

drive

DeVilbiss[®]
HEALTHCARE



Envoy Scooter

Instructions for use

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1. INTRODUCTION

Thank you for purchasing this product. These instructions for use should be read carefully and understood before operating the scooter. Improper use or unfamiliarity with the scooter may result in harm, injury or traffic accidents. A maintenance schedule has also included at the back. Keep this manual with the scooter, or in a safe place.

Contact Drive DeVilbiss Healthcare Ltd. or check our website for the latest version of this document. Users with visual, reading or cognitive disabilities should seek advice from a professional care provider for an appropriate format. If this is not viable, users should contact Drive DeVilbiss Healthcare Ltd. If you have any questions concerning the operation or maintenance of the scooter, contact Drive DeVilbiss Healthcare Ltd.

2. CONTACT INFORMATION

For assistance in setting up, using, maintaining your scooter, to report unexpected operation or for any service, warranty, sales or customer service information regarding this product, please contact Drive DeVilbiss Healthcare Ltd.



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Any serious incident that has occurred in relation to the device should be reported to the manufacturer and the MHRA or competent authority of your Member State. Please quote the product serial code on all correspondence.

For Service & Support outside the United Kingdom, please contact the local distribution company from where this equipment was purchased. Failure to do so may result in the product warranty becoming void.

3. PRODUCT DESCRIPTION

3.1 Environment

The Envoy Scooter can be used in both indoor and outdoor environments where appropriate. The Envoy Scooter can be used on flat, even path surfaces, however the user should avoid grass, gravel, gradients greater than 8° and motorised roads, if possible. Additional care should be taken to avoid inclement weather and wet surfaces.

3.2 Intended User Group

The Envoy Scooter is intended for a single user of weight up to 160kg (25st). The intended user group for this device is any mobility restricted individual that requires assistance with transport. The patient / occupant is the only intended operator. Users must be both mentally and physically capable of operating the device with minimal risk of injury to themselves and others.

3.3 Intended Use

The intended use of the scooter is to transport an end user with restricted mobility, as defined in section 3.2.

The scooter is intended to support a single occupant. A risk assessment must always be performed on the suitability of the user to the scooter.

3.4 Indications

To provide transport mobility to an end user with restricted mobility.

3.5 Product Overview

The Envoy Scooter has been designed to provide a comfortable and secure solution for users who have mobility restrictions. The product is a class B scooter (under EN 12184:2014), class I medical device and class 2 invalid carriage (4mph Envoy) & class 3 invalid carriage (6 & 8mph Envoy) under The Use of Invalid Carriages on Highways Regulations 1988. For specific guidance with outdoor use, see section 9.6.

This manual is composed from the product design and specifications at the time of publication. As designs change, some illustrations and pictures in the manual may not correspond to the scooter that you purchased. We reserve the right to make design modifications.

4. SAFETY

4.1 Warnings & Cautions



Warning

Warnings in this user manual highlight potential hazards that if disregarded could lead to injury or death.



Caution

Cautions in this user manual highlight potential hazards that if disregarded could lead to equipment damage or failure.

4.2 Risk Assessment

Before using the scooter, a risk assessment must be performed by a competent individual to ensure the safe use of the scooter on a user-by-user basis. It is the responsibility of users and carers to determine that they are both mentally and physically capable of operating the scooter with minimal risk of injury to themselves or others.

The risk assessment should include, but not be limited to:

- Entrapment
- Falling out of the scooter
- Small adults (and children)
- Individuals who lack capacity to operate the scooter
- Users with visual, reading or cognitive disabilities
- Very active occupants
- Unauthorised people with access to the scooter

4.3 Contraindications

- The end user exceeds maximum weight capacity indicated in section 4.4
- The end user has postural support needs that are not addressed by the Envoy Scooter
- Inability to safely guide a power mobility device

Other contraindications may be relevant which are specific to an individual and / or care environment.

4.4 Scooter Loading

The maximum user weight of the scooter is: 160kg (25st)

Maximum user weight is the sum of the user mass and the mass of any ancillary attachments or accessories. Exceeding the maximum weight capacity will void your warranty. Drive DeVilbiss Healthcare Ltd. will not be held responsible for injury and / or damages resulting from failure to observe weight capacities.



Warning

- The maximum load is for the scooter to be occupied by one person only. Additional weight could damage components or destabilise the scooter, potentially causing injury.
- The scooter may only be used to transport one person at a time. It should not be used for climbing. The backrest is not designed to support an entire person's body weight — risk of collapse, entrapment.
- The scooter is not a toy. Children should not be allowed to play near or operate the scooter, as they are at risk of harm.

4.5 Training

All individuals operating the Envoy Scooter are to be suitably familiar with the functionality and limitations prior to use. It is the responsibility of the user to ensure they are suitably trained to use the scooter and any associated parts safely and correctly. Every effort should be made to resolve deficiencies and should include consideration of retraining, falls prevention and equipment alterations and modifications.

If these instructions for use are not deemed sufficient and the need for training is required, please contact Drive DeVilbiss Healthcare Ltd. (see section 2) who can discuss training options with you.

4.6 General Warnings



Warning

- Do not use a damaged or badly worn scooter — risk of harm.
- Check the functionality of the scooter before every use, using the method listed in section 8.3. Check the current fastest speed setting is appropriate. (It is recommended to use a slower speed setting at the beginning of every use, gradually increasing the speed setting as appropriate.)
- Do not use the scooter in rain, ice or snow conditions. Such exposure can damage the scooter and put the user at risk. If exposed to moisture, do not operate the scooter until it has dried thoroughly.
- Do not drive on tall grass, motorised roads, loose surfaces, such as gravel or sand, or in muddy conditions.
- Reduced speed and care should be taken when navigating obstacles.
- Do not attempt to navigate on slopes greater than 8°.
- If unintended movement of the scooter occurs, release the throttle levers to automatically stop the scooter. Do not use the key switch to stop your scooter unless an emergency requires the powering down of the scooter.
- Under no circumstances should the scooter be used as a seat in a motor vehicle.
- The scooter is designed for occupants who weigh less than 160kg (25st); overloading may put the user at risk of falling or entrapment.
- Do not touch any exposed contacts or connectors while using the product or while in contact with other individuals.
- Misused electrical equipment can be hazardous.
- Do not operate the scooter while under the influence of alcohol or when excessively tired.
- Do not operate the scooter at night near motorised roads or in situations without a clear line of sight.
- Only approved parts, specified for the Envoy Scooter, should be used. Accessories that have not been approved or designed for use with the scooter are not to be used — a hazard could be introduced due to product combination incompatibility. If in doubt, contact Drive DeVilbiss Healthcare Ltd.



Warning

- Modification of the Envoy Scooter, its parts or features is not allowed without the permission of Drive DeVilbiss Healthcare Ltd. — a hazard could be introduced.
- The scooter is electrically operated, so should not be used in oxygen-rich environments, in the presence of flammable gases, sources of heat or naked flames — risk of explosion / fire. Damaged or worn upholstery increases the risk of fire hazard and should be replaced immediately.
- Individuals unable to drive the scooter without assistance or supervision must not use the scooter without such supervision. Unsupervised use of the scooter must be avoided if there is any doubt about the ability of an individual to operate it safely.
- If children, adults with learning difficulties or pets pose a potential risk of tampering with the scooter, its suitability for use is to be considered during the initial user / product risk assessment.
- Only use freewheel (manual) mode to manually manoeuvre the Envoy Scooter when unoccupied. Do not use freewheel mode on the scooter whilst occupied and / or on a slope. Always put the scooter in drive mode when freewheel manoeuvring is completed.

5. TRANSPORT & STORAGE

Environmental conditions for transport and storage:

Ambient temperature: -20°C to +45°C

Follow these conditions when transporting or storing the scooter:

- The power switch should be turned off.
- Always fully charge, then remove the battery prior to long-term storage to ensure maximum battery efficiency.
- The scooter should be stored in clean and dry conditions. Cover to protect from fluid ingress, dirt, dust etc.
- Scooters should not be stored on their side, on their backs, or stacked.
- When transporting scooters by vehicle, they should be securely stowed in the back of a van, truck, or boot of a car. Adjustable parts should be removed or properly secured during transport.
- Keep the instructions for use with the scooter or in a safe place.

Note: This vehicle is suitable for land and air transport, but contact your carrier in advance to determine their specific requirements. The battery pack contains two 12V batteries. The batteries are sealed lead acid type and are maintenance free and are non-spillable. They are fitted with spade terminals.

The batteries require charging every week to ensure battery longevity.

The batteries supplied as standard with the battery pack are classified as safe for air transport under IATA special provision A67.

If your scooter is stored for a prolonged period, flat spots may develop in the wheels, causing an uneven sensation when driving. This should work itself out over time. Drive DeVilbiss Healthcare Ltd. suggests placing a sturdy platform under the frame to lift the wheels off the ground and take weight off the wheels during storage. If you notice flat spots after continued use, replace the scooter wheels immediately.



Caution

- Infrequently charged batteries, or batteries stored without a full charge are susceptible to permanent damage, causing unreliable performance from your scooter.
- Avoid placing the scooter in direct sunlight — this could damage the electrical system and / or cause label fading.
- Clean the scooter in line with section 10 prior to storage.



Warning

- Improper storage of your scooter may result in permanent damage to the frame and / or electronics.
- Do not sit on the scooter while in a moving vehicle.

6. SYMBOL DEFINITION

The following symbols are found on this scooter:

Symbol

Description



Warning
Beware of potential hazard



Caution
Beware of potential product damage



Refer to instructions for use - Recommended
Failure to read the instructions for use could introduce a hazard



Refer to instructions for use - Mandatory
Failure to read the instructions for use could introduce a hazard



Medical Device



Safe working load



Do not create a stack of more than 2 boxes



Fragile, handle with care



Use no hooks



This way up

Symbol

Description



Serial number



Product code



Importer code



Quantity



UK Responsible person



Authorised EU Representative



Manufacturer



Date of manufacture



Importer



Distributor



W.E.E.E Label - Found on individual parts of electrical system
(Waste Electrical and Electronic Equipment) Refer to section 12)



Keep away from rain



Beware of trapping points



This device must not be used as a seat in a motor vehicle.

7. PARTS IDENTIFICATION



Freewheel lever



8. CHARGING & PREPARING FOR USE

8.1 Installation



Warning

- Before preparing the scooter, ensure these instructions have been read and fully understood.
- Prepare the scooter in a dry, indoor environment.
- Only competent persons are to prepare the scooter for use. If in doubt, contact Drive DeVilbiss Healthcare Ltd.
- Ensure a risk assessment in line with local health and safety policy is undertaken to ensure that staff are not put at risk when performing assembly activities.

8.2 Battery Charging



Warning

- Do not open the battery.
- Do not connect an extension cord to the battery charger.
- Keep metal objects away from the battery terminals; electric shock may occur.
- Ensure the charging cable is not under excessive tension to avoid cable damage — damaged cables can create an electrocution / fire risk.
- Ensure the battery is not exposed to direct sunlight or a secondary heat source — direct heating of the battery via an external source could pose a fire risk or cause an explosion.
- Do not drive the scooter while the charging cable is attached or connected.



Caution

- Only charge the Envoy Scooter with the approved charger, using the charging port on the battery. Never charge the scooter using a different charger. Use of the socket to supply power to other electrical equipment may damage the scooter's control system and EMC performance.
- Charge fully before each use.

Battery charging and care

- Switch the ignition off and connect the charger power cord in to the mains socket.
- Open the charging socket cap on the scooter tiller. Then connect the charger round plug in to the scooter charging socket located on the left hand side of the tiller (pictured below)
- Switch the charger on at the mains.
- Both the charger's red and orange LEDs will be lit when charging commences. The charging duration will be around 12 hours. To ensure optimum performance an 18-hour charge is recommended. We do not recommend the scooter be charged for longer than 24 hours.
- Both the charger's LEDs will be lit during the charging process. The orange LED will turn green when bulk charging is complete after which the charger trickle charges the batteries. Trickle charging optimises the batteries and is necessary to maintain or improve battery performance.
- Switch off the charger, disconnect the power cord and round plug from the charger socket on the scooter



8.3 Checking Before Use

It is important to check the functionality of the scooter before the initial use to ensure its safe operation.

- With the freewheel lever set to 'NEUTRAL', the scooter should move freely when pushed by hand. With the freewheel lever set to 'DRIVE', it should not be possible to move the scooter by hand.
- Gently pull on either of the throttle controls and ensure the scooter responds correctly.
- Turn the tiller console and ensure the wheels respond correctly.
- Release the throttle control after moving in any direction. The throttle control should immediately return to the neutral position and the scooter should come to a stop.

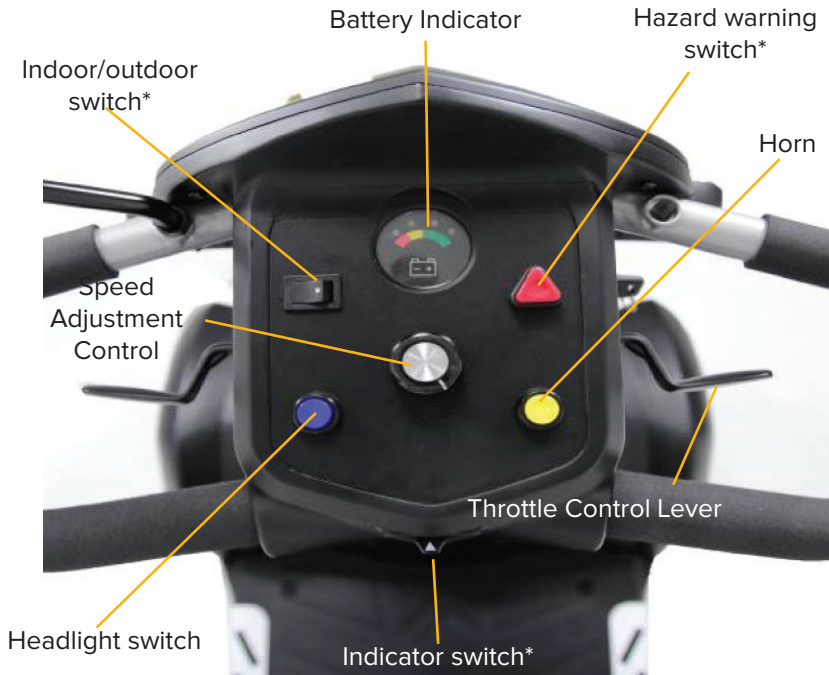
9. OPERATION OF THE ENVOY SCOOTER

9.1 Operational Limits

Ambient temperature: -10°C to +50°C
Operating Humidity: 20% to 85% RH

9.2 Scooter Controls

Please refer to the diagram below to identify your scooter controls and their functions. Familiarise yourself with the terminology to better understand references throughout these instructions.

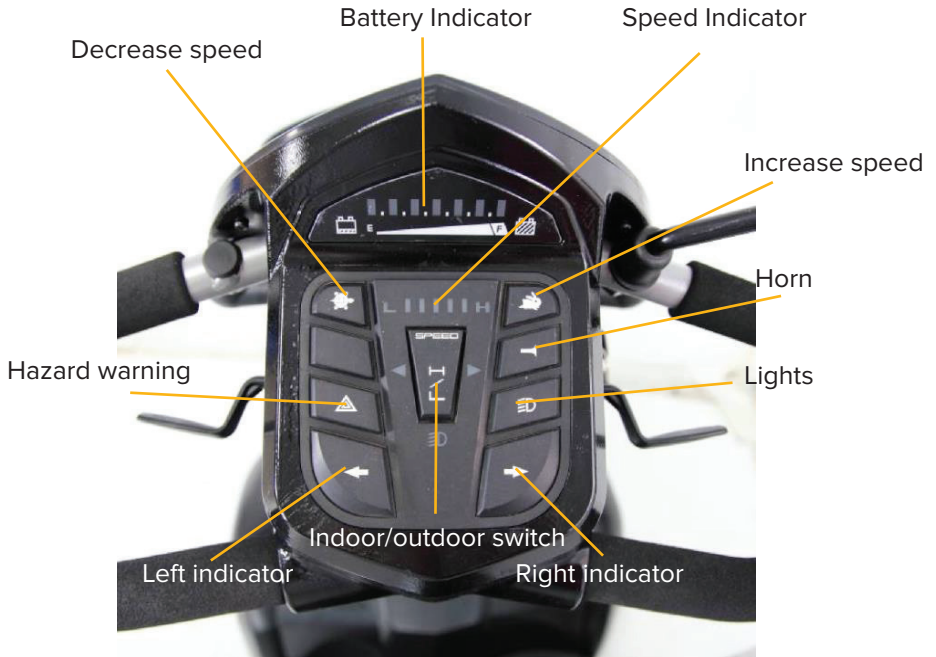


The above control panel is installed on the Envoy 6mph versions
The 4mph version does not include the switches marked with a “*”



Caution

Make sure the scooter functions work correctly before operating, using the checklist in section 8.3 for guidance.



The above control panel is installed on the Envoy 8mph versions.

Key Ignition

The key ignition acts as the power switch for the scooter. To switch the power on, turn the key clockwise and control panel should illuminate. To switch the power off, turn the key anticlockwise, after which the control panel should switch off and the key can be removed.



Warning

- Do not turn the ignition off whilst driving as this will lead to an emergency stop and possible risk of damage or injury.
- When at rest, power down your scooter to prevent unintended motion.

High / Low Speed Setting

When the scooter is used indoors or in a pedestrian environment (such as on the pavement or in a shopping mall) the Low speed setting should be engaged. When the scooter is used on the road, the high speed setting may be engaged.

6mph version: To engage the Low Speed Setting, press the right half of the Indoor/Outdoor Switch (marked with a dot) and this will limit the scooter's top speed to 4mph. To engage the High Speed Setting, press the left half of the Indoor/Outdoor Switch (without a dot) and this will allow the scooter to have a 6mph top speed.

8mph version: Press the Indoor/Outdoor Switch so that the 'L' is lit for low speed or the 'H' is lit for high speed.

Speed Adjustment

(Envoy 4 & 6) The top speed of the scooter can be increased by turning the dial clockwise, or decreased by turning the dial anticlockwise.

(Envoy 8) The top speed of the scooter can be adjusted by pressing the Increase Speed and Decrease speed buttons. The top speed is shown on the Speed Indicator.



Warning

Do not adjust the speed dial whilst driving as this could result in loss of control. Do not set the highest speed whilst driving indoors.

Tiller Adjustment (4mph / 6mph version)

Turn the tiller adjustment knob anticlockwise (towards the scooter seat) to slacken off the tiller. Move the tiller to the required position and retighten the knob by turning clockwise (towards the front of the scooter).



Tiller Adjustment (8mph version)

Push or pull the lever (as shown right) on the tiller whilst adjusting the angle of the tiller. Release the lever to lock the tiller in position.



Warning

Always ensure the tiller lock is disengaged when driving the scooter.
Always check the tiller moves and turns freely before driving.

Moving and Braking

The scooter is propelled by the user operating the wigwag paddle at the bottom of the control panel. To move the scooter forward, move the right hand side of the paddle towards the user.

To reverse the scooter, move the left hand side of the lever. The further the paddle moves, the faster the scooter will travel. To stop the scooter, release the wigwag paddle and the electromagnetic brake will apply automatically.

The brake is also automatically applied when the scooter is switched off.

The 8mph version has a secondary cable brake which the user can use in an emergency, by operating the cable brake located on the left hand side of the tiller.



Warning

Do not push both left and right hand sides of the wigwag simultaneously. You will not be able to control the scooter.

Horn Button

Press the horn button to sound the horn. Release the button to stop the horn.

Front Light

Press the Lights button once to switch on the lights. Press the button again to switch off the lights.

Braking – Electromagnetic Brake

Release the wigwag paddle completely, and the electromagnetic brake will be activated automatically and the scooter will stop.



Warning

When on a gradient, never set the vehicle to freewheel mode the brakes will not be applied.

Indicator Buttons

Use the relevant indicators when making a turn to show your direction of travel. Push the Indicator button in the direction of travel required once to operate the relevant indicators. Repeat to stop the indicators.

Hazard Warning Switch

Press the button to turn on the hazard warning lights. Press the button again to switch them off.

Seat

The seat can rotate 360° and locks in 45° settings. To rotate, lift up the lever (A) located underneath the right hand side of the seat and swivel seat. Release the lever and carry on swiveling the seat until it locks in position. You can adjust the amount of legroom on the scooter by sliding the seat back and forth. To slide the seat, lift up the seat sliding handle (B). Then adjust the seat to correct position, release the handle and continue sliding the seat until it locks in position.



Armrests

To adjust the armrest width, first slacken off the knobs at the rear of the seat. Adjust the armrests to the required width and then re-tighten the knobs.



Return the seat to the forward position before driving.

Warning

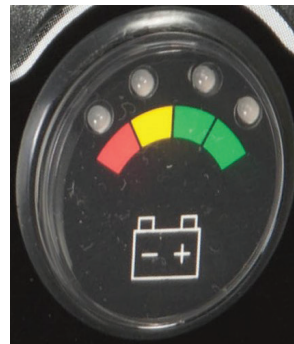
Battery Indicator

The battery indicators (shown right) on the control panel, lights LEDs to show remaining power:

Green - 40% - 100% capacity

Yellow - draining charge (10% - 30%)

Red - immediate recharge is necessary.



The remaining power indicated by the battery indicator will vary by the driving time incurred and how you drive. Repeated starting, stopping and climbing will consume power more quickly.



Ensure the charger is unplugged before driving the scooter.

Warning

4mph / 6mph version

If the leftmost LED is flashing, this means the scooter has encountered a problem. The LED will flash a number of times then pause. If this occurs, switch off the scooter and restart ensuring that the wigwag paddle is released and the freewheel lever is engaged to DRIVE. If this does not solve the problem try recharging the batteries. If the problem still persists, contact your dealer.

8mph version

If a number of LEDs are flashing, this means the scooter has encountered a problem. If this occurs, switch off the scooter and restart ensuring that the wigwag paddle is released and the freewheel lever is engaged to DRIVE. If this does not solve the problem try recharging the batteries. If the problem still persists, contact your dealer.



Circuit Breaker (circled left)

The circuit breaker may trip when the scooter is under excessive load or when travelling on steep inclines. It will be more prone to tripping when the scooter is low on battery charge. Under normal conditions the circuit breaker button will protrude by 2mm – 3mm. If the circuit breaker has tripped the button will protrude by 7mm. To reset the circuit breaker, push the button in and the scooter should operate as normal.

Freewheel Lever

The lever located on the left-hand rear side of the scooter is used to engage the scooter motors to the wheels. When the lever is pushed forwards, the scooter is in drive mode. The controls will operate the scooter and the brakes will be engaged. The scooter cannot be moved by hand in this mode.



When the lever is pushed backwards, the scooter is in freewheel mode. The scooter motors and brakes are disengaged, and the scooter is free to move by hand.



Warning

Never sit on your scooter when it is in freewheel mode and never use freewheel mode when the scooter is on an incline. The scooter brakes are disengaged and will be free to move. Failure to do so may cause personal injury.

9.3 Driving the Scooter

You must exercise awareness, caution, care, and common sense when operating your scooter. Always keep in mind your own limitations and substance use.

Users may encounter difficult manoeuvring situations such as narrow doorways, travelling up and down ramps, cornering, and travelling on uneven terrain. Be sure to lower the speed, take your time, and carefully manoeuvre the scooter.



Warning

- Never use your scooter while tired, smoking, under the influence of alcohol or other mind-altering substances. Be aware of precautions, warnings, and safety issues when taking prescribed or over-the-counter drugs before driving.
- If there is a history of active seizures in the last 6 months, clearance should be obtained from a neurologist that the patient's seizures do not prohibit safe use of a motorised device.
- When operating the scooter, the occupant is expected to be positioned appropriately in the seat, with limbs clear of moving parts to prevent entrapment. Never reach, lean or bend when driving the scooter.
- Always make sure the power is off before getting on and off the scooter.
- Carers should keep clear once the scooter is powered on. Do not operate the controls while anyone is entering or leaving the scooter – a hazard may be introduced.
- Do not let children play near or operate the scooter.
- Keep your feet on the scooter at all times during operation. However, do not stand with your full weight directly on the scooter – risk of tipping or personal injury.
- Keep your hands and feet away from moving parts while driving. Be aware of loose-fitting clothes that can become caught in the drive wheels.
- Always reduce your speed and maintain a stable centre of gravity when turning corners.



Caution

Always check the Envoy Scooter is free of obstructions before use.

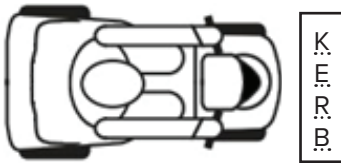
9.4 Steps, Kerbs & Fixed Obstacles

Use extreme caution when operating your scooter near kerbs, porches, stairs, escalators, drop-offs, unprotected ledges, and raised areas. Approach slowly, and make sure the front of the scooter is perpendicular to the obstacle.

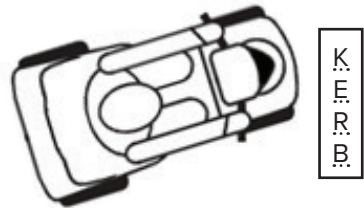
To manoeuvre up a fixed obstacle – Increase the forward speed until the scooter has cleared the obstacle, and then you may reduce the speed.

To manoeuvre down a fixed obstacle – Reduce the forward speed just before the front wheels come in contact with the obstacle and remain at the reduced speed until scooter has cleared the obstacle, then you may increase the forward speed.

Correct Approach:



Incorrect Approach:



Warning

- Never attempt to navigate your scooter over a kerb or other fixed obstacle taller than the maximum ground clearance. Refer to section 14 for this information.
- Never attempt to navigate your scooter backwards over an obstacle. Make sure that there are no steps, kerbs or other obstacles behind you while reversing – tipping / falling risk.
- Never attempt to operate your scooter on steps or escalators.

9.5 Inclines

Use caution when approaching inclines or declines. If necessary, lower the speed before travelling on a slope.

When travelling up an incline try to keep the scooter moving forward. If you must come to a stop, use caution and slowly accelerate the scooter forward. When travelling down an incline, lower the speed on your scooter to the slowest setting, and proceed cautiously.

If the scooter is travelling down the incline faster than you expected, slowly return the throttle lever to neutral to come to a stop, then slightly pull the throttle lever forward again to continue safely down the incline.



Warning

- Drive your scooter straight up or down an incline, never backwards. Erratic movements, or back and forth patterns may increase the chance of tipping.
- Be careful when driving on inclines. Inclines vary and doing so may decrease stability.
- Do not, under any circumstances, travel on a slope greater than the maximum stability angle for this scooter. Refer to section 14 for this information. Exceeding the stability angle may cause unstable conditions.

9.6 Outdoor Operation & Inclement Weather Precautions

Exposure to inclement weather should always be avoided. Monitor weather forecasts before starting a journey to reduce risks. If you find yourself caught in inclement weather while operating your scooter, proceed to the closest shelter immediately. Completely dry your scooter before operating, charging, or storing.



Warning

- Do not take your scooter on roads or highways.
- Be cautious when driving your scooter in busy areas, such as shopping malls.
- If you get caught outside in the rain, seek shelter immediately and dry the scooter with a cloth.
- Do not drive your scooter at night without proper lighting.
- Avoid exposure to moisture, standing water, rain, snow, ice or salt when possible. Operating in rain, snow, salt, mist and on icy or slippery surfaces may have an adverse effect on the electrical system.
- At extreme temperatures, the batteries may freeze, and your scooter may not be able to operate. In extreme high temperatures, it may operate at slower speeds due to a safety feature of the controller that prevents damage to the motors and other electrical components. Operational limits stated in section 9.1 must be observed.



Caution

If you are unsure of a surface, such as gravel, it is recommended to avoid it and locate an alternative route.

9.7 After Use Instructions

Remove the key after use of the scooter.

Store the scooter in a location that cannot be interfered with by children, meets the storage conditions in section 5 and is free from excess moisture.

Clean the scooter with a soft cloth and ensure it is dry (see section 10).

10. CLEANING



Warning

- Never use direct contact with water to clean the scooter. This could cause damage to the electrical components and put the user at risk. Only a damp cloth should be used.
- Always disconnect the Envoy Scooter from the mains supply prior to cleaning.
- Never use any neat bleach or similar chemicals on the seat or armrests, as this may damage various materials.
- PPE must be worn during manual decontamination to prevent the risk of infection.
- Deviating from the specified cleaning instructions could cause a biological hazard, especially in multi-user environments, and adversely affect the life and efficiency of the product.



Caution

Regular cleaning can help prolong the lifespan of the scooter.

Use a damp cloth with a mild soap or detergent to clean the frame, and then dry thoroughly. A light coat of car wax can be used on the painted surfaces to retain the high-gloss appearance.

11. MAINTENANCE & SERVICING



Warning

- Always disconnect the scooter from the main power supply and remove the battery prior to performing any maintenance procedures (where viable).
- Never attempt to deconstruct the enclosures, re-wire any components or replace internal battery components. Modification of the scooter is not allowed without the permission of the manufacturer and electrical system components are only to be replaced by authorised service personnel.
- No maintenance or servicing should be conducted while the device is in use – risk of electric shock, entrapment, loose parts, etc. If not possible due to the occupant's mobility, a risk assessment should be carried out, and if deemed safe to proceed, care should be taken to avoid contact with the occupant when working on electrical items.
- Failure to carry out the following checks at the stated frequencies could negatively influence the essential performance of the scooter and as a result put individuals at risk.
- Allow all components to cool before performing maintenance. Parts of the motor system can generate heat while driving.



Caution

All maintenance should be conducted by a competent person. Disassembling the controller, motor, or charger by anyone other than an approved service engineer is prohibited and voids any applicable warranty. For any maintenance concerns, contact Drive DeVilbiss Healthcare Ltd.

11.1 General Guidelines

Routine maintenance is required to ensure the maximum use of your scooter. While some of the maintenance can be done by yourself, you may need assistance from an authorised service engineer. If you have any doubts, contact Drive DeVilbiss Healthcare Ltd.

If there are any signs of damage, or the scooter is not performing as it should, withdraw it from service until the scooter has been repaired and is fit for use.

Preventative maintenance is key to keeping the Envoy Scooter in prime operating condition. Follow the Maintenance Schedule at the end of this manual to periodically inspect the Envoy Scooter for serviceable items.

- Avoid knocking or abuse to the control unit
- Avoid prolonged exposure to extreme heat or cold
- Keep the scooter clean and free from moisture
- Never use a conditioner on the tread of the wheels
- Check for the presence of flat spots on the tyres
- Check all electrical connections, ensuring they are fastened and not corroded
- Check the frame and all components for loose fasteners and tighten where appropriate

The following conditions may indicate a serious problem with your scooter. Contact Drive DeVilbiss Healthcare Ltd. if one of the following conditions occurs:

- Motor or gearbox noise
- Frayed electrical cables
- Cracked or broken connections
- Uneven wear on the tyres
- Veering to one side when steering straight
- Bent or broken wheel assemblies
- Will not power on
- Loose seat or seat components

All wheel bearings have been lubricated and sealed. They should not require subsequent lubrication during maintenance.

If in doubt about the correct replacement of a component, contact Drive DeVilbiss Healthcare Ltd.

11.2 Fault Resolution

Minor faults with the Envoy Scooter can be resolved using the steps below:

- Switch off scooter by removing the power key.
- Check scooter freewheel lever is in 'Drive' mode.
- Check the charger is not plugged into the socket on the battery pack or on the scooter.
- Ensure the throttle lever is released.
- Switch the scooter back on with the power key and wait 5 seconds before trying the throttle lever.

If this does not resolve the issue, recharge the battery and repeat the above procedure. If the fault is still not resolved, do not use the scooter, turn off the power and contact Drive DeVilbiss Healthcare Ltd.

11.3 Repair

Contact your provider to discuss the replacement of components on the scooter. Some spare parts may be replaced by the user under instruction from service personnel, however other components will require installation by a service engineer.

12. DISPOSAL OF PARTS

When the scooter, the electrical system or any associated packaging and accessories have come to the end of their useful life, follow W.E.E.E. (Waste Electrical and Electronic Equipment) policies, local and national regulations for recycling and disposal.

Individual parts can be separated and disposed according to the type of material. The electrical components of the scooter should not be disposed in municipal waste. Some of these electrical components could be harmful to the environment and where viable, can be recovered and reused / recycled.

When the scooter is unpacked for the first time, the cardboard box, and plastic packaging used can be recycled at recycling centres that offer suitable cardboard and polymer recycling programmes respectively.

For further information about disposal, contact your local waste agency, recycling centre, or provider. If in doubt, contact Drive DeVilbiss Healthcare Ltd.



Warning

The Envoy Scooter and any associated parts are to be decontaminated before disposal to avoid the risk of cross-contamination.

13. ELECTROMAGNETIC COMPATIBILITY (EMC)

Electromagnetic interference (EMI) tests have shown to produce adverse effects on the performance and control of electrically powered mobility devices. EMI can be produced from different sources, such as cellular phones, amateur radio transmitters (HAM), microwave signals and emergency vehicle transceivers. The EMI produced from hand-held radios are of special concern.

The EMI waves can cause unintentional movement of the scooter, or damage to the controller. Every electrically powered mobility device has a resistance to EMI. The higher the resistance level the greater the protection. The intensity of the interference can be measured in volts per meter, V/m.

If the scooter or any alternative equipment is found to be operating abnormally, turn off the piece of equipment that is believed to be causing the interference (if possible, as soon as it is safe) to identify the source of the RF energy. Once identified, mitigation measures are to be taken, such as the separation distances being increased and / or the device(s) being re-orientated. If the scooter continues to operate abnormally, turn off at the mains supply and contact Drive DeVilbiss Healthcare Ltd.

The warnings listed below are recommended to prevent possible interference with the control system of your scooter. Your scooter, with no modifications, has an immunity level of 20 V/m. For specific emissions and immunity information relating to the scooter, contact Drive DeVilbiss Healthcare Ltd. Report EMI incidents to Drive DeVilbiss Healthcare Ltd. using the details provided in section 2.



Warning

- Do not operate hand-held transceivers or turn on personal communication devices while the scooter is powered on. Avoid use adjacent to or stacked with other equipment where possible. If adjacent use is necessary, the scooter should be observed to verify normal electrical operation in the configuration in which it is to be used.
- Use of accessories and cables other than those specified or provided by Drive DeVilbiss Healthcare Ltd. could result in increased electromagnetic emissions or decreased electromagnetic immunity of the scooter and result in improper operation or driving performance.
- Portable RF communications should be used no closer than 30 cm to any part of the scooter (including its cables), otherwise a degradation in performance could result.
- Avoid use around radio transmission systems, such as radio or television stations.

14. SPECIFICATION

Product name:	Envoy 4mph Scooter (MS050)
Product codes:	MS050PB, MS050RD, MS050SIL, MS050WH
Manufacturer code:	WT-M4JRH
Top Speed*	≤4 mph (6.4 kph)
Maximum Range*	30 miles (48 km)
Rated Slope	8°
Maximum Stability Angle	8°
Ground Clearance	6.5 cm
Minimum Turning Radius	135 cm
Scooter Dimensions:	
(L × W × H) (cm / in)	121 × 60 × 102 cm (47.5" × 23.5" × 40")
Wheels:	
Wheels	275 × 75 mm (11" × 3")
Wheel Type	All Envoy models are fitted with 3.00 x 5 pneumatic tyres (275mm x 75mm) when the tyre is worn out, replace the tyre only.
Maximum user weight:	160 kg (25 stone)
Product weight:	61kg
Battery weight:	33kg
Motor Type:	24 V, 350W
Max Controller Output:	120 A
Max Charger Output:	4 A
Application environment:	See section 3.1
Liquid ingress protection:	IPX4 – Protection from water splashes
* Maximum range is based on an ambient temperature of 20°C, a 100kg user weight and a brand new fully charged battery, a constant driving speed at 6.4km/h with 70% battery power discharged. Speed and range may also vary depending upon user weight, battery charge and condition, incline, weather conditions and driving behaviour.	

Product name:	Envoy 6mph Scooter
Product codes:	MS051PB, MS051RD
Manufacturer code:	WT-M4JH6
Top Speed*	6 mph (9.6 kph)
Maximum Range*	30 miles (48 km)
Rated Slope	8°
Maximum Stability Angle	8°
Ground Clearance	6.5 cm
Minimum Turning Radius	135 cm
Scooter Dimensions:	
(L × W × H) (cm / in)	121 × 60 × 102 cm (47.5" × 23.5" × 40")

Wheels:

Wheels	275 × 75 mm (11" × 3")
Wheel Type	All Envoy models are fitted with 3.00 x 5 pneumatic tyres (275mm x 75mm) when the tyre is worn out, replace the tyre only.

Maximum user weight:	160 kg (25 stone)
Product weight:	61kg
Battery weight:	33kg

Motor Type:	24 V, 470W
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Max Controller Output:	120 A
Max Charger Output:	4 A

Application environment:	See section 3.1
Liquid ingress protection:	IPX4 – Protection from water splashes

* Maximum range is based on an ambient temperature of 20°C, a 100kg user weight and a brand new fully charged battery, a constant driving speed at 9.6km/h with 70% battery power discharged. Speed and range may also vary depending upon user weight, battery charge and condition, incline, weather conditions and driving behaviour.

Product name:	Envoy 8mph Scooter
Product codes:	MS058PB, MS058RD, MS058SIL, MS058WHT
Manufacturer code:	WT-M4JH8
Top Speed*	8 mph (12.8 kph)
Maximum Range*	30 miles (48 km)
Rated Slope	8°
Maximum Stability Angle	8°
Ground Clearance	6.5 cm
Minimum Turning Radius	135 cm
Scooter Dimensions:	
(L × W × H) (cm / in)	121 × 60 × 122 cm (47.5" × 23.5" × 48")

Wheels:

Wheels	275 × 75 mm (11" × 3")
Wheel Type	All Envoy models are fitted with 3.00 x 5 pneumatic tyres (275mm x 75mm) when the tyre is worn out, replace the tyre only.
Maximum user weight:	160 kg (25 stone)
Product weight:	73kg
Battery weight:	33kg
Motor Type:	24 V, 500W
Max Controller Output:	120 A
Max Charger Output:	4 A
Application environment:	See section 3.1
Liquid ingress protection:	IPX4 – Protection from water splashes

* Maximum range is based on an ambient temperature of 20°C, a 100kg user weight and a brand new fully charged battery, a constant driving speed at 12.8km/h with 70% battery power discharged. Speed and range may also vary depending upon user weight, battery charge and condition, incline, weather conditions and driving behaviour.

15. WARRANTY

Drive DeVilbiss Healthcare Ltd. guarantees this product is free from defects in material and workmanship under normal use for 2 years (with the exception of batteries and tyres which are guaranteed for 1 year and the frame which is guaranteed for 3 years), from date of purchase from Drive DeVilbiss healthcare Ltd. and its subsidiary companies or authorised dealers (Your Supplier). All implied warranties, of fitness and merchantability, are limited in the total duration of 2 years from date of purchase. Proof of purchase must be presented with any claim.

Drive DeVilbiss Healthcare Ltd. makes no other warranties, expressed or implied and all implied warranties of merchantability, non-infringement and fitness for a particular purpose are hereby disclaimed. In no event will Drive DeVilbiss Healthcare Ltd. be liable for punitive, special, or consequential damages.

Except as provided herein, this warranty will not apply to any Drive DeVilbiss Healthcare Ltd. products that have been (a) damaged by lightning, water, or power surges, (b) neglected, altered, abused, or used for a purpose other than the purpose for which they were designed, (c) repaired by you or any other party without Drive DeVilbiss Healthcare Ltd. prior written authorisation, (d) used in conjunction with a third-party product or products not approved in advance by Drive DeVilbiss Healthcare Ltd. (e) damaged or failed by or attributes to acts of God, (f) damaged, caused by failure to follow instructions, or (g) otherwise used in a manner inconsistent with any instructions provided by Drive DeVilbiss Healthcare Ltd. The warranty explicitly exempts consumable items.

This warranty contains the entire agreement between You, your Supplier and Drive DeVilbiss Healthcare Ltd. with respect to any warranty matters and supersedes any and all other written or oral statements, representations or agreements relating to the subject matter of this warranty.

In the event of a product defect during the warranty period you should contact your Supplier, whether it be Drive DeVilbiss Healthcare Ltd., its subsidiary companies, authorised dealers or international distributors, who will at their option, unless otherwise provided by law, do one of the following:

a) correct the defect by product repair within the terms of the warranty, b) replace the product with one of the same or similar design or c) refund the purchase price.

Please note if a fault is outside of the warranty terms and conditions (please see above), any repair undertaken will be charged for.

All replaced parts and products on which a refund is made become the property of Drive DeVilbiss Healthcare Ltd. Repaired or replaced parts and products are warranted for the remainder of the original warranty period.

You will be charged for repair or replacement of the product made after the expiration of the warranty period.

Drive DeVilbiss Healthcare Ltd. cannot be held responsible for any injury or incident which relates to the use of this product in conjunction with accessories manufactured by companies other than Drive DeVilbiss Healthcare Ltd.

Drive DeVilbiss Healthcare Ltd. has a policy of continual product improvement and reserves the right to amend specifications covered in this document.

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16. MAINTENANCE SCHEDULE

Inspect your scooter routinely for service issue or wearable items.

Inspection	DAILY	WEEKLY	MONTHLY	SIX MONTHLY
All Parts			✓	
Turning, Driving, Preset and Disassembly etc.		✓		
Brake system	✓			
Connections		✓		
Battery Condition	✓			
Wheel Condition			✓	
Motors				✓
General Device Inspection		✓		
Cleaning	✓			

SUGGESTION – Once a year, take your scooter to a service engineer for inspection and maintenance who are authorised on behalf of Drive DeVilbiss Healthcare Ltd.



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UKRP

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47 Wandle Road, Croydon, Surrey, CR0 1DF, England, Great Britain

EC REP

Y. Sung Handelsvertretung
Toulouser Allee 9, 40211 Duesseldorf, Germany



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