

OWNER'S MANUAL

MONARCH TESLA™ II



Congratulations on the purchase of your new Monarch Tesla™Mk II scooter.

Even though your new scooter is both user-friendly and designed for maximum manoeuvrability in even the tightest spaces, we ask that you please read, understand and follow all of the instructions and suggestions in this manual before you operate your scooter for the first time.

The safe use of your new scooter is very important to us.

If you feel that you do not understand the instructions and suggestions presented in this Owner's Manual, or if, for any reason, you do not feel capable of performing the activities necessary to operate or maintain your scooter, in the first instance please contact your local dealer who supplied the scooter, or ring 1300 622 633.

While we have made every attempt to ensure that the information in this manual is correct at date of publication we reserve the right to implement changes into our product lines when those changes become desirable or necessary. If changes are implemented into our product line, there may be minor differences between the product you purchased and the illustrations and instructions in this Owner's Manual.

The Monarch Tesla is imported by Scooters Australia Pty Ltd. If you need any assistance, please contact the dealer from whom you purchased the scooter.

Scooters Australia cannot be held responsible for personal injury or property damage resulting from the unsafe or the improper use of any of our broad range of health and personal mobility products. In addition, Scooters Australia cannot be held responsible for personal injury or property damage resulting from attempts to follow instructions, suggestions, and guidelines presented in this Owner's Manual.

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1. INTRODUCTION



Features and Benefits

Control Panel: Easy to read display features backlit battery gauge; two green horn buttons; yellow indicator buttons; and the white button that turns the headlight and tail-lights on and off. There is also a red button to activate the warning flashers.

Delta Tiller handle: Offers cushioned hand rests for comfort and dual throttle control levers for easy right or left hand use.

Slide Seat Mechanism: This scooter features a mechanism that allows the seat to slide forward or backward for easier access to the tiller and control panel and comfort.

Adjustable Armrests: Your scooter features width, height and angle adjustable armrests to find the most comfortable position as well as to make transfers easier.

Tyres: Non-marking, non-scuffing, pneumatic tyres

Seat Swivel: Seat can swivel to the left or right for easy transfers or to sit more comfortably at a table or desk.

Off-board charger: The charger port is located conveniently on the tiller behind a protective cover.

Tiller: Easy to use tiller offers infinite adjustment with its angle adjustment lever and can be adjusted without leaning forward.

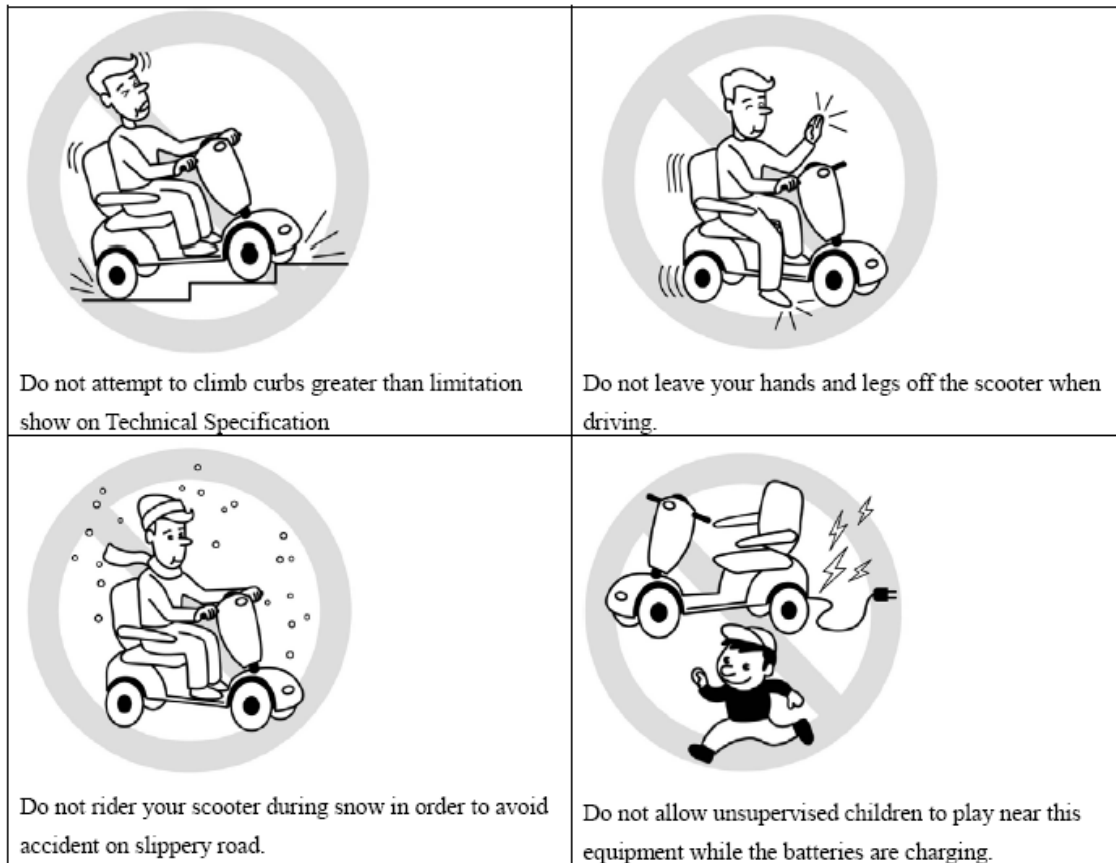
Automatic Tiller Lock: The tiller will automatically lock when folded down completely so that it does not swing from side to side during transport.

Headlights (and tail lights): A standard feature, the headlights and taillights feature bright, long-lasting LED bulbs. Brake lights automatically come on when throttle released.

Auto Corner Speed Reduction: The scooter automatically slows when cornering, or when starting off if the front wheels are not facing directly forward.

Front, rear and side bumpers: All-round bumper bars to protect your scooter from accidental bumps.

2. SAFETY



Your Monarch TESLA scooter is a battery-operated mobility vehicle. Please exercise caution and consideration when you are operating it. Driving your scooter carefully and thoughtfully will help ensure your personal safety and the safety of other people.

NOTE: Before learning to operate your scooter, have your authorized Scooters Australia dealer determine if it is advisable for you to practice getting on and off your scooter and operating it in the presence of an attendant.

BEFORE GETTING ON YOUR SCOOTER

- Check to be certain that the power is turned off. See section 6. "Operation" in this manual. This will eliminate the possibility of accidentally activating the throttle controls and causing injury to yourself or to others.
- Check to be certain that your scooter's freewheel handle is in the engaged position.

WARNING: When getting on or off your scooter, keep your weight toward the middle of the foot platform. Putting most or all of your weight on the edge of the platform may cause an unstable condition .

GETTING ON YOUR SCOOTER

- Position the seat for safe and easy mounting. See section 6.
- Return tiller to full upright position
- Carefully place one foot on the approximate center of the deck and seat yourself comfortably and securely on the seat, and lock the seat in the forward position.
- Fasten the seat belt, if your scooter is so equipped.
- Flip down or replace the armrests if they are in the incorrect position.

WARNINGS

1. To prevent injury to yourself or others, always ensure that the power is switched off when getting on or off the scooter.

2. Always check that the drive wheels are engaged (drive mode) before driving. Do not switch off the power when the scooter is still moving forward. This will bring the chair to an extremely abrupt stop.
3. Do not use this product or any available optional equipment without first completely reading and understanding these instructions. If you are unable to understand the warnings, cautions or instructions, contact a healthcare professional, the dealer or technical support before attempting to use this equipment, otherwise, injury or damage may occur.
4. There are certain situations, including some medical conditions, where the scooter user will need to practice operating the scooter in the presence of a trained attendant. A trained attendant can be defined as a family member or care professional especially trained in assisting a scooter user in various daily living activities. Consult with your physician if you are taking any medication that may affect your ability to operate your scooter safely.
5. Do not attempt to lift or move a scooter by any of its removable parts including the armrests, seats or shrouds. Personal injury and damage to the scooter may result.
6. Never try to use your scooter beyond its limitations as described in this manual.

MODIFICATIONS

Scooters Australia have designed and engineered mobility scooters to provide maximum utility. However, *under no circumstances* should you modify, add, remove, or disable any part or function of your power scooter. Personal injury and damage to the power chair may result, and you void your warranty.

1. Do not modify your scooter in any way not authorized by Scooters Australia. Do not use accessories if they have not been tested or approved for Scooters Australia products.
2. Get to know the feel of your scooter and its capabilities. Scooters Australia recommends that you perform a safety check before each use to make sure your scooter operates safely.

WEIGHT LIMITATION.

Mobility scooters are rated for carrying capacity based on flat terrain. Slopes will reduce the carrying capacity because of strain on the motor and drive train. A formula for determining carrying capacity on hilly areas is available on our website on the Frequently Asked Questions page.

1. Please refer to the specifications table for weight capacity information. Power scooter is rated for a maximum weight capacity on flat ground.
2. Stay within the specified weight capacity for your scooter. Exceeding the weight capacity voids your warranty and may be unsafe. Scooters Australia will not be held responsible for injuries or property damage resulting from failure to observe weight limitations.

TEMPERATURE.

Some of the parts of your mobility scooter are susceptible to change in temperature. The controller can only operate in temperature that range between -25°C and 50°C. At extreme low temperatures, the batteries may freeze, and your power 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.

DRIVING ON INCLINES

- For maximum stability, lean forward in your scooter's seat while proceeding up ramps, inclines, curbs, or any low rise. See Fig. 1.
- Drive with caution when attempting to negotiate any incline, even handicap access ramps.
- Always climb or descend an incline by driving straight up or straight down the face of the slope.
- Do not traverse or drive across the face of an incline in any direction. See Fig. 2.
- Do not attempt to negotiate an incline that is covered with snow, ice, cut or wet grass, leaves, or any other potentially hazardous material.
- Do not back down an incline.
- Try to keep your scooter moving when climbing an incline. If you do come to a stop, restart and accelerate slowly and carefully, **always leaning forward**.
- Do not try to descend or climb a slope whose gradient is greater than recommended

WARNING: If, while you are driving down a slope, your scooter starts to move faster than you feel is safe, release the throttle control lever and allow your scooter to come to a stop. When you feel that you again have control of your scooter, push the throttle control lever and continue safely down the remainder of the slope.

DRIVING DOWN A DECLINE

- Lower the speed setting
- Whenever it is safely possible, drive forward down any ramp, low rise, or incline.

WARNING: Scooters Australia does not recommend that you drive your scooter in reverse down any incline, ramp, curb, or low rise. Backing down any slope may create a very hazardous situation.



Figure 1. Lean Forward uphill



Figure 2. Don't traverse slopes

Motor Braking System

Your scooter is equipped with a system that uses the motor to aid in braking. This Motor Brake system is designed to work when the key is in either the On position or the Off position. When the key is in the On position, the freewheel is in the engaged position, and the scooter is under power, the motor will help slow down the scooter as soon as you take your hand off of the throttle lever.

This same motor braking system prevents you from pushing the scooter too quickly when in freewheel mode. The scooter will move freely until you reach a certain speed. You will then encounter some resistance as the motor brake system is activated.

WARNING: When your scooter is in freewheel mode, the brake is released. The weight of the scooter on a slope may cause you to lose control of the scooter. If you do not feel capable of manually controlling your scooter down the slope, request assistance or do not attempt to use this procedure.

WARNING: Do not connect or allow anyone except an authorized Scooters Australia representative to connect any electrical or mechanical device to your scooter. Unauthorized accessories will void the warranty and may cause injury.

RULES FOR USE AND OTHER SAFETY CONSIDERATIONS

- Read completely and understand this owner's manual before assembling, operating, transporting, or disassembling your scooter.
- Always operate your scooter with thought, care, and safety.
- Do not attempt to use your scooter on an escalator. Always use a lift.
- Do not carry passengers under any circumstances.
- Do not get on or off your scooter unless the freewheel lever is engaged.
- Always make sure that the key switch is set to "Off" before getting on or off your scooter.
- Do not back your scooter down an incline or across an uneven surface.
- Do not turn your scooter suddenly at full speed.
- Always make sure the seat is locked forward before operating your scooter.
- Always come to a full stop before changing direction from forward to reverse or from reverse to forward.
- Do not operate your scooter where you could not safely or legally walk.
- Do not climb ramps or curbs that exceed your scooter's capacity.
- Always approach curbs and inclines straight on.
- Always turn on your scooter's lights when operating near traffic, at night, and in any poorly lit area.
- Always be aware of and careful near mechanical pinch points especially when assembling and disassembling your scooter.
- Never sit on your scooter when it is being transported or lifted into a vehicle.
- Always fasten down your scooter securely with an approved tie-down system while transporting your scooter.
- Never operate your vehicle if it is not functioning properly.
- Always use caution when driving on soft or uneven surfaces such as grass, gravel. Also use caution on decks where there is no railing.
- Never drive on the roadway, except when you must cross the street.
- Always cross streets at intersections and use crossings or the most direct route, making sure that your path is clear and that you are visible to motor traffic.
- Never drive your scooter up or down a step or curb that is higher than the ground clearance on the specifications page.
- Never back up or down a step or curb.
- Never operate your scooter while you are under the influence of alcohol.
- Always have your scooter serviced by an Authorised Dealer annually

WARNING: Never set your scooter in freewheel mode when it is on an incline. Never disengage the brake handle while you are operating your scooter. Always make certain that your scooter brake is engaged before inserting the key into the key switch.

3. ELECTROMAGNETIC INTERFERENCE

The rapid development of electronics, especially in the area of communications, has saturated our environment with electromagnetic (EM) radio waves that are emitted by television, radio and communication signals. These EM wave are invisible and their strength increases as one approach the source. All electrical conductors act as antennas to the EM signals and, to varying degrees, all power wheelchairs and scooters are susceptible to electromagnetic interference (EMI). The interference could result in abnormal, unintentional movement and/or erratic control of the vehicle. The United States Food and drug Administration (FDA) suggests that the following statement be incorporated to the user's manual for all power scooter like the QS1341 Power scooters may as susceptible to electromagnetic interference (EMI), which is interfering electromagnetic energy emitted from sources such as radio stations, TV stations, amateur radio (HAN) transmitter, two-way radios, cellular phones and alarm systems of shops. The interference (from radio wave sources) can cause the power scooter to release its brakes, move by itself or move in unintended directions. It can also permanently damage the powered scooter's control system. The intensity of the EM energy can be measured in volts per meter (V/m). Each powered scooter can resist EMI up to a certain intensity. This is called "immunity level". The higher the immunity level the greater the protection. At this time, current technology is capable of providing at least 20 V/m of immunity level, which would provide useful protection against common sources of radiated EMI.

Following the warnings listed below should reduce the chance of unintended brake release or powered scooter movement that could result in serious injury:

1. Do not turn on hand-held personal communication devices such as citizens band (CB) radios and cellular phones while the powered scooter is turned on.
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 powered scooter off as soon as it is safe.
4. Be aware that adding accessories or components, or modifying the powered scooter, may make it more susceptible to interference from radio wave sources (Note: It is difficult to evaluate the effect on the overall immunity of the powered scooter).
5. Report all incidents of unintended movement or brake release to the powered scooter manufacturer, and note whether there is a radio wave source nearby.

WARNING: TURN OFF YOUR POWERED SCOOTER AS SOON AS POSSIBLE WHEN EXPERIENCING THE FOLLOWING:

- Unintentional scooter movements
- Unintended or uncontrollable direction.
- Unexpected brake release

The FDA (USA) has written to the manufacturers of power scooters asking them to test new products to be sure they provide a reasonable degree of immunity against EMI. The FDA requires that a powered wheelchair should have an immunity level at least 20 V/m, which provides a reasonable degree of protection against more common sources of EMI. The higher the immunity level the greater the protection. Your powered scooter has an immunity level of 20 V/m which should protect against common sources of EMI. Warning: The scooter itself can disturb the performance of the electromagnetic fields such as emitted by alarm systems of shops.

4. TECHNICAL SPECIFICATIONS

SPECIFICATIONS #	
MONARCH	Tesla II
Wheels	4
Weight:	
With batteries	150 kg
Without batteries	102 kg
Weight Capacity (flat ground)	180 kg
Dimensions (L x W)	145 cm x 70 cm
Ground clearance to motor	225 mm
Seat*:	
Width	450 mm
Depth	450 mm
Height (excl. headrest)	525 mm
Maximum Speed (programmable)	12.5 kph
Operating Range**	25-45 km
Front Wheels - Pneumatic	4.10 x 350 - 6
Rear Wheels - Pneumatic	4.10 x 350 - 6
Electronic controller	140 amp S Drive
Charger (off-board)	8 amp
Batteries	2 x 75-85 a/h
Warranty	3 year limited
Colours	Blue

* Not to be used as a seat when being transported in a vehicle.

** Estimate only. Range subject to terrain, payload, and battery type and condition.

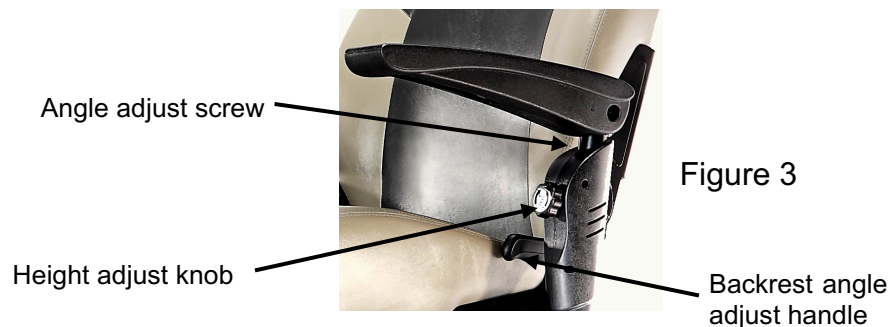
Warranty: For more detailed information on our warranty contact your local dealer.

More details on specifications can be found at: www.scootersaus.com.au

All specifications may change at any time without prior notice and should be regarded as a guide only.

5. COMFORT ADJUSTMENTS

1. SEATING ADJUSTMENTS:



Armrest height and width adjustment

1. Loosen “Armrest Height Adjustment Knob” (Figure 3) until you can pull it outward.
Note: The knob is retained in its housing with a spring.
2. While keeping the knob pulled, raise or lower the armrest to the desired position then release the knob. After releasing the knob, you may have to raise or lower the armrest until it aligns with the nearest locking position.
3. Tighten the height adjustment knob.
4. To adjust width, loosen knob on armrest bracket under the seat and slide in or out to adjust, then retighten knob. Repeat on opposite side.

Armrest Angle adjustment

To increase the armrest angle, turn the armrest angle screw clockwise. To decrease the armrest angle, turn the armrest angle screw counterclockwise.

Seat Angle adjustment

To increase the backrest angle, pull the handle up and push back on the seat to the desired position.

Seat Slider adjustment

To move the seat backwards and forwards lift the lever up under the front of the seat up and slide the seat to the next slot.

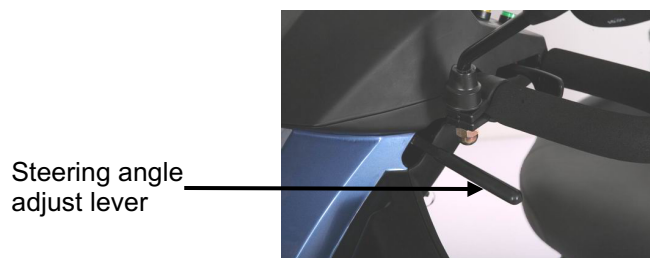
Seat Slider adjustment

To rotate the seat, pull the seat rotation lever under the middle of the seat upwards.

2. OTHER ADJUSTMENTS:

Steering Column Positioning

To change the position of the steering column, use one hand to grasp the handlebar. Pull on the release lever and position the handlebar at a comfortable and safe operating angle. Release the adjustment lever. It will automatically lock the steering column at the selected angle (figure 4).



Suspension softness/hardness

If you need the suspension either hardened or softened, please consult your local dealer who will make the adjustments for you.

6. OPERATING YOUR SCOOTER



Figure 5. Control Panel

Speed Adjustment Dial

□ The speed adjustment dial allows you to preselect the maximum top speed of your scooter. See figure 5.

Turn the dial counterclockwise to operate your scooter at the lowest speed level.

Turn the dial clockwise to increase the operational speed of your scooter.

We recommend that you select a speed setting at which you feel comfortable, safe, and in control of your scooter.

On/off LED

When the power to your scooter is turned on, the On/Off LED (Light Emitting Diode) will light up. See figure 5. This LED is used for diagnosing operational problems that may arise. Please see the Diagnostics section of this manual.

Horn Button

Press either of these buttons to sound the horn. See figure 5.

Headlight / Tail light Switch Button

Press the button once to turn on the head lights.

Press the button a second time to turn off the head lights.

Left-indicator switch

Press button once, left-indicator flashing, and warning sound act. Press again to turn off indicator.

Right-indicator switch

Press button once, right-indicator flashing, and warning sound. Press again to turn off indicator.

Emergency indicators

Press button once, turn on right and left indicator flashing, and warning sound. Press again to turn off.

Key Switch

Turns the scooter on and off.

High / Low Speed

Switch High / Low speed by moving switch up or down.

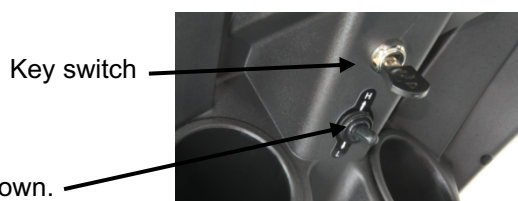


Figure 6

6. RIDING YOUR SCOOTER

GETTING ON YOUR SCOOTER

NOTE: For your first driving sessions, make certain that your scooter starts out on a level surface and that you will continue driving on a level surface.

To get on your scooter:

1. Stand behind your scooter.
2. Make certain that the freewheel lever at the back is in the engaged position. (Fig. 7).
3. Pull up on the seat rotate lever.
 - NOTE: This lever is normally located on the right-hand side of the seat, but your scooter may be configured to have the lever positioned on either side of the seat.
 - Once the lever is pulled up and held in the “up” position, the seat can be freely rotated.
 - Release the lever to lock the seat into one of the eight preset positions.
4. Make certain that the seat is positioned for safe and easy mounting.
5. Position yourself in the seat.
6. Use the seat rotate lever to position the seat so that it is locked in the fully forward direction.
7. Fasten your lap belt, if your scooter is so equipped.
8. Place the key into the key switch.
9. Rotate the key to the on position.

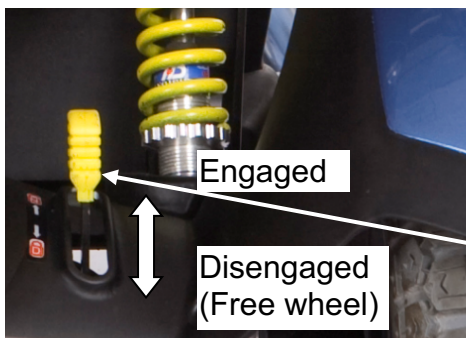


Fig 7

Freewheel
Lever (red
or yellow)



Figure 8

BASIC DRIVING

1. Make certain that you are seated safely and properly on your scooter.
2. Turn the speed control dial fully counterclockwise to its slowest setting.
3. Insert the key into the key switch—if you have not already done so.
4. Turn the key clockwise to the “On” position.
5. Place your hands on the handgrips.
 - If you wish to drive forward, pull back on the right side of the throttle control lever (or push the left side of the throttle control lever forward.) see Figure 8
 - If you wish to drive in reverse, pull back the left side of the throttle control lever (or push the right side of the throttle control lever forward.)
6. Pull on the throttle control lever to gently accelerate your scooter.
7. Release the throttle control lever to allow your scooter to come gently to a full stop.
8. Practice these two basic functions until you feel that you have control of your scooter.

Steering

Steering your scooter is easy and logical.

1. With both hands on the handgrips of the tiller, turn the tiller to the right to travel to the right.
2. With both hands on the handgrips of the tiller, turn the tiller to the left to travel to the left.
3. Make certain to maintain sufficient clearance when turning your scooter so that the rear wheels will clear any obstacle.

NOTE: Turning your scooter too sharply at too high a speed may create a situation where one of the rear wheels will leave the ground and the possibility of tipping the scooter. Avoid this danger at all times by decelerating and steering a wide arc around corners and obstacles.

Steering in a Tight Spot

If you must steer in a tight spot, such as entering a doorway or when turning around:

1. Bring your scooter to a full stop.
2. Set speed at the lowest setting.
3. Turn the tiller to the direction in which you wish to drive.

Steering in Reverse

Backing up your scooter requires attention to what you are doing.

1. Use your right fingers to push the throttle control lever or use your left fingers to pull back on the throttle control lever. See Fig. 3.
2. Turn the tiller to the left to drive in reverse to the left.
3. Turn the tiller to the right to drive in reverse to the right.

NOTE: Your scooter's speed in reverse is fifty percent of the speed set at the speed control dial.

CONTROL THROUGH TIGHT SPOTS

As you use your scooter to greatly increase your mobility, you will undoubtedly encounter some obstacles that will require practice to negotiate smoothly and safely. Below are some common obstacles that you may meet during the daily use of your scooter. Listed with those obstacles are some driving tips that should help you conquer those obstacles.

RAMPS AND CURBS

Driving up a ramp:

When proceeding up any ramp, curb, or incline lean forward in your seat to move your center of gravity forward for maximum stability and safety. If the ramp has a switchback, good cornering ability is required.

- Manoeuvre your scooter so that the front wheels take wide swings around the corners of the ramp.
- Doing this will allow your scooter's back wheels to follow a wide arc around the corner, staying clear of obstacles.

If you must stop your scooter while driving up a ramp:

- Starting up again simply requires that you apply gentle and steady forward power pressure to the throttle control lever.
- Accelerate gently after stopping on any incline, ***always leaning forward***.

Driving down a ramp:

Keep your scooter's speed control dial set fully counterclockwise at the slowest speed setting. If you must come to a stop, release the throttle control lever slowly and smoothly.

Curbs

Always use caution when negotiating any curb.

- Go up or down a curb head on at a direct 90° angle.
- Approach and negotiate the curb so that both back wheels of your scooter go over the curb at the same time.
- Never negotiate inclines or curbs by traversing them. Doing so may cause the scooter to tip over.
- Go down a curb slowly to avoid a jarring bump. Use as little power as possible.

Grass and Gravel

Your scooter performs admirably on grass, gravel, and hills, but you must follow the operational parameters presented in this manual. Refer to the "Safety" section. If you are unsure about any situation, avoid it. Common sense is your best protection.

FREEWHEEL

If you need to push your scooter into a tight space, or move it around without turning it on, you can disengage the motor by moving the freewheel lever (red or yellow) to the disengaged position (Fig 7). **NOTE: Do not sit on the scooter while it is in the disengaged position.**

7. CHARGING YOUR SCOOTER

OPERATING INSTRUCTIONS

Charge your scooter every night if you have used it during the day. Leave it on until the morning as charging a scooter properly normally takes at least 6 hours.

The Tesla comes with different chargers for each of the models. You should also consult the instructions that come with the charger as well as these general instructions. There are sometimes changes to the supplied charger, so make sure you consult the individual instructions.

1. Make sure the battery charger output voltage is the same as the connecting battery (24V)
2. Plug in the power cord to your power point.
3. Connect the battery charger to the charging port under the dashboard (see figure 9)
4. Turn on the power point. . LED indicates green flash when power is on.
5. Start charging.

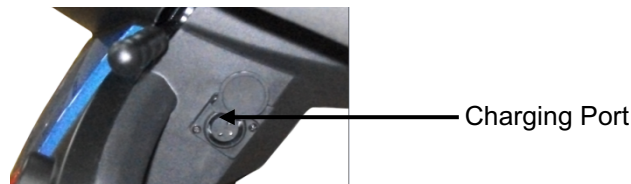


Figure 9

LED INDICATIONS

These LED indications are applicable to some, but not all chargers. Please consult the instructions on the charger and the instructions that come with the charger.

- Green Flashing = Power on
- Red = Charging
- Green = Fully charged (Floating charge)

TROUBLE SHOOTING

If green indicator is off:

Check that the power point is on. If it fails to come on after the power point is turned on the battery charger may be defective. Consult your dealer.

If green indicator keeps flashing and will not turn to charging indication (red):

Check if the charger plug is connected properly. Sometimes the plug has not been inserted fully. Do not force the plug and make sure the three pins match the three holes. If this fails to result in red LED, charger may be faulty. Consult your dealer.

If red indicator keeps flashing:

Check if the battery connection is properly connected.
Check if there is any short circuit on the output connection.
Check if the environment temperature is too low (0°C)
The battery charger may be defective if the red indicator still keeps flashing.

Charging indicator (red) does not turn to green:

The battery might be defective, please stop charging and have the battery replaced.

If the charging indicator (red) turns to green (fully charged) immediately:

The battery may be already charged.
The battery may be worn out and will not accept a charge. Replace battery.

CAUTION

- Before using the battery charger, read all instructions and cautionary markings.
- Use the battery charger in a well-ventilated area away from flammable material. Chargers will become warm while in the charging process and this is normal.
- To avoid the risk of injury, charge only lead-acid or gel cell type rechargeable batteries.
- Please turn off the power after charging
- The charger is intended for indoor use only. Please protect it from moisture.
- For maximum performance, it is recommended that you replace both batteries at the same time if the batteries are weak
- If the scooter will not be used for a long period of time, arrange to have the batteries recharged at least once every month to avoid deterioration of the batteries

8. SCOOTER MAINTENANCE AND REPAIRS

Your scooter is designed for minimal maintenance. However, like any motorized vehicle it requires routine maintenance. To keep your Tesla for years of trouble-free operation, we recommend you follow the following maintenance checks as scheduled.

DAILY CHECKS

1. Visual check on the conditions of tyres.
2. Inspect the battery condition meter on the controller to determine if batteries need to be charged.

WEEKLY CHECKS

Your scooter comes with standard puncture proof tires. If your scooter comes with pneumatic tires, make sure to maintain the pressure of the tyres between 30-35 psi.

MONTHLY CHECKS

Visually inspect the controller harnesses. Make sure that they are not frayed, cut or have any exposed wires.

SIX MONTHLY CHECKS

Inspect the state of the battery terminals every six months. Make sure that they are not corroded and the connections are tight. Periodically apply a thin film of petroleum jelly on the surface of terminals to guard against corrosion.

ANNUAL SERVICES

Your scooter should be serviced annually by your authorised Scooters Australia dealer. This ensures three things:

- Your scooter remains safe to use
- Your warranty is protected
- Your scooter will give you reliable service

Warning: Failure to have your scooter serviced annually may mean your warranty becomes void. But more importantly, your scooter may suffer from unwanted mechanical, electronic, or safety problems that could mean you are left stranded.

To ensure your scooter is serviced annually, please ring your local authorised dealer each year and arrange for your scooter to be serviced. And to keep a record of your services, ensure that the table at the back of this manual is completed after each service.

REGULAR CHECKS:

Here are some regular hints at keeping your scooter in top working condition:

- Never hose off your power scooter or place it in direct contact with water.
- Keep wheels free from lint, hair, sand and carpet fibers.
- Visually inspect the tire tread. If less than 1mm, please have your tires replaced by your local dealer.
- All upholstery can be washed with warm water and mild soap.
- Occasionally check the seat and back for sagging, cuts and tears. Replace if necessary.
- Do not store your scooter in damp or humid conditions as this will lead to mildew and rapid deterioration of the upholstery parts.
- All moving mechanism will benefit from simple lubrication and inspection. Lubricate using petroleum jelly or light oil. Do not use too much oil, otherwise small drips could stain and damage carpets and furnishings etc.
- Always perform a general inspection of the tightness of all nuts and bolts.
- Make sure to keep the electronic controller clean while protecting it from rain or water

9. TROUBLESHOOTING

Your scooter is fitted with a PG S-Drive electronic controller, which continuously monitors the operating conditions of your scooter. If it detects a problem it will indicate with error message by flashing the On/Off LED light on the dashboard. You must count the number of the flashes, and see the list to check what kind of error has happened according to the number). Please notify your authorised dealer of the problem before having the scooter serviced.

Number of Flashes	Fault	Notes
1	Battery needs recharging	Battery charge is running low. Recharge the batteries as soon as possible.
2	Motor Disconnected	Motor has a bad connection. Check connections and leads between the motor and the controller. Also check the freewheel switch.
3	Motor wiring fault	The motor has a short circuit to a battery. Check all connections and leads between the motor and the battery.
4	Freewheel Switch fault	The freewheel switch is activated or the manual brake disengagement mechanism is operated. Check the position of the switch or lever and all connections between the switch and the controller
5	Electro magnetic Brake fault	Check to make sure freewheel lever is not engaged. Brake may need replacing
6	Charger Connected	The controller is being inhibited from driving. This may be because the charger is still connected.
7	Throttle fault	A throttle fault is indicated. Make sure that the throttle is in the neutral position before switching on the scooter.
8	Control System fault	A control system fault indicated. Make sure that all connections are secure.
9	Electromagnetic Brake fault	The park brake has a bad connection. Check the electromagnetic park brake and motor connections.
10	High battery voltage	An excessive voltage has been detected. This is usually caused by a poor battery condition or poor battery connections.

If you experience any technical problems please contact your local dealer before attempting to troubleshoot on your own. You will void your warranty if you attempt to repair the scooter yourself. Under no circumstances are you to try and repair the S-drive controller as it will damage the scooter.

Limited Warranty

Scooters and Powerchairs

Effective January 1st, 2022

The following warranty is granted only to the INITIAL consumer who has purchased our product, and commences on the Date of Purchase by the Consumer from an Authorised Dealer, by Scooters Australia Pty Ltd. Any warranty claim must be made in the first instance to the Authorised Dealer from whom the product was purchased, and must be taken to the Authorised Dealer for such claims. If the product is not taken to the Authorised Dealer a call-out fee may be payable.

Three Year Warranty

For the period of three years, from the date of purchase from the Authorised Dealer, in the event of defective materials or workmanship, Scooters Australia Pty Ltd will repair or replace at our option any of the following components found to be defective by an authorised Scooters Australia representative:

- Steel Frame
- Frame Welds
- Tiller Frame
- Front Fork
- Seat Post

Eighteen month Warranty

For the period of eighteen months, from the date of purchase from the Authorised Dealer, in the event of defective materials or workmanship, Scooters Australia Pty Ltd will repair or replace at our option any of the following components found to be defective by an authorised Scooters Australia representative:

- Transaxle
- Motor / Brake (electrical function only)
- Wire Harness(es)

Note: An increase in operating noise of the transaxle DOES NOT constitute a defect or major fault. With normal wear and tear, operating noise is expected to increase.

One Year Warranty

For the period of one year, from the date of purchase from the Authorised Dealer, in the event of defective materials or workmanship, Scooters Australia Pty Ltd will repair or replace at our option any of the following components found to be defective by an authorised Scooters Australia representative:

- Dash Assembly
- Battery Charger
- Potentiometer Assembly
- Electronic Controller
- Bearings
- Bushings
- Seat Swivel Mechanism
- Rubber Components, excluding tyres
- Plastic Components, excluding body
- Armrests, excluding pads

Note: While charging batteries it is normal for the battery charger to heat up. Heat coming from the battery charger DOES NOT constitute a defect

NOTE: Items not listed above are not covered for repair under this warranty

Limited Warranty

Scooters and Powerchairs (continued)

Warranty Exclusions:

Scooters Australia does not provide warranty on any of the following items which may require replacement due to the normal wear and tear of day to day usage:

- Tyres and Tubes
- Plastic Shrouds
- Motor Brushes
- Bulbs / Fuses
- Brake pads
- Upholstery
- Armrest pads

This warranty also excludes the following:

- Batteries (Please consult battery manufacturer for any implied warranty)
- Loss or theft of components
- Damage caused by:
 - Battery fluid spillage or leakage
 - Abuse, misuse, accident or negligence
 - Improper operation, maintenance or storage
 - Commercial use or use other than normal
 - Repairs and / or modifications made without specific written consent of Scooters Australia
 - Exceeding the specified weight capacity of the unit
 - Accessories other than those supplied or approved by Scooters Australia
 - Failure to adhere to the product instructions contained in the Owner's Manual
 - Acts of Nature, such as lightning strikes, etc
 - Circumstances beyond the control of Scooters Australia
 - Call out fees or freight costs if the product is not returned to the authorised dealer.
- ANY PARTS ALTERED OR REPAIRED BY UNAUTHORISED PERSONS.

There is no other express warranty.

Implied warranties, including those of merchantability and fitness for a particular purpose are excluded. Liabilities for consequential damages are excluded. This warranty gives you specific rights and you may also have other rights which may vary from state to state.

How to get Warranty Service

Warranty service must be performed by an authorised Scooters Australia representative. Scooters Australia reserves the right to replace warranted parts with refurbished or new parts at our discretion. All service calls, call-out fees, transportation costs or any other charges associated with any warranty repairs are the responsibility of the consumer. Warranty is for the replacement of the part only and does not include freight for the replacement parts. Consumers are not to return any item to Scooters Australia without prior written authorisation. Any damages incurred while warranted parts are in transport are the sole responsibility of the consumer. To receive Service:

- Contact the Authorised Dealer from whom you purchased the product.
- Arrange to either deliver the product to the Dealer or to have the Dealer call out to inspect the product. Such call-out may attract a fee.
- When the service is complete, either pick up the product from the Dealer or pay for it to be delivered.

Warranty Terms and Conditions

Any sale of product by Scooters Australia is subject to and conditional upon its general trading terms and conditions. In the event of any inconsistency between those terms and conditions and the terms and conditions of this Limited Warranty, then the terms of this Warranty shall prevail.

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Importer: Scooters Australia Pty Ltd, 4/355 South Gippsland Hwy, DANDENONG, Vic 3175. Ph 03 9799 6622
www.scootersaus.com.au email: headoffice@scootersaus.com.au

Service Record

Initial Owner

Date Purchased: Invoice #:

	Date Serviced	Invoice #	Technician (signature)	Notes
12 Months Service				
24 Months Service				
36 Months Service				
48 Months Service				
60 Months Service				

- Please phone your local dealer to arrange for your next service appointment
- Please ensure that the details of each service are recorded above.

Authorised Dealer



Ph 1300 622 633
 mobility@mountiescare.com.au
 www.mountiescaremobility.com.au