



**SHOPPRIDER<sup>®</sup>**

**888NRS Sovereign Plus**

UK  
CA CE

## **Mobility Scooter User Manual**

Please ensure that this user manual is read and understood before using the scooter.

Version 1 (2023)



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## Introduction

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Thank you for your purchase of the Sovereign Plus mobility scooter. Roma Medical Aids (RMA) are pleased to supply you with the Sovereign Plus (model 888NRS) mobility scooter which is manufactured by the trusted and reputable Shoprider® brand. Both RMA and Shoprider® strive to provide you with world class quality, design, reliability and service. This scooter incorporates the latest innovative designs and can be used in confined spaces both indoors and out, aiming to provide you with maximum comfort whilst also being as safe and efficient as possible. As long as the scooter is properly maintained and operated in accordance with this manual, it should provide you with years of freedom and independence.

## Intended Use

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This scooter was carefully designed for indoor or outdoor use to assist a single individual with limited mobility weighing up to a maximum of 136kg (21st 5lb). Your supplier/healthcare professional will determine the suitability of the scooter for your intended use, but it is up to 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 in the expected conditions. The acute manoeuvrability of the scooter prohibits the use by persons who are severely physically impaired or those who have balance difficulties.

## Technical Specification

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- According to Directive 93/42/EEC including amendments superseded and effective in UK law through the Medical Devices Regulations 2002 and the European Medical Devices Regulation 2017/745, this mobility scooter is a Class 1 Medical Device.
- According to the UK Highway Code, this scooter is a Class 2 Invalid Carriage.

### General Specification

Battery capacity	12V 36Ah (x 2 Batteries)
Maximum user weight	136kg / 21st 5lb
Range per charge*	32-35km / 20-22 miles
*Passenger weight, way of driving, terrain and ground conditions, temperatures, weather conditions, and battery condition can affect maximum range.	
Turning radius	1.41m / 4.6ft
Maximum speed	7-8kmph / 3.8mph
Safe working angle/gradient	8° (13%)
Total weight	73kg / 11st 7lb

### Dimensions

Total length (assembled)	1250mm / 49"
Total width (assembled)	650mm / 25.6"
Total height (assembled)	1000mm / 39"
Clearance (floor to lowest point)	50mm / 2"
Front wheels (diameter x width)	250mm / 10" x 50mm / 2"
Rear wheels (diameter x width)	250mm / 10" x 50mm / 2"

## Feature Guide



1	Handlebars
2	Tiller
3	Ignition (right side)
4	Charging port
5	Detachable basket
6	LED headlight
7	Front bumper
8	Pneumatic non-marking wheels
9	Footwell

10	Side reflectors
11	Battery compartment
12	Adjustable height seat
13	Adjustable width armrests
14	Fold down backrest
15	Rear indicators/hazard lights
16	Taillights
17	Anti-tipper wheels
18	USB port (left side)

Ignition (On/Off)	The key is inserted in the right side of the tiller at point 3. When the key is turned, the scooter will power up and show the battery charge. There is a slight delay before the finger lever controls can be operated, while the controller is checking the circuits. Do not use the key to stop the scooter, except in an emergency.
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## Safety Advice

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Every care has been taken to ensure that your mobility scooter will give you a safe, reliable service provided you adhere to the advice given below and throughout the manual.



### Do:

- Read this manual carefully before using your scooter.
- Keep this manual safe as you may need to refer back to it in the future.
- Ask your supplier for an explanation about any warnings or instructions you may not understand.
- Make sure that you are physically capable of operating the scooter, and for individuals with balance problems, practice getting on the scooter with the assistance of a qualified healthcare professional.
- Turn the power off (this will activate the brake) and remove the key when transferring to and from the scooter (this will ensure the power is off and the scooter cannot move under its own power).
- Always remove the key from the ignition while the scooter is not in use. This will prevent its use by untrained and unauthorised persons.
- Select a slow speed when going up or down gradients, around corners or over uneven ground.
- Make sure the seat is in the most forward position and at the lowest height setting when travelling up a steep incline as this will increase stability.
- Slow down and take care when travelling across inclines and on rough or uneven ground.
- Reduce your speed when turning.
- Keep your feet in the footwell whilst driving.
- Make sure the tiller is properly adjusted and locked in position before use.
- Ensure the seat is locked in the 'forward' position before driving the scooter.
- Turn the power off when not in use.
- Follow the maintenance guide to ensure safe operation of the scooter.
- Keep batteries fully charged when storing and preferably recharged after each use.
- Follow the guidance and rules for pedestrians when travelling on the pavement.
- Only mount kerbs using a drop kerb.
- Check the battery charge remaining before operating the scooter to ensure there is sufficient charge for your planned journey.
- Charge the batteries in a well-ventilated area, after every use.
- Ensure the scooter is serviced every 12 months by an authorised RMA/Shoprider® service provider to ensure it remains in safe working order.
- Check with your doctor that any medication you are taking does not affect your ability to operate your scooter.



### Do not:

- Carry passengers, including children.
- Travel on inclines exceeding 8°.
- Attempt inclines if the surface is slippery e.g. covered with oil, ice or water.
- Turn sharply at full speed or brake when turning.
- Lean sideways in the scooter; this may cause it to tip over.
- Exit or enter the scooter unless the power is switched off, the brake is activated, and key removed.

- Switch off the power whilst driving – this will cause the scooter to stop abruptly.
- Attempt to drive over full kerbs. Doing so could cause your scooter to turn over, causing personal injury or damage to the scooter.
- Use the scooter if under the influence of alcohol or any medication that may affect your ability to drive the scooter safely.
- Lean against or pull forward on the tiller while mounting or dismounting the scooter.
- Use a mobile phone whilst driving the scooter.
- Attempt to negotiate steps or escalators.
- Attempt to tow any other devices.
- Tow the scooter with any other vehicle in the event of a breakdown. As damage to the braking system may occur.
- Exceed the stated maximum user weight limit.
- Operate the scooter or turn the key on while charging.
- Connect any unauthorised devices to the battery or charging point as this could cause permanent damage to the scooter and void your warranty.
- Use parts or accessories that are not supplied by RMA/Shoprider® - unauthorised modifications will invalidate your warranty.
- Use any other battery/charger other than those supplied by RMA/Shoprider®.
- Travel through water or over very rough or soft terrain (mud, sand etc.) or through long grass and avoid cobbles if possible. If the scooter accidentally travels through deep water, please switch off the power to the scooter and consult with your authorised dealer for help right away.
- Use the scooter in the rain or in wet conditions, including in damp bathrooms. Direct exposure to rain or dampness could cause the scooter to electrically malfunction.
- Lift the scooter by its seat, tiller, rear chassis cover, or any removable parts. Any of these could cause injury to the user or damage to the scooter.
- Suddenly shift your centre of gravity as this could make the scooter unstable.
- Use an escalator to move the scooter between floors.
- Use the scooter as a seat in a motor vehicle. You should transfer to a bespoke vehicle seat when being transported in a vehicle.
- Operate without anti-tip wheels installed.
- Freewheel down hills. This will damage the motor and brake and void the warranty and is very dangerous.
- Carry or attach anything to the handlebars or controls as this could affect the driving safety.
- Exceed the 4.5kg/10lb weight limit of the front mounted basket as this could affect steering.
- Use the footwell to carry things as they may fall off or obstruct movement.
- Drive the scooter if you think it may be damaged – consult your supplier for advice.
- Use the scooter on roads, only at suitable crossing points.



**Caution:**

Persons with lower body amputations should not use this device unless evaluated with artificial limbs fitted, as stability may be compromised due to an irregular centre of gravity.

## Operating The Scooter

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Before using the scooter for the first time, charge the battery fully. Details on this can be found in the battery section of this manual. Check the freewheel lever is in the 'drive' position and not in free wheel mode, that the scooter is correctly and securely assembled and that there is no damage to part of the scooter which may affect steering or the integrity of the scooter.

Select an area with plenty of space and on even ground. Mount the scooter, either by lifting the arm and sliding onto the seat or rotate the seat outwards and then rotate the seat back to face the tiller when seated. Adjust the tiller, arms and seat to ensure that when seated in the scooter you are in a comfortable position and can easily and freely operate the controls. Adjustments are detailed further on in the manual.

### **Moving Off & Steering**

Turn the power on and check that your battery is fully charged. Set your speed settings to low. Pull the right-hand finger lever towards you and the scooter will move forward. The harder you pull the lever, the faster you will travel, but the maximum speed reached will depend on the speed level that has been selected on the speed dial. Releasing the lever, will automatically return it to the centre position, slowing the scooter to a stop and activating the electromagnetic brakes. There is a slight delay when the scooter decelerates; this allows the scooter to come to a smooth stop.

Steer the scooter by holding the tiller by the handlebars. Steering the scooter is light and easy. Pulling the right-hand side of the handlebars will aim the scooter to the right and pulling the left-hand side of the handlebars will aim the scooter to the left. The scooter will travel in the direction you aim it. Ensure when starting off you give a wide clearance when turning so that the rear wheels clear any obstacle that you are passing. When steering through limited spaces such as a doorway or when turning around, turn the tiller handles where you want to go and apply power gently. The scooter will turn very tightly but will still move with complete stability as long as the speed is not too high.

### **Reversing**

Before reversing, please ensure that the area behind is free from any hazard or obstruction. Adjust your speed dial to a low setting before reversing. Pull the left-hand finger lever towards you to move in a reverse direction. Steer wide of all corners and obstacles.



Caution:  
Do not reverse down an incline without supervision.

### **Dismounting**

Before dismounting ensure that you are on level ground, the key is turned to the off position and removed. Exit the scooter in the reverse process as mounting it.

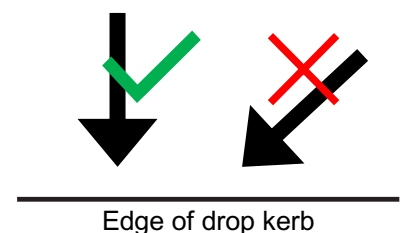


Caution:  
Please ensure that care is taken when entering or leaving the scooter and that the tiller and footrest is not used for support.

### **Climbing Inclines**

When approaching an incline, do so directly and not at an angle, please see diagram. By following these instructions both front wheels will descend the kerb at the same time and the scooter will remain stable. When going down a ramp or slope keep the speed settings to slow. This will ensure there is a safe controlled descent.

Whenever possible avoid crossing or making turns on an incline.



### **Kerb Climbing**

We recommend that a suitable access point such as a drop kerb or ramp be used at all times. Only climb low kerbs (less than 2") if absolutely necessary and do this straight on.



Caution:

Do not hit any kerb at speed and do not attempt to climb a kerb if the anti-tipping castor wheels have been removed.

### **Kerb Descending**

Do not reverse down any kerbs, please use a ramp/drop-kerb in forward motion to descend.



Caution:

Never reverse down any kerb or ramp onto a main thoroughfare.

### **Reaching & Stretching**

Care must be taken when reaching and stretching for objects as this may affect scooter stability.

When attempting to reach for objects it is very important that the power is OFF.

Do not attempt to reach for objects on the floor by leaning forward or reaching between your knees.

Do not attempt to reach for high objects by moving to the front of the seat.

Do not attempt to reach for objects behind you by leaning over the back of the seat.

Do not attempt to reach for objects out of the side of the scooter that require you to lean out of the scooter; this can cause it to tip sideways.

### **Product Stability**

The stability of your scooter is governed by several factors, the main factors are listed below.

Scooters are designed to allow the user flexibility of movement in restricted areas. Driving at maximum speed and attempting sharp turns can create a situation where the product becomes unstable. Therefore, it is essential that the user pays attention to the guidance set out in this manual.

The main factors affecting stability are:

- Maximum speed setting selected
- Seat height
- User movement
- User proportions (height and weight)
- User manoeuvres/movement of the scooter
- Gradients or slopes
- Ground condition

### **Weather & Outdoor Conditions**

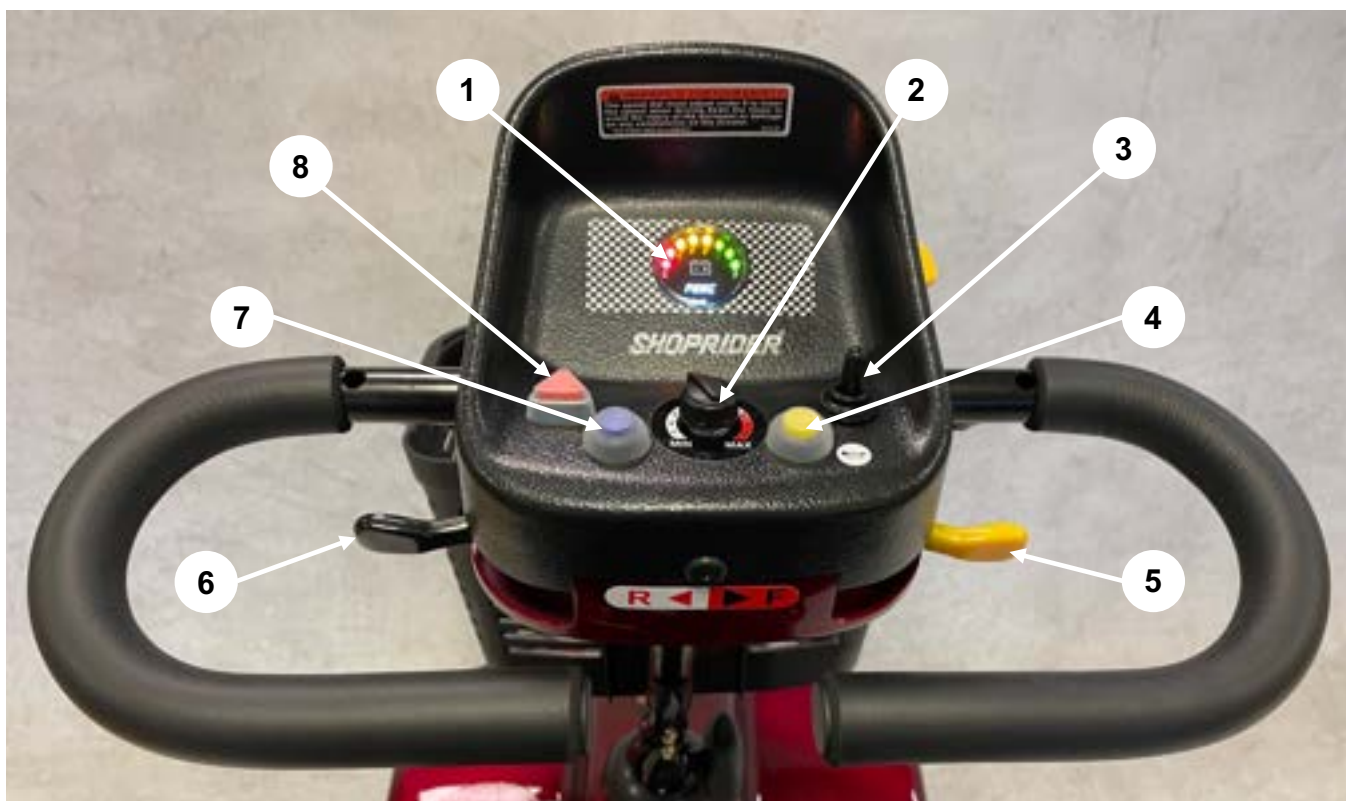
Following the guidelines given in this manual your scooter will perform admirably over many surfaces but avoid long grass, loose gravel and sand which could cause damage to the scooter.

During everyday use, do not use in rain showers, travel through puddles or over wet surfaces. Avoid use in areas where the scooter could become contaminated with sand or abrasive materials. Electrical components could become damaged if exposed to wet conditions.

During periods of sunny weather, it is possible that surfaces of your scooter may reach high temperatures (as with motor vehicles). Please take precautions if leaving the scooter in direct sunlight for any period of time. Seek shade or cover the seat and tiller/handlebars to keep any temperature increases to a minimum.



## Scooter Tiller Controls



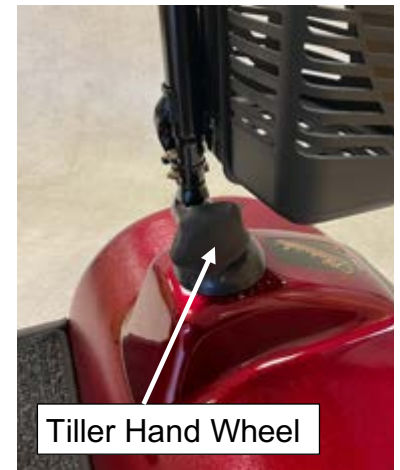
<p><b>1.</b> Battery Gauge</p>	<p>This gauge gives you a guide of the amount of charge left in the battery. The closer the dial is to F (full) the more battery charge you have. When the dial is in the red section next to E (empty) this means you are very close to running out of battery charge. The gauge will give the truest reading when the scooter is in motion. When traveling up an incline or when first starting the scooter, the battery charge may momentarily drop - this is normal.</p>
<p><b>2.</b> Speed Dial</p>	<p>Turning this dial sets the maximum speed at which the scooter can travel. Turning the dial anti-clockwise (towards MIN) decreases the speed and turning the dial clockwise (towards MAX) increases the speed. Do not adjust this dial whilst the scooter is moving, set the speed before you move off.</p>
<p><b>3.</b> Indicator</p>	<p>Flicking this switch to the right will activate the rear right indicator and flicking this switch to the left will activate the rear left indicator. Returning the switch to the middle will deactivate the indicators. The scooter will beep whilst an indicator is activated.</p>
<p><b>4.</b> Horn</p>	<p>Pressing this button operates your scooters horn. This should only be used to warn others of your presence and not as a rebuke of any form.</p>
<p><b>5.</b> Forward Finger Lever</p>	<p>Pulling this right-hand lever towards you moves the scooter forward. Pushing this right-hand lever away from you reverses the scooter. Releasing the lever will slowly bring the scooter to a stop and the electromagnetic brake will be applied. The amount of pressure applied will determine the speed in which the scooter moves.</p>
<p><b>6.</b> Reverse Finger Lever</p>	<p>Pulling this left-hand lever towards you reverses the scooter. Pushing this left-hand lever away from you moves the scooter forward. Releasing the lever will slowly bring the scooter to a stop and the electromagnetic brake will be applied. The amount of pressure applied will determine the speed in which the scooter moves.</p>
<p><b>7.</b> Headlights</p>	<p>Pressing this button will turn on the front headlight and the rear taillights. Press the button again to turn off these lights.</p>
<p><b>8.</b> Hazard Lights</p>	<p>Pressing this button will turn on your rear hazard warning lights (both indicators). They will flash and the scooter will beep until this button is pressed again to turn off the lights.</p>

## Adjustments

### Tiller Angle Adjustment

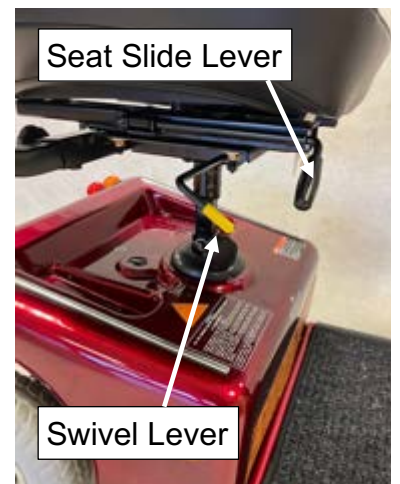
The tiller of your scooter allows you to adjust it to a comfortable driving position.

At the bottom of the tiller, you will find the angle adjustment hand wheel. To decide which position best fits your needs, loosen the hand wheel by turning it anti-clockwise until the serrations are far enough apart to move freely. Then, gently lower or raise the tiller and once the desired angle is achieved, tighten the wheel by rotating clockwise, this will clamp the serrations together, securing the tiller in the desired position. Ensure the tiller is fully secure and the serrations are fully meshed together before using the scooter.



### Seat Swivel

The seat can be swivelled from the forward position to the sides for easy transfer to and from the scooter. To do this, pull up on the yellow lever that is located under the right side of the seat. Whilst the lever is pulled up, the seat can be swivelled by rotating the seat in the desired direction. Releasing the lever will lock the seat in 90 degree intervals. Always ensure the seat is in a locked position before mounting or dismounting the scooter. The seat should always be locked facing forward whilst driving.



### Seat Slide Forward/Backward Position

The seat can be adjusted to your desired distance away from the tiller. To do this, pull up the black lever located under the front right of the seat and move the seat forward/backwards until in the position you find most comfortable. Releasing the lever will lock the seat in the desired position.

### Seat Backrest Folding

To fold the backrest, when not sitting in the seat, push the backrest downwards towards the seat.

### Seat Removal & Height Adjustment

To remove the seat, fold down the back rest and lift the seat upwards away from the scooter while pulling up the seat swivel lever. You may need to gently wiggle the seat to free it fully.



The height of the seat can be adjusted when the seat is removed. Loosen the hand wheel fully. Remove the locking pin that secures the seat adaptor by unhooking the wire on the one side of the pin and then pulling it out of the other side. The seat height can then be adjusted to one of three different settings by moving the seat adaptor in/out of the seat post and lining it up with one of the three holes. Insert the steel locking pin into the hole of the desired height and clip back the wire over the other side into the correct position. Retighten the hand wheel and replace the seat in the reverse manner you removed it. Do not sit in the seat when adjusting the seat height and make sure the seat is properly refitted and the pin is correctly reinserted into the hole before using the scooter.

#### Caution:



When the seat height is at its maximum height, the stability may be affected due to the higher centre of gravity.

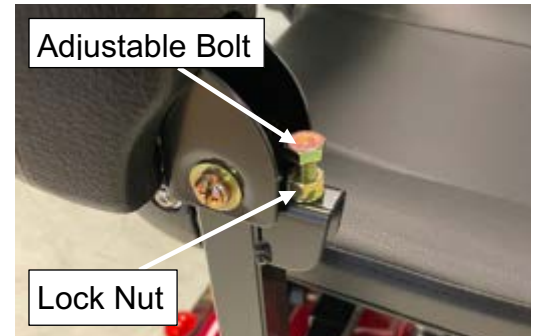
Do not hang baggage or other objects on the back of the seat as this may also affect stability.

## **Flip-up Armrest**

The armrests flip up to allow for easier transfers. Simply lift the armrest upwards when needing to move the armrest out of the way. Always drive the scooter with the arms down.

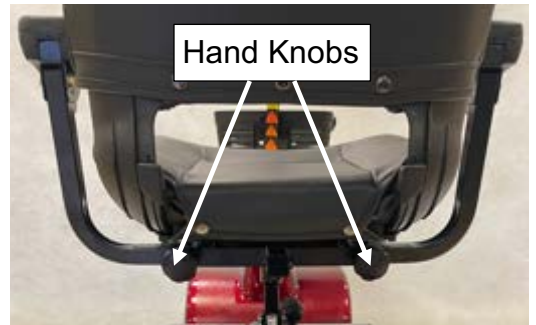
## **Armrest Angle Adjustment**

When the armrest is flipped up, an adjustable bolt and lock nut can be accessed. The angle of the armrest can be adjusted by undoing the lock nut and screwing the adjustable bolt in or out to increase or decrease the angle. When the arms are at the desired angle, the lock nut should then be tightened to lock the adjustment in place. The scooter is originally set with the armrests set parallel to the floor.



## **Armrest Width Adjustment**

The width of the armrests can be adjusted to your needs. At the rear of the seat there are two hand knobs. Loosen the hand knobs and adjust the armrests by pushing them inwards or pulling them outwards and re-tighten the hand knobs when at the desired position. They can also be removed by completely pulling them out of the sockets. Replace by inserting them back into the tubes and re-tightening the hand knobs before using the scooter next.



### Caution:



Do not use the scooter without the arms being fitted.

Ensure that the hand knobs are re-tightened to avoid them rattling loose and falling out.

Do not apply full body weight to the armrests for transferring. Lift the arm up out of the way to transfer to another seat.

Take care not to pinch your fingers when folding down the armrest.

## **Basket Removal**

To remove the basket, just lift the basket upwards until it is free. Then replace it by lining it up with the slots and sliding it back on. When the scooter is new, the basket may need to be pushed into the slot hard to keep it in place.

## Brake Release / Freewheel Operation

When the scooter is switched off or the battery is flat the brakes are automatically engaged; this is called 'failsafe braking'. There may be occasions when you need to move the scooter without power, this is why there is a 'freewheel device' fitted on the scooter. When the 'freewheel device' is activated this allows the scooter to be pushed without power.

When engaging the freewheel mode, the scooter should be turned off. The freewheel release lever is located by the back wheel of the scooter. It is a yellow lever that runs parallel to the wheel. To disengage the motor, push the lever towards the front of the scooter. The scooter is now in freewheel mode, the brake is disabled and can be pushed. To re-engage the motor and the brakes, push the lever in the opposite direction, towards the back of the scooter.

Always reengage the motor before sitting on the scooter and before trying to operate the scooter normally. The scooter will make a rapid beeping noise when turned on if the scooter is in freewheel mode. Turn off the scooter and reengage the motor before starting the scooter again.

When in free wheel mode the scooter may be pushed on level ground at a walking pace. The scooter will 'auto-brake' if this speed is exceeded.



### Caution:

Never leave the scooter unattended whilst in freewheel mode as it will roll away down an incline. 'Freewheel' mode should only be used in an emergency to move the scooter due to power failure. Never move the scooter in this mode whilst it is occupied.

## Wheels and Tyres

The wheels of your scooter have split rims. This allows any punctures to be repaired easily. A competent person should change the tyres. If you feel confident in doing this then follow the procedure below, if not, contact your scooter supplier for help.

To change the tyres, remove the wheel by undoing the screws and nut in the middle of the rim. Then, you must deflate the tyre first if not already deflated. Remove the 4 bolts to split the rim and remove the tyre/inner tube and replace. Ensure that when refitting the wheel, complete in the reverse order, making sure you do not miss any bolts. Tyre pressure is recommended to be kept at 30 psi on the rear tires and 20 psi on the front. Tyres should be maintained at this correct pressure to ensure even wear and optimal ride comfort. Note that when refitting the tube, a small amount of air in the tube will prevent the tube from pinching when reassembling the split rim.



Whenever a centre bolt of the wheel assembly has been loosened, please replace a specified new bolt from an authorised dealer and secure with a torque of  $240 \pm 5$  kg-cm together with Loctite 271 adhesive (or equivalent).



### Caution:

On the tyre it states maximum tyre pressure is 50psi. This is a maximum tyre pressure, and the tyres should never be inflated to this pressure.

## Battery

Battery performance can be affected by temperature, weather conditions, terrain, condition of the battery, type of battery charger, the weight of the user, etc. The battery level indicator is only a guide and is most effective when the scooter is moving, only then is the true discharge level displayed. When the scooter is at rest, the battery level may indicate full when it might not be.

### Key points:

- Do not operate the scooter or turn the key on whilst charging.
- Always remove the key from the scooter when the unit is not in use or before charging.
- Battery charging is recommended after each use.
- Always charge the batteries in a well-ventilated indoor area.
- Do not charge the batteries near any naked flames or whilst smoking nearby as they can release gases that could ignite.
- Do not get the charger wet or expose it to rain or water spray, it is for indoor use only.
- Wherever possible do not interrupt the charge cycle until the battery is fully charged. Continual interruption can permanently damage the battery.
- The charging plug must be removed from the scooter after charging and before driving.
- Always check the battery charge remaining before operating the scooter to ensure you have sufficient charge for your journey.
- You must still maintain charging the battery even if the scooter is not to be used for a prolonged period of time (2 to 3 weeks). Failure to do so could result in permanent damage and render the battery unusable. It is recommended they are charged at least once a week.
- If the scooter is to be unused for extended periods, fully charge the batteries beforehand. The batteries should not be stored for prolonged periods in cold environments (do not leave it outside in a garage/shed over the winter period if not used) as this can cause permanent damage to the batteries.
- An active user can use far more battery capacity in a day than inactive users may only use in a week but in both these instances the battery should be put on charge overnight.
- It is recommended you contact your dealer if the batteries have been flat for a long period of time (over 2 months).
- Ensure batteries are not damaged before charging as in extreme cases they can overheat and explode – contact your dealer if you notice any damage.



Caution:

The scooter should be switched off and key removed when charging.

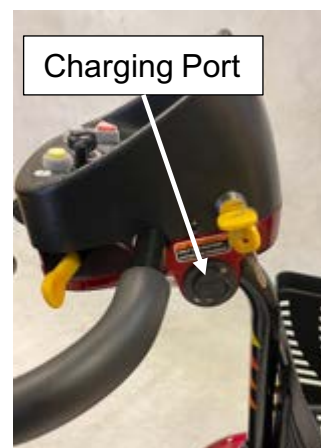
### Battery Charging

Before using your scooter for the first time be sure to fully charge the batteries, this may take up to 14 hours. This benefits battery efficiency and failure to do so, may be detrimental to the battery health in the long term.

The charging port of the scooter is located on top of the tiller, behind the right handlebar/under the ignition. It may have a protective cover over the port that needs to be slid/moved out of the way to access the charging port.

To charge the batteries connect the 3-pin male plug lead into the 3-pin female battery-charging socket located on the battery.

Plug the A/C cord plug into the wall socket and the other end into the charger (2-pin). Once the batteries are completely charged, unplug the A/C cord from the wall then unplug the 3-pin lead from the battery. Slide the protective cover back over the charging port to keep water out.



## **Battery Charger**

A separate manual should come with your scooter charger. Please read this as well as this manual and refer to that for more detailed information about your scooter charger.

The battery charger has a small indicating light which will show red when connected and switched on. When the battery is fully charged, the light will change to green.

Always try to ensure the charger is unplugged only when the light is showing green and battery is fully charged. Correct charging procedures will prolong the life of the batteries.

The battery charger supplied is special to your scooter and may not be suitable for any other power mobility product. Use only the charger supplied with your scooter; other makes of chargers may permanently damage your scooter batteries and would void the warranty.



Caution:

Only use the charger supplied with your scooter.

If the charging lead should get damaged, discontinue use immediately and seek a replacement from your supplier.

## **Batteries**

The scooter has 2 x 12V 36Ah, maintenance free, sealed lead acid batteries. They are series linked and fixed in a battery compartment below the seat.

The battery compartment should not be opened and if you think you have a battery problem, always seek advice from your mobility retailer.



Caution:

Do not open the battery compartment. Always seek the advice of your mobility retailer should fuses or batteries need replacing. Failure to do so could result in damage to the batteries.

Battery cables must be securely fastened onto battery terminals by an authorised supplier before using the unit and secured inside the scooter rear cover.

Batteries must be tied down correctly and securely with the straps supplied.

Always remove the key from the scooter when removing and installing the batteries. Otherwise, injury and/or damage to the unit or surrounding property may occur.

## **Battery Disposing & Recycling**



Batteries must always be recycled correctly. Do not dispose of them with your domestic refuse.



For further information regarding your nearest recycling facility please contact your local authority.

## Maintenance

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The scooter has been designed to provide the user with a long, reliable life provided it is correctly maintained and regularly serviced by an authorised supplier. However, due to inevitable wear and tear and technological improvements, it is recommended by the MHRA (Medicines and Healthcare products Regulatory Agency) that the average useable life of this scooter is five years.

### Cleaning

The frame and seat of the scooter should be cleaned using a soft damp cloth and gentle detergent. Do not use abrasive cleaners or solvents, as this will damage the plastic components. Do not spray water (hose or pressure washer) onto the scooter as this may cause electrical damage.

### Storage & General Care

We recommend that the scooter is always stored in a dry environment such as in the home or garage to protect the chassis and other components from corrosion. Do not leave the scooter outside during rainstorms. If the scooter is wet, wipe with a dry cloth to ensure there is no ingress of water into the internal components of the scooter.

### Routine Maintenance

Please ensure the scooter is serviced every 12 months by an RMA/Shoprider® supplier to check it remains in safe working order. Failure to do so may cause catastrophic failure with possible user injury and damage to surrounding property. Regular servicing will ensure trouble free operation. Please note - heavy users of the scooter may require more frequent servicing.

Please check the following on a weekly basis:

- That the scooter has not sustained any damage.
- That the tyres are in good condition.
- That all hand knobs and levers are secure.
- That the battery has been fully recharged.
- That moving parts, pivots and frame fixings are not damaged or worn.

At six-month intervals you should lubricate the following parts with a light oil or similar lubricant:

- Seat pivot post.
- Seat release lever pinion.
- Wheel bearings.
- Axle of scooter.

As you get used to your scooter you will get a feel for how it behaves. If something feels unusual, then contact your supplier and explain to them exactly what the problem is.



**Caution:**

Do not use WD40 to lubricate parts.  
Do not lubricate the transaxle/gearbox.  
Contact your supplier in the event of any difficulties.



**Note:**

Should any part of your scooter need replacing or repairing please contact your local Shoprider/RMA supplier to undertake any maintenance.  
Failure to do this may void your warranty.

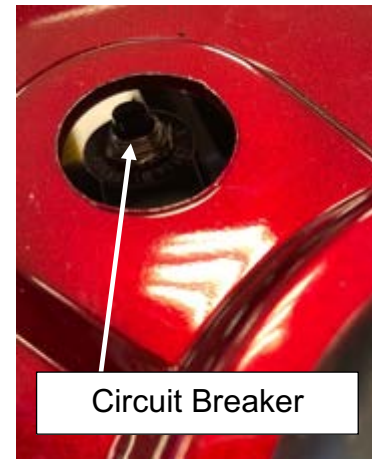
## **Sleep Mode**

If the control system is left on and not used for more than 5 minutes, it may automatically “go to sleep.” Simply turn the key off and back on to reset.

## **Circuit Breaker**

Your scooter is fitted with the latest in electronic controls that are programmed to protect the electrical system from abnormal overloads. Fitted for extra protection is a circuit breaker, which is located in a hole in the chassis underneath the seat by the height adjustment mechanism.

Should there be a situation where your scooter stops for no apparent reason, please check that the circuit breaker has not tripped. Simply press the button to reset the circuit breaker.



### **Note:**

Should the circuit breaker continue to trip, turn off the scooter immediately and consult your supplier.

## **Problem Checklist**

If your scooter fails to operate, please check the following:

- The unit is switched on.
- All plugs and connections are firmly fixed.
- Battery level shows full charge.
- Drive/Freewheeling device is in the drive position.
- Circuit breaker has not tripped.

If the free wheel mode has been operated with the scooter switched on, the scooter will not operate until the ignition switch has been turned off and on again. If the scooter is switched on when freewheel mode is still engaged, the scooter will beep repeatedly. If turning off the freewheel device and restarting the scooter does not fix the problem, contact your supplier.

The acceleration/reverse finger lever(s) should not be engaged/pulled forward before the ignition is switched on. This operation will cause an intermittent beeping noise and prohibit the scooter from moving. To correct this, turn the ignition on and off and only touch the levers after waiting a few seconds after the ignition switch is turned on.

Please consult your RMA/Shoprider® provider if your scooter does not run after checking these points.

## **Disposal**

Contact your supplier for advice before you consider disposing of your scooter. They will be aware of your disposal options and the environmental regulations in force that may need to be followed.



## **Troubleshooting Guide**

Sometimes, something may go wrong or appear to be wrong with your scooter.

This table is a guide to fault finding. The fault may be a simple fix but if you have any doubts, please phone your supplier.

<b>Symptom</b>	<b>Solution</b>
The scooter does not move when power is switched on.	<ul style="list-style-type: none"> <li>• Are the batteries flat? Check level and recharge.</li> <li>• Is the charger connected? Disconnect if it is.</li> <li>• Is the freewheel engaged? Was the freewheel engaged while the power was on? Disengage the freewheel lever and restart.</li> </ul> <p>The horn may sound in a series of beeps indicating that freewheel has been selected.</p>
The steering is loose or wobbly when driven.	<ul style="list-style-type: none"> <li>• Check tyres for damage.</li> <li>• Loose seat? Check all the bolts/knobs are secure. If this does not fix the problem, contact your supplier.</li> <li>• If steering/tiller is damaged - contact your supplier.</li> </ul>
The scooter behaves erratically when driven. Does it judder or cut out?	<ul style="list-style-type: none"> <li>• This may indicate possible electronic problems - contact your supplier.</li> </ul>
The scooter has a short range.	<ul style="list-style-type: none"> <li>• Check tyres for damage.</li> <li>• Check batteries are charging fully.</li> <li>• Check vehicle moves easily in freewheel.</li> </ul>

## **Error Codes**

The device can diagnose possible errors in the electrical system, which may prevent your scooter from operating. If an error has occurred, when the scooter is turned on, the diagnostic alarm will sound a warning signal that will last approximately 2 seconds which will alert the user that a diagnostic alarm pattern is about to be sounded. The diagnostic alarm pattern will be a series of fast beeps, with the number of beeps indicating the possible fault.

You should only attempt to rectify the below faults if you feel comfortable carrying out the following checks, if not, we recommend consulting your supplier.

<b>No. of Beeps</b>	<b>Possible Fault</b>	<b>Solution</b>
1	The battery needs charging or there is a bad connection to the battery.	Check the connections to the battery. If the connections are good, try charging the battery.
2	There is a bad connection to the motor.	Check all connections between the motor and the controller.
3	The motor has a short circuit to a battery connection.	Contact your supplier.
4	The freewheel lever is activated, or the manual brake disengagement mechanism is operated.	Check the position of the lever.
5	The motor is stalled, or the controller is over temperature.	Wait for the scooter to cool down and try restarting.
6	The S-drive is being inhibited from driving. Inhibit 2 is active.	Disconnect the battery charger if connected.
7	A throttle fault is indicated.	Make sure that you do not pull/push the finger levers before switching on the scooter.
8	A controller fault is indicated.	Make sure that all connections are secure.
9	The parking brakes have a bad connection.	Check the parking brake and motor connections. Make sure the controller connections are secure.
10	An excessive voltage has been applied to the controller.	This is usually caused by a poor battery connection. Check the battery connections.



### **Note:**

If your scooter fails to operate and continues to beep after attempting to correct the problem for the above possible faults, consult your local supplier immediately.

## **Further Information**

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### **General Use**

Take heed of the information given in this manual regarding safety and the maintenance of your scooter. If adhered to, your scooter should give you years of reliable mobility.

When the scooter has degraded to the point it is no longer suitable for safe use, please contact your supplier to dispose of the scooter. If any serious incident occurs in relation to your scooter, please inform your supplier or RMA/Shoprider® immediately.

### **Health Factors**

Suitability for this product has been assessed on the user's current state of health. It is essential that the user regularly monitors their ability to use the scooter safely.

### **Safety Information Regarding Electromagnetic Interference (EMI)**

RMA/Shoprider® scooters may be susceptible to electromagnetic interference (EMI), which is a kind of interfering electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radio, and cellular phones. The interference (from radio wave sources) can cause the scooter to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the scooter's control system.

The sources of radiated EMI can be broadly classified into three types:

1. Hand-held portable transceivers (transmitters-receivers) with the antenna mounted directly on the transmitting unit e.g., citizens band (CB) radios, "walkie talkies", security, fire and police transceivers, cellular telephones, and other personal communication devices. (Some cellular telephones and similar devices transmit signals while they are ON, even when not being used).
2. Medium-range mobile transceivers, such as those used in police cars, fire trucks, ambulances, and taxis. These usually have the antenna mounted on the outside of the vehicle.
3. Long-range transmitters and transceivers, such as commercial broadcast transmitters (radio and TV broadcast antenna towers) and amateur (HAM) radios.

Other types of hand-held devices, such as cordless phones, laptop computers, AM/FM radios, TV sets, CD players, and cassette players, and small appliances, such as electric shavers and hair dryers, as far as we know, are not likely to cause problems to the scooter.

Because EM energy rapidly becomes more intense as one moves closer to the transmitting antenna (source), the EM fields from hand-held radio sources (transceivers) are of special concern. It is possible to unintentionally bring high levels of EM energy very close to the scooter's control system while using these devices. This can affect scooter movement and braking. Therefore, the warnings listed below are recommended to prevent possible interference with the control system of the scooter:

1. Do not operate hand-held transceivers (transmitters-receivers), such as citizens band (CB) radios, and exercise caution whilst using mobile phones around the scooter.
2. Be aware of nearby transmitters, such as radio or TV stations, and try to avoid coming close to them.
3. If unintended movement or brake release occurs, turn the scooter OFF as soon as it is safe.
4. Be aware that adding accessories or components or modifying the scooter may make it more susceptible to EMI. (There is no easy way to evaluate the overall immunity of the scooter).
5. Report all incidents of unintended movement or braking to your RMA/Shoprider® dealer and note whether there are sources of EMI nearby.

## **Driving In Pedestrian Areas**

When using the scooter in public areas, always follow the UK Highway Code or the necessary rules in your country.

When driving in pedestrian areas such as shopping precincts and busy pavement areas always respect other pedestrians and turn the maximum speed down so that the scooter travels at the walking pace of others around you. Remember the stopping distance of your scooter and always allow enough space to stop safely to avoid collisions with pedestrians or other objects.

There is no legal requirement, but you should consider taking out 3<sup>rd</sup> party insurance to cover any damage you may cause to someone else or to their property.

## **Highway Code & DVLA – UK Users**

According to the UK Highway Code, this scooter is a Class 2 Invalid Carriage because its maximum speed is 6kmph/4mph.

You do not need to have a driver's license to use this mobility scooter and you do not have to register the vehicle with the DVLA. This is because the scooter can legally only travel at a maximum speed of 4mph off road (on pavements, footpaths and in pedestrian areas) and the scooter must not be used on roads. If you need more information, please see the DVLA website or contact the DVLA.

There is no legal eyesight requirement to drive mobility scooters or powered wheelchairs, but you should be able to read a car's registration number from a distance of 12.3 metres (40 feet). You must check regularly that you can still do this as you may be liable if you have an accident and poor eyesight contributed to the cause.

All normal vehicle parking restrictions apply to mobility scooters and your scooter should not be left on a footpath or pedestrian area on its own if it gets in the way of other pedestrians, including wheelchair users and people with prams or pushchairs. Parking concessions provided under the Blue Badge scheme will apply to those scooters displaying a valid badge.

You should give pedestrians priority and show consideration for other pavement users, particularly those with a hearing or visual impairment who may not be aware that you are there.

You must always follow the rules of the Highway Code when using the scooter and when on the pavement you should follow the guidance and rules for pedestrians.

Please see the Highway Code on the UK government website ([www.gov.uk/highway-code](http://www.gov.uk/highway-code)) for full rules and regulations about mobility scooter use on public roads and pavements.

## Warnings

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- ⚠ Read this manual fully before operating the scooter and keep it safe just in case you need to refer back to it in the future.
- ⚠ Ask your supplier to explain any instructions or warnings you may not understand.
- ⚠ Suitability for this product has been assessed on the user's current state of health. It is essential that the user regularly monitors their ability to use the scooter safely. Make sure that you are physically capable of operating the scooter, and for individuals with balance problems, practice getting on the scooter with the assistance of a qualified healthcare professional.
- ⚠ Persons with lower body amputations should not use this device unless evaluated with artificial limbs fitted, as stability may be compromised due to an irregular centre of gravity.
- ⚠ Do not use the scooter if under the influence of alcohol or any medication that may affect your ability to drive the scooter safely. Check with your doctor whether your medication will affect your ability to operate the scooter.
- ⚠ Do not use a mobile phone whilst driving the scooter.
- ⚠ Do not exceed the weight limit of the scooter; carry passengers (including children), tow any other devices or tow the scooter with any other vehicle (in the event of a breakdown).
- ⚠ The user should transfer to a bespoke vehicle seat whilst being transported in a vehicle.
- ⚠ When making adjustments to any part of the scooter, always make sure that bolt/pins are properly tightened or relocated before sitting in and using the scooter, especially the tiller. Also, ensure the seat is locked in the 'forward' position before driving and the armrests are fitted before use.
- ⚠ Do not lift the scooter by its seat, tiller, rear chassis cover, or any removable parts. Any of these could cause injury to the user or damage to the scooter.
- ⚠ Please take time to get accustomed to your new scooter before driving in heavily pedestrianised areas.
- ⚠ When travelling on a pavement, you must follow the guidance and rules for pedestrians. Give pedestrians priority and show consideration for other pavement users, particularly those with a hearing or visual impairment who may not be aware that you are there.
- ⚠ Do not use the scooter on the roads unless at suitable crossing points; only use on pavements.
- ⚠ Do not switch off the power whilst driving as this will cause the scooter to stop abruptly.
- ⚠ Turn the scooter power off and always remove the key from the ignition while the scooter is not in use. This will prevent the scooter's use by untrained and unauthorised persons.
- ⚠ Always exit and enter the scooter when the brake is on, power is switched off and key removed (this ensures the scooter cannot move under its own power).

- ⚠ Do not lean against or pull forward on the tiller while mounting or dismounting the scooter, it should not be used for support.
- ⚠ Keep your feet in the footwell whilst driving.
- ⚠ Please make sure you are aware of the circumstances that can affect the scooters stability and how weather and outdoor conditions can affect your scooter.
- ⚠ Do not turn sharply when travelling at full speed, brake when turning or shift your centre of gravity suddenly as these things can cause the scooter to become unstable.
- ⚠ Care must be taken when reaching and stretching for objects as this may affect the stability of the scooter. Leaning sideways in the scooter can cause it to tip.
- ⚠ Be extremely careful around inclines; do not travel on inclines exceeding 8 degrees/13%, do not traverse across inclines or attempt inclines if the surface is slippery and do not reverse down an incline without supervision.
- ⚠ Make sure the seat is in the most forward position and at the lowest height setting when travelling up a steep incline as this will increase stability.
- ⚠ Select a slow speed when going up or down gradients, around corners or over rough or uneven ground. Do not attempt to negotiate steps or escalators or travel through water or over soft terrain.
- ⚠ Do not use the scooter in the rain, near a shower or in a damp bathroom. Direct exposure to rain or dampness could cause the scooter to electronically malfunction.
- ⚠ Do not travel through water or over very rough or soft terrain (mud, sand etc.) or through long grass and avoid cobbles if possible (if the scooter accidentally travels through deep water, please switch off the power to the scooter and consult with your authorised dealer for help right away).
- ⚠ Use dropped kerbs wherever possible and when using these; never reverse down a dropped kerb or ramp onto a main thoroughfare, do not hit the dropped kerb at speed and do not attempt to climb a dropped kerb if the anti-tipping castor wheels have been removed.
- ⚠ The scooter should be switched off and the key removed when charging. Do not operate the scooter or insert the key when charging.
- ⚠ Do not leave the charger plugged into to the charger port after the charge is complete.
- ⚠ Check the battery charge remaining before operating the scooter to ensure there is sufficient charge for your planned journey and try to charge the scooter after each use.
- ⚠ Wherever possible do not interrupt the charge cycle until the battery is fully charged. Continual interruption can permanently damage the battery. Always charge the battery in a well-ventilated indoor area.
- ⚠ If the scooter is to be unused for extended periods fully charge the battery before being left unused. You must still maintain charging the battery even if the scooter is not to be used for a prolonged period (2 to 3 weeks). Failure to do so could result in permanent damage and render the battery unusable.

- ⚠ The battery should not be stored for prolonged periods in cold environments (do not leave it outside in a garage/shed over the winter period if not used) as this can cause permanent damage to the batteries.
- ⚠ Only use the charger supplied with your scooter and do not connect any unauthorised devices to the battery as this could cause permanent damage and void your warranty.
- ⚠ If the charging lead should get damaged, discontinue use immediately and seek a replacement from your supplier.
- ⚠ Do not use parts or accessories that are not supplied by RMA/Shoprider.
- ⚠ Do not carry or attach anything to the handlebars or controls as this could affect the driving safety and do not exceed the 4.5kg/10lb weight limit of the front mounted basket as this could affect steering.
- ⚠ Do not use the footwell to carry things as they may fall off or obstruct movement.
- ⚠ Take heed of the Safety Information Regarding Electromagnetic Interference (EMI) and make sure you understand what can affect your scooter.
- ⚠ Follow the cleaning, storage and general care advice specified.
- ⚠ Never leave the scooter unattended whilst in freewheel mode as it will roll away down an incline. 'Freewheel' mode should only be used in an emergency to move the scooter due to power failure. Never move the scooter in this mode whilst it is occupied.
- ⚠ Do not use WD40 to lubricate parts. Do not lubricate the transaxle/gearbox.
- ⚠ Do not open the battery compartment. Always seek the advice of your mobility retailer should fuses or batteries need replacing. Failure to do so could result in damage to the batteries.
- ⚠ Your authorised supplier must securely fasten the battery cables onto the battery terminals before using the unit and must secure them inside the scooter rear cover. The battery must be tied down correctly and securely with the straps supplied. Always remove the key from the scooter when removing and installing the batteries.
- ⚠ Follow the maintenance guide to ensure safe operation of the scooter. Make sure the scooter is serviced every 12 months by an authorised RMA/Shoprider service provider to ensure it remains in safe working order.
- ⚠ If the scooter error codes fail to be corrected, the circuit breaker continues to trip, the scooter fails to operate or any part of the scooter needs fixing/replacing, please contact your RMA/Shoprider service provider for help.
- ⚠ Should any severe damage occur to any of the part of the scooter, contact your RMA/Shoprider supplier immediately for repairs or replacement parts. This is especially relevant for electrical components/wires and the tiller/controller. Do not drive it if severe damage has occurred.

## Warranty Terms & Conditions

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Please ensure that your purchase is registered, either by returning the warranty card enclosed in your product box to RMA/Shoprider or going to the RMA/Shoprider website and completing the online product registration section.

This is to certify that your RMA/Shoprider product is warranted for a period of 12 months from the date of original purchase. This warranty is not transferable.

This product is not intended to be used by individuals with physical limitations that could prevent the user from operating the product safely. RMA/Shoprider disclaims all responsibility for any personal injury or property damage, which may occur as a result of improper or unsafe use of its products.

These products are not intended to be used for hire or for commercial use.

### Warranty Conditions

1. Should a defect or operating fault arise within this period the supplier from where the product was originally purchased should be notified immediately. Failure to register the fault may invalidate the warranty. The supplier from where the product was purchased is responsible for any warranty repairs.
2. RMA/Shoprider warrants that if a fault occurs within this period due to faulty workmanship or materials that the product will be repaired (or replaced at the Company's discretion) free of charge.
3. RMA/Shoprider will not accept responsibility if the product has failed due to:
  - A. The product not being maintained in accordance with the manufacturer's recommendations.
  - B. The product becoming damaged due to neglect.
  - C. Accidental damage to the product.
  - D. Alterations to the product from the manufacturer's specification. This may include but is not limited to the addition of items such as trailers, carriers or electrical equipment.
  - E. The use of non-standard replacement parts.
4. Parts which are subjected to normal wear and tear, accidental damage, neglect or misuse are excluded from this warranty. Normal wear and tear parts include tyres, chassis covers, bulbs, seat coverings etc.
5. The warranty conditions apply to brand new products only.
6. Parts replaced during the warranty period will be covered for the remainder of the products warranty period.
7. Component parts replaced outside this period carry a six-month warranty (standard terms and conditions apply for this period).
8. The scooter is designed for use by an individual and not for commercial use as a hire vehicle.

Model: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Supplier Stamp

