



SHOPRIDER®

889AE Girona Mobility Scooter

User Manual



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

Version 1 (2021)



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Introduction

Thank you for your purchase of the Girona mobility scooter. Roma Medical Aids (RMA) are pleased to supply you with the Girona (model TE-889AE) 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.

Intended Use

This scooter was carefully designed for indoor or outdoor use to assist a single individual with limited mobility weighing up to a maximum of 225kg (35st 6lb). Your supplier/healthcare professional will determine the suitability of the scooter for your intended use.

Technical Specification

- According to Directive 93/42/EEC including amendments (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 3 Invalid Carriage.

General Specification

Battery charger	24V 8A
Battery capacity	12V 75Ah (x 2 Batteries)
Rated power of 4-pole motor	750W / 1Hp
Maximum user weight	225kg / 35st 6lb
Range per charge*	50-54km / 31-34miles
*Passenger weight, way of driving, terrain and ground conditions, temperatures, weather conditions, and battery condition can affect maximum range.	
Turning radius	1860mm / 73"
Maximum speed	12-13kph / 7.5-8mph
Safe working angle/gradient per user weight* (see diagram below)	0° (0%) - 225kg / 35st 6lb 6° (10%) - 150kg / 23st 8lb 9° (15%) - 125kg / 19st 9lb 12° (20%) - 100kg / 15st 10lb

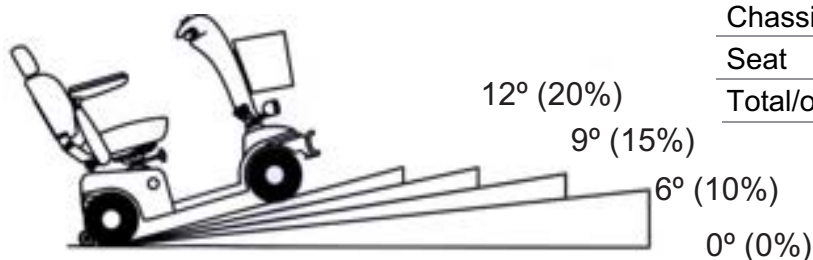
*The safe working angles for the user and equipment are dependent on user weight. Any scooter used outside these parameters may be unsafe and/or cause future problems with the electrical systems.

Dimensions

Total/maximum length	1590mm / 62.5"
Total/maximum width	730mm / 29"
Total/maximum height (floor to top of backrest)	1300mm / 51" - 1350mm / 53"
Height (floor to seat)	700mm / 27.5" - 730mm / 29"
Maximum height when collapsed (without any detachments but with backrest folded forward and tiller moved downwards)	1040mm / 41"
Height (floor to bottom of footwell)	160mm / 6.5"
Clearance (floor to lowest point)	100mm / 4"
Wheels (diameter x width)	330mm / 13" x 90mm / 3.5"
Seat width (excluding armrests)	520mm / 20.5"
Seat height (backrest height)	660mm / 26"
Seat depth	490mm / 19.5"
Basket	D 250mm / 10" x W 360mm / 14" x H 270mm / 10.5"

Component Weights

Chassis (without seat)	131kg / 20st 8lb
Seat	20kg / 3st 2lb
Total/overall weight	151kg / 23st 11lb



Feature Guide (889AE)



1	Tiller with handlebars
2	Mirrors
3	Detachable basket
4	LED headlight
5	Front bumper
6	Front indicators
7	Footwell with foot mat
8	Pneumatic non-marking wheels
9	Battery compartment
10	Adjustable armrests

11	Fold down/reclining backrest
12	Small storage compartment
13	Rear indicators/hazard lights
14	Rear reflectors
15	Brake lights/taillights
16	Anti-tipper wheels
17	Tiller angle adjustment lever
18	Charging port
19	Ignition
20	USB port

Safety Advice

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.
- 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, put the brake on 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.
- 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.
- Follow the guidance and rules for vehicles when travelling on the road.
- Use drop kerbs wherever possible. If mounting a kerb is necessary, only mount kerbs less than 6.5cm and always approach them at an angle of 90° and at a low speed.
- 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.



Do not:

- Carry passengers.
- Travel on inclines exceeding 9°.
- Attempt inclines if the surface is slippery e.g., covered with oil, ice or water.
- Turn sharply at full speed.
- Exit or enter the scooter unless the power is switched off, brake is on and key removed.
- Switch off the power whilst driving – this will cause the scooter to stop abruptly.
- Attempt to drive over kerbs greater than 6.5cm in height. 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.
- 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®.
- 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, near a shower or in a damp bathroom. 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.



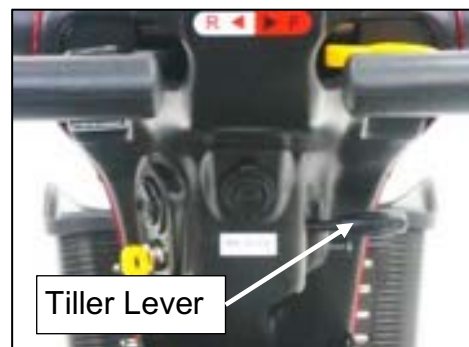
Caution:

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.

Adjustments

Tiller Angle Adjustment

The tiller of your scooter is uniquely designed and very versatile, allowing you to adjust it to a comfortable driving position. To decide which position best fits your needs, carefully push the black lever that is located on the right side of tiller downwards, and gently lower or raise the tiller. Once you are satisfied with the position of the tiller, simply release the black lever and the tiller will automatically lock in position.



Backrest Folding & Angle Adjustment

The angle of the seat can be adjusted whilst sitting in the seat and pulling the lever located on the left side of the seat upwards. Lean forward or push back on the seat to the desired angle. Release the lever when in the desired position and it will lock in place.

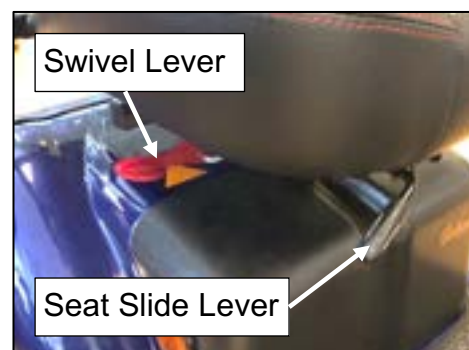
To fold the backrest, when not sitting in the seat, lift this lever and push the backrest downwards towards the seat, releasing the lever when it is folded as far as it will go.



Seat Position & Swivel Adjustment

The seat position can be adjusted forward/backward. This can be done by pulling up on the seat slide lever located on the front right of the seat and sliding the seat forward or backwards to the desired position. Release the lever to lock the seat in the desired position.

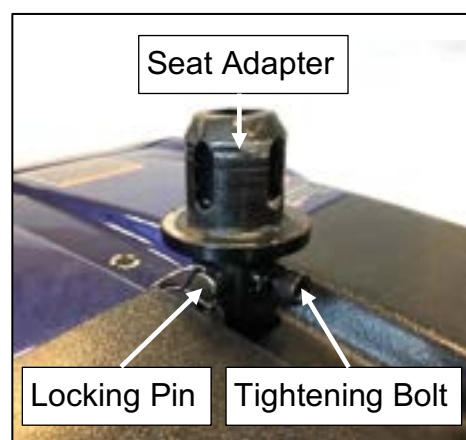
The seat can be swivelled from the forward position to the sides. To do this, pull on the spring-loaded red lever that is located under the right side of the seat. Whilst the lever is pulled up, the seat can be swivelled by rotating the seat in the desired direction. Releasing the lever will lock the seat into one of three positions: facing left, facing right or facing forward.



Seat Removal & Height Adjustment

To remove the seat, fold down the back of the seat as previously described. Pull up the red seat swivel lever and pull the seat upwards away from the scooter at the same time. 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 seat tightening bolt using an Allen key. Remove the locking pin that secures the seat adaptor by pulling it out either 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. Retighten the tightening bolt 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.



Lap Belt Adjustment

Ensure that you are sitting back fully into the seat with your pelvis as upright as possible and not leaning to one side. Close the buckle and position the belt so that the hip bones can be felt above the lap belt.

Adjust the strap length by pulling on the open end of the belt. As a guide, the belt should be adjusted so that there is sufficient room for two fingers to slide between your body and the belt.



Caution:

Should any damage occur to the lap belt, please replace immediately. DO NOT sit in the scooter whilst in any moving vehicle.

Armrest Height Adjustment

The height of the armrests can be adjusted for maximum comfort. At the rear of each armrest on the vertical square tube there is a hand knob holding the armrest in place. Remove the hand knob and adjust the armrest height by pushing the armrest down into the tube further or pulling it upwards out of the tube to line up with the desired hole. Re-locate the hand knobs into the hole of the desired height and tighten.



Armrest Width Adjustment

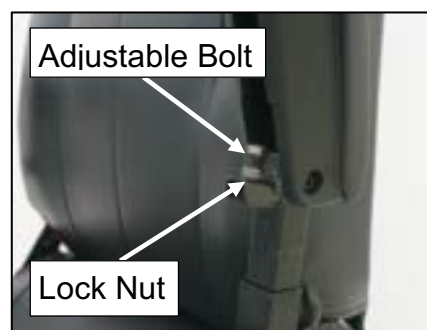
The width of the armrests can be adjusted to your needs. At the rear of the seat there are two hand knobs. Loosen the hand knobs and adjust the armrests by pushing them inwards or pulling them outwards and re-tighten the hand knobs when at the desired position. They can also be removed for transportation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



Flip-up Armrest Angle Adjustment

The armrests flip up to allow for easier transfers. Simply lift the armrest upwards when needing to move the armrest out of the way. 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.



Caution:

Do not use the scooter without the arms being fitted.

Brake Release / Freewheel Operation

When engaging the freewheel mode, the scooter should be turned off. The freewheel release lever is located inside the left rear wheel (under the chassis as circled in the photo). It is a red lever that runs parallel to the wheel. To disengage the motor, lift up the lever and the scooter can now be pushed. To re-engage the motor push down on the lever.



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.

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 stops the battery level may indicate full.

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 battery in a well-ventilated indoor area.
- 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.
- 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.



Caution:

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

For reference:

- An active user can use up to 30% of battery capacity or more per day.
- Inactive users may only use 50% of battery capacity in a week.
- In both these instances the battery should be put on charge overnight.

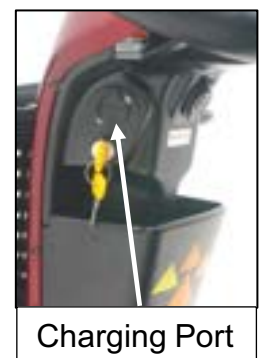
Battery Charging

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.

To charge the batteries connect the 3-pin male plug lead into the 3-pin female battery-charging socket located on the tiller. Plug the A/C cord plug into the wall socket and the other end into the charger (2-pin).

Full information regarding the status of the charger/batteries and the meaning of the LED lights displayed, is referred to in the 'Battery Charger' section and in a separate paper manual supplied with the charger in its packaging box, as well as details on the charger itself.

Once the batteries are completely charged, unplug the A/C cord from the wall then unplug the 3-pin lead from the tiller.



Battery Charger

The battery charger is an off board 8-Amp switch mode type (AC 220/110 V / DC 24V 8A).

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.

Full information regarding the battery charger and its operating instructions are referred to in a separate paper manual supplied with the charger in its packaging box and on the charger itself. Only a summary is provided here:

The charger has 4 LED lights that show the status of the charger.

Power Light – will illuminate yellow when AC is connected to power.

‘G’ – will illuminate when batteries are fully charged and ready for use.

‘Y’ – will illuminate when charging or will flash when the battery is not connected or incorrectly fitted.

‘R’ – will illuminate or flash when a battery fault has occurred.



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 75Ah, 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.

Operating The Scooter

Select an area with plenty of space. 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 and seat to ensure that when seated in the scooter you are in a comfortable position and can easily and freely operate the controls.

Moving Off & Steering

Turn the power on and check that your battery is fully charged. Set your speed settings to low (1 or 2). 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 switch and 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. See additional controller details further on in this manual.

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 the key is turned to the off position and removed. Exit the scooter in the reverse process as mounting it.

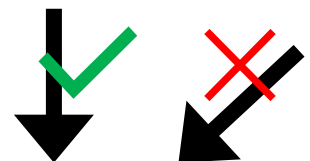


Caution:

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. 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 making turns on a incline.



Edge of drop kerb

When attempting to climb steeper slopes, you will need to set the 'High/Low Speed Switch' to the 'high' setting but remember the higher the number you set your speed dial, the faster your scooter will travel.

Always follow the guidelines for safe climbing angles described in the 'Technical Specification' section on page 3 of this manual.

Kerb Climbing

We recommend that a suitable access point such as a drop kerb or ramp be used at all times.

If mounting a kerb is necessary, only mount kerbs less than 6.5cm. When driving up the kerb, always approach the edge at an angle of 90° (as shown in the illustration on the previous page) and at a low speed. This ensures maximum stability.

Mounting kerbs greater than 6.5cm in height could cause your scooter to turn over, causing personal injury or damage to the scooter.



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.

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

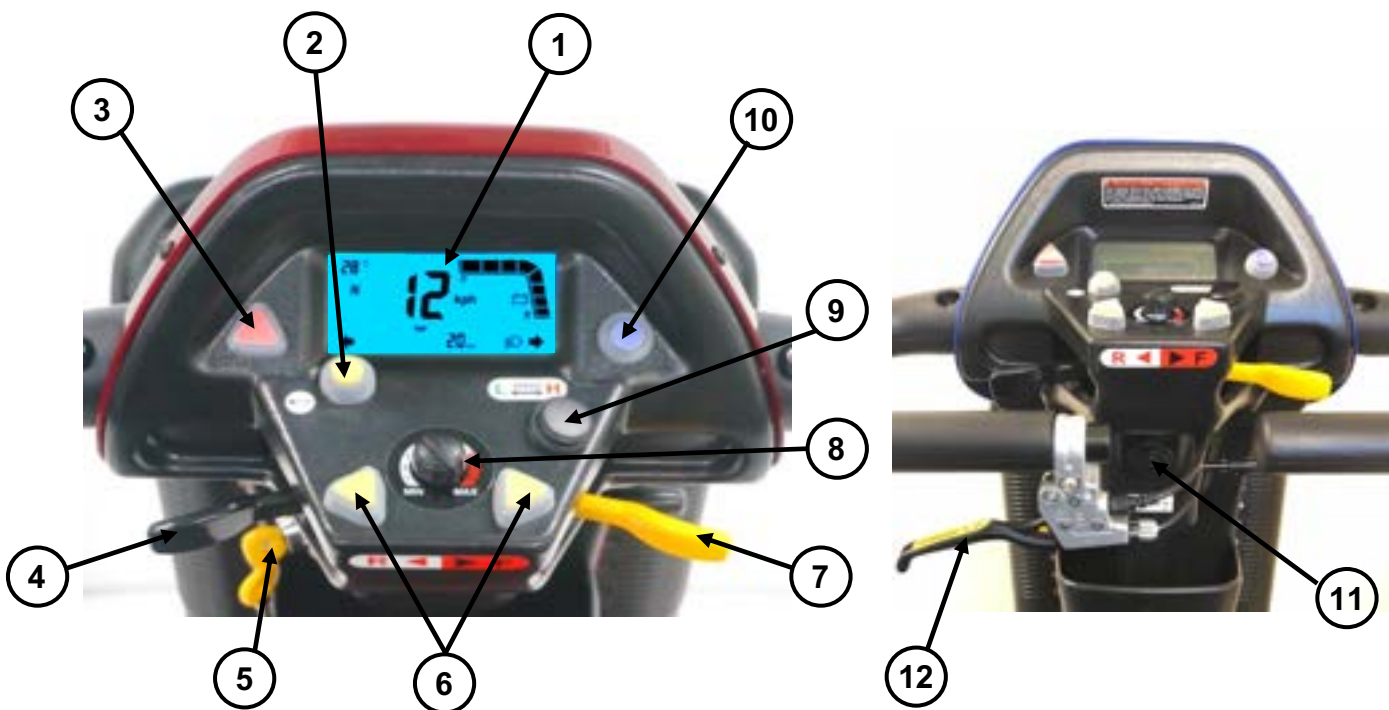
Weather & Outdoor Conditions

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.

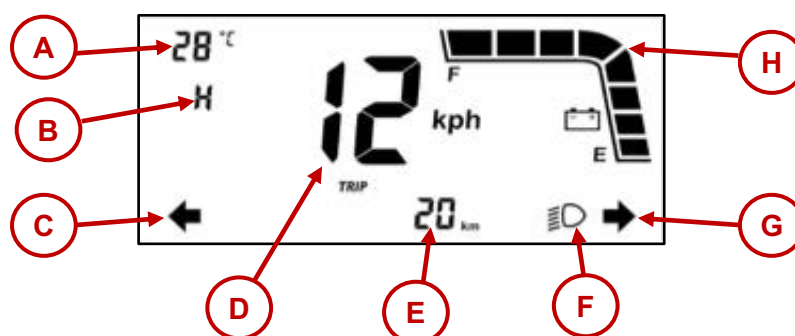
During everyday use, do not use in rain showers, travel through puddles or over wet surfaces. Avoid use in areas where the scooter could become contaminated with sand or abrasive materials. Electrical components could become damaged if exposed to wet conditions.

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



This screen tells you all the current information about the scooter.



1.
LCD
Display
Screen

A Temperature Gauge	This shows the current temperature of the air.
B High/Low Speed Mode	This shows if the scooter is in high speed mode (depicted by an 'H') or low speed mode (depicted by an 'L').
C Left Indicator Signal	If this is illuminated, this shows the left indicators are turned on. If this is illuminated along with the right indicator signal (G), the hazard warning lights are turned on.
D Speedometer	This shows the current speed the scooter is travelling at in kph.
E Odometer	This shows the total number of km your scooter has travelled in its lifetime.
F Headlight Signal	If this is illuminated, this shows the headlights are turned on.
G Right Indicator Signal	If this is illuminated, this shows the right indicators are turned on. If this is illuminated along with the left indicator signal (D), the hazard warning lights are turned on.

	H Battery Gauge	This is an 8-segment display, which gives the state of charge of the battery. The 'F' at the top of the display indicates full whilst the 'E' along the side of the display indicates empty. The closer the bars are to the corresponding letters indicates the fullness/emptiness of the battery.
2. Horn	Pressing this yellow button operates your scooters horn. This should only be used to warn others of your presence and not as a rebuke of any form.	
3. Hazard Warning Lights Switch	Pressing this red triangular button turns on your hazard warning lights. All front and rear indicators will flash in unison until the button is pressed again to stop the lights.	
4. Reverse Finger Lever	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.	
5. Ignition (On/Off) Switch	The key is inserted here. Turning the key on will light up the LCD screen 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 this switch to stop the scooter, except in an emergency.	
6. Indicator Light Buttons	Pressing the left yellow triangular button operates the left front and rear indicator lights whilst pressing the right yellow triangular button operates the right front and rear indicator lights. Pressing the buttons again will turn off the respective indicator lights.	
7. Forward Finger Lever	Pulling this yellow 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.	
8. Speed Dial	Turning this dial sets the maximum speed at which the scooter can travel. It can be set between 1 (minimum) and 10 (maximum). Turning the dial anti-clockwise decreases the speed and turning the dial clockwise increases the speed.	
9. High/Low Speed Switch	Flicking this switch to the right puts the scooter in a high speed mode whilst flicking the switch to the left puts the scooter in a low speed mode. The maximum speed available through the speed dial is affected by the location of this switch.	
10. Headlight Button	Pressing this blue button turns on the front LED headlights. Pressing this switch again will turn them off.	
11. USB Port	Plug a USB cable into this port for the convenience of charging a USB device, such as a mobile phone. The USB port (Output DC 5V, 2.1A Max.) is embedded onto the tiller cover. For your own safety, please be careful if the USB port is used for charging your device while driving and do not use your mobile phone whilst driving.	
12. Handbrake (optional)	Your scooter may be fitted with an emergency handbrake. Pulling this lever upwards engages the emergency handbrake and will bring the scooter to a sudden stop. Only use this in an emergency when a sudden abrupt stop is required.	

Maintenance

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 tyres are in good condition and are the correct pressure (to ensure even wear and maximum ride comfort).
- That moving parts, pivots and frame fixings are not damaged or worn.
- That all hand knobs and levers are secure.

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.



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.

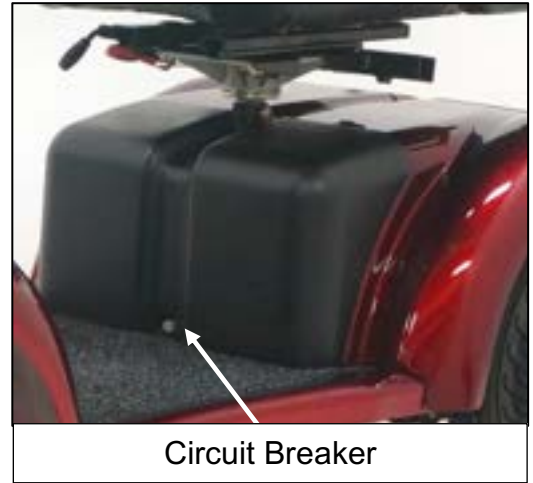
Sleep Mode

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 under the seat at the back of the footwell by the battery compartment.

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.

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 wheels, remove the five 6mm Allen bolts and slide the wheel off its axle hub. When changing a tyre, you must deflate the tyre first. Remove the five bolts to split the rim. 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 25 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 ± 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.

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 rapidly 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 be prohibited and cause an intermittent beeping noise. 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.

Troubleshooting Error Codes

The device can diagnose possible errors in the electrical system, which may prevent your scooter from operating. If an error has occurred, a 'spanner' symbol will show on the left of your LCD screen. The number to the right of the 'spanner' symbol is the corresponding error code which will help to diagnose the problem with the scooter. The red box in the photo of the LCD screen shows an example. The table below shows the possible faults and solutions associated with each error code.



If the error code continues to show after attempting to correct the problem, turn off the scooter and consult your supplier as soon as possible.

Error Code	Possible Faults	Possible Solutions
1	<ul style="list-style-type: none"> • Low battery. • Battery wiring fault. • Old battery. 	<ul style="list-style-type: none"> • Try to charge the battery fully. • Check/fix battery wiring. • Replace battery.
2	<ul style="list-style-type: none"> • Abnormal current of motor/brake. 	<ul style="list-style-type: none"> • Check the motor/brake for any mechanical or wiring problems, fix if necessary.
3	<ul style="list-style-type: none"> • Motor/brake off-line error. • Motor/brake power cable possibly broken. 	<ul style="list-style-type: none"> • Check the brake is disengaged, then reengage your brake, before restarting your scooter. • Replace motor/brake cable if broken.
4	<ul style="list-style-type: none"> • Potentiometer assembly broken or short circuited. • Potentiometer has aged or neutral point setting is incorrectly calibrated. 	<ul style="list-style-type: none"> • Replace potentiometer assembly.



Note:

If your scooter fails to operate after checking the above possible faults consult your local supplier immediately.

Further Information

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 on public roads and in public areas, always follow the UK Highway Code or the necessary rules in your country.

Highway Code & DVLA – UK Users

According to the UK Highway Code, this scooter is a Class 3 Invalid Carriage.

You do not need to have a driver's license to use this mobility scooter, but you do have to register the vehicle if the person you have purchased it from has not already done so. You should be the 'registered keeper' and have a V5C document for your scooter. If you need more information about this, 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.

This scooter can legally only travel at a maximum speed of 4mph off road (on pavements, footpaths and in pedestrian areas). The scooter can travel between 5-8mph on roads, but you are not allowed to drive in bus lanes, 'cycle only' lanes or motorways. Turn on your amber flashing lights when travelling on dual carriageways but avoid using dual carriageways with a speed limit of over 50mph.

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.

Pavements are safer than roads and should be used when available. 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. When you are on the road you should obey the guidance and rules for other vehicles, 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) for full rules and regulations about mobility scooter use on public roads and pavements.

Warnings

- ⚠ Read this manual fully before operating the scooter.
- ⚠ 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. Do not use a mobile phone whilst driving the scooter.
- ⚠ Do not exceed the weight limit of the scooter, carry passengers or tow any other devices.
- ⚠ 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.
- ⚠ When travelling on roads, you must follow the guidance and rules for vehicles. When in public areas, always follow the Highway Code.
- ⚠ 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 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.
- ⚠ Be extremely careful around inclines; do not travel on inclines exceeding the safe gradients specified, do not traverse across inclines or attempt inclines if the surface is slippery and do not reverse down an incline without supervision.
- ⚠ 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).
- ⚠ Try to use to drop kerbs wherever possible and when using these; never reverse down a drop kerb or ramp onto a main thoroughfare, do not hit the drop kerb at speed and do not attempt to climb a drop kerb if the anti-tipping castor wheels have been removed. If mounting a kerb is necessary, only mount kerbs less than 6.5cm and always approach them at an angle of 90° and at a low speed.
- ⚠ The scooter should be switched off and the key removed when charging. Do not operate the scooter or turn the key on 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 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.
- ⚠ 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®.
- ⚠ 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.
- ⚠ 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.
- ⚠ 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 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.
- ⚠ 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, the tiller/controller and lap belt.

Warranty Terms & Conditions

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

This is to certify that your RMA 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 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 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 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).

Model: _____

Purchase Date: _____

Serial Number: _____

Supplier Stamp

