

# journey luxe

## PRODUCT MANUAL



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## Intended Use

Your scooter is a recreational scooter and is to be used for improving mobility in your daily activities such as walking. It is not a medical scooter or medical device and does not provide—and is not intended to provide—medical benefits, medical assistance, medical therapy or to treat or alleviate any medical condition or disability.

## Quick-Start Warnings

The warnings and instructions below caution against some activities. Reviewing this list is not a substitute for reading the entire manual. Use common sense when operating your scooter.

- Do not disassemble your scooter on your own.
- Avoid touching hot parts of your scooter during or after operation.
- Avoid touching hot parts of your scooter resulting from exposure to hot sunlight.
- Do not touch any chemicals in the scooter.
- Keep your hands and other body parts away from moving parts of the scooter.
- Do not operate the scooter when wearing loose clothing (or clothing or jewelry with dangling parts) that could become entangled in the wheels or other moving components of the scooter.
- Do not use any battery that is not approved by Journey Health & Lifestyle for use with your scooter.
- Do not allow children to play on the scooter or use it without supervision.
- Single-person scooters are to be used by only one person at a time.
- Do not operate the scooter while under the influence of alcohol, drugs or other medications that may impair your ability to operate a vehicle.
- Do not operate the scooter while using a mobile phone or other mobile device.
- Do not operate your scooter if it is not functioning properly.
- Never try to operate your scooter beyond its limitations as described in the manual.

## Size and Weight Limits

Your scooter was designed to accommodate users up to a specified size and weight. As each scooter is designed and rated differently, be sure to check your particular scooter model's limits. Periodically check your weight against your scooter's limits, as your weight may fluctuate over time. Be sure other users of your scooter are within the weight limits. Operation of the scooter by a user over the weight limit can damage the scooter and cause hazardous situations, including increased braking distances and braking times, decreased steering responsiveness, tip-overs and other dangers that may cause injury. Furthermore, modifications that increase the riding height of the scooter, that raise the user's riding height on the scooter, or that otherwise change the center of gravity of the scooter can result in damage to the scooter and cause the hazardous situations identified above. Journey Health & Lifestyle is not responsible for damage to the scooter or personal injury caused by exceeding weight limitations or modifying the center of gravity of your scooter. Do not adjust your seat while the scooter is in motion or operating.

## General Operation – Safety Belt

If your scooter is equipped with a safety belt, use it at all times when seated in the scooter. Do not operate your scooter without wearing the safety belt. Have the belt replaced by an authorized repair technician if it becomes frayed, cut or shows other signs of wear or damage.

## **General Operation - Mirrors**

If your scooter is equipped with mirrors, orient them so that you can see behind you. Orient the mirrors while sitting on the scooter but while the scooter is not moving and is not in operation. Never attempt to adjust the mirrors while operating the scooter. Proper orientation of the mirrors should allow you to see behind you and should minimize blind spots.

## **General Operation – Lights and Signals**

If your scooter is equipped with headlights and turn signals, use them. Using headlights night and day increases your visibility to other vehicles. Using turn signals provides warning to vehicle and pedestrian traffic near you.

## **General Operation – Driving Outdoors**

Your scooter is designed to be driven on clean, level, dry surfaces. Journey Health & Lifestyle does not recommend that you store your scooter outdoors. Your scooter is susceptible to damage to electronic, mechanical or other components if exposed to water. If you are caught outside during inclement weather, seek shelter or ask someone for assistance.

Always be certain that the power is switched off when getting on or off the scooter. Never attempt to mount or dismount the scooter if it is operational or moving. Do not switch the power off when the scooter is still moving forward or in reverse. Always check that the variable speed switch is set to the desired speed setting. Always check that the desired direction of forward or reverse travel is selected when ready to drive.

## **General Operation – Public Roads**

Unless specifically permitted or authorized by the state, do not drive your scooter on public roads. If you need to drive along a public road, use the sidewalk adjoining the road. Always use care when driving near to or around public roads as you may be less visible to motor vehicles when riding the scooter because of its smaller relative size and slower relative speed compared to other moving vehicles. Always be aware of state and local rules of traffic, and take those rules into account when operating your scooter. It is your responsibility to know those traffic rules, obey them and understand how other traffic will operate in accordance with such rules. Journey Health & Lifestyle recommends that you gain your first experiences with your scooter well away from public roads, so that you can learn and understand how the scooter operates and handles in a comfortable and quiet environment.

## **General Operation – Alternate Surfaces**

Do not attempt to drive your scooter onto stairs or escalators; serious injury will result. Most elevators are safe for use with the scooter. When confronted with stairs or escalators, navigate to the closest elevator instead. Conduct a visual inspection and assess the quality and condition of the elevator before using it. Use care; some elevators have awkward entrance angles that can make ingress and egress difficult.

## **General Operation – Curbs**

Curbs generally are formed in two manners: abrupt vertical curbs or gradually descending curbs. Your scooter cannot drive over or off an abrupt vertical curb. Do not attempt to do so, as this will cause serious damage to your scooter and likely injury to you. Do not drive over a curb or object exceeding 4 inches in height. Your scooter can drive over most gradual, smooth curbs. Approach such curbs head-on, so that the scooter is oriented perpendicular to the curb. Consistently apply speed over the curb until the rear wheels of the scooter have moved just past the curb. Do not approach the curb at an oblique angle; doing so can increase the risk that your scooter might tip over. Likewise, when moving down a curb, approach the curb perpendicular to it and not at an oblique angle. Avoid stopping completely when going over small objects, curbs or other obstacles and obstructions.

## **General Operation – Incline Control**

Your scooter can handle a wide range of inclines and declines. The scooter is safe for operation on most handicap-accessible ramps. However, do not use the scooter on inclines of a degree such as to make operation of the scooter difficult. If the scooter does not readily climb the incline, move off the incline and/or ask for assistance. Likewise, do not use the scooter on declines of a degree such as to make operation of the scooter difficult. If the scooter moves too quickly on an incline, fully apply the brakes, move off the decline and/or ask for assistance. Journey Health & Lifestyle recommends that you only use ramps that have a roughened surface to prevent slipping. Never drive in a transverse direction across an incline or turn sharply on an incline. Never drive in a reverse direction down an incline. Because the capability of your scooter to climb an incline or descend a decline depends on a number of factors, such as the scooter's specifications, your size and weight, the quality of the surface, and your personal setup of the scooter, Journey Health & Lifestyle does not guarantee the scooter's safety on a specific angle of incline or decline. However, Journey Health & Lifestyle does not recommend that you use your scooter on inclines or declines greater than 10 degrees, while making no guarantees of performance and safety on angles less than 10 degrees.

## **General Operation – Cornering**

Always reduce your speed when making sharp turns. Always control your speed when cornering. As with any vehicle, maneuvering a corner at a high speed increases the risk of tipping the scooter. You should maneuver at a speed that is reasonable for the scooter, according to its specifications and conditions, your size and weight, your angle of approach, the type of turn and the surface conditions.

## **General Operation – Influences**

Do not operate the scooter while under the influence of alcohol, drugs or other medications that may impair your ability to operate a vehicle. The scooter is heavy and can reach significant speeds, but even at low speeds it is dangerous to operate under the influence of alcohol, drugs or other medications that may alter or impair your coordination, reaction time, reflexes and other capabilities.

## **General Operation – Ingress and Egress**

Exercise care when moving onto your scooter. First, be sure the scooter is braked on a level surface and the switch is in the off position. Brace yourself against something sturdy, like a piece of furniture, or use a cane or other walking assistive equipment. Use your upper body to assist your legs in lowering you onto the scooter seat. Move downwardly slowly. Bring around and buckle the safety belt. Sit for a few minutes before operating the scooter.

Exercise care as well when moving off your scooter. Be sure the scooter is braked on level ground and the switch is in the off position. Unbuckle the safety belt. Getting up quickly or the wrong way could lead to injury. Find something sturdy, like a piece of furniture against which to brace yourself, or use a cane or other walking assistive equipment. Use your upper body to assist your legs in lifting you. Lift slowly and pause for a few moments if you feel unsteady. Stand for a few minutes before moving further.

## **Regular Maintenance**

Always check your scooter for normal operation, loose parts and defects before operating. If you find a problem, have it repaired before operating. Keep your scooter clean and dry. Do not use a high-pressure water sprayer to clean the scooter. If you wash your scooter, use a damp sponge or cloth and dry the scooter thoroughly before operating. Do not immerse any components in water. Always check your scooter for wear or damage to the tires before operating. Keep tires inflated to their recommended tire pressure at all times. Regularly check tires for wear, cracks, nails or other damage. Keep tires clean and replace them when damaged. Failure to maintain the tires at the recommended tire pressure will cause premature wear. Failure to maintain the tires could lead to damage or personal injury.

## **Use Within a Motor Vehicle**

Do not sit on or operate your scooter inside a transportation vehicle such as a train, bus or large van. Stow or rack your scooter according to the transport vehicle's guidelines before entering or upon entering. Never sit on your scooter while it is on or in any motor vehicle that is operating or in motion.

## **Batteries**

Do not use automotive batteries with your scooter. Always charge your scooter's batteries in a well-ventilated area. Journey Health & Lifestyle recommends that you periodically charge your batteries, such as once a month, when your scooter is not in regular use. Be sure the switch is in the off position when the batteries are charged, and make sure the power plug is inserted and plugged firmly into the battery during charging. Do not use an extension cord while charging the batteries. Do not use a battery that is cracked, leaking or otherwise damaged. Do not use your scooter if the battery is cracked, leaking or otherwise damaged. Keep tools and other metal elements away from the contact terminals of the batteries. Remove the batteries when transporting your scooter.

## **Modifications to the Scooter**

Do not disassemble or modify your scooter on your own. Do not remove or disable any element or feature of your scooter. Do not modify the programmable controller governing the scooter's electric, electronic and electro-mechanical operations. While there is a wide range of aftermarket products available to modify and alter scooters, some may make your scooter more dangerous to operate or may impair your ability to operate the scooter safely. Journey Health & Lifestyle makes no claim or warranty as to the safety, effectiveness and operability of any aftermarket product added to your scooter, or as to any modifications you make or have made to your scooter that are not performed by Journey Health & Lifestyle or Journey Health & Lifestyle-approved vendors. Journey Health & Lifestyle is not responsible for damage to the scooter or personal injury caused by disassembly, modification or other alterations of your scooter.

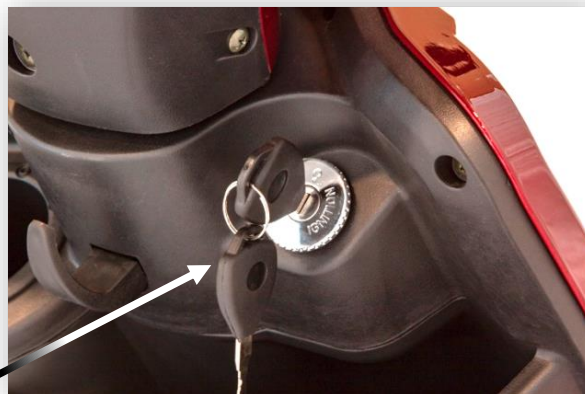


|                         |   |
|-------------------------|---|
| Model:                  | Journey Luxe  |
| Weight Capacity:        | 400 LB  |
| Speed:                  | Up to 13 MPH  |
| Distance:               | Up to 35 Miles Per Charge (Distance Varies with Terrain, User Weight, Road Surface, etc.) |
| Front Seat: Type:       | Adjustable Comfort Seat with Headrest   |
| Front seat: Size:       | 18" x 18" x 28" (LxWxH)   |
| Turn Radius:            | 73"   |
| Controller Type:        | BLDC Controller   |
| Swivel Seat:            | N/A   |
| Steering Height:        | 42" from Floor  |
| Recommended Tire PSI:   | 32 – 40 PSI   |
| Power:                  | Electric 48 volts   |
| Motor Wattage:          | 500 Watts   |
| Motor Type:             | Brushless Motor   |
| Amps:                   | (4) 20 Ah Batteries   |
| Volts:                  | 48 Volts  |
| Dimensions:             | 63" x 28" x 42" (LxWxH)   |
| Floor Clearance:        | 4.5"  |
| Rear Basket:            | 10" x 20" x 11" (LxWxH)   |
| Batteries:              | (4) 12 Volt, 20 Ah, Deep Cycle, Maintenance Free, SLA                                     |
| Forward/Reverse Switch: | Yes   |
| LED Lighting Package:   | LED Front Fender Reflectors   |
| Front Tire Size:        | 16"   |
| Rear Tire Size:         | 16"   |
| Charger:                | 48 Volt Smart Charger   |
| Throttle Type:          | Variable Twist Throttle   |
| Climbing Angle:         | Up to 12 Degrees  |
| Braking System:         | Electromagnetic Brakes  |
| Folded Height:          | N/A   |
| Headlight:              | Headlight with High and Low Beam  |
| Rear lights:            | Yes, Running Lights   |
| Electric Horn:          | Yes   |
| Scooter Weight:         | 260 LB  |
| Battery Indicator:      | Yes   |
| Front Suspension:       | Two Front Suspension Springs  |
| Rear Suspension:        | Two Rear Suspension Springs   |
| Reflectors:             | Yes   |
| Warranty:               | 3-Year Limited Warranty   |



## 1. Turning on the Scooter

Insert key into ignition and turn clockwise to turn the scooter on. The battery indicator bars will display the current charge level when on. Turn the key counterclockwise to power off when stopped.



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## 2. Battery Power Indicator Lights

The battery power indicator bars will light up when (and only when) the scooter is turned on. The bars represent the scooter's current charge level.



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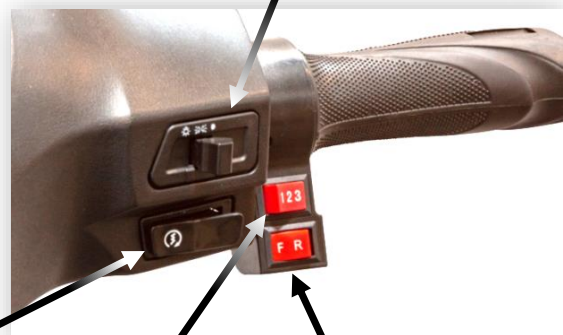
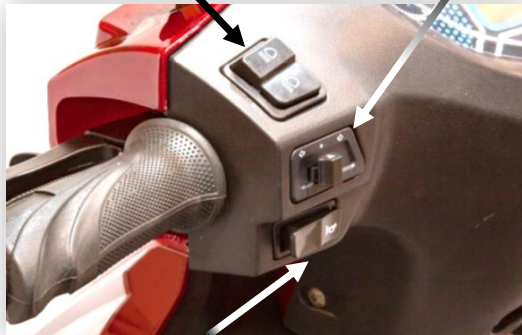
### 3. Tiller Controls

All tiller functions are labeled below. Status lights on the top of the tiller will illuminate or flash when the feature is activated.

High/Low Headlight Button

Turn Signal Switch

Lights Switch



Horn Button #1

Horn Button #2

Speed Selector Switch

Forward/Reverse Button

### 4. Circuit Breaker

The blue circuit breaker switch underneath the seat must be turned on to operate the scooter, and it must remain on while charging.

\*



## 5. Emergency Brake Tab

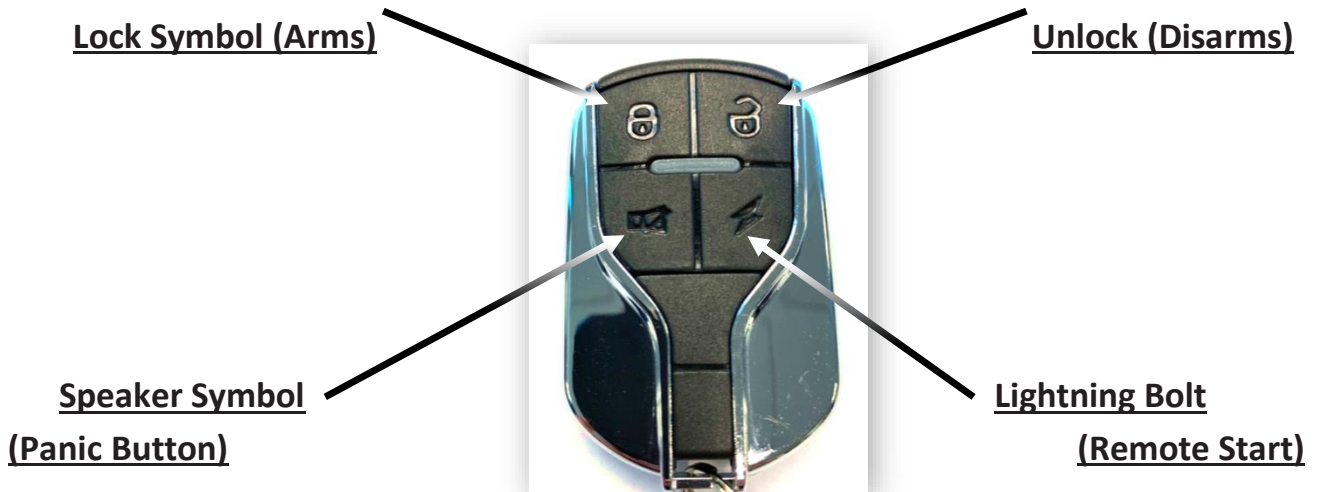
The emergency brake is located on the brake handle. The tab holds tension in the brake lines to keep the unit stationary when not in use. Activate by depressing tab towards the brake handle, while squeezing the handle. The tab will click inwards and activate if the brake handle is pulled approximately halfway. Squeeze the brake handle to deactivate.



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## 6. Alarm System Key Fob

There is a key fob for the alarm system attached to both keys. See the graph below for the function of each button on the key fob. (Remote start allows turning on the ignition without having to use the key).



## Charging Instructions:

The smart charger included with your scooter will shut off its high current mode when the scooter is fully charged. When the light on the charger is red, the scooter is still charging. When the light turns green, the scooter is fully charged, and you will need to unplug within two hours to avoid overcharging. The charging time varies depending on how charged the batteries are. If almost empty, the charge time may take up to 8 hours. If the red light stays on for more than 8 hours, unplug the charger. Do not exceed 8 hours charge time.

## Batteries and Battery Maintenance:

Use only the recommended batteries for your scooter. Do not use lithium-ion batteries. The batteries can be charged as needed without causing damage. You can wait until low or charge right after a short ride. Avoid leaving battery on the charger for an extended period to avoid potential damage.

Specification of the battery that we recommend:

Type: (4) 12 volt, 20 Ah, Deep Cycle, Maintenance Free, Sealed Lead Acid

## Note:

- Do not use automotive starter batteries. They are not designed to handle long deep discharge and are unsafe for use in your scooter.
- The useful life of a battery is quite often a reflection of the care it receives.
- Always charge the batteries in a well-ventilated area.
- The charger is intended for indoor use only.
- Replace all batteries at the same time if weak.
- Recharge the scooter at least once every month when not in use to avoid deterioration of the batteries.

## Ramps and Curbs:

1. Check that the ramp surface is roughened to prevent slipping. Never drive across a slope or turn sharply on a slope.
2. When driving up curbs, always check the height of the curb to ensure that it does not exceed 4" height.
3. Always go forward up ramps and curbs.
4. Avoid stopping completely when going over small objects or obstructions.

## General:

1. Always keep your feet on the scooter while riding.
2. Do not exceed the weight capacity of 400 lb.
3. Do not attempt to lift or move the scooter by any of its removable parts.  
Personal injury and damage to the scooter may result.
4. Never try to use your scooter beyond its limitations as described in the manual.
5. Do not connect any electrical or mechanical device to the scooter. Failure to obey this instruction may result in injury and will void the warranty.
6. Always comply with local laws and regulations.

## Use Prohibited If Under the Influence of Medication or Alcohol:

1. Check with your physician if you are taking any medication that may affect your ability to operate your scooter safely.
2. Do not operate your scooter while you are under the influence of alcohol as this will impair your ability to operate your scooter in a safe manner.

## Driving Surface

The Journey Luxe has the best stability and performs best under normal driving conditions (dry, level ground with concrete or asphalt). Extra care must be taken when riding on other surfaces (grass, gravel, etc.).

DO NOT exceed the specified climbing angle. Do not operate the scooter before you have fully read and understood the manual.

- Always turn the scooter off before getting on or off.
- Avoid driving in loose gravel, covered soil and sandstone.
- Do not drive the scooter in unknown road conditions.
- The scooter can ride over small obstacles within a certain height, but you must minimize the speed and slowly drive over the obstacle.
- Do not operate the scooter under the influence of drugs or alcohol.
- Do not park on steep slopes.
- Changing the initial setting or refitting your scooter is forbidden.
- Use caution when operating near busy streets, markets or shopping centers. Do not operate in unsafe areas.
- Consult local authorities about the traffic rules for scooters in your city.

- Hold the handlebar with both hands and put both feet on the floorboard while driving the scooter.
- Never sit on the scooter in a moving vehicle.
- Do not drive on uneven slopes or uneven ground; be careful when passing over slopes.
- Never take the scooter on an escalator.
- Do not operate on frozen, slippery or salty roads.
- Never let the batteries freeze; do not charge when frozen.
- Do not let the batteries ever go completely dead. Battery must not sit for an extended period of time when low or damage may occur.
- Always use required safety equipment while operating.
- Do not modify or change the electrical system and frame. Doing so will void the warranty.



## **Three-Year Limited Warranty**

Three (3) years from the date of purchase on all structural frame components; seat post and frame.

## **One-Year Limited Warranty**

One (1) Year from the date of purchase, if any part or electronic component of the scooter is found upon examination to be defective in material and/or workmanship, it will be replaced at Journey Health & Lifestyle's discretion.

The batteries are warranted by Journey Health & Lifestyle for 2 months after the purchase of the unit.

Labor and service calls are NOT included: The purchaser is responsible for the delivery to the authorized repair facility. Satisfactory proof of purchase is always required for warranty service. Please contact the dealer/company from whom you purchased your Journey Health & Lifestyle product.

**SHIPPING - DOMESTIC:** Parts will be provided under warranty at no charge. All warranty items will be shipped via UPS Ground. Shipping fees will be at the expense of the purchaser.

**SHIPPING - INTERNATIONAL:** Parts will be provided under warranty at no charge, but shipping to any offshore and/or international location will be the responsibility of the purchaser. International and offshore end-users must contact Journey Health & Lifestyle directly to initiate the warranty process.

## **ONE-YEAR WARRANTY EXCEPTIONS**

**MOTOR:** In cases where there is an increase in the operational noise level, the warranty does not apply.

(An increase in operational noise level usually occurs due to excessive strain on the scooter.)

**SERVICE:** Warranty service can be performed by Journey Health & Lifestyle or by an authorized service facility. Do not return faulty parts to Journey Health & Lifestyle without prior consent. A request for a Return Authorization is required prior to returning items. All transportation costs and shipping damage incurred while submitting units and/or parts for repair or replacement are the responsibility of the original purchaser.

**WARRANTY EXCLUSIONS:** This warranty is given only to the original purchaser of the scooter.

This warranty excludes:

Battery Charger: The charger carries a 30-day warranty.

Consumable items: that may need replacing due to normal wear and tear (tires, tubes, belts, bulbs, upholstery and seating, throttle, brakes, motor brushes, fuses, plastic shrouds and footrest covers)

Damaged caused by: battery fluid spillage or leakage, abuse, misuse, accident, negligence, improper operation, excessive loading, maintenance, storage, commercial use or use other than normal.

Use other than for the purpose of the purchaser's mobility.

Repairs and/or modifications made to any part of the scooter without specific and prior consent from Journey Health & Lifestyle.

Labor, service calls, shipping (including warranty claims), and other charges incurred for repair of the product are not approved by Journey Health & Lifestyle unless authorized.

Batteries: Batteries carry a limited warranty which is subject to a stringent wear and tear clause. Any battery faults due to a defect in the original manufacture will normally become obvious within the first two months of use. Any gradual deterioration in performance after this period is normally associated with fair wear and tear, misuse or accidental damage and as such is not covered by the manufacturer's warranty. There is no other express warranty.

Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of the original purchase and to the extent permitted by law. Any and all implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded.



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**If you have any questions, call us at our toll-free number:**

**1-800-958-8324**