



# PHOENIX



## MOBILITY SCOOTER USER MANUAL

Congratulations on the purchase of your new Phoenix Mobility Scooter! The advanced design of the Phoenix ensures many years of enhanced trouble-free mobility. Correct use improves your mobility and quality of life.

## Your safety is important to us.

Please read this owner's manual before using the scooter. Improper use of the scooter could result in harm, injury or traffic accidents. Correct use improves your mobility and quality of life.

This owner's manual includes operation instructions for every aspect of the scooter.

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## 1.0 SAFETY GUIDELINES



**WARNING!** An authorized Provider or qualified technician must perform the initial setup of this scooter and must perform all of the procedures in this manual.

The symbols below are used throughout this owner's manual and on the scooter to identify warnings and important information. It is very important for you to read them and understand them completely.



**WARNING!** Indicates a hazardous situation that could result in serious injury or death if it is not avoided.



**CAUTION!** Indicates a hazardous situation that could result in minor or slight injury if it is not avoided.



**IMPORTANT!** Indicates a hazardous situation that could result in damage to property if it is not avoided.



**USEFUL TIP!** Recommendations and information for efficient, trouble-free use.

Your scooter is a state-of-the-art life-enhancement device designed to increase mobility. We provide an extensive variety of products to best fit the individual needs of the scooter user. Please be aware that the final selection and purchasing decision regarding the type of scooter to be used is the responsibility of the scooter user who is capable of making such a decision and his/her health care professional (i.e., medical doctor, physical therapist, etc.).

The contents of this manual are based on the expectation that a mobility device expert has properly fitted the scooter to the user and has assisted the prescribing health care professional and/or the authorized provider in the instruction process for the use of the product.

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 specially trained in assisting a scooter user in various daily living activities.

As you begin using your scooter during daily activities you will probably encounter situations in which you will need some practice. Simply take your time and you will soon be in full and confident control when using the scooter.

Additional general information can be found on the supplemental information sheets and booklets included in your Owner's Package. Please fully read and review the information and keep it readily available for future reference.

## 2.0 PRE-RIDE SAFETY CHECKS

Get to know the feel of your scooter and its capabilities. We recommend that you perform a safety check before each use to make sure your scooter operates smoothly and safely.

### Perform the following inspections prior to using your Travel Scooter:

- Check the condition of the tyres. Make sure they are not damaged or excessively worn.
- Check all electrical connections. Make sure they are tight and not corroded.
- Check the battery condition meter to ensure the batteries are fully charged.
- Ensure the manual freewheel lever is in drive mode before sitting on the Travel Scooter.

If you discover a problem, contact your authorized Provider for assistance. Please refer to the Contact Information insert in your Owner's Package.



**WARNING!** This complete user manual should be read and fully understood before using and driving the scooter.



**WARNING!** Never exceed the maximum permissible load – see 3.0 Specifications and never use the scooter to transport more than one person.



**WARNING!** Never drive the scooter under the influence of medication or alcohol.



**WARNING!** Never attempt to get onto or off your scooter without first removing the key from the key switch. This will prevent the scooter from moving if accidental throttle control lever contact is made.



**WARNING!** This scooter is not intended for use as a seat in a motor vehicle. The scooter could fail in a vehicle impact, leading to serious injury or death of the occupant or injury to others.

### 3.0 SPECIFICATION

Model Reference	Phoenix
Speed (Max)	8 mph
Travel Range (Max)*	25 mil.
Battery	2 x 24V 50Ah AGM
User Weight (Max)	21st. (135kg)
Total Weight With Batteries	101 kg
Overall Length	1220 mm (48in.)
Overall Width	630 mm (24.7in.)
Overall Height	1160 mm (46in.)
Climbing Gradient (Max)	10 Degrees
Turning Radius (Min)	1490 mm
Ground Clearance (Max Mid Frame)	100mm
Seat Type	Deluxe Adjustable Captain
Seat Width	460mm (18in.)
Seat Height	400-450mm
Front Tyre	290 mm (11in.) Solid Puncture Proof/Pneumatic
Rear Tyre	290 mm (11in.) Solid Puncture Proof/Pneumatic
Pneumatic Tyre Pressure	35 psi (Max)
Suspension	Front & Rear
Lights	Front & Rear
Basket	Black Plastic
Tiller Type	Gas Assisted Delta Handle
Mirrors	Yes
Charger	2 Amp Lithium
Charging Type	Tiller Charger
Brake	Automatic Electromagnetic & Hand Brake

**REMARK: Komfi-Rider** reserves the right to modify the specification if necessary. The final specification is subject to the individual scooter you purchase from your dealer.

\*Subject to user weight and terrain

## 4.0 COMPONENTS OF THE SCOOTER



1	Seat	9	Seat Slider Lever
2	Seat Arm Pad	10	Seat Rotation Lever
3	Arm Rest Retaining Screw	11	Front Wheel
4	Seat Post	12	Front Bumper
5	Rear Light	13	Front Light
6	Free Wheel Lever	14	Basket
7	Anti Tip Wheel	15	Mirror
8	Rear Wheel	16	Tiller Handle

Your scooter is equipped with a number of elements and parts. You should know these before using the scooter. Designs and specifications may change without prior notice.




## 5.0 CONTROL PANEL

C-1	Key Switch	C-5	High-Low Switch
C-2	Battery Indicator	C-6	Hazard Light Button
C-3	Speed Adjustment Dial	C-7	Horn Button
C-4	Direction Indicator Button	C-8	Throttle Control Lever - Forward/Back



### 5.1 Key Switch: (C-1)

This turns the power on and off your scooter.

- Insert the key into the key switch.
- Turn the key clockwise to turn on your scooter's power. The battery indicator will light up to indicate that the power is on.
- Turn the key anti-clockwise to turn off your scooter's power. The battery indicator light will turn off to indicate the power is off.
- Turn the key to  to turn on the main lights.

### 5.2 Battery Indicator/Gauge: (C-2)

Indicates the voltage of the batteries:

- **F** (Green) – batteries are fully charged.
- Yellow – batteries are half full.
- **E** (Red) – batteries need charging.
- Beeping sound continuing – batteries are out of charge. Please re charge batteries.

### 5.3 Speed Adjustment Dial: (C-3)

This dial allows you to preselect and limit your Scooter's top speed in the range of 0mph – 8mph:

- The image of the Turtle represents the slowest speed setting.
- The image of the Rabbit represents the fastest speed setting.

### 5.4 Direction Indicator Button: (C-4)

Press the Direction Indicator Button for turning left or right.

- When turning left press the button down on the left side, the left indicator will flash.
- When turning right press the button down on the right side, the right indicator will flash.

## 5.5 High-Low Switch: (C-5)

Located on the front of the control panel the High-Low switch has two positions 'Hi' (High speed) or 'Lo' (Low speed) and limits the maximum speed to either 4mph or 8mph.

- Hi – Position allows the scooter to travel at a maximum speed of 8mph.
- Lo – Position allows the scooter to travel at a maximum speed of 4mph.

## 5.6 Hazard Light Button: (C-6)

When you press this button the front and rear hazard lights will flash.

- Press to turn on the hazard lights.
- Press again to turn off the hazard lights.

## 5.7 Horn Button: (C-7)

This button activates a warning horn. Your scooter must be turned on for the horn to be operational. Do not hesitate to use the warning horn when doing so may prevent an accident or injury.

## 5.8 Throttle Control Lever - Forward/Back: (C-8)

This lever allows you to control the forward speed and the reverse speed of your scooter up to the maximum speed you pre-set with the speed adjustment dial.

Place your right hand on the right hand tiller handle and your left hand on the left hand tiller handle.

To move forward, use either of the following:

- Use your left thumb to push the left side of the throttle control lever.
- Use your right hand fingers to pull back on the right side of the throttle control lever.

To move backward, use either of the following:

- Use your right thumb to push the right side of the throttle control lever.
- Use your left hand fingers to pull back on the left side of the throttle control lever.

Release the lever and allow your scooter to come to a complete stop before pushing the other side of the lever to move in reverse. When the scooter is moving in reverse, the reverse beeper will sound. When the throttle is completely released, it automatically returns to the centre "stop" position and engages your scooter's brakes.





## 5.9 Hand Brake: (C-9)

The hand brake has also been provided for stopping the scooter when quicker stopping is required or in emergency situations.

## 5.9 Charger Socket:

The Tiller Charger Socket is positioned on the tiller (Fig 5.9.1) to allow the batteries to be charged without having to bend down – see '11.0 Batteries and Charging' for further information.

FIG 5.9.1



**WARNING!** Chargers are selected precisely for particular applications and are especially matched to the type, size, and chemical formulation of specific batteries. For the safest and most efficient charging of your scooter's batteries, we recommend use of the charger supplied as original equipment with your product only. Any charging method resulting in batteries being charged individually is especially prohibited.



**WARNING!** Do not attempt to disassemble the battery from the battery pack or refit the battery.



**WARNING!** If your battery charger has not been tested and approved for outdoor use, then do not expose it to adverse or extreme weather conditions. If the battery charger is exposed to adverse or extreme weather conditions, then it must be allowed to adjust to the difference in environmental conditions before use indoors. Refer to the manual supplied with the battery charger for more information.

## 6.0 OPERATION - BEFORE GETTING ON YOUR SCOOTER

- Keep your batteries fully charged and avoid deeply discharging your batteries.
- Never leave the manual freewheel lever in the forward position unless you are manually pushing your scooter.



**WARNING!** Never attempt to get onto or off your scooter without first removing the key from the key switch. This will prevent the scooter from moving if accidental throttle control lever contact is made.



**WARNING!** Never sit on the scooter when it is in freewheel mode.



**WARNING!** Never exceed the maximum permissible load – see 3.0 Specifications and never use the scooter to transport more than one person.



**WARNING!** Never drive the scooter under the influence of medication or alcohol

### 6.1 Freewheel Lever

The Freewheel lever on the scooter is located on the rear section of the scooter. Before driving the scooter needs to be put into the drive position. The two positions are:

- 1) **Drive position** - is indicated by 'D' - pull the lever downwards for this position (Fig 6.1.1).
- 2) **Freewheel position** - is indicated by 'N' - push the lever forwards for this position (Fig 6.1.2).

FIG 6.1.1

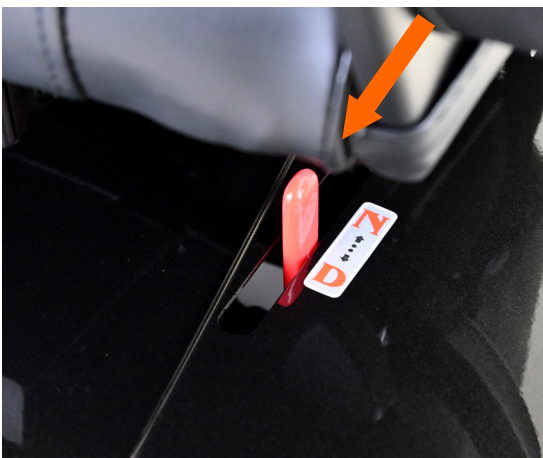
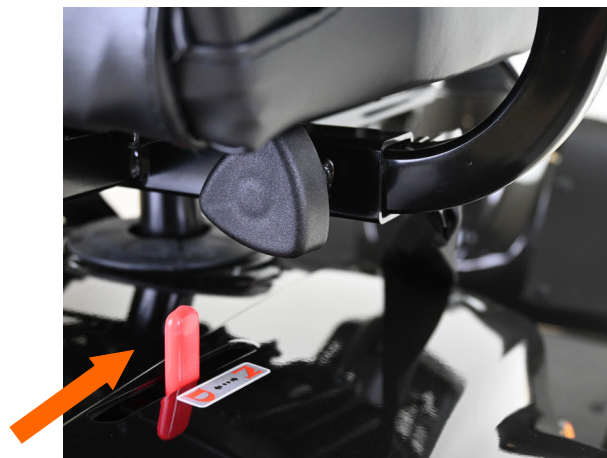


FIG 6.1.2





**WARNING!** Always remove the key switch before placing your scooter into or taking it out of freewheel mode.



**WARNING!** Never sit on the scooter when it is in freewheel mode.



**WARNING!** Never put your scooter in freewheel mode on any incline.



**WARNING!** When your scooter is in freewheel mode, the braking system is disengaged.



**WARNING!** Disengage the drive motors only on a level surface.



**WARNING!** Ensure the key is removed from the key switch.



**WARNING!** Stand to the side of the scooter to engage or disengage freewheel mode. Never sit on a scooter to do this.



**WARNING!** After you have finished pushing your scooter, always return it to the drive mode to lock the brakes.

## 7.0 OPERATION - GETTING ON YOUR SCOOTER



**WARNING! Never attempt to get onto or off your scooter without first removing the key from the key switch. This will prevent the scooter from moving if accidental throttle control lever contact is made.**

- Make certain that the key is removed from the key switch.
- Stand at the side of your scooter and disengage the seat rotation lever by pulling up (Fig 7.0.1) and rotate the seat until it is facing you.



**FIG 7.0.1**

- Position yourself comfortably and securely in the seat.
- Disengage the seat rotation lever again by pulling up (Fig 7.0.1) and rotate the seat until you are facing forward.
- Make certain that the seat is secured into position.
- Make certain that your feet are safely on the floorboard.

## 7.1 Seat Adjustments

You can make several more adjustments to the seat as follows:

- **Headrest Height** – Press the button to adjust the height of the headrest (Fig 7.1.1).
- **Backrest Angle** – Lift the lever positioned on the left side of the seat (Fig 7.1.2) to adjust the back angle. Note this lever can also be used to fold down the backrest for transport and storage.
- **Seat Slider** – Lift up the lever (Fig 7.1.3) to disengage the seat slider, while holding the lever up at the same time push the seat forwards or back to the desired position and then release the lever to lock.
- **Seat Swivel** – Lift up the lever (Fig 7.1.4) to disengage the seat swivel lever, while holding the lever up you will then be able to swivel the seat either left or right.
- **Armrest Angle** – Adjust the screw (Fig 7.1.5) positioned under the armpad to change angle of the armrest to the desired angle.
- **Seat Arms Width** – The Width can be adjusted by adjusting the bolt at the back of the seat to move the armrest out or in (Fig 7.1.6).

FIG 7.1.1



FIG 7.1.2



FIG 7.1.3



FIG 7.1.4

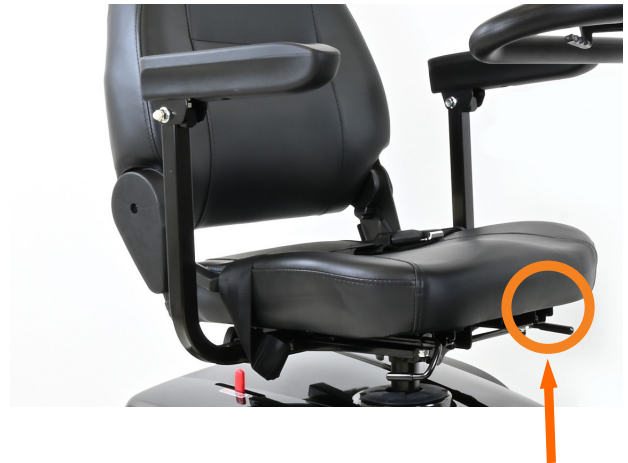


FIG 7.1.5



FIG 7.1.6





## 7.2 Seat Height Adjustment

The seat height is adjustable by the adjusting the seat post height.

- Fold the seat back down. (Fig 7.2.1)
- Then stand behind the scooter and with both hands lift the seat off the seat post (Fig 7.2.2).
- Remove the rear battery cover, then remove the seat post bolt, then adjust seat post to the required height, then re-insert bolt and fully tighten.
- Refit the seat back onto the seat post.

FIG 7.2.1



FIG 7.2.2



FIG 7.2.3



**CAUTION!** Lifting weight beyond your physical capability may result in personal injury. Ask for assistance when necessary while disassembling or assembling your scooter.



**CAUTION!** The seat lever is sprung loaded, handle the seat slowly and carefully whilst putting it down into the folded position.



**WARNING!** The following can adversely affect steering and stability while operating your scooter:

- Holding onto or attaching a leash to walk your pet.
- Carrying passengers (including pets).
- Hanging any article from the tiller.
- Towing or being pushed by another motorized vehicle.



**IMPORTANT!** Always keep both hands on the tiller and your feet on the floor-board while operating your scooter. This driving position gives you the most control over your vehicle.

### 7.3 Tiller Adjustment

The Tiller Adjuster Lever is situated in front of the Tiller under the Tille Handle as shown in (Fig 7.3.1). This allows you to quickly adjust the angle of the tiller. To adjust the position of the tiller:

- Push the Tiller Adjuster Lever down to disengage the Lever.
- With the Tiller Adjuster Lever disengaged continue to hold and at the same time pull or push the tiller to the desired position.
- Release the Tiller Adjuster Lever to lock the Tiller in position.

FIG 7.3.1



### 7.4 Anti Tip Wheels

Your scooter is fitted with two rear anti tip wheels as shown (Fig 7.4.1). Never drive the scooter without these correctly fitted.

FIG 7.4.1



**WARNING!** Never drive the scooter if the anti tip wheels are missing, or damaged.



**WARNING!** The anti-tip wheels are only effective on firm ground. They will sink into soft ground such as grass, snow or mud if the scooter rests on them. They will lose their effect and the scooter can tip over.

## 8.0 OPERATION - DRIVING YOUR SCOOTER

### 8.1 Starting

- Make sure you are seated safely and properly on your scooter.
- Turn the speed adjustment dial fully anti-clockwise to the slowest setting.
- Insert the key into the key switch.
- Turn the key clockwise to the "On" position.
- Place your hands on the handgrips:
  - Pull on the left-hand grip to steer your scooter to the left.
  - Pull on the right-hand grip to steer your scooter to the right.
- Move the tiller to the centre position to drive straight ahead.
- Slowly engage the throttle control lever to gently accelerate your scooter forwards by either:
  - Use your left thumb to push the left side of the throttle control lever forward.
  - Use your right-hand fingers to pull back on the right side of the throttle control lever.
- To stop, release the throttle control lever to allow your scooter to stop gradually. The electronic brakes will automatically engage when your scooter comes to a stop. The hand brake has also been provided for stopping the scooter when quicker stopping is required or in emergency situations.

### 8.2 Steering

- Place both hands on the handgrips of the tiller, turn the tiller to the right to travel right – never turn at high speeds as this will result in loss of control.
- Turn the tiller to the left to turn left – never turn at high speeds as this will result in loss of control.
- Make sure to maintain sufficient clearance when turning your scooter so that the rear wheels will be clear of any obstacles.
- Show even greater caution when steering in reverse.
- Note the scooter has a 'slowing device' for when cornering, even with this, you must still show extreme caution when cornering.



**WARNING! Turning your scooter too sharply at high speed will cause loss of control and balance and will result in the scooter tipping over resulting in serious injury or death.**



**WARNING! Do not use the scooter if the slowing device has stopped working.**

### 8.3 Driving on inclines, hills, slopes & ramps

- When driving your scooter, never descend or climb a gradient which is greater than recommended – see 3.0 Specifications. Failure to do so could result in serious injury or death.
- When driving up a ramp, curb or incline – lean forward to move the centre of gravity of the scooter forward for maximum stability and safety.
- Drive with extreme caution when attempting to drive up or down any incline, access ramp etc. Always drive at a slow speed.
- Always drive straight up or straight down an incline, ramp, slope etc.
- Never drive across (traverse) an incline, ramp etc, in any direction – Driving across an incline, ramp etc. could result in turning the scooter over resulting in serious injury or death.
- Try to keep your scooter moving when climbing or descending an incline. If you have to stop, restart and accelerate slowly and carefully.



**WARNING! Never descend or climb a gradient which is greater than the recommended maximum see 3.0 Specifications.**



**WARNING! Never drive across (traverse) an incline, ramp etc, in any direction.**



**WARNING! While you are driving down a slope, if your scooter starts to move faster than you feel safe, release the throttle control lever slowly. It will allow your scooter to decelerate and slow down.**

### 8.4 Driving on curbs

- Always be cautious when descending a curb.
- Approach the curb so that both back wheels of your scooter go over the curb at the same time.
- Never go down curbs by traversing them. Doing this will cause the scooter to tip over resulting in serious injury or death.
- Drive down curbs slowly to avoid jarring bumps.

### 8.5 Driving on grass & gravel

- Your scooter performs well on short firm grass and hills, but you must follow the operational parameters presented in this manual. If you are unsure about any situation, avoid it.
- Avoid driving in long grass, this will result in grass wrapping around your scooter's axle and potential damage to the scooter.
- Avoid driving on loose gravel, this will result in loss of control of the scooter.



**WARNING! The anti-tip wheels are only effective on firm ground. They will sink into soft ground such as grass, snow or mud if the scooter rests on them. They will lose their effect and the scooter can tip over.**

## 9.0 OPERATION - GETTING OFF YOUR SCOOTER

1. Bring your scooter to a complete stop.
2. Remove the key from the key switch.
3. Disengage the seat rotation lever and rotate the seat until you are facing toward the side of your scooter.
4. Make certain that the seat is secured into position.
5. Carefully and safely get out of the seat and stand to the side of your scooter.
6. You can leave the seat facing to the side to facilitate boarding your scooter next time.



**WARNING! Never attempt to get onto or off your scooter without first removing the key from the key switch. This will prevent the scooter from moving if accidental throttle control lever contact is made.**

## 10.0 OPERATION - BATTERIES AND CHARGING

### 10.1 General Information & Instructions on Charging

Your Scooter requires 2 x lead acid batteries that are sealed and maintenance free. They are recharged by the supplied charging system.

- Fully charge your travel scooter's batteries for at least 10 to 12 hours prior to using it for the first time. New batteries will be at their full capacity after having run through approx. 10-20 charging cycles (break-in period). This break-in period is necessary to fully activate the battery for maximum performance and longevity.
- Keep the batteries fully charged to keep your scooter running smoothly. Charge the batteries daily after every discharge even after partly discharge. Depending on the level of discharge, it can take up to 12 hours until the batteries are fully charged again.
- If the battery indicator has reached the red LED range, charge the batteries for 16 hours minimum, ignoring the charge complete display!
- Even if the scooter is unused for long period of time, the batteries should have a charge regularly to make sure that both batteries are fully charged.
- Do not cycle your batteries at a low state of charge without regularly recharging them fully.
- Do not charge your batteries under extreme temperatures. High temperatures above 30°C are not recommended for charging as well as low temperatures below 10°C.
- Protect your charger from sources of heat such as heaters and direct sunlight. If the battery charger overheats, charging current will be reduced and the charging process delayed.



## 10.2 Charging Your Batteries

- Make sure you read and understand the battery charger user manual, if supplied, as well as the safety notes on the charger.
- Turn off the scooter power and remove the key.
- Slide away the battery charger socket cover (Fig 10.2.1.)

FIG 10.2.1



- Put the charger plug into the outlet point.
- Do not switch on the battery charger until all the plugs are in position.
- The LED light on the battery charger will show amber while charging.
- The LED light on the battery charger will show green when batteries are fully charged.
- Turn off the mains power to the charger before removing the charger plug from charging outlet.



**WARNING!** Risk of explosion and electric shock if batteries are charged when incorrectly wired. Never attempt to disconnect or reconnect the batteries. If the batteries do not appear to be working correctly, contact your authorized provider.



**WARNING!** Risk of explosion and destruction of batteries if the wrong battery charger is used. Only every use the battery charger supplied with your vehicle, or a charger that has been approved by Komfi-Rider.



**WARNING!** Never attempt to open or disassemble the charger. If the battery charger does not appear to be working correctly, contact your authorized provider.



**WARNING!** Risk of electric shock and damage to the battery charger if it gets wet. Always protect the battery charger from water and always charge in a dry environment.



**WARNING!** Risk of short circuit and electric shock if the battery charger has been damaged. Never use the charger if it has been dropped or damaged.



**WARNING!** Risk of electric shock and damage to the batteries – Never attempt to recharge the batteries by attaching cables directly to the battery terminals.



**WARNING!** Risk of fire and electric shock if a damaged extension cable is used. Only ever use an extension cable if it is absolutely necessary. If you have to use an extension cable, make sure it is in good condition.



**WARNING!** Risk of injury if using the scooter during charging. Do not attempt to recharge the batteries and operate the scooter at the same time. Do not sit in the scooter while charging the batteries.



**WARNING!** Chargers are selected precisely for particular applications and are especially matched to the type, size, and chemical formulation of specific batteries. For the safest and most efficient charging of your scooter's batteries, we recommend use of the charger supplied as original equipment with your product only. Any charging method resulting in batteries being charged individually is especially prohibited.



**WARNING!** Never attempt to disassemble the batteries from the scooter or refit the batteries. Contact your authorized provider.



**WARNING!** If your battery charger has not been tested and approved for outdoor use, then do not expose it to adverse or extreme weather conditions. If the battery charger is exposed to adverse or extreme weather conditions, then it must be allowed to adjust to the difference in environmental conditions before use indoors. Refer to the manual supplied with the battery charger for more information.

## 11.0 OPERATION - DISASSEMBLY AND ASSEMBLY

- When disassembling or assembling your scooter, always make sure you have sufficient room to move the parts around. You may need assistance to lift some of the scooter components.
- See 3.0 Specifications for scooter weights.
- No tools are required to disassemble or assemble your scooter. Always disassemble or assemble your scooter on a level, dry surface with sufficient space for you to work and move around your scooter. Keep in mind that the disassembled sections of the scooter take up more floor space than the assembled scooter.



**CAUTION!** Lifting weight beyond your physical capability may result in personal injury. Ask for assistance when necessary while disassembling or assembling your scooter.



**WARNING!** Remove the key for the key switch before you disassemble your scooter!

## 11.1 Removing the Seat

- Fold the seat back down (Fig 11.1.1).
- Then stand behind the scooter and with both hands lift the seat off the scooter (Fig 11.1.2).

FIG 11.1.1



FIG 11.1.2



## 11.2 Removing the Basket

- Stand in front of your scooter.
- Hold the basket with two hands and lift upwards.

## 11.3 Folding down the Tiller

- Pull the Tiller Adjuster Lever down to disengage the Lever.
- With the Tiller Adjuster Lever disengaged continue to hold and at the same time pull down the tiller to its storage position (Fig 11.3.1)
- Release the Tiller Adjuster Lever to lock the Tiller in position.

## 11.4 Assembly

- Lift up the tiller to the approximate position for use, finer positioning can be made once seated.
- Replace the seat – make sure it is straight above the seat post when you replace the seat onto your scooter. If the seat is not straight on the seat post, you will not be able to lock the seat correctly.
- Replace the basket – stand in front of your scooter, with both hands hold the basket and place onto the basket bracket.

## 12.0 EMI / RFI

The rapid development of electronics, especially in the area of communications, has saturated our environment with electromagnetic (radio) waves that are emitted by television transmitters, cellular phones, citizen's band radios (CB's), amateur radios (ham radios), wireless computer left, microwave transmitters, paging transmitters etc. These electromagnetic (EM) waves are invisible and increase in strength the closer one gets to the source of transmission. When these energy waves act upon electrical devices and cause them to malfunction or to function in an erratic or uncontrolled manner, they are referred to as Electromagnetic Interference (EMI) or Radio Frequency Interference (RFI).

### EMI / RFI and your scooter

All electrically powered vehicles, including scooters are susceptible to Electromagnetic Interference / Radio Frequency Interference (EMI / RFI). This interference could result in abnormal, unintended movement of your scooter.



**WARNING! Unintended movement or brake release can cause an accident or injury**

The FDA has determined that each make and model of scooter can resist EMI / RFI to a certain level. The higher the level of resistance, the greater the degree of protection from EMI / RFI – measured in volts per meter (V/m). The FDA has also determined that current technology is capable of providing 20 V/m of resistance to interference. This product has been tested and has passed an immunity level of 20 V/m.

### EMI / RFI recommendations

- Do not turn on or use hand-held personal electronic communication devices such as cellular phones, walkie-talkies and CB radios while your scooter is turned on;
- Be aware of any nearby transmitters (radio, television, microwave, etc.) on your intended route and avoid operating your scooter close to any of those transmitters;
- Turn off the power if your scooter is going to be in a stationary position for any length of time;
- Be aware that adding accessories or components or modifying your scooter may make it more susceptible to EMI / RFI;



**WARNING! Turn off your scooter as soon as it is safely possible if unintended or uncontrollable motion occurs or if unintended park brake release occurs.**

## 13.0 DAILY CHECK

Item	Inspection Content
Handle Bar	Is it tight? Can they be turned left and right smoothly
Speed Dial	Can it be adjusted freely and function well?
Throttle Lever	Does the scooter move when the lever is engaged? Does the scooter stop when the lever is released completely?
Motor	Is there any abnormal noise from the motor? Does the electromagnetic brake work properly?
Battery Gauge	Does the gauge move to green when switched "ON"?
Horn Button	Does the horn work?
Seat	Is the seat on properly?
N-D Lever	Check for correct function
Rear mirrors	Check that they are clean and firmly fitted to the scooter.
Lighting	Check that all lights are functioning correctly, including front, rear and indicators.

### 13.1 REGULAR CHECKING RECORD

To make sure your scooter is in good condition, go to your scooter dealer regularly.

### 13.3 TYRES

The condition of the tyres depends on how you drive and use your scooter. Inspecting Tyre Treads. Please check the tread depth regularly. Replace the tyres when the tread depth is less than 0.5 mm. If you have pneumatic tyres then check the pressure regularly. See 3.0 Specifications for the correct psi.

### 13.4 UNIQUE IDENTIFICATION NUMBER

Your scooter has a unique identification number which is located on your scooter at several different locations, on the rear and front chassis, under the seat and on the battery box. This unique number will enable your authorized supplier to confirm with Komfi-Rider if necessary, the age of your scooter and when it was purchased.



## 14.0 MAINTENANCE & STORAGE

### 14.1 Maintenance

- Do not use water, oil or other chemical solutions to clean your scooter. Be sure NOT to spray the scooter with the water as this can damage the electronic components.
- Use a dry or moist cloth and mild, non-abrasive cleanser to clean the plastic and metal parts of your Travel Scooter. Avoid using products that may scratch the surface of your Travel Scooter. If necessary, clean your product with an approved disinfectant. Make sure the disinfectant is safe for use on your product before application.
- Please take the scooter to authorized dealers for repairs and adjustments. Improper adjustments could lead to accidents and scooter malfunction.
- Regularly check all wiring connections. Regularly check all wiring insulation, including the charger power cord, for wear or damage. Have your authorized dealer repair or replace any damaged connector, connection, or insulation that you find before using your Scooter again.
- You should keep electrical connections away from sources of dampness, including direct exposure to water or bodily fluids and incontinence. Check electrical components frequently for signs of corrosion and replace as necessary.

### 14.2 Storage

- The best place to store your scooter – either overnight or for longer periods – is in a dry, clean and secure space, ideally with a mains electricity socket so you can charge it at the same time. A lockable garage or a secure shed is ideal.
  - When storing for long periods of time your scooter should still be charged regularly.
- See 11.0 Batteries and Charging for more information.

## 15.0 BASIC TROUBLESHOOTING

This table is only a guide to aid you in getting your scooter operating, should you have any problems. If you are unable to get your scooter operating, please contact your Scooter Dealer.

Symptom	Possible	Solution
Scooter does not move	<ol style="list-style-type: none"><li>1. Key switch is not "ON"</li><li>2. Main circuit breaker tripped</li><li>3. Brake release lever in 'Free-wheel Mode'</li><li>4. Charger connected to outlet</li><li>5. Battery power low</li><li>6. Scooter shuts down to conserve battery</li><li>7. Controller error</li></ol>	<ol style="list-style-type: none"><li>1. Turn key switch to "ON"</li><li>2. Reset circuit breaker</li><li>3. Place lever in 'Drive Mode'</li><li>4. Disconnect charger</li><li>5. Recharge battery</li><li>6. Turn key switch "OFF", then "ON"</li><li>7. Check Power light for Flash Code (See 16.0 Flash Codes to get a solution)</li></ol>
Range less than expected	<ol style="list-style-type: none"><li>1. Charging too infrequently</li><li>2. Defective or worn out battery</li><li>3. Cold weather reduces battery life</li><li>4. Defective charger</li></ol>	<ol style="list-style-type: none"><li>1. Charge scooter more often</li><li>2. Load test batteries. If necessary replace.</li><li>3. Allow batteries to reach room temperature and then fully re-charge</li><li>4. Contact your Scooter Dealer</li></ol>

## 16.0 FLASH CODES

### Scooter controller internal diagnostics

The diagnostic flash codes for your scooter are designed to help you perform basic troubleshooting quickly and easily. A diagnostic flash code flashes from the Power light in the event one of the conditions listed below develops.

Flash Code	Fault	Effect On The Scooter	Solution
1	Battery charge is too low.	Scooter continues to drive	<ul style="list-style-type: none"> <li>• Charge batteries.</li> <li>• Check all battery wiring connections.</li> <li>• Contact your service agent.</li> </ul>
2	Battery charge is depleted	Scooter stops driving	<ul style="list-style-type: none"> <li>• Charge batteries.</li> <li>• Check all battery wiring connections.</li> <li>• Contact your service agent.</li> </ul>
3	Battery voltage is too high.	Scooter stops driving	<ul style="list-style-type: none"> <li>• If the charger is connected, disconnect it from the scooter.</li> <li>• The electronic system may charge the batteries when running down hill and when braking. Switch off the scooter for a few minutes, then turn back on again.</li> </ul>
4	Power time exceeded.	Scooter stops driving	The maximum current has been exceeded over too long a period, probably because the motor has been overloaded. Switch the scooter off for a few minutes, then turn back on again.
5	Brake error.	Scooter stops driving	<ul style="list-style-type: none"> <li>• Ensure the manual freewheel lever is in the drive position and restart the scooter.</li> <li>• There is a fault with the magnetic brake or wiring.</li> <li>• Check the splitter connectors between the front and back sections of the scooter.</li> <li>• Contact your service agent.</li> </ul>
6	Throttle control lever not at centre position when switching on scooter.	Scooter stops driving	<ul style="list-style-type: none"> <li>• Put the throttle control lever in the central position, turn the power off and then turn on again.</li> <li>• It may be necessary to replace the Throttle Pot – contact you service agent.</li> <li>• Check the wig wag is tightened correctly onto the Throttle Pot – If it isn't tighten the grub screw.</li> </ul>
7	Speed Pot or Throttle Pot error.	Scooter stops driving	<ul style="list-style-type: none"> <li>• The Throttle Pot or its wiring could be faulty.</li> <li>• The Speed Pot or its wiring could be faulty.</li> <li>• Contact your service agent.</li> </ul>
8	Motor voltage error.	Scooter stops driving	<ul style="list-style-type: none"> <li>• The motor or its wiring is faulty.</li> <li>• Check the splitter connectors between the front and back sections of the scooter.</li> <li>• Contact your service agent.</li> </ul>
9	Other internal errors.	Scooter stops driving	<ul style="list-style-type: none"> <li>• Check all wiring connections including main battery connections.</li> <li>• The controller needs replacing.</li> <li>• Contact your service agent.</li> </ul>

## 17.0 WARRANTY

### WARRANTY POLICY:

#### LIMITED WARRANTY. IMPORTANT NOTICE:

To ensure your product warranty is validated you must complete the online application form within 14 days of purchase at the following website link:

**To complete your warranty please visit:**  
[www.komfi-rider.com/warranty-registration/](http://www.komfi-rider.com/warranty-registration/)

### 17.1 TWO-YEAR LIMITED WARRANTY

Two years on all structural frame components; fork, seat post, and frame.  
Structural Frame Components, including

1. Main Frame
2. Fork
3. Seat Post
4. Tiller Frame

### 17.2 ONE-YEAR LIMITED WARRANTY:

For one (1) year from the date of delivery, we will replace at our discretion to the original purchaser, free of charge, any part or electronic component found upon examination by an authorized representative of One Rehab to be faulty.

1. Electronic controllers
2. Transaxle
3. Motor & Brake: (electronic function ONLY).
4. Charger
5. Any other electrical subassembly

NOTE: If there is an increase in the noise level from the transaxle, the warranty does not apply. An increase in operational noise level usually occurs due to excessive strain on the scooter.

### 17.3 BATTERIES

**Batteries are covered by a six (6) month warranty from the original manufacture and a further six (6) month warranty at the discretion of Komfi-Rider.**

**Note: Gradual deterioration in performance due to batteries being left in a discharged state, left in cold conditions for long periods of time or worn out through heavy use is not covered.**

### 17.4 Warranty Exclusions

1. ABS plastic shrouds and footrest covers (wear items are not warranted).
3. Tyres and Anti-tip Wheels (wear items are not warranted).
4. Upholstery and seating (wear items are not warranted).
5. Motor Brushes.
6. Brake Pads (wear items are not warranted).
7. Fuses.
8. Repairs and/or modifications made to any part of the scooter without specific and prior consent from **Komfi-Rider**.
9. Circumstances beyond the control of **Komfi-Rider**.

Exclusions also include components with damage caused by:

1. Contamination (rain, etc).
2. Abuse, misuse, accident, or negligence.
3. Commercial use, or use other than normal.
4. Improper operation, maintenance, or storage.

**NOTE:** Gradual deterioration in performance because the battery has been left in a discharged state, left in cold conditions for an extended period of time, or worn out through heavy use is not covered by the warranty.

## **17.5 SERVICE CHECKS AND WARRANTY SERVICE**

This warranty is extended only to the original purchaser. Your original receipt will be necessary as proof of purchase before any warranty performances are rendered.

This warranty only covers failures due to defects in materials or workmanship which occur during normal use and does not cover damage that occurs in shipment or failures which are caused by products not supplied by **Komfi-Rider** or failures resulting from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, modification, commercial use or by anyone

other than an authorized dealer, or damage that is attributable to the acts of God.

The manufacturer reserves the right to alter without notice, any weights, measurements or other technical data shown in this manual. All figures, measurements and capacities shown in this manual are approximate and do not constitute specifications.

## **17.6 NOTICES TO CONSUMER**

There are no other express warranties. To the extent permitted by law, any implied warranty (including a warranty of merchantability or fitness for a particular purpose) is limited to:

1. One (1) year from the day of original delivery
2. Repair or replacement of the defective part only.

# **Warranty Application Form**

**Important Notice – To ensure your product warranty is validated you must complete the online application form within 14 days of purchase.**

**To complete your warranty please visit:**

[www.komfi-rider.com/warranty-registration/](http://www.komfi-rider.com/warranty-registration/)

**The Komfi-Rider Team**

# PHOENIX



Manufacture: Komfi-Rider, Fernwood Estate, Shillingee Road, Surrey, GU8 4SX

Authorized Dealer:

