only.



Do not attempt to disassemble the battery, motor, or controller yourself. For replacements, purchase original parts from an authorized dealer. Scooters modified with non-original parts are not covered under warranty.

**Please pay strong attention on the cautions below.**



Please be careful when driving and parking on sloped roads.



Take extra care around vehicles and pedestrians when driving at night or in rainy conditions.



For your safety and the safety of others, do not allow anyone who cannot operate the scooter to use it. This includes minors, individuals with mental disabilities, pregnant women, and anyone else who may not be suitable to operate an electric scooter.

### **Extra Remind to the charging and batteries**

Unauthorized battery chargers are not allowed to be used, it may cause fire hazards;

When operating batteries outside their specified operating temperature range, be very careful and notify customer service when there are any abnormalities;

Please be careful when installing or disassembling the battery, turn this device off before disassembling;

Please be careful when transporting batteries. If there are relevant regulations, please strictly follow them during transportation.

## 2. Before your first use

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### **You MUST follow below requests when using the mobility scooter**

This scooter is intended as a means of transportation for the elderly and individuals with limited mobility. Although a driver's license is not required, it is essential to follow pedestrian traffic rules.

For safety reasons, do not operate the scooter while under the influence of alcohol, when fatigued, or if you feel confused.

If you are taking any medications, consult your doctor to determine whether they might affect your ability to safely operate the scooter.

Before each use, inspect the scooter to ensure that the brakes are responsive, the overall performance is normal, the folding and unfolding mechanisms are functioning properly, and the battery is sufficiently charged.

Before using the scooter for the first time, familiarize yourself with its features and controls. Practice key maneuvers such as moving forward, accelerating, decelerating, stopping, reversing, going uphill and downhill, and turning in a safe, open area with smooth ground conditions. Only embark on a journey after you are comfortable with the scooter's operation.

For your first trip, it is advisable to have someone familiar with the scooter accompany you to ensure your safety.

Always remain alert and reduce your speed on uneven or soft surfaces, such as grass, as well as when navigating corners, busy streets, shopping centers, parks, or other crowded areas.

When reversing, be aware of your surroundings, including road conditions and nearby people, and move slowly.

Please carefully read this manual before using the scooter and check that all parts are in good condition to ensure your safety.

## 2. Before your first use

### 2.4 Intended Use

This scooter is designed for the moving assist of individuals with mobility challenges. It is intended to carry only one person, and the user's weight must not exceed the maximum load capacity.

The scooter is not suitable for individuals under the age of 16, those with mental disabilities, pregnant women, or anyone else who may not be capable of safely operating it.

Limitations for use may include conditions such as:

- Hemiplegia or paraplegia.
- Mental health disorders.
- Visual impairments.
- Any other conditions cannot drive such a device.

### 2.5 Electromagnetic Interference (EMI)

This section provides guidelines for the daily use of the mobility scooter, intended for both users and professional dealers. It is important to be aware that sources of electromagnetic waves, such as cell phones, can cause interference. Similarly, the scooter's electronics might also affect other electronic devices.



WARNING! Be aware that cell phones, two-way radios, laptops, electricity generators or high power sources, and other types of radio transmitters may cause unintended movement of your electrically-powered mobility vehicle due to EMI. Do not turn ON hand-held personal communication devices, such as citizens band (CB) radios and cellular phones, while the scooter is turned on. Be aware of nearby transmitters, such as radio or TV stations, and avoid coming into close proximity to them.



WARNING! The addition of accessories or components to the electrically-powered mobility vehicle can increase the susceptibility of the vehicle to EMI. Do not modify your scooter in any way not authorized by the scooter manufacturer.

WARNING! The electrically-powered mobility vehicle itself can disturb the performance of other electrical devices located nearby, such as alarm systems.

## 2. Before your first use

To minimize the impact of electromagnetic interference, please follow these warnings:

|                                                                                              |                                                                                                                                        |
|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <br>WARNING | The scooter may interfere with the operation of nearby devices that emit electromagnetic fields.                                       |
| <br>WARNING | Electromagnetic fields, such as those from electricity generators or high-power sources, can affect the scooter's driving performance. |
| <br>WARNING | Do not use portable TVs or radios near your scooter while it is powered on.                                                            |
| <br>WARNING | Avoid using transmitter-receiver devices or cell phones in close proximity to your scooter when it is turned on.                       |
| <br>WARNING | Be cautious of transmitter masts in the area and avoid operating the scooter near them.                                                |
| <br>WARNING | If the scooter exhibits unintended movements or the brakes disengage, switch off the scooter as soon as it is safe.                    |

Electromagnetic fields can negatively impact the scooter's electronic systems, potentially causing:

- Disengagement of the motor brake.
- Uncontrolled behavior of the scooter.
- Unintentional steering movements.

In extreme cases, strong or prolonged electromagnetic interference could cause the scooter's electronic systems to fail entirely or suffer permanent damage.

Potential sources of electromagnetic radiation include:



## 2. Before your first use

- Portable transmitter-receiver installations (with antennas directly mounted on the transmitting unit).
- Transmitting and receiving devices.
- Portable TVs, radios, and navigation devices.
- Other personal transmitting equipment.
- Medium-range mobile transmitting and receiving devices (such as car antennas mounted on the vehicle exterior).
- Fixed transmitting and receiving systems.
- Fixed radio, TV, and navigation systems.

Other household devices like CD players, laptops, cordless phones, AM/FM radios, electric shavers, and hair dryers are not known to interfere, provided they are in good working condition and properly wired. Always follow the operating instructions for these devices to ensure your scooter operates without issues.

To further prevent electromagnetic interference:

1. Do not use handheld transceivers (e.g., CB radios) or turn on personal communication devices like cell phones while the scooter is powered on.
2. Be aware of nearby radio or TV transmitters and try to avoid getting too close to them.
3. If the scooter starts to move unintentionally or the brakes release, turn off the scooter as soon as it is safe to do so.
4. Be cautious when adding accessories or modifying the scooter, as these changes might increase its susceptibility to EMI. (Note: It's challenging to assess how such changes might affect the scooter's overall immunity to electromagnetic interference.)

### 2.6 Transporting the Scooter

To transport the scooter effectively, ensure that the brake handle is disengaged, making it ready for transport.

If needed, you can transport the scooter by following these steps:

1. Turn off the scooter.
2. Fold the scooter.
3. Lift the scooter for transport.

## 3. Product Description

### 3.1 Product feature

3.1.1 The Go Go Compact is designed to be a light and compact, smart mobility scooter. The tiller can be adjusted back and forth according to human comfort. The scooter can be manually folded and unfolded including the frames and seat just in one step. It can be put into the trunk of a small, compact car. The battery is removable and comply with TSA regulation.

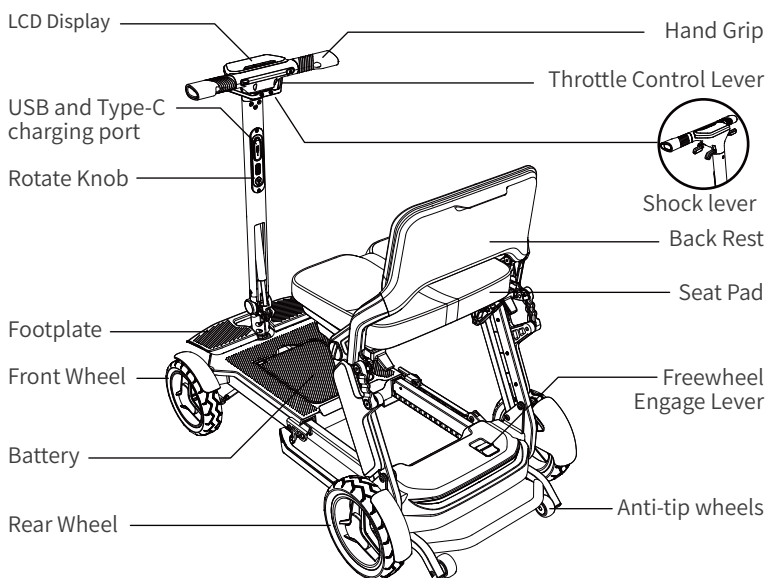
3.1.2 The waterproof level of Go Go Compact is IPX5, the degree of protection against electric shock is Class B.

3.1.3 The scooter can be unlocked and locked by NFC technology, which is an easy way to activate the scooter.

3.1.4 The scooter is featured with the smart motor controller for safety purposes. The scooter reduces to an appropriate speed level when turning left or right to avoid the lateral-tipping. The motor provides the maximum power output when climbing onto a steep slope.

3.1.5 The scooter is equipped with the front LED light and rear ambient light to enhance the safety ability in the darkness.

### 3.2 Components



### 3. Product Description

#### 3.3 Technical specifications

|                       |                                                             |                                                             |
|-----------------------|-------------------------------------------------------------|-------------------------------------------------------------|
| Model                 | BBR-Q40-05                                                  | BBR-Q40-06                                                  |
| Tiller Folding Method | Shock Tiller                                                | Shock Tiller                                                |
| Product Dimension     | 998*565*931mm                                               | 998*565*931mm                                               |
| Product Folded Dim    | 760*565*275mm                                               | 760*565*275mm                                               |
| Product Weight        | Heaviest Piece: 19.98KG<br>Total product weight:<br>23.32KG | Heaviest Piece: 19.98KG<br>Total product weight:<br>24.02KG |
| Max Weight Capacity   | 136KG                                                       | 136KG                                                       |
| Max Speed             | 6KM/H                                                       | 6KM/H                                                       |
| Max Range             | 15KM                                                        | 30KM                                                        |
| Battery Size          | 10ah lithium battery                                        | 20ah lithium battery                                        |
| Motor                 | 250w brushless                                              | 250w brushless                                              |
| Front Wheel           | 8 inches solid tire                                         | 8 inches solid tire                                         |
| Rear Wheel            | 9 inches solid tire                                         | 9 inches solid tire                                         |
| Front Light           | Yes                                                         | Yes                                                         |
| Rear Light            | Yes                                                         | Yes                                                         |
| Max Climb Angle       | 10 degrees                                                  | 10 degrees                                                  |
| Max Obstacle          | 50mm                                                        | 50mm                                                        |

Table 3.3

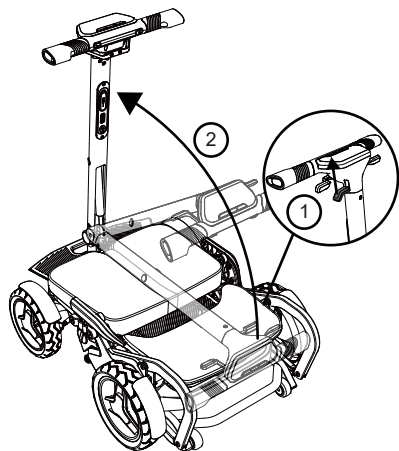
## 4. Installation and adjustment

### 4.1 Unfold and fold the scooter

#### 4.1.1 Unfold

##### Step 1

Pull up the shock lever. The tiller will be automatically unfolded.



##### Step 2

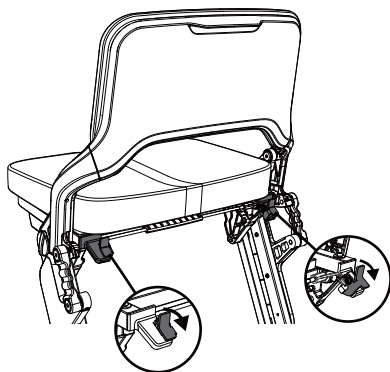
Pull up the backrest until hearing the “click” sound which means the frame unfold to the right position. Check the bracket under the seat and make sure the red tabs are absolutely retracted.



## 4. Installation and adjustment

### Step 3

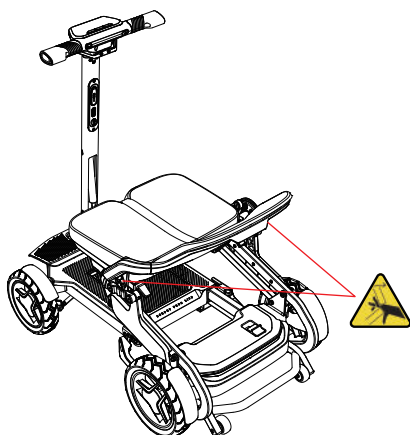
Push down the safety latch on both sides to lock the seat folding mechanism



When unfolding the scooter, keep your fingers away from the scissors mechanism or pinch point to avoid being hurt.



The hollow part under the seat when unfolded is strictly prohibited by placing anything inside except the basket which is sold by the manufacturer. Leave your feet away the hollow area in case hit your ankles when the scooter is moving.

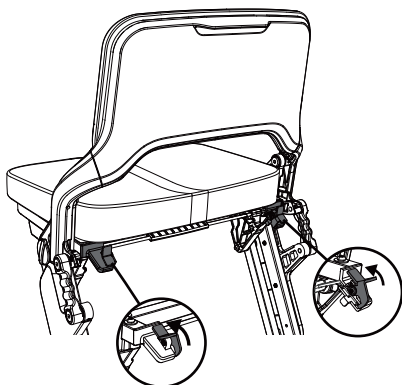


## 4. Installation and adjustment

### 4.1.2 Fold

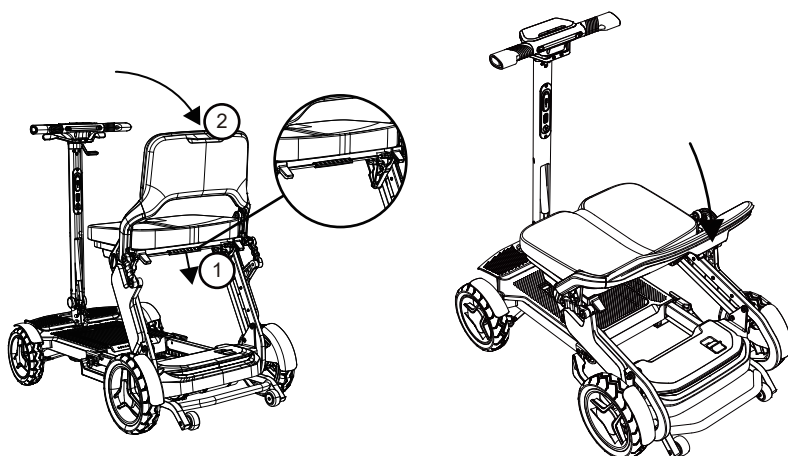
#### Step 1

Push up the safety latches on both sides to release the folding mechanism.



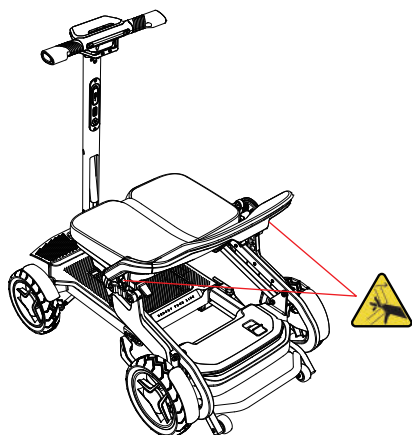
#### Step 2

Press the cable under the seat and then push the backrest downward until the frames are totally folded.



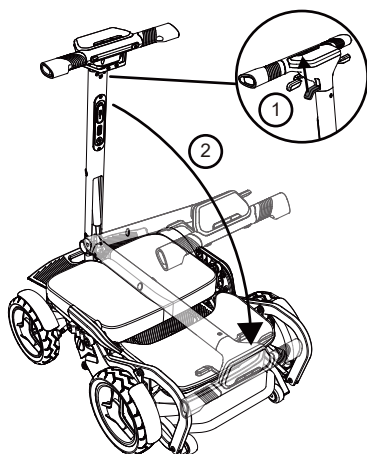
When unfolding the scooter, keep your fingers away from the scissors mechanism or pinch point to avoid being hurt.

## 4. Installation and adjustment



### Step 3

Pull up the lever and push down the hand grips.



## 4. Installation and adjustment

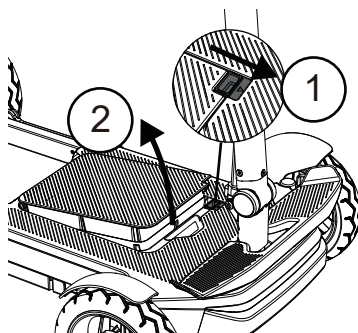
### 4.2 Removing and installing the battery

4.2.1 Before removing the battery, make sure to power off the scooter.

4.2.2 Push the safety button and use the key on the NFC fob to unlock the battery.

4.2.3 Pull out the battery

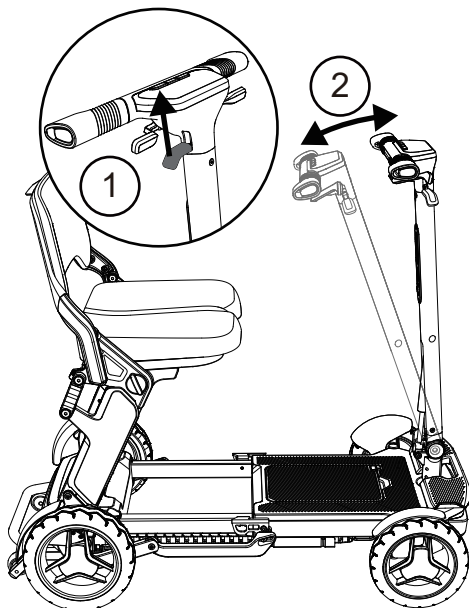
4.2.4 When installing the battery, push back the battery and use the key to lock the battery.



### 4.3 Adjust the tiller Assembly

1) Pull up the lever on the tiller at the same time push the tiller forward or back to adjust the tiller angle.

2) Release the lever when you feel the tiller is at a comfortable angle.





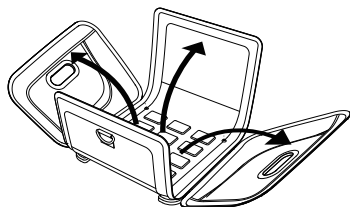
## 4. Installation and adjustment

### 4.4 How to assemble and disassemble the storage basket and armrest

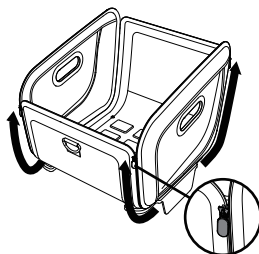
The scooter comes with a storage basket and foldable armrest. Please follow the instruction below to install and remove.

#### 4.4.1 Instruction to install and remove the basket

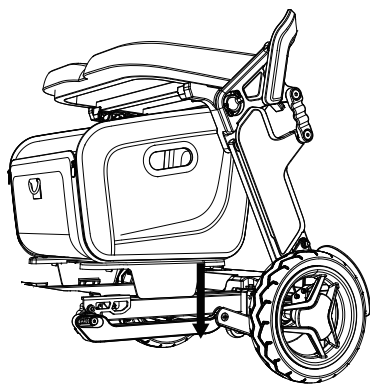
##### INSTALL



**STEP 1:**  
Unfold the bag

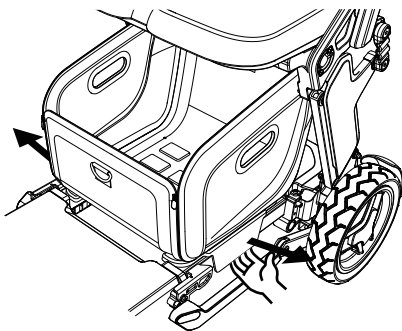


**STEP 2:**  
Zip up the zippers on all four corners



**STEP 3:**  
Align the bag with the rear frame and press down until you hear a click.  
Ensure the base is securely locked into the frame tube.

##### REMOVE

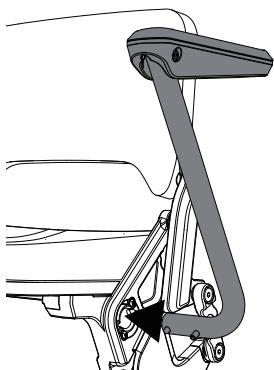


Pull the lower edge of the base outward until it disengages from the frame, then remove the bag.

## 4. Installation and adjustment

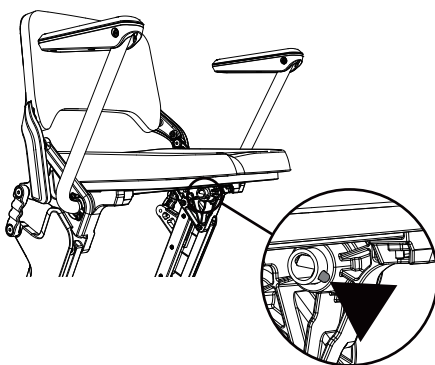
### 4.4.2 Instruction to install and remove the armrest

#### INSTALL



Push armrests into the mounting holes on both sides of the seat. Check left/right before install.

#### REMOVE



Press the spring buckle on the armrest tube under the seat, then pull the armrest outwards.

## 5. Use

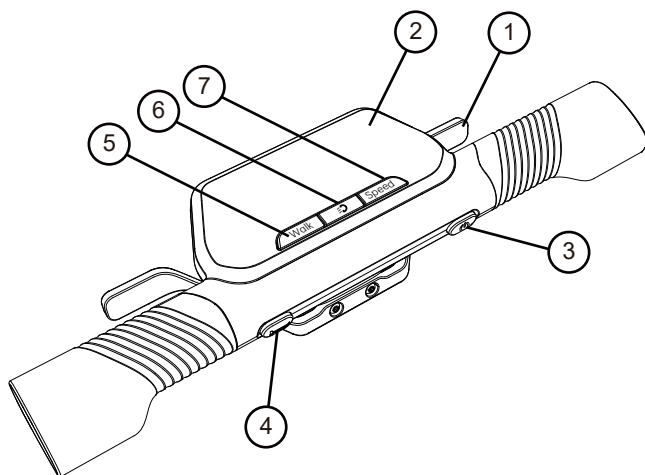
Before you use the scooter for the first time, please read this chapter carefully and deeply understand the various precautions, so as to drive the scooter safely, comfortably and freely, which is very important to you. If any questions, please contact the nearest dealer.

### 5.1 Precautions before operation

Please understand the chapter of "2.3 Safety instructions" before operation.

### 5.2 Understand the operation interface

#### 5.2.1 Control panel and Function of Buttons



1) Throttle control lever

2) LED Display

3) Power On/Off Button

Long press the Power switch for 2 seconds to turn on or off the scooter. After 10 seconds from turning off the power, only Bluetooth is activated, and other systems enter sleep mode. After 72 hours, all the systems enter deep sleep mode which consumes very little power.

Short Press the Power switch when you turn off the NFC unlock function in the APP.

4) Horn Switch

## 5. Use

5) Freewheel Mode On/Off (Long press 2 seconds for Cruise Control On/Off)

When you enter freewheel mode, press either lever and you can push the scooter easily.

When you enter cruise mode, you will drive under your existing speed without pushing down the throttle lever. Please focus on your driving. To quit the cruise mode, please press any throttle lever or WALK or SPEED keys below the display.

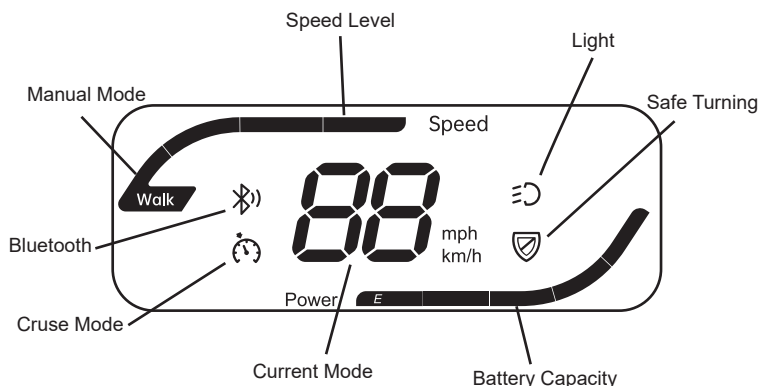
Under cruise mode, the Horn key, the Power ON/OFF key, and the Light Key still work.

6) Front and Rear Light On/Off (Long Press 2 seconds for shifting the left and right hand to use the throttle control lever)

7) Speed Level to select three different top speed including 2KPH, 4KPH or 6KPH (Long press 2 seconds to change the speed unit MPH or KPH)

Tip: Push down the 3)Power ON/OFF and 4) Horn Switch for 2 seconds, and the scooter enters Deep Sleep Mode which can save more power.

### 5.2.2 LED Display Description



Battery Capacity Gauge (Not for the circumstance of battery charging)

5 bars: battery capacity more than 80% but less than 100%

4 bars: battery capacity more than 60% but less than 80%

3 bars: battery capacity more than 40% but less than 60%

2 bars: battery capacity more than 20% but less than 40%

1 bars: battery capacity more than 10% but less than 20%

1 bars in red: battery capacity less than 10%

## 5. Use

### 5.2.3 Throttle Control Lever

Holding the hand grip, pull the right throttle control lever back with the right fingers, and the scooter will move forward. Pull the left throttle control lever back with the left fingers, the scooter will move backwards. The horn will make a warning sound when the scooter is moving backwards. When the throttle control lever is fully released, it will automatically stop in the "center" position, and the electromagnetic brake will automatically brake the scooter.

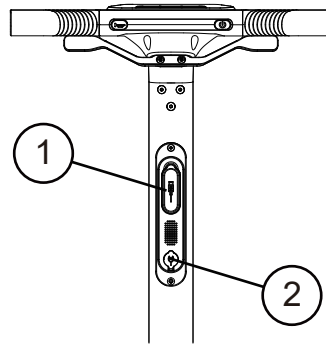
### 5.2.4 USB and Type-C Charging Port

You can charge your personal electronic device through the USB and type-C charging port.

### 5.2.5 Battery Charging Port

Charge the battery

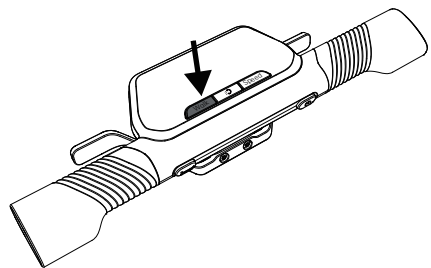
- 1) USB and Type C Charging Port
- 2) Scooter Battery Charging Port



### 5.2.6 Freewheel Mode

There are two ways to engage the freewheel modes:

- 1) Press the freewheel button on the display to engage the freewheel mode. Press either lever so that you can push the scooter)
- 2) Push the yellow switch forward on the motor cover under the seat. You can manually push the scooter to go.

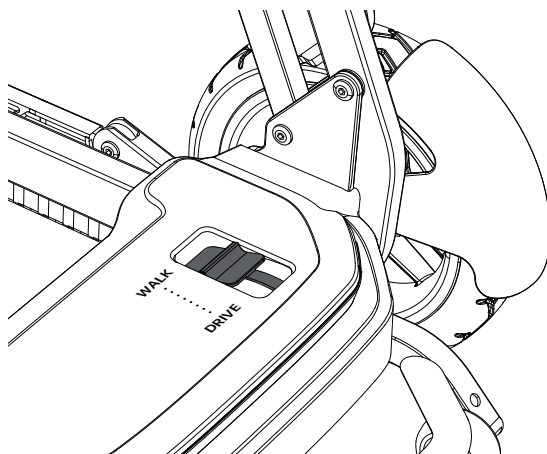


## 5. Use

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There are two ways to quit the freewheel mode

- 1) If you enter the freewheel mode with the "WALK" button. Press the "Speed" or "WALK" button or "Power" button or swipe the NFC key to quit the freewheel mode.
- 2) If you enter freewheel mode by pushing the motor lever under the seat. Pull back the yellow button on the motor cover under the seat.



**WARNING:** It is forbidden to engage the freewheel mode when going downhill, and there is no braking effect when entering the open state.

## 5. Use

---

### 5.3 Tires

The scooter comes with air-free solid PU tires, eliminating the need for inflation. The manufacturer is not liable for damage to parts that are not genuine or original. For more information, please reach out to your authorized dealer.

### 5.4 Anti-tip wheel

The anti-tip wheel assembly is mounted on the rear of the scooter frame for your safety. It prevents the scooter from tipping backward when you encounter obstacles that are within the specified maximum height.

### 5.5 Armrest

The armrest on the scooter can be flipped back so the user can be seated on to the scooter with freely.

When driving the scooter, you can rest your arm on the armrest to feel more comfortable.

### 5.6 Transfer in or out the scooter

Make sure to switch off the scooter before getting on or off the scooter.

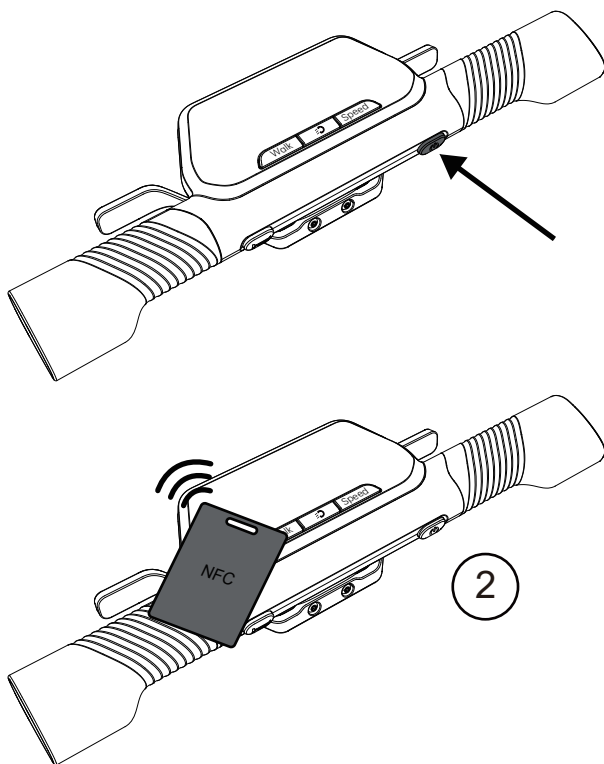
## 6. Driving

### 6.1 Start and drive

6.1.1 Check that the manual freewheel lever must be closed.

6.1.2 Push down the power switch and use the NFC fob to unlock the scooter.

The Near Field Communication (NFC) card reader provides you the additional security for your scooter as no key is the same. The NFC reader allows you to unlock the scooter for additional security.





## 6. Driving

6.1.3 Check the battery gauge in the display to confirm the remaining power of the battery, and charge it when it is low.

6.1.4 Adjust the speed gear to the desired speed.

6.1.5 Confirm the safety of the surrounding environment and road conditions.

6.1.6 The operation of the throttle control lever: Slowly turn the right throttle control lever to control the forward of the scooter, and turn the left throttle control lever to control the back of the scooter. Adjust the speed of the scooter according to the forward and backward degrees of the throttle control lever.

6.1.7 Forward

Holding the hand grip, pull the right throttle control lever back with the right fingers, and the scooter will move forward.

6.1.8 Backwards

Holding the hand grip, pull the left throttle control lever back with the left fingers, and the scooter will move backwards. The horn will make a warning sound when the scooter is moving backward.

### 6.2 First Time Driving



WARNING

Familiarize yourself with your scooter and its controls before driving.



WARNING

Only use one throttle control lever at a time. Using both simultaneously can result in a loss of control.



WARNING

Do not adjust the speed while driving to avoid injury.



WARNING

Ensure that no people or objects are behind you when reversing to prevent accidents.

## 6. Driving

### Starting the Scooter

When seated, start the scooter following the operating instructions. Hold the handle with both hands, and use your fingers to pull the throttle control lever in the desired direction. For more details, see section 5.2.3.

### Driving on Sidewalks

The maximum allowable speed on sidewalks varies by country. Be sure to check the local traffic laws.

### Braking

To brake, release the throttle control lever, allowing it to return to the center position. The scooter will slow down and stop. Practice braking to get used to the scooter's stopping distance. Anticipate how the scooter will respond when driving or braking. Do not turn off the power switch while driving, as this can cause an emergency stop and may lead to accidents and injuries.

### Driving on Curves

The Go Go Compact is equipped with an electronic gyro which can help to reduce the top speed under safe speed.



**WARNING**

Reduce speed before entering curves or corners to avoid the risk of rollover.



**WARNING**

Maintain a safe distance from corners and obstacles to avoid getting stuck.



**WARNING**

Avoid S-turns and erratic driving to prevent rollover. When approaching a curve or corner, use both hands to turn the handlebars in the desired direction. The front wheels will turn accordingly, guiding the scooter. Ensure there is enough space to pass through. It's advisable to begin turning gradually before reaching a corner to keep the scooter as straight as possible through narrow turns.



**WARNING**

Do not make sharp 90-degree turns too quickly, as the rear wheel may hit an obstacle, causing the scooter to become unbalanced.

## 6. Driving

### 6.2.1 Reversing



Familiarize yourself with your scooter's controls before driving.



Keep your speed low when reversing.



Be aware of collision hazards and continuously check behind you while reversing.

Driving in reverse requires more attention.

### 6.2.2 Uphill Driving



Familiarize yourself with your scooter's controls before driving.



Do not drive on the slope over 10 degrees.



## 6. Driving



Never leave the scooter on a slope with the manual freewheel lever engaged.



Control your speed and move as quickly as possible when driving uphill.



Do not reverse while going uphill.

### Uphill Positioning

Lean forward when going uphill to avoid tipping over. Ensure that all wheels remain in constant contact with the ground to prevent accidents, as the scooter's differential requires both drive wheels to stay grounded.

#### 6.2.3 Downhill Driving



Familiarize yourself with your scooter's controls before driving.



Never leave the scooter on a slope with the manual freewheel lever engaged.



Move as slowly as possible when going downhill.



Avoid sharp turns to prevent rollover.

### Downhill Positioning

Lean backward when going downhill to maintain stability. Avoid tipping, as this can cause some wheels to lose contact with the ground, increasing the risk of rollover. The weight of the scooter will cause it to gain speed when descending. Release the throttle control lever in advance to slow down, and avoid sharp turns to prevent the scooter from lifting on one side or rolling over.

## 6. Driving

### 6.3 Driving on Slopes

The Go Go Compact equipped with an electronic gyro which can limit the top speed under a safe speed while the uphill or downhill angle is over 10 degrees. When the slope angle is over 15 degrees, the scooter stops for safety



**WARNING**

Do not exceed the slope's maximum load to avoid injury.



**WARNING**

Whenever possible, choose a gentle slope to prevent injury or damage.



**WARNING**

If the scooter's weight creates a strong reaction force, an accompanying person may need to push the scooter up the ramp.



**WARNING**

Ensure the wheels are high enough to clear ramps, and that the scooter's frame does not touch the ramp.

### Using Ramps to Cross Obstacles

Drive at the lowest speed when on a ramp.

Refer to the instructions in the "First Time Driving" section for additional guidance.

### 6.4 Driving Over Obstacles



**WARNING**

- Prevent unintended movement to avoid injury.
- Do not take the scooter on an escalator.
- Never drive over obstacles or steps higher than 5CM.
- Avoid crossing grooves wider than 10CM. Always drive perpendicularly across the groove.
- Avoid tilting the scooter. Ensure that all wheels remain in contact with the ground when navigating up or down slopes.

## 6. Driving



**WARNING**

Risk of damage. If necessary, briefly accelerate to clear an obstacle. Avoid placing excessive force on your scooter.



**WARNING**

Always maintain control of your scooter. Never leave it with the manual freewheel lever engaged, especially on a slope, as it may roll unexpectedly.



### Caution

- Do not operate the throttle control levers with both hands simultaneously to accelerate.
- Do not turn off the power switch while driving, as this may cause sudden braking and a fall.
- Drive at low speed indoors.
- Be cautious when driving in crowded or high-traffic areas.
- When reversing, be mindful of people and obstacles behind you.

## 6. Driving

### 6.5 Driving over soft surface

Do not drive on soft surfaces like snow, mud or frozen roads.



### 6.6 Transport

**Transport by Car:** This product can be folded and placed in a car trunk.



#### WARNING

- The scooter is not suitable for use as a car seat, as this may lead to injury.
- Remove all loose parts before transport to avoid injury.
- Ensure that no person or object is under the scooter, and that no person or object is on the pedal or seat.
- Make sure you are securely seated to prevent injury in the event of a collision or sudden braking.
- Keep fingers clear of any moving parts on the scooter to avoid injury.

## 7. Voice Prompts

The scooter is featured with voice prompts function to let the user better understand the actions from the scooter. Meanwhile, there are different voice prompts for reminding and warnings from the scooter. List of the Voice Prompts

(Voice is only reminder and can't communicate interactively)

|                                                                    |                                                                                                |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Charging.                                                          | The battery is charging                                                                        |
| No riding while charging.                                          | You can not ride when charging the battery                                                     |
| Low battery. Please charge soon.                                   | The battery capacity is low, you need to charge the battery                                    |
| Steep slope. Please get off and push the scooter.                  | You are on a slope over 15 degree angle, the scooter will stop and you need to push            |
| Steep slope detected. Speed reduced for safety.                    | You are on a slope over 10 degree angle, the scooter will reduce the top speed to 3kph         |
| In novice mode, please ride in low speed for the first 200 meters. | For the new user to study for 200 meters                                                       |
| Novice mode off. You can now switch speed levels.                  | After riding 200 meters, the scooter quit the novice mode automatically                        |
| Reversing, Please be cautious.                                     | A reminder of the reverse of the scooter                                                       |
| Control direction reversed.                                        | A reminder of the exchange of the throttle lever                                               |
| Hold the lever to move, Release to stop.                           | A reminder of how to use the throttle lever                                                    |
| Cruise control activated, Stay alert.                              | A reminder to tell the user the cruise mode is on and need to be careful                       |
| Cruise control exited.                                             | A reminder to tell the user the cruise mode is off                                             |
| Bluetooth connected                                                | A reminder for successfully connection between the mobile phone and scooter via bluetooth      |
| Bluetooth disconnected                                             | A reminder for successfully disconnection between the mobile phone and scooter via bluetooth   |
| Brake unlocked. Please engage it before riding.                    | A reminder to tell the user the freewheel mode is still on                                     |
| Use NFC key to exit park mode before riding.                       | A reminder to tell the user to swipe the NFC card on the display to unlock the scooter to ride |



## 8. How to Use the APP

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Some of the driving parameters can be reviewed on an APP. You can also adjust some functions of the scooter through the APP.

Before starting to use the Robooter+ APP, you need to download

For the IOS smartphone

- 1) Go to App store to find the APP Robooter+



- 2) Click to download

- 3) Open the app when the download finishes and start to use the App

For the Android smartphone

- 1) Go to Google Play to find the APP Robooter+



- 2) Click to download

- 3) Open the app when the download finishes and start to use the App

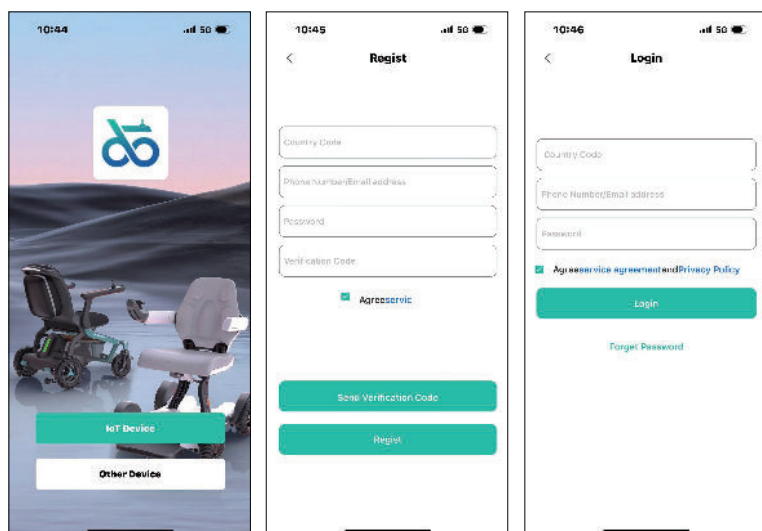
## 8. How to Use the APP

### 8.1 APP Registration

After clicking Register, fill in the registration information and it will prompt that the registration is successful. (Use mobile phone number/email in China; use email in foreign countries)

After successful login, you can proceed to the next step of binding the device.

Reminder: The language of the APP automatically pairs to the language on the user's smartphone. The instruction below is an example using English as the default language on the smartphone. Currently the App supports English, French, German, Spanish, Italian, Korean, Japanese and Chinese

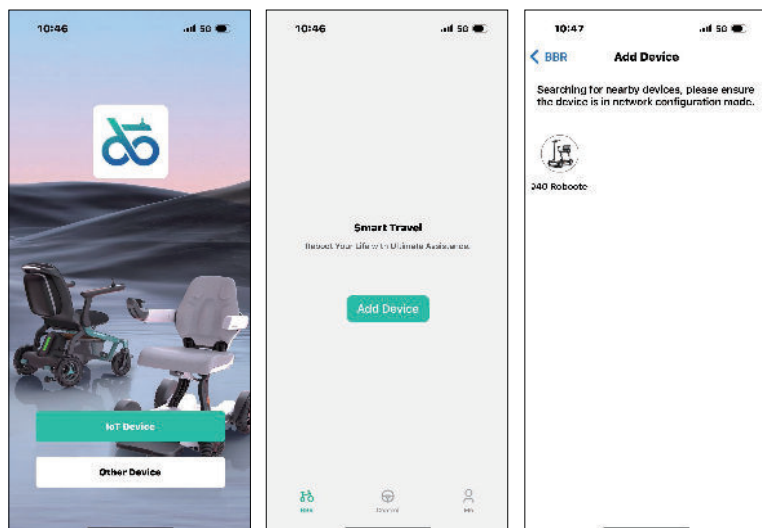


## 8. How to Use the APP

### 8.2 Pair and Unpair the Device

Please make sure your phone's Bluetooth is turned on. For Q series mobility scooters and IoT wheelchairs, select "IoT Devices" - "Add Device" to enter the device search page.

Select a device for binding. ( After the bound device is unbound, other users can re-bind, otherwise it cannot be searched )



## 8. How to Use the APP

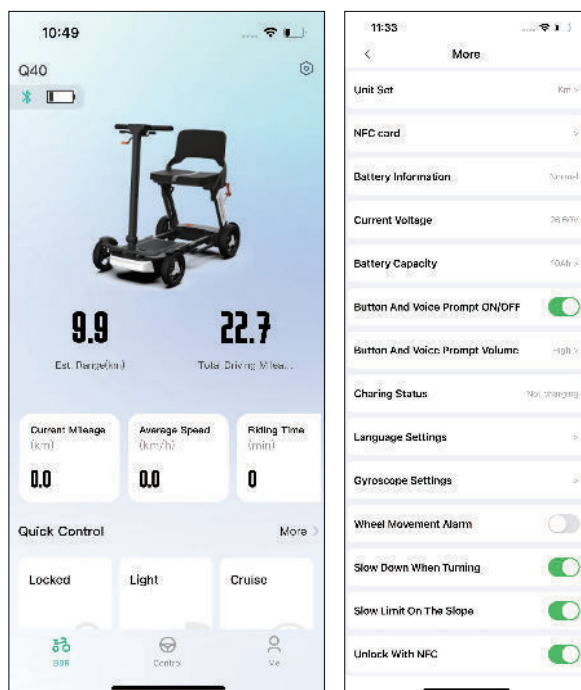
### 8.3 Home Page

#### 8.3.1 Basic Information

Display the vehicle model bound to the display area, display photos of related models, and display common statuses. (Bluetooth, battery level)

#### 8.3.2 Shortcuts

- Click the lock/unlock button to turn on/off the P mode. (Parking Mode)
- Click the Light button to turn on/off the front and tail lights.
- Click the Cruise Mode button to turn on/off the cruise mode.

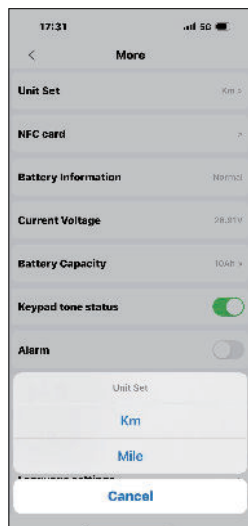


#### 8.3.3 More

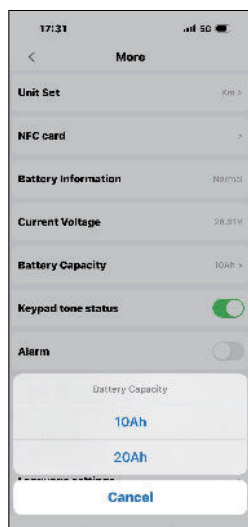
Click the More button to access to more function.

## 8. How to Use the APP

### Unit Set



- Battery Information to check the battery health status.
- Current Voltage to check the battery voltage.
- Battery Capacity allows you to choose 10AH or 20AH battery in the system to monitor the rest of the riding mileage. Make sure the battery capacity you select comply to the one on the label of the battery installed on your device.



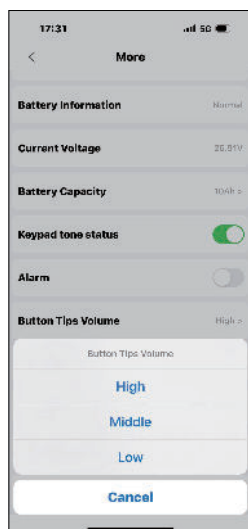
## 8. How to Use the APP

Click the Prompt Tone ON/OFF button to turn on/off the button and voice prompt sound.

The horn and the alert tone can't be turned off. Some voice prompt tones also can't be turned off as listed below:

- 1.No riding while charging;
- 2.Low battery. Please charge soon;
- 3.Steep Slope. Please get off and push the scooter;
- 4.Brake unlocked. Please engage it before riding.

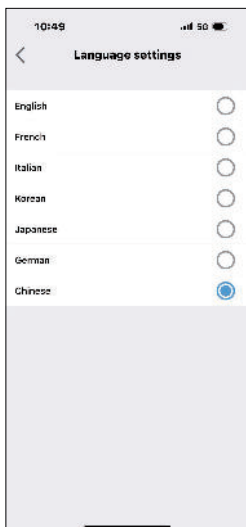
Click the Prompt Tone Volume button to choose the volume from high to low.



## 8. How to Use the APP

### Language settings

There are multiple languages for you to choose.



### · Gyroscope settings



## 8. How to Use the APP

Turn on/off the Wheel Movement Alert to engage the anti-theft mode. When the scooter is powered off, the alert will be activated if someone moves the scooter. Turn on/off the Turning Speed Limit to limit the top speed of turning under 6kph.

Turn on/off the Speed Limit on the Slope to limit the top speed on the slope of which the angle is over 10 degrees.

### NFC settings

- It comes with two original factory cards when it leaves the factory. After reporting the loss, the original factory card cannot unlock the vehicle and cannot be replaced.

- Users can buy the blank NFC card on the market and add [user card] by themselves, click [+] at the same time, the car-side instrument panel enters a 15-second countdown, bring a blank NFC card close to the instrument panel, and the card will be registered after 2 seconds.

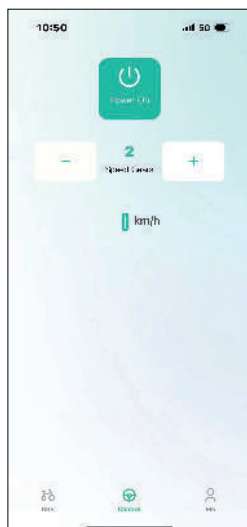
- Users can use the registered NFC card to lock and unlock the scooter.





## 8. How to Use the APP

### 8.4 Control Panel



## 9. Battery and Charging

A good understanding of lithium batteries and proper charging techniques can help extend battery life and reduce the risk of accidents.

**WARNING:** Risk of personal injury or death from fire if not properly charge the battery.

### 9.1 Lithium Battery

9.1.1 If you use the scooter daily, charge it as soon as possible after each use. Ensure the battery LED light turns to green which means the battery is fully charged.

9.1.2 If the scooter is used infrequently (once a week or less), charge the battery at least once a week for the better maintenance . Charging should be maintained until the LED light turns to green.

9.1.3 Lithium batteries must not be exposed to fire, submerged in water, overheated 55°C, subjected to violent vibrations or collisions, or short-circuited.

9.1.4 Avoid prolonged charging of the lithium battery.

9.1.5 Do not dispose of lithium batteries improperly. Please contact your dealer or the manufacturer for proper disposal.

### 9.2 Battery Charging

#### 9.2.1 Post-Use Inspection

After using the scooter, check LED display on the control panel to determine if the battery requires charging.

This electric scooter can be charged using a charger with an output of 29.4V DC at 2.8A. For your safety, always use the specialized charger provided by the manufacturer.

#### 9.2.2 Charging Process

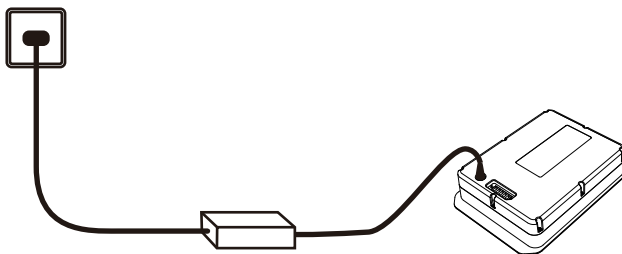
##### Initial Charging

It is not necessary to charge the battery before first use. Begin charging when the LED indicator shows red. The same approach should be followed for the second and third charges. This practice extends the battery's lifespan and prevents the development of charging memory in the lithium battery.

## 9. Battery and Charging

### Charging Methods

Remove the battery box and charge it separately. (Charging Method I)



Charge directly through the tiller port on the control panel. (Charging Method II)



### Caution

- If the lithium battery is fully charged, verify the status using the indicator on the charger. Refer to the chapter “7.3 Charger” for details about the charger indicator. The battery gauge on the display of the scooter does not indicate full charge; the charger indicator turning green confirms that the battery is fully charged.
- For safety, keep the charging area away from fire and avoid smoking nearby.
- Do not touch the plug with wet hands, and do not use a wet plug for charging.
- When charging, protect the equipment from rain, dew, and direct sunlight. Charging should be done in a well-ventilated area.

## 9. Battery and Charging

### 9.3 Charger

Charger model: FY-2942800

Charger input: 100/240V

Charger output: 29.4V

The charger indicator has two states:

- 1.Red indicator: Power is on and the battery is charging.
- 2.Green indicator: The battery is fully charged. Or the power adapter is unplugged when it's charging.

Please ensure that the scooter is equipped with safety circuits that prevent it from being operated while charging. If the scooter does not function properly after charging, verify that the battery charger is fully disconnected from the charging terminal. The charger should be stored in a dry environment with temperatures ranging between 0~45 degrees Celsius, and must be protected from mechanical damage. Under no circumstances should the charger be repaired by anyone other than an authorized dealer or the manufacturer.



#### Caution

- Only use the original charger provided. Using non-approved chargers will void the scooter warranty and can cause significant damage to the battery or the scooter. Inappropriate chargers may even pose a fire hazard.
- The charger's input voltage is limited to standard urban electrical frequencies. Do not use it with power sources that exceed this voltage.
- The charger must not be used in conditions of high humidity or extreme heat.
- The charger includes an automatic protection feature, so no special attention is needed during charging. Once the battery is fully charged, the charger will automatically stop charging, eliminating the need to unplug it immediately. However, do not leave the charger connected to the scooter for extended periods, generally no longer than 5 hours.
- If the charger overheats 40 degrees Celsius, or if you notice sparks, smoke, or similar issues, disconnect the charger from the power source immediately.

## 9. Battery and Charging

### CHARGING YOUR BATTERIES



PROHIBITED: Removal of grounding prong can create electrical hazard. If necessary, properly install an approved 3-pronged adapter to an electrical outlet having 2-pronged plug access.



PROHIBITED: Never use an extension cord to plug in your battery charger. Plug the charger directly into a properly wired standard electrical outlet.



PROHIBITED: Do not allow unsupervised children to play near the scooter while the batteries are charging. We recommend that you do not charge the batteries while the scooter is occupied.



MANDATORY! Read the battery charging instructions in this manual and in the manual supplied with the battery charger before charging the batteries.



WARNING! Explosive gases may be generated while charging the batteries. Keep the scooter and battery charger away from sources of ignition such as flames or sparks and provide adequate ventilation when charging the batteries.

WARNING! You must recharge your scooter's batteries with the supplied off-board charger. Do not use an automotive-type battery charger.



WARNING! Inspect the battery charger, wiring and connectors for damage before each use. Contact your authorized Provider if damage is found.

WARNING! Do not attempt to open the battery charger case. If the battery charger does not appear to be working correctly, contact your authorized Provider.

WARNING! If the battery charger is equipped with cooling slots, then do not attempt to insert objects through these slots.



WARNING! Be aware that the battery charger case may become hot during charging. Avoid skin contact and do not place on surfaces that may be affected by heat.

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 indoor. Refer to the manual supplied with the battery

## 10. Maintenance

### 10.1 Cleaning the Scooter

Steps1: The seat cushions and backrest cushions are detachable and the covers can be washed by using water and a mild detergent.

Steps2: Wash the fender and wheels with water, then wipe them with a dry towel to make the surfaces dry.

Steps3: Wipe the pedal plate , armrest and control panel with a wet towel, then wipe them with a dry towel to make the surfaces dry.

Steps4: Visually inspect the surface of the device for dirt or stains. If any dirt or stains are present, repeat steps 1, 2 and 3 until the surface is clean.

### 10.2 Disinfecting the Scooter

10.2.1 Disinfect the handles and armrests using a cloth or disinfecting wipe dipped in 75% medical alcohol, then dry them immediately. Doing this once a week is sufficient.



**WARNING**

Disinfection should be performed only by trained personnel to avoid injury.



#### Caution

- Do not use high-pressure cleaners or splash water on the scooter.
- Avoid using volatile chemical solvents such as high-concentration alcohol, ether, strong acids, or banana oil. Also, do not use gasoline, kerosene, abrasive waxes, sponges, or brushes.
- Always turn off the power during cleaning, disinfection, and maintenance.
- Ensure all parts are completely dry before using the scooter after cleaning or disinfection.

## 10. Maintenance

### 10.3 Instructions for Reuse

Before reusing the scooter, check the maintenance list of following:

**Battery Status:** Ensure the battery is charged.

**Wheels/Tires Condition:** Remove any debris such as wires, hair, sand, or carpet fibers from the tires. If the tires are worn, contact your specialist dealer for replacement. Inspect the control panel and cables for any damage like frayed, broken, or exposed wires.

**Tiller Tightness:** Ensure the tiller is securely tightened.

**Seat and Backrest Condition:** Inspect for dents, damage, or tears. Replace if necessary. Contact your specialist dealer for repairs or parts replacement.

It is recommended that your mobility scooter be inspected and serviced at least once a year, or more frequently depending on usage. The minimum maintenance schedule should be determined in consultation with your specialist dealer. Ensure the scooter is stored in a dry environment to prevent mildew and damage to the upholstery. If the scooter will be stored for an extended period, the battery should still be charged weekly.

### 10.4 Inspection, Service, and Maintenance

#### 10.4.1 Daily Inspection

1. Check for any deformation or damage to the throttle control lever.
2. After turning on the power, verify if the scooter needs charging.
3. Ensure the brakes are functioning before driving.

#### 10.4.2 Weekly Inspection

1. Confirm that the power is off before inspecting.
2. Check if the throttle control lever is loose or broken.
3. Wipe down the scooter with a soft, damp cloth, taking care not to wet the electrical components.
4. Ensure the throttle control lever returns to the center position after being released.

## 10. Maintenance

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### 10.4.3 Monthly Inspection

1. Inspect the battery and clean the connectors if necessary.
2. Check the electrical system and ensure all connectors are secure.
3. Verify that all fasteners are tight.
4. Inspect the front and rear tires for shaking, cracking, or wear.
5. Ensure the throttle control lever returns to the center position after being released.

### 10.4.4 Annual Inspection

Have a technician at the dealership perform a thorough inspection of your scooter.

## 10.5 Reuse After Inactivity

If the scooter has been inactive for a long time, clean, disinfect, and maintain it according to the guidelines in sections "8.1, 8.2, and 8.3." Inspect the motors, batteries, and chargers to ensure there are no issues.

## 10.6 End of Use

This symbol indicates that your product should be disposed of separately from household waste in accordance with local laws and regulations. At the end of its life, take the scooter to a designated recycling facility. Proper sorting and recycling help conserve natural resources and ensure the product is recycled in an environmentally responsible manner.

Recycling of each component should be handled by an authorized recycling organization in accordance with local laws and regulations. Plastic parts, as well as the frame and pipe components, should be given to professional recycling units for proper disposal once the scooter is no longer in use.



## 11. Transportation and storage

- a. Ambient temperature range: -5°C~ 45°C
- b. Relative humidity: ≤65%;
- c. Atmospheric pressure range: 80kPa~105kPa;
- d. Can be transported in general transportation.

## 12. Common faults and Treatment

The controller is equipped with a diagnostic program that identifies and troubleshoots issues. Users can attempt the following methods to address the problem. If the issue persists, please contact the manufacturer or dealer for assistance.

### Main Errors List of Go Go Compact

| Error Priority | Error Code | Error Reason                             |
|----------------|------------|------------------------------------------|
| 1              | A1         | Controller communication error           |
| 2              | A2         | Bluetooth communication error            |
| 3              | A3         | Malfunction of the button on the display |
| 4              | C1         | Malfunction of the left throttle lever   |
| 5              | C2         | Malfunction of the right throttle lever  |
| 6              | C3         | Power tube error                         |
| 7              | C4         | Hall Error                               |
| 8              | C5         | Temperature protection                   |
| 9              | C6         | Brake error                              |
| 10             | C7         | Electric gyro error                      |
| 11             | C8         | Motor stall                              |
| 12             | C9         | Over voltage                             |
| 13             | CA         | Low voltage                              |
| 14             | CC         | Over Current                             |

## 13. Warranty

To ensure your rights and receive quality after-sales service from our company, please carefully review this chapter.

### 13.1 Scope, Coverage, and Duration of Warranty

#### 13.1.1 Scope of Warranty

If you purchase the product from an authorized dealer or directly from the manufacturer, use it according to this instruction manual, and have it serviced at a designated maintenance center during the warranty period, the manufacturer guarantees to repair or replace parts due to product quality issues caused by materials or manufacturing defects.

#### 13.1.2 Coverage and Duration of Warranty

Starting from the date of the purchase date:

- 1.The main frames are covered for 24 months
- 2.The electric parts are covered by 12 month

The vulnerable parts are out of the warranty period

In general, the consumer is responsible for any losses.

### 13.2 Conditions Exempt from Warranty Coverage

The warranty does not cover quality issues resulting from the following conditions:

1. Failure to operate the scooter according to the instruction manual or due to other human factors.
2. Repairs not performed at a company-designated service center.
3. Expiration of the warranty period.
4. Use of parts from other manufacturers.
5. Exceeding the maximum weight capacity (136 kg).
6. Structure or components are modified by the user
6. Damage caused by events beyond control, such as typhoons, floods, fires, earthquakes, wars, etc.

### 13. Warranty

#### Maintenance of Records

| Maintenance records |       |        |        |
|---------------------|-------|--------|--------|
| Date                | Issue | Caused | Remark |
|                     |       |        |        |
|                     |       |        |        |
|                     |       |        |        |
|                     |       |        |        |
|                     |       |        |        |

|                                                                                     |            |
|-------------------------------------------------------------------------------------|------------|
| Name:                                                                               |            |
| Address:                                                                            | Telephone: |
| Product name:                                                                       | Barcode:   |
| Purchasing date:                                                                    |            |
| Warranty period: (Except for wearing parts) ,Others show in the instruction manual. |            |

**Note:** Please complete warranty registration with your dealer within one month of purchase. This card is only valid when stamped by the dealer or manufacturer, and the warranty service will be provided upon presentation of this card.

## 14. Disclaims

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The products of the Company are improved and updated constantly. The users shall log on Our official web. to inquire the operating instructions and the updating information of operating conditions, or ask the dealers for the updated Product Manual. The Company reserves the right of modifying the Go Go Compact Product Manual without further notice.

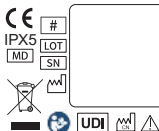


## Go Go Compact

Type classes: Class A  
Max. mass of the user: 136Kg  
Input: 24V 2.8A

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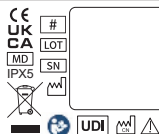


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