



BETTY &
BERTIE
MOBILITY

REN

PRODUCT MANUAL





Thank you for choosing me, my name's Ren and I'm here to take care of all of your mobility needs!

We hope you love the scooter as much as we do. To get your relationship off to the best start we've compiled all the information you'll need in this manual. As well as containing all operation guides we have also listed all safety checks and instructions. We advise all users to read and familiarise themselves with this information before operating the scooter. We also have online videos to help you familiarise yourself with Ren.

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1. IMPORTANT SAFETY MEASURES

WARNING: DO NOT TRY TO OPERATE THE SCOOTER BEFORE READING THROUGH THE SAFETY MEASURES.

- The scooter is designed for one person use only.
- The product is equipped with a lithium-ion battery. Do not disassemble internal parts of the battery.
- This scooter is intended for use on pavements only. Do not use on roads.
- Speeds for driving on the pavement are capped by UK law at 6 km/h (4 mph). This is the pre-set maximum speed of the 'Slow' setting of your scooter Do not use the other speed settings (medium / fast) unless on private property.
- Do not drive up very sharp slopes. Do not drive over 300m on slopes with an incline above 15 degrees.
- The control system will cut off the power if the limited angle has been exceeded. If this happens restart the power.
- Do not operate when drinking alcohol. Avoid driving the scooter when fatigued or at night time
- Switch off the power when not in use. Do not use the scooter as a seat on a moving vehicle.
- The scooter can be safely used in parks and on grass, but avoid driving on ground that is so uneven as to destabilise the scooter.
- Avoid driving on pebbles, stones, soil and gravel surfaces. If you are unsure about the condition of the ground then we recommend you do not drive on it
- Electric scooters can go over obstacles up to the ground clearance of that scooter. Reduce speed when going over obstacles (such as speed bumps)
- Slow down when turning, going up a slope, over an obstacle and driving over rugged rock or soft ground.

2. ITEM DIMENSIONS



LENGTH	WIDTH	GROUND CLEARANCE	BACK HEIGHT	HEIGHT (UNFOLDED)	HEIGHT (FOLDED)
98 CM / 40 IN	56 CM / 22 IN	12 CM / 4.7 IN	78 CM / 30.7 IN	87.5 CM / 34 IN	54 CM / 21 IN
SEAT HEIGHT (OFF GROUND)	SEAT HEIGHT (OFF FOOTREST)	FOOTREST LENGTH	FOOTREST WIDTH	HANDLEBAR LENGTH	TYRE DIAMETER
51 CM / 20 IN	37 CM / 15 IN	29 CM / 11.4 IN	37 CM / 14.5 IN	55 CM / 21.6 IN	25 CM / 10 IN
SEAT WIDTH	SEAT LENGTH	MAX SPEED	LOAD CAPACITY	WEIGHT	RANGE
31 CM / 12.2 IN	32 CM / 12.5 IN	8 MPH	165KG (26 STONE)	28 KG (4.4 ST)	35 KM (21 MILES)

3. REPAIRS

If your scooter needs a repair then please contact our office who will be able to help you. In order for your warranty to be valid all repairs must go via our Betty and Bertie office.

Call Us: 0800 999 6606 OR Email Us: info@bettyandbertie.com

4. ENVIRONMENT PROTECTION

Please do not abandon an unwanted scooter and/or battery. Dispose of all such items responsibly with due regard for the environment. Your local authority will be able to advise if this is necessary.

5. ADJUSTING THE FRONT DRAW BAR

1. Bring scooter up onto its back wheels
2. Locate the locking pin
3. Hold the pin out and pull out the metal bar
4. Release the locking pin and bring out the front draw bar
5. The bar will click into place with the 2nd locking pin

OR

You can locate this locking pin and pull it out to click in the bar manually



6. ADJUSTING THE REAR DRAW BAR

Always extend the rear safety bar when driving the scooter. This provides extra stability and prevents tipping of the scooter when reversing or braking on an incline.

Stage 1

Pull out locater pin

Stage 2

Extend safety bar to be the first or second hole and allow the locater pin to locate in the desired hole.



7. PRODUCT FEATURES



1	2	3	4	5
COLLAPSIBLE SEAT	REMOVABLE BATTERY	REAR DRAW BAR	MUD GUARDS	CONTROL PANEL
6	7	8	9	10
HANDBRAKE SYSTEM	HEIGHT ADJUSTMENT	SAFETY LOCK	SAFETY LIGHT	INFLATABLE TYRES

CONTROL PANEL FUNCTIONS:

1	2	3	4
BATTERY LEVEL	CURRENT SPEED	DISTANCE	SPEED SETTING
5	6	7	
HORN	MODE (ON/OFF)	CONTROL BUTTONS	



8. OPERATING INSTRUCTIONS – GETTING STARTED

ON/OFF – POWER SWITCH

1. To power-on your scooter simply press the **M** button for 3 seconds
2. To power-off your scooter simply press the **M** button for 3 seconds



BATTERY INDICATOR

When the scooter is on the battery light will display how much battery life you have remaining



SPEED SETTINGS

- To increase the speed, press the + sign once and watch the bars under ASSIST increase
- To decrease the speed, press the - sign once and watch the bars under ASSIST decrease



Speeds

1. 8 kmph / 4 mph
2. 10 kmph / 6 mph
3. 13 kmph / 8 mph

NOTICE

You must NOT EXCEED past the 1st speed in public as the law permits the limit for pavement mobility scooters at 4mph.

FORWARD/REVERSE

Set the directional switch to:

D: Forward drive

R: Reverse

NOTICE: Ren does not emit a warning sound when reversing.



SAFETY LIGHT

To turn on the safety light, hold down the + button for 3 seconds.

To turn off the safety light, hold down the + button for 3 seconds.



HORN BUTTON

We advise that you only use it when needed to prevent an accident or injury.

NOTICE: The Horn does not disable when turned off. Ensure nothing is touching the horn when folded.



BATTERY HOLDER

- The built-in 48V 7.8 AH lithium-ion battery is to supply strong power for the running of the scooter.
- It rests in a tray with a 'track' down the middle, that slots into the battery.
- Make sure these are aligned when inserting the battery, or you will be unable to lock the battery in place, and the connection between the battery and scooter may be inconsistent, leading to power failures.



9. SETTING THE BRAKE

When setting the handbrake lock, you may need to squeeze the brake lever tighter to apply to the lock. Remember there are brakes on both sides so you may want to lock both or just one.

Handbrake Lock

Handbrake Lever

TIP: You may find it easier to squeeze with one hand and use the other hand to set the lock

CAUTION

Make sure the power is OFF when you get on or off of the scooter.

- Do not turn the power off while driving.
- When driving indoors, drive at a low speed.
- Be careful when driving in places with crowds of people and heavy traffic.
- Please pay attention to pedestrians and other obstacles when reversing.

Note: The braking distance will vary depending on the driving conditions.



10. OPERATING INSTRUCTIONS – DRIVING

1. Ensure the seat has been lifted and locked into position, the steering column is unfolded and secured, and that the battery is locked in place. Press the power button. The power indicator light will be on.
2. Check the remaining battery power before operating and charge if needed.
3. Ensure that the rear safety bar is extended and the locator pin correctly positioned as this provides anti-tip safety (see 'IMPORTANT SAFETY MEASURES' section).
4. Adjust the speed setting to the 'Slow' setting. (The speed settings sets the maximum speed the scooter will move at. The speed from standing still up to that maximum speed is controlled by increasing the pressure on the right-hand crank.
5. Ensure you are comfortable with the speed controls and how to move backwards and forwards.
6. Check the surrounding environment and road conditions are safe before driving.
7. Twist the right-hand crank to move and adjust the speed as necessary.
8. To stop simply release the right-hand crank, allowing it to return to its neutral position and squeeze the left-hand brake lever. If you wish to apply the handbrake, squeeze the brake lever, then pull the handbrake switch towards you.
9. To turn off, press and hold the M button, and the power indicator light will turn off. Leave your scooter in a secure place and keep the key with you in a safe place.

11. BATTERY AND CHARGING INFORMATION

LITHIUM-ION BATTERY

This product uses a 48V 7.8AH high-performance lithium-ion battery. Fully charge the battery before first time use. Charging time is approximately 10 - 12 hours.

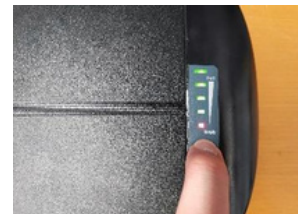
CHARGER

This product uses a AC100-240V/2A charger.



REMOVE AND CHARGE THE BATTERY DIRECTLY

1. Turn the scooter power off.
2. Use the keys provided to unlock the battery tray at the back of the scooter, under the seat.
3. Remove the battery by sliding towards you
4. Plug the charging cable into the power adapter and plug in to the mains supply.
5. Insert the charger's power plug into a mains power supply.
6. When charging, the red charging light goes on. The charging time will vary depending on the battery age and temperature.

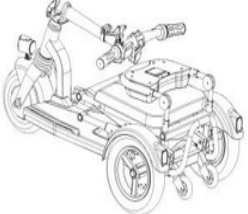
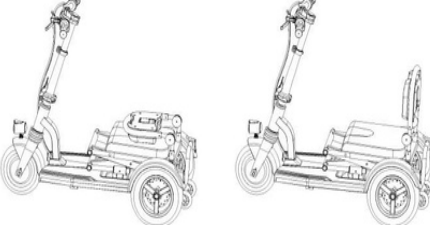
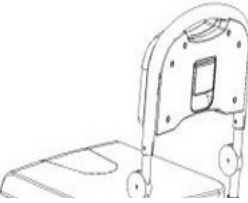

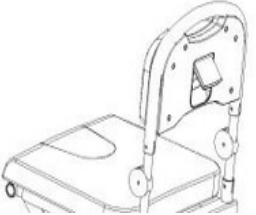

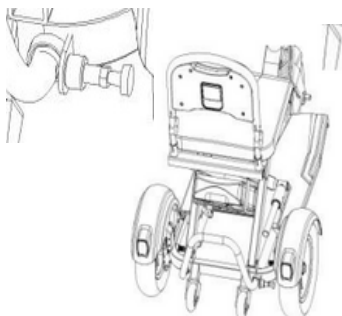


BATTERY WARNINGS

- Do not disassemble the battery.
- Only use the charger provided and do not charge the battery for over 12 hours.
- Ensure the battery is fully charged before removing from the mains supply. Removing the charger too soon can damage the battery over time.
- Do not disassemble or modify the charger.
- Charge in a well ventilated area, out of direct sunlight.
- If the scooter is not going to be used for some time we recommend it be charged every month.
- Keep all electronic components away from moisture. When cleaning, use a soft cloth to clean the dirt from the scooter body, if necessary dampening with water to remove dirt.

12. FOLDING AND UNFOLDING GUIDE CAUTION

To fold the scooter, repeat the steps below in reverse. To unfold the dragging handle, position the scooter upright, loosen the limit pin, and swing the handle towards you and upwards. Once fully extended, push away from you until it clicks into place.

<p>1. Unfold and set the handlebar</p> 	<p>2. Unfold the seat and use the clutch on the back of the seat to open</p> 	<p>3. Lock State</p> 	<p>4. Open and lift</p> 
<p>5. Open State</p> 	<p>6. Open the backrest and lift to its highest position. It is locked when you hear the click of the latch</p> <p>After the backrests latch returns to its position, the backrest is locked</p> 	<p>7. Pull out the Locator Pin and extend the Safety Bar allowing the Locator Pin to slot back into either of the two holes provided.</p> 	

13. INSPECTION AND MAINTENANCE

Before driving, inspect your scooter using the following checklist. In the event that there is an issue, assess whether you can resolve it yourself or if you require an inspection by a more qualified individual.

WHAT TO INSPECT	WHAT TO CHECK FOR?
Handle	Is it loose? Are you able to turn it left and right? Can the height be altered?
Speed Setting Button	Does it light up normally? Is the speed as expected?
Directional Control Switch	Does the forward, and reverse work correctly?
Brake Lever	Does it slow the scooter smoothly?
Battery Indicator	Are the lights working as expected? Is the scooter fully charged?

CAUTION

If there is a mechanical problem, please obtain professional advice.

14. TYRE CARE

TYRE PRESSURE

We recommend the tyre pressure to be between 24 and 32 PSI, depending on your preference of riding. For example, if you require more support and a smoother ride then inflate to a higher PSI.

HOW TO MEASURE

Tyre pressure can be measured with a standard pressure gauge:

1. Put the pressure gauge onto the tyre valve stem.
2. Press down the gauge evenly on the valve stem to ensure you get an accurate reading.
3. Check the reading on the pressure gauge to determine if you'll need to deflate or inflate your tyres.

A standard bike pump can be used to inflate the tyres if they need it.

WHAT TO DO IF YOU GET A PUNCTURE

We do suggest that you use a tyre inflator and sealer before using the scooter to protect your tyres from puncture. If you are unsure on what this is, please contact us and we will recommend a suitable product.

We also sell inner tubes which can be kept as spares. If you do get a puncture, you can change the inner tube so that you are never caught out.

15. SECURE STRAP

We have included a strap in your delivery that will keep Ren secure when it is folded and being transported.

1. Feed the strap through the handle at the top of the backrest and through the bar across the footrest. Make sure the grippy side of the strap is on the inside and against the scooter.
2. Loop the end through the hook and fold it back on itself, securing it to the strap.

Head to our YouTube to see the demonstration on how to use the strap to secure your Ren -

<https://www.youtube.com/watch?v=YN4crQeezvg&t=2s>



16.TROUBLESHOOTING

The following key below indicates some errors that can be assessed through observation. If the problem persists, despite our advised resolution, consult a qualified individual.

TROUBLE DESCRIPTION:	POSSIBLE CAUSE:
Low battery voltage or battery connection problem	Check the battery connection, if there is no problem with the connection, try charging the battery
Problems with the motor connection	Check all connections between motor and controller
No movement when right-hand crank turned	Make sure you have pressed the MODE button before attempting to drive the scooter, as this puts it in first gear
Brake lever failure	Check the connection of the brake lever and the motor to ensure that the controller is connected securely

17.WARRANTY EXCLUSIONS

SCOPE OF WARRANTY DESCRIPTION

Betty & Bertie will repair or replace the scooter or component when there is quality problem caused by manufacture under normal use if the problem is reported to them during the warranty period.

THE WARRANTY DOES NOT COVER YOUR SCOOTER IF ANY OF THE FOLLOWING APPLY:

1. Failure to use and maintain in accordance with the correct operation methods in the instruction manual.
2. If spare parts are used from an unauthorised manufacturer.
3. Spare parts damage caused by accidents or incidents outside the control of Betty & Bertie.
4. Consumable parts such as tyres, bearings etc.
5. If the scooter is modified.

Manufacturer and importer: NSI (HQ) LTD,

Address:

Unit H, The Courtyard Business Centre,
Lonesome Lane,
Reigate, Surrey
RH2 7QT

Tel: 0800 999 6606

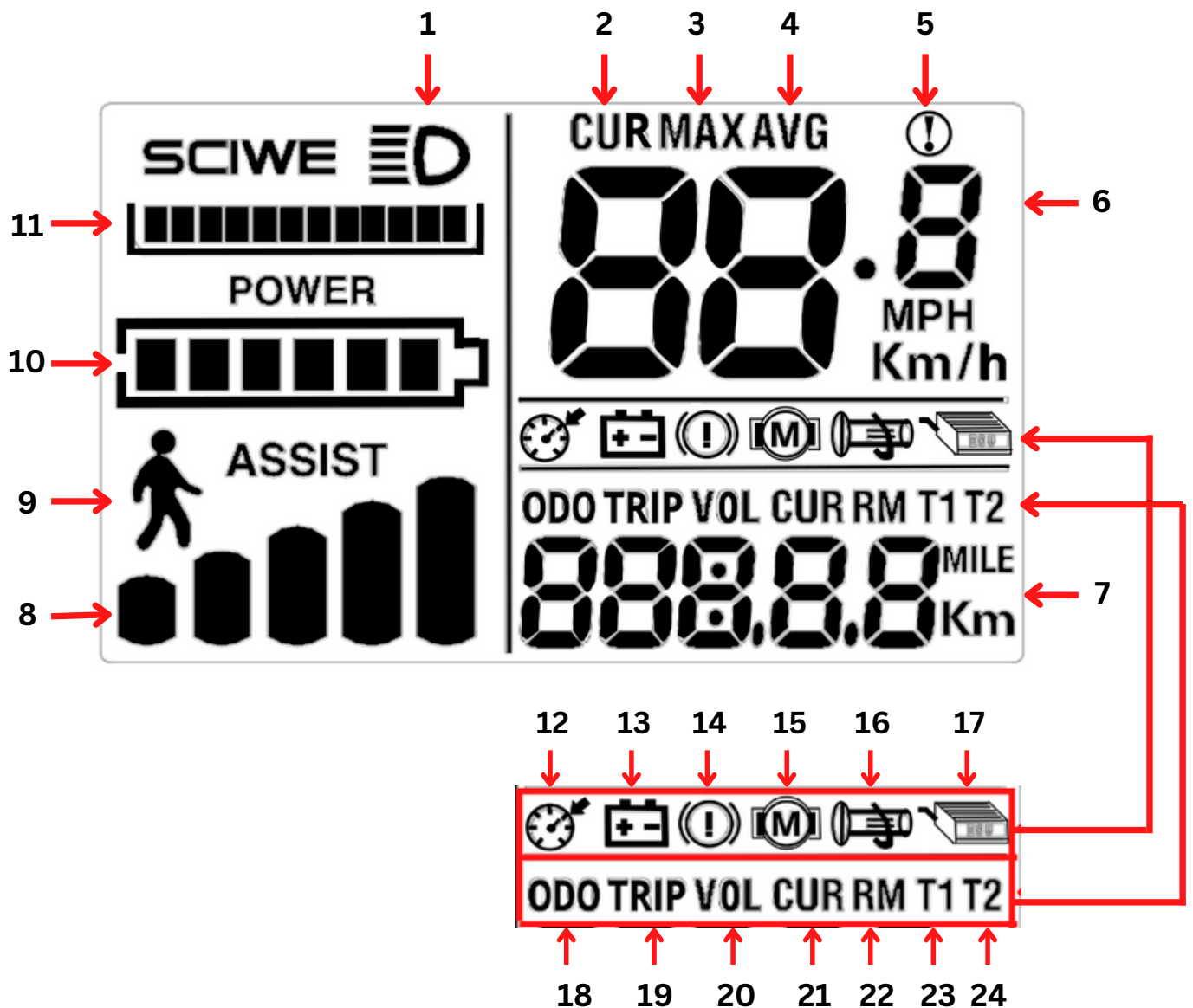
Email: info@bettyandbertie.com

18.DISPLAY OPERATIONAL MANUAL

The following table below is the displays operational manual

If you see numbers 15, 16, 17 then please get in contact with us as this indicates a possible fault with your scooter

1	2	3	4	5	6
LIGHT	CURRENT SPEED MODE	MAX SPEED	AVERAGE SPEED MODE	ERROR	SPEED
7	8	9	10	11	12
DISTANCE	SPEED SETTING	ASSIST LEVEL	BATTERY LEVEL	LIGHT POWER	ODOMETER
13	14	15	16	17	18
VOLTAGE	BRAKE REMINDER	MOTOR FAULT	THROTTLE FAULT	CONTROLLER FAULT	TOTAL ODOMETER
19	20	21	22	23	24
SINGLE TRIP	ERROR CODE	WATTAGE	MAINTAIN	N/A	N/A



19. ERROR CODES & INDICATIONS

The following table below shows the different error codes that can appear on your display

If you see any of these codes that is NOT E-01 or E-07 then please get in contact with us at info@bettyandbertie.com.

We will ask you to send images of the code showing on your mobility scooter screen and we will need to contact the factory on further steps.

ERROR CODE	INDICATIONS
E-01	Normal
E-02	Reserved
E-03	Brake
E-04	PAS Sensor Failure (Riding Mark)
E-05	6km/h Walk Mode
E-06	Real-Time Cruise
E-07	Low Battery
E-08	Motor Failure
E-09	Throttle Failure
E-10	Controller Failure
E-11	Communications Receiving Failure
E-12	Communications Sending Failure
E-13	Light Failure

20. TECHNICAL SPECIFICATION

ITEM	PARAMETERS
Dimensions (L x W x H)	(Unfolded): H: 85cm W: 31cm L: 98cm (Folded): H: 73cm W: 31cm L: 98cm
Handle bar height	71 - 82.5 cm
Controller: Under-voltage protection value (V)	40V
Controller: Over-current protection value (A)	26A
Net Weight (with batteries)	28kg
Gross Weight	32kg
Wheel Base	710mm
Wheel Diameter	F:10 / R:10
Speed (1st Gear)	0-8 mph (Adjustable)
Endurance	18 - 21 Miles
Braking mode	Rear-wheel drive, disc brake
Load Capacity	165 kg
Height from the ground	85cm
Seat off-ground height	51cm
Maximum incline	15°±1°
Motor	48V 250W*2
Charger	DC24V/2A
Battery	48 V 7.8 Ah LG Cells
Colour	Red, Black
Charging Time	10 - 12 Hours