

vive[®]
MOBILITY



FOLDING SCOOTER

Owner's Manual
MOB1030

vivehealth.com

INTRODUCTION

This manual is designed to provide you with a comprehensive guide in getting started with your Mobility Scooter and answer any questions you might have about its operation and regular maintenance. If there is any information in this manual that is confusing, or if you require additional assistance for setup or operation, please contact Vive Customer Support. Contact information is provided at the end of this manual.

Vive welcomes any questions, comments, or suggestions you may have about your Mobility Scooter, especially those related to performance, safety, and reliability.

Make sure to read all of the instructions, warnings, and notes in this manual before attempting to operate your Mobility Scooter for the first time. Your safety depends on how well you follow the contents of this manual. **As such, Vive is not liable for any damage and/or injuries that may occur as a result of unsafe operation, improper usage, or failure to follow the Instructions, warnings, notes, and other contents of this manual.** If there is any information in this manual which you do not understand, or if you require additional assistance for assembly or operation, please contact your authorized local provider.

OVERVIEW

Providing safe, stable mobility assistance for loads up to 220lbs (100kgs), the Vive four-wheel indoor mobility scooter easily maneuvers over common, smooth terrain like tile and carpeting. A slimmed-down, more economical alternative to the more robust scooters in the Vive lineup, the power scooter is easy to assemble and disassemble and is foldable for easy transport.

We are constantly answering questions and recording helpful videos to make using your Vive Mobility Scooter as easy as possible. Check out the included link and QR code to help you through the process.



To see all of the FAQs in one place
visit vhealth.link/Ot8

WHAT'S INCLUDED

(A) Folding Scooter

(B) Power Cord

(C) Power Block

(D) Remote

(E) Keys

(F) Lithium Battery Box



ASSEMBLY INSTRUCTIONS

Your scooter consists of the following components: scooter body, seat unit, controller, motors, batteries, brake lever, driving wheels, actuator and anti-tip wheels.

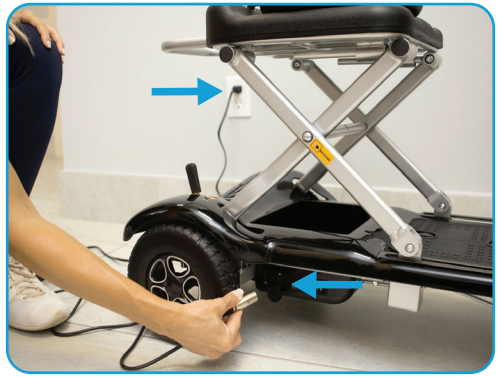
When you open the box, take out the protective pads, then take out the whole scooter.

1. Locate the control buttons on your scooter found near the wheelbase.



2. Assemble the power block and power cord. Connect the power block to the scooter, and plug into a standard wall outlet.

NOTE: You can use the power block assembly to directly power the scooter for folding or to charge the scooter battery.



3. Switch the power button to "II" (See the next page for the explanation of the power switch settings). Once switched to this power setting, you can then use the "I" button on the far right toggle switch to unfold the scooter.

NOTE: "I" unfolds the scooter and "II" folds the scooter.



4. With the scooter unfolded, connect the battery to the designated battery port.



FOLDING CONTROLS EXPLAINED

Standby power port

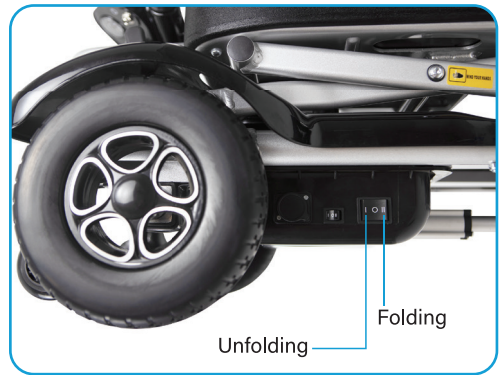


Power switch:

I	It means full power on. The scooter remote will only work while in this mode.
O	It means power-off protection. Switch to "O" when the mobility scooter is not being used for best battery life. If the scooter will not be utilized for multiple days or more, it is recommended to pull the battery from the port and store in a cool dry place.
II	It means standby power. Use this for manually folding and unfolding the scooter (Scooter will not power on when in standby power)

Folding button

("I" means unfolding, "II" means folding)



NOTE: The scooter has an automatic power saving feature. When idle for 20 minutes or longer, the power shuts off automatically. To restart, pull out the key and reinsert it.

Remote Control:

The remote control button flow is: Press A first and then C second, press and hold B for folding, or press and hold D is for unfolding.

To FOLD:

Press A

Press C

Press and hold D

To UNFOLD:

Press A

Press C

Press and hold B



NOTE: The scooter remote will not work while the scooter key is in the ignition. The scooter remote only works while switched to full power mode (I).

SCOOTER OPERATION

Steering Control Adjustment

The fastener on the front tiller of the scooter can be loosened, and steering control can be adjusted up or down according to the user's preference.



BATTERY AND CHARGING

WARNING! ⚠️

Use **ONLY** the supplied off-board battery charger to charge the scooter battery.

WARNING! ⚠️

Do not use an automotive-type battery charger.

To charge the battery:

1. Make sure the scooter is powered off (Key is not in the ignition).
2. Plug the output connector of the off-board charger (Power Block(C) and Power Cord(B) combined together) into the 3-pin charger power receptacle.



3. Plug the input connector of the off-board charger into an electrical wall outlet.(220V)



4. The red light on the charger turns on to indicate that the battery is charging.
5. When charging nears completion, the green light turns on. Continue to charge the battery for 1 to 2 hours.
6. Charge the battery for a total of 6 to 8 hours.
7. Unplug the power cord and charger when the battery is fully charged.

Specifications of your battery:

Type: Deep-cycle sealed lithium battery

Size: 218*166*59mm

Voltage: 24V

Capacity: 10AH

Note: The battery can be charged while not connected to the scooter.

WARNING! ⚠️

Incorrect connection may cause damage to the charger, connectors and circuits.

BATTERY CONDITION INDICATOR

When your scooter is powered up, this indicator shows the remaining capacity of the batteries represented by 3 colors; red, yellow, and green. The battery capacity color definitions are as follows:

- **Green:** the battery is fully charged.
- **Yellow:** the battery needs to be charged soon.
- **Red:** the battery is fully spent and needs to be charged immediately.



TILLER CONSOLE

The tiller console houses all of the controls needed to drive your scooter, including the keyswitch, the speed adjustment knob, throttle control lever, and battery condition indicator.



POWER SWITCH

The light on the battery gauge turns on when the key is fully inserted into the ignition, and turns off when the key is removed.

WARNING! ⚠️

Do not pull the key from the ignition as a means to stop your scooter unless an urgent event has happened.

WARNING! 

When idle, power down your scooter to prevent unintended motion.

THROTTLE CONTROL LEVER

This lever allows you to control the forward and reverse speed of your scooter. Choose the desired speed by setting the speed preset control.

1. Twist the left throttle control lever, the brake disengages and the scooter will move backward;
2. Twist the right throttle control lever, the brake disengages and the scooter will move forward.

The further you twist the throttle, the faster the speed of your scooter. When the lever is completely released, the scooter automatically returns to the primary position, i.e. the stop position, and the brake will engage.

WARNING! If an unexpected motion occurs, release the throttle control lever immediately.

SPEED ADJUSTMENT KNOB

This knob allows you to preset and limit your scooter's top speed. Maximum forward speed: 6km/h, maximum reverse speed: 3km/h.

CAUTION! It is recommended that you begin with a low speed setting.

MANUAL MODE

The manual free wheel lever is located at the lower right of the seat base, shown as fig.1. This lever will disengage the motor and allow the scooter to be manually pushed or rolled as needed.

Push forward on the manual freewheel mode lever to disengage the drive motor (Manual).

Push backward on the manual freewheel mode lever to re-engage the drive functions (Electric).



NOTE: When in Manual, the scooter braking system is disengaged. Power can be turned on in manual mode, but the control system will automatically cut off the motorized functionality of the scooter.

WARNING! Never sit on your scooter when it is in Manual. Failure to follow this precaution may cause personal injury.

WARNING! Never put your scooter in Manual on any incline. Failure to follow this precaution may cause personal injury.

EMBARKING AND DISEMBARKING

- Ensure that the power is turned off.
- Ensure that your scooter is not in freewheel mode.
- Stay close to the scooter when embarking and disembarking.
- Position yourself fully in the seat before driving.
- Keep the front wheels in the driving direction to help stabilize the scooter.

WARNING! ⚠

Position yourself as flush as possible in the scooter seat to prevent the scooter from tipping and causing injury.

WARNING! 

Avoid using your armrests for weight bearing purposes. Such use may cause tipping and/or injury.

WARNING! 

Avoid putting all of your weight on the footplate. Such use may cause tipping and/or injury.

MAINTENANCE AND STORAGE

- Avoid knocking or bumping all control parts;
- Avoid prolonged exposure of your scooter to extreme conditions, such as high heat, cold or moisture;
- Keep the tiller console clean;
- Check all connectors to ensure they are connected firmly and securely;
- Check all electrical connectors including the charger's connectors. Make sure they are tight and not corroded.
- Lay the battery flat within the battery box;
- Pull the key from the ignition after use to avoid unnecessary battery consumption;
- The scooter has an automatic power saving feature. When idle for 20 minutes or longer, the power shuts off automatically. To restart, pull out the key and reinsert it.
- The body shroud has been sprayed with a clear sealant coating. You can apply a light coat of a car wax to retain its high-gloss appearance;
- All wheel bearings are lubricated and sealed. They require no subsequent lubrication;
- You should perform a safety check before each use to make sure your scooter operates smoothly and safely. It's suggested that your scooter be checked weekly, monthly and semi-annually.

SAFETY

This mobility scooter is suitable for the disabled, elderly and infirm who are mobility challenged but normal thinking. Maximum load is 100Kg.

This product is of an indoor type, and suitable for driving indoors and flat paths. Do not operate the scooter on grassy terrain, gravel, slopes of more than 9 degrees, motorized roads, or wet/slick surfaces.

1. It's suggested to perform a safety check prior to using your scooter:
 - A. Check all electrical connections. Make sure they are tight and not corroded.
 - B. Check all connections to the battery box. Make sure they are correct and secure.
 - C. Check the brakes.
 - D. Check the battery capacity.
2. Weight Limitation
 - A. 100kg maximum
3. Incline Information
 - A. The maximum safe slope of an incline is 9° for your scooter. If a slope is less than this angle, it's safe for your scooter to climb or drive down.
4. Outdoor Driving Surfaces

Your scooter is designed to provide optimum stability under normal driving conditions-flat cement roads or asphalt roads. However, your scooter can be also driven on substantial soil routes. But you should avoid driving on the following roads:

 - A. A driving surface that you feel unsure about or soft pavement.
 - B. Tall grass that can become tangled in the running gear.
 - C. Loosely packed gravel or sand.
5. Freewheel Mode (Manual)

Your scooter is equipped with a manual freewheel mode lever that allows the scooter to be manually pushed by your attendant.

WARNING! ⚠️

When climbing an incline, do not zigzag or drive at an angle on the face of the incline. Drive your scooter straight up the incline. This greatly reduces the possibility of a tip or a fall. Always note not to exceed the max. slope.

WARNING! ⚠️

Don't drive up or down a potentially hazardous incline (i.e., Areas covered with snow, ice, cut grass, or wet leaves).

WARNING! ⚠️

Never drive up or down an incline backward. This could cause personal injury.

WARNING! ⚠️

Exceeding the weight limit voids your warranty and may result in personal injury and damage to your scooter.

WARNING! ⚠️

Do not use your scooter in freewheel mode without an attendant present. Failure to do so may cause personal injury.

WARNING! ⚠️

Do not shift in your seat without your attendant help when your scooter is in freewheel mode. Otherwise may result in personal injury. Please ask your attendant for assistance if necessary.

WARNING! ⚠️

Do not place your scooter in freewheel mode while on an incline. The scooter may roll uncontrollably down on its own, causing personal injury.

SPECIFICATIONS

Overall Dimensions (L x W x H)	950mm x 460mm x 850mm
Seat Height	350mm
Seat Width	360mm
Seat Back Height	285mm
Net Weight	25 kg (55.1 lb.)
Maximum Speed	6 kph (3.7 mph)
Total Braking Distance	≤ 1500mm (5 ft)
Minimum Turning Radius	2000mm (6.6 ft)
Weight Limit	100kg (220 lb.)
Travel Distance (in Theory)	≥ 18km (11.2 mi)
Climbing Ability	≤ 9°
Motor	24V/150W
Battery	Lithium; 24V/10AH
Controller Maximum Output Current	45A
Controller Minimum Output Current	2A

TROUBLESHOOTING GUIDE

Any complex device like your Mobility Scooter will occasionally need troubleshooting. Most of the common issues can be solved with a bit of thought and patience, and they are based on battery issues or product age.

Diagnostic Beep Codes

Your Mobility Scooter will alert you to the type of issue that needs your attention with a series of beeps. We've collected the beeps and the issues they represent into a chart below for your reference. To reset the code and identify the issue, remove the key and reinsert it. The beeps will sound in sequence and blink on the Tiller Console, followed by a long pause, and then will repeat.

Alarm	Issue	Occurrence	Remedy
One (1) Alarm Sound	Low battery voltage (Battery condition indicator is flickering red)	Battery is depleted.	Charge the Battery.
	Poor battery connection	The Battery cable is loose.	Tighten the nut on the Battery cable connection.
	Poor battery connection	Opposite connection of positive and negative pole (in this case the controller must be burnt out).	Replace the controller.
	Short circuit between motor and negative pole on the Battery	The black power line is touching the adjacent motor cable, and/or the isolated sleeve is loose.	Isolate the power terminal as well as the motor terminal with electrical adhesive tape.
Two (2) Alarm Sounds	Motor spring is not firmly connected to the controller.	Motor spring is not firmly connected to the controller.	Securely reconnect the motor spring to the controller.
	The electric brush is worn.	The resistance on both ends of the motor cable is beyond 1000Ω.	The electric brush must be replaced.

Alarm	Issue	Occurrence	Remedy
Two (2) Alarm Sounds	Loose motor cable	After installation, the motor cable has been pulled tight and fixed onto the frame by cable ties. The motor cable can become loose over time.	Retighten the cable ties.
	Poor battery connection	The Battery cable is loose.	Tighten the nut on the Battery cable connection.
	Poor battery connection	Opposite connection of positive and negative pole (in this case the controller must be burnt out).	Replace the controller.
Three (3) Alarm Sounds	Short circuit between the motor cable and power line.	The cables are broken.	Mend cables with electrical adhesive tape.
Six (6) Alarm Sounds	Operation not possible	The charger is connected to the Mobility Scooter.	Remove the charger cable, and insert the Drive Key.
	Drive Lever is not reset.	Drive Lever is not reset.	Release the Drive Lever, and insert the key.
Seven (7) Alarm Sounds	Poor connection in the Drive Lever wire harness, or the wire came off of the plug; the 3-pin plug is not fully connected.	Loose wire harness	Reconnect the plug.

Alarm	Issue	Occurrence	Remedy
Seven (7) Alarm Sounds	3-terminal regulator of Tiller Console is broken	The output voltage of the 3-terminal regulator is not around 5V.	Replace the 3-terminal regulator.
	Speed control potentiometer not working.	The speed control potentiometer doesn't reset or the inner spring breaks.	Replace the speed control potentiometer.
Eight (8) Alarm Sounds	The inner components of the controller fail.	Burning, short circuit inside the controller.	Replace the controller.
	The power line is inversely connected to controller; the control line (white 14-pin plug) is disconnected.	The power line is inversely connected to controller; the control line (white 14-pin plug) is disconnected.	Replace the controller.
Nine (9) Alarm Sounds	Poor brake wire connection	The plug is not fully connected to the controller; the inserted spring of plug is loose.	Connect the plug firmly.
	The Scooter is in Manual Free-Wheel Mode.	The brake is not engaged.	Disengage the Manual Free-Wheel Lever to re-engage the brake.
	When the Scooter is not in Manual Free-Wheel Mode, the brake switch is not triggered.	The charger is connected to the Mobility Scooter.	Replace the brake.
	Short circuit of the brake coil	Brake resistance is less than 40Ω.	Replace the brake.

Alarm	Issue	Occurrence	Remedy
Ten (10) Alarm Sounds	The batteries are connected in series instead of in parallel.	The voltage is higher than 48V.	Check the battery wire harness.
	The battery has high voltage.	The voltage is higher than 30.5V.	Replace the battery.

ELECTROMAGNETIC INTERFERENCE

Radio waves from mobile phones, radio receivers or other transmitters such as radio and TV stations could affect scooter operation if the scooter is within the range of their influence.

WARNING! ⚠️

Electrical devices may be influenced by EM. If there are any abnormal motions of your scooter due to EM interference, please turn off the control system immediately and contact your service agent.

INCLEMENT WEATHER PRECAUTIONS

WARNING! ⚠️

Do not operate your scooter in ice or slippery conditions. Such use may adversely affect the performance and safety of your scooter, resulting in personal injury.

WARNING! ⚠️

Do not expose your scooter to any type of moisture at any time (rain, snow, mist, or wash). Such exposure can damage your scooter. Never operate your scooter if it has been exposed to moisture until it has dried thoroughly.

WARRANTY INFORMATION

Our corporation has passed the ISO9001 and ISO13485 certificate. The quality is guaranteed.

Warranty including:

- One-year warranty for the scooter frame;
- One-year warranty for the following parts from the date of purchase:
 - Electric Control system and the controller
 - Motor/gearbox assembly
 - Charger
 - Lithium battery

The warranty service will be supplied from your dealer, finally to cooperate this by our after-sales department and dealer.

Out of The Warranty Parts:

- ABS Shroud and rubber pads
- Tires
- Upholstery and seat
- Damage caused due to abuse misoperation, accident and negligence
- Damage caused due to improper operation, maintenance and storage
- Business or other non-normal use

GOT MORE QUESTIONS?

Check out our list of Frequently Asked Questions at vhealth.link/0t8 for helpful answers.



And if that doesn't answer your question, our customer service team would love to help! Feel free to connect with them by phone, e-mail, or chat on our website.



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