

# Clearwell mobility



## *Aguna Comfort*

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 outside 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.

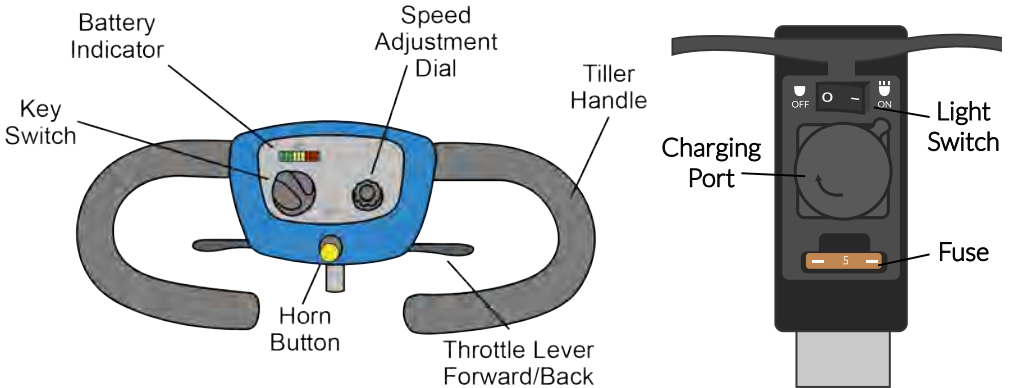
### **Modifications**

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 clockwise.

**To Turn Off:** Turn key back anti-clockwise.

**To Operate:** The throttle control lever (Wig-Wag) allows you to control the forward and reverse speed of your scooter. Place your hands on the tiller handle.

To move forward, either use your left thumb to push the left side of the throttle control lever or use your right hand to pull back on the right side of the throttle control lever.

To reverse, either use your right thumb to push the right side of the throttle control lever or use your left hand fingers to pull back on the left hand side of the throttle control lever.

**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 Adjustment Dial:** This dial allows you to preselect and limit the scooters top speed. The image of the snail represents the slowest speed setting. The image of the hare represents the fastest speed setting,

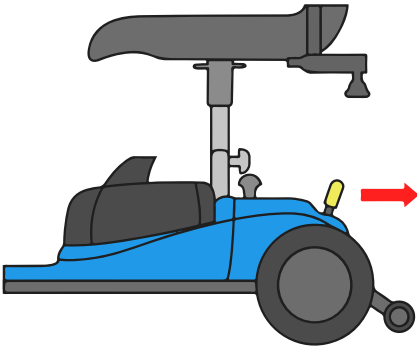
**Horn:** The horn will sound when the button is depressed.

**Charging Port:** The Tiller Charging port allows the batteries to be charged without having to charge from the battery box.

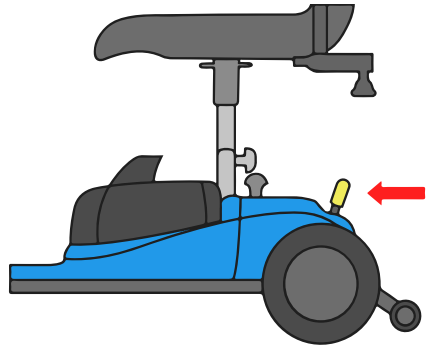
### Freewheeling the Scooter

The freewheel lever 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:

1. **Drive Mode**- is indicated by 'Closed'. Pull the lever backwards for this position.
2. **Freewheel Mode**- is indicated by 'Open'. Push the lever forwards for this position.

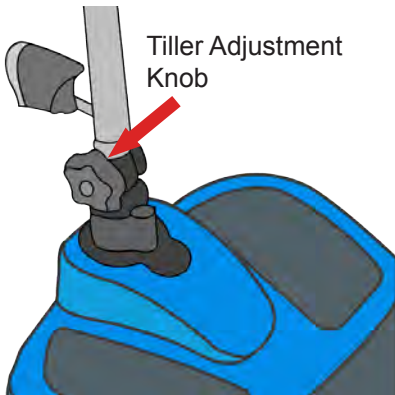


Drive Mode (Closed)



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 and never put your scooter in freewheel mode on any incline.



### Tiller Adjustment Knob

- Loosen the tiller adjustment knob by turning anti-clockwise- see diagram.
- 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 is 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 unlocked position



Tiller Lock in locked position



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

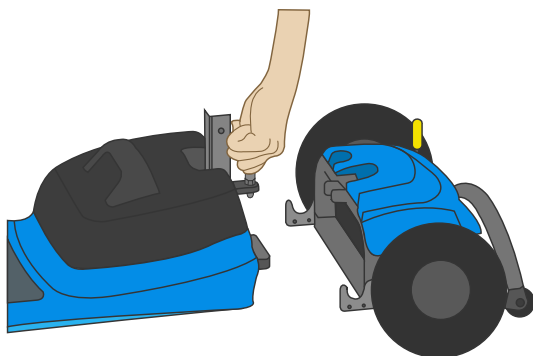
## Disassembly

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 seat- Stand behind the scooter and fold the seat back down, then with both hands lift seat directly upwards.
2. Remove the battery box- Grip the battery box handle firmly and lift directly upwards and off the scooter.
3. Remove the basket- Stand in front of the scooter and lift basket directly upwards off the basket bracket.
4. Fold down the tiller- Loosen the tiller adjustment knob by turning anti-clockwise and carefully lower the tiller. With the tiller in its lowered position, tighten the adjustment knob by turning clockwise making sure the tiller is securely positioned and locked (see page 5).



## Disconnecting Front & Rear Section

- Lift the tiller splitter knob as shown on the diagram. The front and rear sections will then be disconnected.

**CAUTION:** Lifting weight beyond your physical capability may result in personal injury. Ask for assistance when necessary.

## 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

- Connect the front and rear section by aligning them and gently lifting the front section onto the two hooks of the rear section. 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.

### Seat Post

- Adjust seat post to your required height by using the seat post pin provided. Then securely tighten the seat post retaining screw.

### Fitting Battery Box and Basket

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

### Fixing Seat

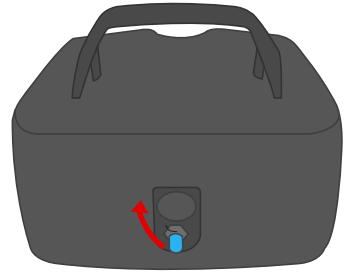
- Stand behind the scooter and with both hands lower the seat onto the seat post making sure the seat is straight above the seat post. If the seat is not straight on the seat post you will not be able to fully lock the seat.
- Fix arm rests and adjust to the required width, then tighten arm rest retaining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



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

### 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 or tiller charging port 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.



- Turn off the mains power to the charger before removing the charger plug from the charging outlet.

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

### General Information

- Your scooter requires 2x lead acid batteries that are sealed and maintenance free. They are recharged by the supplied off-board charging system or via the tiller charging port.
- 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 the red LED, charge the batteries for 16 hours minimum, ignoring the charge complete display.
- 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.
- Do not charge your batteries under extreme temperatures, high temperatures above 30°C are not recommended as well as low temperatures under 10°C.

### 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.

### Troubleshooting Guide

This table is a guide to fault finding. 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 Codes	Condition	Solution
1	Battery charge is too low	Charge batteries
2	Battery charge is depleted	Charge batteries
3	The scooters battery voltage is too high to operate the scooter	Unplug charger and/or turn key off, then back on again. If traveling down a slope, reduce scooter speed to the minimum setting
4	Power time exceeded	Turn the scooter off for a few minutes then turn it back on
5	Brake error	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 authorised dealer for assistance.
6	Throttle control lever not at centre position at start up	If the batteries are fully charged, then return the throttle control lever to centre position, turn scooter off and back on.
7	Speed pot error	Contact Clearwell Mobility for assistance
8	Motor voltage error	Contact Clearwell Mobility for assistance
9	Other internal errors	Contact Clearwell Mobility for assistance

Symptom	Possible	Solution
Scooter does not move	<ol style="list-style-type: none"> <li>1. Key switch is not 'ON'</li> <li>2. Main circuit breaker tripped</li> <li>3. Brake release lever in 'Freewheel Mode'</li> <li>4. Charger connected to outlet</li> <li>5. Battery power low</li> <li>6. Scooter shuts down to conserve battery</li> <li>7. Controller error</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn key switch 'ON'</li> <li>2. Reset circuit breaker</li> <li>3. Place lever in 'Drive Mode'</li> <li>4. Disconnect charger</li> <li>5. Recharge battery</li> <li>6. Turn key switch 'OFF' then 'ON'</li> <li>7. Check power light for Flash Code (see previous page)</li> </ol>
Range less than expected	<ol style="list-style-type: none"> <li>1. Charging too infrequently</li> <li>2. Defective or worn out battery</li> <li>3. Cold weather reduces battery life</li> <li>4. Defective charger</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge scooter more often</li> <li>2. Load test batteries, if necessary replace</li> <li>3. Allow batteries to reach room temperature and then fully recharge</li> <li>4. Contact your scooter dealer</li> </ol>
Brake squeals	<ol style="list-style-type: none"> <li>1. Dirt in brake pad</li> </ol>	<ol style="list-style-type: none"> <li>1. Blow dirt out with air pressure hose</li> </ol>
Brake release lever sticks	<ol style="list-style-type: none"> <li>1. Rust and corrosion</li> </ol>	<ol style="list-style-type: none"> <li>1. Spray ball detent area with lubrication oil</li> </ol>

### **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](http://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
Weight capacity	21st (135kg)
Overall length	41" (103.5cm)
Overall width	19" (49cm)
Overall height	36" (92cm)
Total mass (without batteries)	35.5kg
Total mass (with batteries)	44kg
Mass of the heaviest part	14.5kg
Max angle capacity	10°
Max. speed forward	4mph (6km/h)
Suspension	Full active front & rear
Seat height	400-480mm
Seat width	460mm
Turning radius	54" (137.0cm)
Range	Up to 10miles (16m)
Battery charger	2 amp
Battery type	2 x 12V 12AH AGM
Charging type	Battery box/Tiller
Motor	180W
Brake	Automatic Electromagnetic
Ground clearance	2" (5.5cm)
Tyres	190mm (7.5") Solid Puncture Proof
Lights	Front LED

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