



eFOLDi User Manual

Mobility Scooter

Cliq (1005B)



SunTech UK Ltd

Purchased from:

Date of purchase:

Serial number:

Please see image showing the location of the serial number.

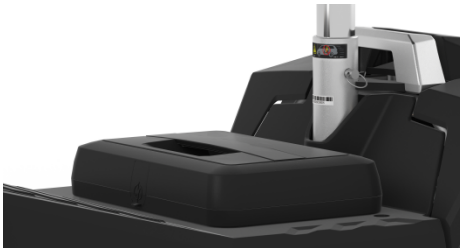


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Introduction

The product is designed and manufactured by Suzhou Sweetrich Vehicle Industry Technology Co., Ltd.

The user manual forms an integral part of the product specifications. It must accompany every product sold and should be read carefully and fully understood before operating or driving the product.

This user manual has been prepared based on the latest product specifications and information available at the time of publication. We reserve the right to make modifications as necessary. Such changes may result in minor differences between the descriptions and illustrations contained in this Manual and the actual product purchased.

Terms, conditions and disclaimers

The terms 'us', 'we', 'our', 'SunTech UK' and 'SunTech UK Ltd' mean SunTech UK Limited, which is a UK registered company, limited by guarantee, registered with Companies House, number 06906908. The term 'website' means the website found online at www.efoldi.com.

The terms 'you', 'your', 'user' and 'rider', mean the person using the eFOLDi notwithstanding any person(s) handling the eFOLDi on behalf of the user, if different to the user, including general handling, maintenance, repairs and so on.

Carefully read and adhere to all instructions, warnings, and notes contained in this manual and in any accompanying documentation before operating this product for the first time. Your safety depends not only on the information provided, but also on the sound judgment exercised by you, your dealer, caregiver, or healthcare professional.

If any part of this manual is unclear, or if you require further assistance with setup or operation, please contact your authorised eFOLDi Dealer. Failure to comply with the instructions, warnings, and notes in this manual, as well as those affixed to your eFOLDi product, may result in personal injury, damage to the product, and the voiding of eFOLDi's product warranty.

Purchaser's agreement

By accepting delivery of this eFOLDi you undertake to not change, alter or modify this eFOLDi and/or any parts supplied with it or subsequently for it, and/or render inoperable or unsafe, any guards, shields or other safety features of this product; fail, refuse or neglect to install any retrofit kits from time to time, as may be provided by SunTech UK Ltd to enhance and/or preserve the safe use of this product. You also agree to accept and abide by/with the terms and conditions contained herein and as may be revised from time to time and updated on our website, being immediately applicable. By using the eFOLDi and/or accessories and/or components supplied with/or for the eFOLDi, the user acknowledges having read and understood the use(s) and limitations of the product(s) without exceptions. This shall not act as a waiver of any implied warranties, which the customer retains, as provided by law.

Warranties will be void and SunTech UK Ltd will accept no responsibility whatsoever or howsoever, in instances of misuse and/or abuse of the products, in part or in full, by the user and/or any unauthorised persons, which may include (but not to be limited to); the user(s) failing to comply with all legal requirements and guidelines, wherever and/or however it is used or intended to be used, lack of or

inappropriate maintenance, maintenance (apart from the routine maintenance as described in this manual by the user) by anyone not approved to do so, unapproved repairs, unauthorised disassembly of the scooter and/or components including (but not limited to) battery pack(s) and controllers, unapproved modifications or alterations, failure to ensure correct detachable and undetachable procedures are followed precisely and in full, damage or injury howsoever caused, failure to apply all reasonable and appropriate safety precautions at all times, improper use of the scooter and/or parts and/or accessories being used by more than one person at any time, use in any competitive sport, racing, stunts, jumping or other similar activity.

Our liability and the liability of our suppliers, to you/or any third parties in any circumstances is limited to the user's cost of qualifying products purchased. Qualifying products as acceptable for the return, as outlined in the return policy, as stated on the website online at: www.eFoldi.com/return-policy. Information in this user manual is subject to change without prior notice. For the latest updates and information, please go to our website online at: www.efoldi.com.

Intended use:

The intended use of the device is to provide mobility to persons limited to a seated position that have the capacity of operating a scooter.

Cliq (1005B) is a motor driven, indoor and outdoor transportation scooter with the intended use to provide mobility to a disabled person or a person with limited mobility in a seated position.

Shipping and delivery:

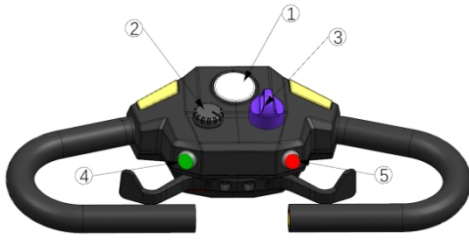
By checking against your sales order or invoice, make sure your delivery is complete, as some components may be individually packaged. If you do not receive a complete delivery, please contact us immediately. Where damage has occurred during transport, either to the packaging or the content, please contact the company responsible

Components



1	Instrument Panel	2	Handlebar Grips
3	Throttle Lever	4	Basket
5	Steering Column	6	Folding Mechanism
7	Front Wheel	8	Front Part
9	Battery	10	Controller
11	Rear Wheel	12	Anti-tip Wheels
13	Rear Part	14	Seat Post
15	Seat	16	Armrest (Left & Right)
17	Brake handle	18	Charging port

Dashboard Controls



IDENTIFICATION KEY

1. Battery Gauge
2. Speed Knob
3. Key Switch
4. Horn Button
5. Light Button

Hand Controls

The scooter's controls are shown in the illustration.

Speed Adjustment Knob

Turn the knob counterclockwise to decrease your driving speed.

Turn the knob clockwise to increase your driving speed.

Battery Indicator

Red: Empty

Yellow: Charging required

Green: Fully charged

When driving on different terrains, the battery indicator may fluctuate. For a more accurate reading, stop the scooter and wait for the value to stabilize before checking. In cold or humid environments, battery capacity and performance may be significantly lower than usual.

Tip:

If the battery indicator enters the red zone, you can extend driving range by reducing speed. Remember to recharge the battery as soon as possible to prevent damage.

Light Operation

The lights are operated via the switch on the front panel.

Press the switch once to turn the lights on and press again to turn them off. Always turn on the lights in low-light conditions, whether day or night, to help the user see the road clearly.

Throttle Lever:

The throttle lever controls speed and the forward and reverse motion.

Forward:

Press the right throttle lever downward to move the scooter forward. The greater the angle, the higher the speed (see Figure A).

Reverse:

Press the left throttle lever downward to move the scooter backwards. The greater the angle, the higher the speed (see Figure B).

Stopping:

Releasing the throttle lever will gradually slow the scooter to a stop.

Horn Button:

Press the horn button to sound a warning, alerting pedestrians nearby (see Figure C)



A



B



C

Key Switch

Turn the key switch to power on/off the scooter



Off-Board Charging Socket

The socket to connect the off-board charger is located on the battery pack. To use the socket, swivel the plastic cover to the left or right to reveal the socket connections. The charger output plug can now be connected, ready to accept charge current from the battery charger.

After use, ensure that the plastic swivel cover is rotated back into place. This action helps prevent water from entering the socket connections.



WARNING.

Do not attempt to charge your scooter outdoors or in damp/wet conditions. Failure to comply with this instruction may lead to a shock or fire hazard.

Safety guidance

Do not operate your scooter for the first time without completely reading and understanding this user manual.



Safety Instruction

- Never use mobile phones or radio transmitters such as walkie-talkies while driving your scooter.
- Never operate the scooter while you are under the influence of alcohol.
- Make sure that there are no obstacles behind you while reversing your scooter.
- Do not attempt to climb kerbs greater than 2.5cm as shown in the specification.
- Please try to avoid riding over rough, cobbled, muddy or loose gravel surfaces. Cliq (1005B) is designed for smooth and firm footpaths and pedestrian areas only.
- Do not remove your hands and legs from the scooter when driving.
- Do not ride your scooter in the snow to avoid accidents.
- Do not allow unsupervised children to play near this equipment while the batteries are charging.
- Do not drive or sit on the scooter when in freewheel mode.
- Do not make a sharp turn or a sudden stop while riding your scooter.
- Never try to use your scooter beyond its limitations as described in this manual.
- DO NOT use the product as a seat in in a motor vehicle.



Warning

- It is the user's responsibility to read the manual and supplied documents before using the scooter and to follow all of the recommendations contained within, to fully comply with all local laws of their countries and localities, and to use the scooter with due diligence and regard to other road users and pedestrians.
- Do not operate the scooter on the road. Obey all local pedestrian traffic rules and use the pavement. Be aware that it may be difficult for traffic to see you when you are seated on the scooter. Wait until your path is clear of traffic and then proceed with extreme caution.
- Scooter users are recommended to wear appropriate clothing when using a mobility scooter, which should include an approved helmet, sturdy shoes or boots, appropriate gloves and high visibility protective clothing as a safety precaution.
- Fully charge the battery before first use and follow the guidelines in this manual and on the label of the base of the battery for prolonging the life of your battery.

- To prevent injury to yourself or others, always ensure that the power is switched off when getting on or off the scooter.
- 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 scooter to an extremely abrupt stop.
- 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 trained in assisting a scooter user in various daily living activities.
- Please do not sit on your scooter while it is in a moving scooter such as a car, bus or train.
- Keep your hands away from the wheels (tyres) while driving scooters. Be aware that loose-fitting clothing can become caught in the drive wheels.
- Do not climb a gradient at an angle. Always drive straight up a gradient, as this greatly reduces the risk of tipping or falling. Do not climb a gradient steeper than 8°.
- Always reduce your speed and maintain a stable centre of gravity when cornering sharply. Do not corner sharply when driving scooters at higher speeds.
- Operating in rain, snow, salt, mist and on icy or slippery surfaces may have an adverse effect on the electrical system;
- Beware that the motor may be hot after use. Never sit on your scooter when it is being used in connection with any type of lift or hoist. Your scooter is not designed with such use in mind, and any damage or injury incurred from such use is not the responsibility of SunTech UK Ltd.
- When the user sits on the mobility scooter, ensure that the seat is properly installed and securely in place.
- Be aware that the stopping distance on slopes can be significantly greater than on level ground.
- The scooter surface temperatures can increase when exposed to external sources of heat (e.g. sunlight);
- Your scooter is NOT a toy and is not recommended for people under the age of 14. Do not allow children to play with or on the scooter. The internal detachable mechanism can cause injury to hands.
- Consult your physician if you are taking prescribed medication or if you have any physical limitations. Some medications and limitations may impair your ability to operate scooters in a safe manner. Consult with your physician if you are taking any medication that may affect your ability to operate your scooter safely.
- Any scooter can be dangerous to its rider/driver and other road users and pedestrians.
- Do NOT for any reason put your hands into the mainframe of the scooter.



Modification

Your scooter has been designed to be as practical as possible. However, under no circumstances should you modify, add, remove, or disable any part or function of your scooter. Personal injury and damage to the scooter may result.

Do not modify your scooter in any way.

Do not use accessories if they have not been tested or approved for Cliq (1005B).

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



Weight limitation

- Do not exceed the weight capacity stated in the Specification section. Exceeding the weight capacity voids your warranty.
- Do not carry passengers on scooters. Carrying passengers on your scooter may affect the centre of gravity, resulting in a tip or a fall.



Storage conditions:

Your scooter should be stored in a dry place, free from temperature extremes. When storing, disconnect the battery from the scooter. See "Battery and Charging."

WARNING!

If you fail to store the unit properly, the frame can corrode, and the electronics can be damaged.

Batteries that are regularly and deeply discharged, infrequently charged, stored in extreme temperatures, or stored without a full charge may be permanently damaged, causing unreliable performance and limited service life. It is recommended that you charge the battery periodically, every 3 months, throughout periods of prolonged storage, to ensure proper performance.

MR Safety statement



“The Cliq (1005B) scooter is MR Unsafe. The device presents a projectile hazard.”

Set up guide

Open your box and check you have all parts as below:

1 off	Front part
1 off	Rear part
1 off	Battery
1 off	Battery charger
1 off	Seat
1 set	Armrest (left and right)
1 off	Basket
1 off	Seat sleeve and a pin



Assembling the scooter

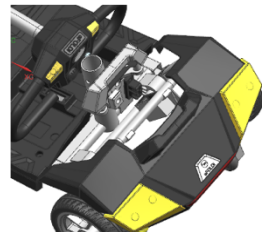
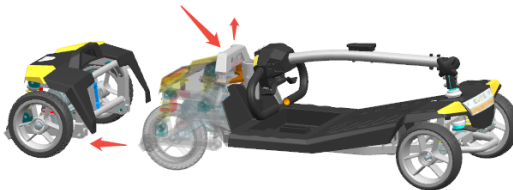
Warnings:



BEFORE ASSEMBLING SCOOTER:

- a. Ensure the scooter is on a flat surface;
- b. Freewheel mechanism is fully engaged;
- c. When lifting, always keep the back straight, bend the knees and use the lifting handles provided.

1. Lift the grey handle of the front part behind the seat post (as illustrated) upwards to align and attach the connecting hooks to the lower bar of the rear part, then push the handle down to connect the rear and front parts.



2. Rotate the tiller knob to loosen the handlebar and then fold up the handlebar, then tighten the knob to secure the handlebar.



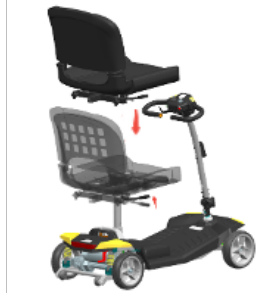
3. Grab the battery handle to push the battery vertically downwards to the battery tray.



4. Insert the seat sleeve vertically into the base post, then insert the pin through aligned holes on both the seat sleeve and base post. Make sure the pin is fully inserted.



5. Insert the seat base post into the seat sleeve, then push the seat firmly downwards. If the seat is not in the right position, you could adjust the position of the seat by swinging the seat after lifting the seat release lever up.



6. Insert the armrests on both sides, then tighten the red marked knobs to secure the armrests respectively.



7. Insert the basket vertically downwards into the basket base on the handlebar.



Battery Charging

The battery **MUST** be charged for 10 hours before first use. Do not be tempted to use the scooter unless the battery has been fully charged, as failure to do this will result in battery damage. Connect the battery charger to the mains supply and the charging sockets located either on the battery or under the side of the handlebar.

Please refer to the “Battery and Charging” section of this manual for full battery care.

Warnings:



If you are in any doubt about their functions, then please turn to the Safety Guidance section.

Transporting the scooter

Your scooter may be disassembled quickly and simply for transportation:



Warnings:

BEFORE DISASSEMBLING SCOOTER:

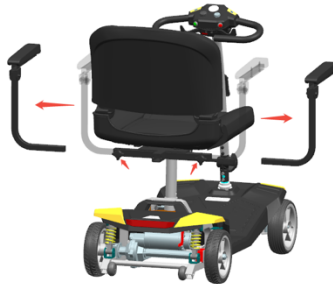
1. Ensure the scooter is on a flat surface.
2. The freewheel mechanism is fully engaged.
3. When lifting, always keep the back straight, bend the knees and use the lifting handles provided.

Disassemble the scooter for transport:

1. Lift the basket vertically upwards, and the basket can be removed directly.



2. Rotate the red-marked position knob to remove the left and right armrests to both sides respectively.



3. Lift the seat release lever according to the position shown in the picture to lift the seat up using both hands.



4. Remove the seat sleeve vertically and upwards by removing the pin outward.



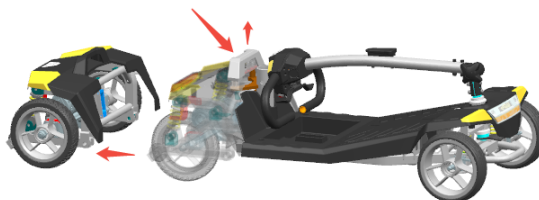
5. Grab the battery armrest to remove the battery vertically upwards.



6. Rotate the tiller knob to loosen the handlebar and then fold down the handlebar.



7. Lift the grey handle behind the seat post (as illustrated) upwards to separate the front and rear parts.



Important:

The scooter is designed for quick disassembly, facilitating convenient long-term storage. When the scooter is to be stored or remains unused for an extended period, charge the battery for 10 hours, then remove it once fully charged and store it in a dry environment at room temperature or under similar conditions (i.e., above 0°C). For prolonged storage, it is essential to remove the battery after full charging and store it in appropriate protective packaging.

During reassembly, ensure that the battery is completely inserted into the scooter's socket and securely locked in place. Failure to do so may result in a power interruption during operation. Always verify that all components are properly secured before transportation. Prior to moving the scooter, confirm that the freewheel level is engaged to prevent unintended movement.

Even if you have prior experience with or ownership of a scooter, you must still thoroughly read this user manual to fully understand its control functions and safety warnings. Should you have any questions regarding operational features, consult this manual for detailed guidance.

Getting On or Off your Scooter

Getting on to your scooter

1. Ensure scooter is switched off and brake lock lever is engaged (ie: NOT in freewheel mode).
2. You can either lift an arm rest and lower yourself on to scooter then make sure you place your feet firmly on the footboard, or you can lift seat release lever (show image C) and swivel seat towards you, then lower yourself on to the seat. Then lift seat release lever and swivel seat back to front position ensuring it clicks into place.
3. Then make sure you place your feet firmly on the footboard.

Getting off your scooter

1. Bring your scooter to a stop and turn the key switch off.
2. Rise armrest put BOTH feet on the ground, and gently leave the seat using the armrests to assist you out of the chair (B).
3. You can adjust the seat by swinging the seat after lifting the seat release lever (C).



A



B



C

Seat Installation / Removal / Adjustment

Quick-Release Seat

Please note that the following instructions are provided for guidance only.

1. Flip the seat armrests upward.
2. Stand behind the seat and lift the seat release lever.
3. Grab the seat base with both hands. Keep your back straight, bend your knees, then rotate and lift the seat off.
4. Place the seat in a suitable location.

Note: Practice the seat removal procedure to become familiar with the correct technique.



A



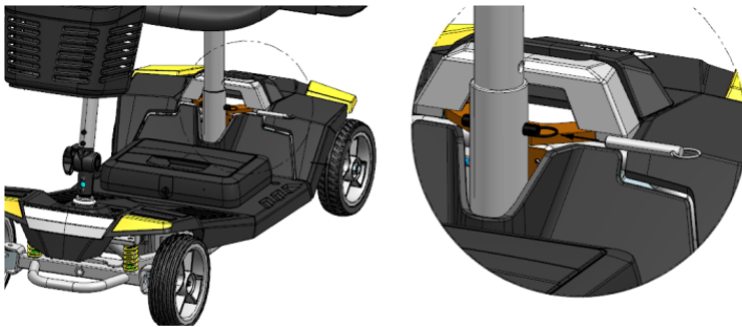
B



C

Seat Height Adjustment

- A. Remove the seat.
- B. Pull out the pin as shown in the illustration, then adjust the seat post to the desired height.
- C. Reinsert the pin and reinstall the seat



Armrest Width Adjustment

Loosen the armrest adjustment bolt. Move the armrest forward or backwards to the desired position, ensuring that the holes on the armrest post align with the holes on the seat post. Then tighten the bolt to secure the armrest in place.

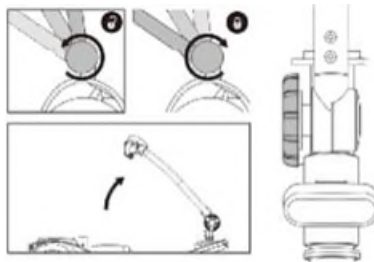


Handlebar Adjustment

The scooter features an adjustable handlebar, allowing you to lock it into the most comfortable driving position. The handlebar can also be folded for easier transportation and storage.

The folding mechanism is located at the base of the handlebar.

- Hold the handlebar with your left hand.
- Turn the folding knob counterclockwise to adjust the handlebar position.
- Place the handlebar in the desired position.
- Turn the folding knob clockwise to lock the handlebar in place.



Driving your scooter



Safety check before use

Basic Driving

It is advisable during the first few sessions of operating your scooter that the area around you is clear of obstacles and pedestrians.

Before operating your scooter, ensure the seat height and position have been adjusted to your satisfaction and the tiller angle has been set for optimum safety and comfort.

Please also see the “Safety Guidance” and “Getting on/off your Scooter” sections in this handbook.

1. Make sure you are properly seated on the scooter and that the speed control knob is turned fully to the left.
2. Turn the key switch to the “ON” position.
3. On the tiller, use the throttle lever as described earlier. You will gently accelerate. Release, and you will gently stop. Practice these two basic functions until you get used to them.
4. Steering the scooter is easy and logical. Be sure to remember to allow enough clearance when turning corners so that the rear wheels clear any obstacle.
5. Short-cutting a pavement corner can cause the back wheel to go off the pavement, causing problems if the corner is very rough. Avoid this at all times by steering an exaggerated curve around the obstacle.
6. When steering in a tight spot, such as entering a doorway or when turning around, stop the scooter and then turn the handlebar to where you want to go, then apply power gently. This will make the scooter turn very sharply. It is also recommended that the preset speed be set to a slower setting to aid control in tight spots.
7. Reversing requires attention - exercise caution when reversing, especially down slopes.

When reversing, always turn the handlebar in the opposite direction to the way you want to go.

The more you operate the throttle lever, the faster you will go.

Reverse speed is 50% slower than forward speed. If the scooter does not move in reverse, carefully turn the speed control knob clockwise until the scooter moves gently backwards.

Important:

To preserve battery power, there is a “sleep timer” feature built into the controller. Should the scooter be left ON, but not operated for 15 minutes, the scooter will go into “sleep mode”. To reset this, switch the scooter OFF and then back ON again.

Hill climbing

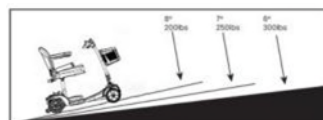
The scooter has passed the test for climbing slopes of up to 8° with a load of 120 kg (see Figure A). Do not attempt to climb slopes steeper than 8°. (Maximum uphill and downhill slopes: 8°) (see Figures A and B).

When reversing on a slope, always reduce speed. When reversing downhill, do not exceed 6°, and exercise extra caution.

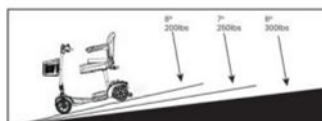
Do not attempt to drive the scooter on mixed surfaces simultaneously, such as driving along a sidewalk and a roadway at the same time.

Climbing ability, driving range, and battery usage time may be affected by the following factors :

1. User Weight.
2. Terrain (e.g. grass or gravel)
3. Slope (See Figure A).
4. Battery charge and service life.
5. Extreme temperatures.
6. Use and Weight of accessories.



A



B

Travelling across slopes

Care should be taken when traversing across a slope; always reduce your speed. Do not traverse across the face of a slope in excess of 8°.

Note: Where possible, always travel up or down hills or ramps directly facing the slope of the hill.

Do not traverse across the face of a slope in excess of 8°. Disregard of this advice could result in your scooter tipping.

Braking

To bring the scooter to a standstill, simply let go of the throttle control lever.

Remember to keep both of your hands on the handlebar whilst the scooter is braking.

Minimum braking distance of running brakes from the maximum speed forward on horizontal surface:

- normal operation: 0.9m
- reverse command: 0.8m
- emergency operation: 1.0m

Note: Automatic braking is not instantaneous and will engage within 1/2 a wheel turn once the scooter has stopped.

Emergency Braking

In case of an emergency or unexpected movement, you can stop the scooter by turning off the key switch. While effective, this method is abrupt and should never be used under normal conditions.

Important: Frequent use of emergency braking may damage the motor, potentially rendering the scooter inoperable.

Switching off

The scooter must always be switched off at the key switch.

When the scooter is stowed or not in use for a long period of time, always charge the batteries for 10 hours and then disconnect the battery pack before storing. If the scooter is to be stored for a long period of time, remove the fully charged battery packs and store them at or near room temperature, out of freezing conditions, i.e. greater than 0°C.



Brake lock lever:

Brake Handle

Pushing the brake handle forward: The motor is disengaged in **Freewheel mode**, allowing manual operation when the red brake handle is pressed upwards. (e.g., the scooter can be pushed on a sidewalk).

Pushing the brake handle backwards: The motor engages, allowing the scooter to be driven using the control lever. This safety feature prevents unauthorised movement of the scooter when it is parked.



Warning:

Always ensure the brake handle is engaged, especially on slopes; otherwise, releasing the scooter may cause it to roll downhill.

After use, make sure the brake handle is engaged to prevent unauthorised operation, which could result in injury or damage.

The stopping distance on slopes can be significantly greater than on level ground.

Use on the footpath

When using your scooter on the footpath, always be aware of pedestrians and situations which might require extra care. For example, young children and pets. Remember, especially when driving in public places, to drive with **Caution** and regard for others at all times. When manoeuvring in confined areas, including shops, ensure the minimum speed is selected. If you leave your scooter outside a shop, ensure that it does not obstruct the footpath or vehicular access.

Always switch off and take your key with you.

Crossing roads

Your scooter is not capable of mounting and dismounting kerbs and other obstacles in excess of 25mm.

Remember, before crossing the road, drive forwards and position the scooter at 90° to the road, stopping about 30 - 60cm (1 - 2 feet) away from the edge of the footpath. Check that it is clear to cross. Select a medium to high speed setting and when safe to do so, drive across without stopping.

Note: Heavier users will require higher speed settings.



Caution!

Routine use of emergency braking will cause damage to your scooter.

Freewheel mechanism:

Transporting the scooter along a slope in freewheel mode can be dangerous. Take extra care if this is necessary. Always re-engage the freewheel device after use.

Never sit on your scooter whilst in freewheel since the scooter will no longer automatically stop.



Note!

Low speed settings are recommended when travelling downhill, particularly in reverse. Also, reduce your speed when turning corners. The anti-tip devices fitted to the scooter must not be removed.

Use of mobile phones

Do not use mobile phones or other wireless devices while operating the scooter.

Using such devices can generate excessive electromagnetic fields, potentially interfering with the scooter's electronic systems.

If you must use a mobile phone or wireless device, stop the scooter in advance and turn off the power.

Tyres

Regularly inspect the tyres for damage or wear.



Brake Lever

Operating the scooter on a slope and releasing the brake lever can be extremely dangerous. If it is necessary, proceed with extreme caution. After use, ensure the brake lever is returned to its engaged position.

Do not sit on the scooter if the brakes are not functioning properly.

Parking brakes

Maximum slope uphill: 15.4°

Maximum slope downhill: 8.4°

Table 1 — Results of running brake tests

Test plane inclination	Direction of travel	Maximum Speed	Normal operation	Reverse command	Emergency operation	Comments
		(m/s)	(m)	(m)	(m)	
Horizontal	Forwards	1.70	0.8	0.7	1.0	
Horizontal	Reverse	0.37	0.2	0.1	0.3	
3°	Forwards downhill	1.71	1.0	0.7	1.2	
3°	Reverse downhill	0.39	0.2	0.1	0.1	
6°	Forwards downhill	1.64	1.1	0.7	1.2	
6°	Reverse downhill	0.34	0.1	0.3	0.3	
Maximum slope specified by the manufacturer 8°	Forwards downhill	1.67	1.2	0.9	1.3	
Maximum slope specified by the Manufacturer 8°	Reverse downhill	0.34	0.1	0.3	0.3	

Table 2—Static stability test results

Wheelchair tipping angle(degrees)				
Stability direction		Least stable	Most stable	
Forward	Front wheels locked	> 20°	> 20°	
	Front wheels unlocked	> 20°	> 20°	
Reareard	Front wheels locked	14.5°	14.5°	
	Front wheels unlocked	12.5°	12.5°	
Lateral orientation1	Left	14°	14°	
	Right	15°	15°	
Anti-tip Device tipping angle				
Stability direction		Least effective	Most effective	Does device prevent tipping over?
Anti-tip device2		> 11°	> 11°	Y
		> 11°	> 11°	Y

Battery and Charging

Removing the Battery:

- a. Remove the seat.
- b. Grasp the battery handle with both hands and lift the battery straight up.



Note: Keep your back straight and bend your knees while lifting.

Installing the Battery:

Installation is the reverse of the removal procedure.

Keep your back straight and bend your knees.

Ensure the battery is fully seated so that the battery terminals make complete contact with the corresponding connectors; otherwise, the scooter may not operate properly.

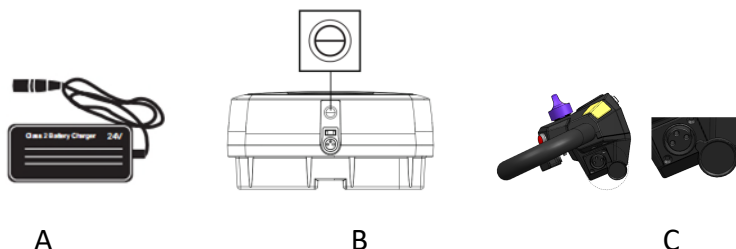
Make sure both sets of terminals are clean and free of dust or debris, as poor contact can affect battery performance.

External Charger

Your mobility scooter is equipped with an external (off-board) charging device, as shown in Figure A below. Please note that only approved chargers supplied by an authorised local dealer may be used.

There are two charging ports: one is located on the lower left side beneath the dashboard, and the other is located at the front of the battery box (Figure B).

1. Turn the key switch to the OFF position to disconnect the power (Figure C).
2. Open the protective cover on the charging port and connect the charger (Figure C).
3. Ensure that both the charger plug and the charging port are dry, intact, and free from any damage.



Note:

The charger is capable of charging from 100V to 240V, off-board charger has 2 possible indications:

1. **Green LED** = Power On or Fully charged.
2. **Blue LED** = Charging in progress.

Charging port distribution

1. Positive electrode
2. Negative electrode
3. Signal



Ensure the scooter is switched off before commencing the charging process. After charging, always swivel the charging socket cover back into place. This helps prevent water from getting into the socket.

Occasional use of the wheelchair before charging is acceptable if urgently needed.

Please note that the scooter has a safety circuit to prevent it from being driven off during charging. If your scooter fails to respond to normal control after a charging period, please check that the battery charger has been completely disconnected from the scooter.



Cautions

Charger Specifications:

Input voltage: 100–240V

Output current: 2A

Before charging:

Ensure the scooter is turned **OFF**.

After charging, close the protective cover on the charging port to prevent water ingress.

The scooter is equipped with a safety circuit to prevent movement during charging.

If the scooter does not operate normally after charging, check that the charger is disconnected from the battery terminals.

Charger Usage and Storage:

Keep the charger in a dry environment at temperatures between -25°C and 40°C.

Avoid mechanical damage to the charger.

Repairs must be performed only by an authorised dealer.



WARNING:

Do NOT charge the battery overnight unsupervised.

Only use the original charger. Using third-party chargers will void the warranty and can damage the scooter and/or cause fire hazards

Battery Handling Precautions

Handle and dispose of batteries and chargers carefully.

Do not throw batteries into fire. Dispose of used batteries according to local regulations.

Keep batteries away from heat sources, which may cause an explosion.

Do not press, puncture, or expose the battery to high pressure, as this may cause short circuits or overheating.

Charging Safety Warnings:

Do not charge batteries near open flames or while smoking.

Charging may produce explosive gases; keep the scooter and charger away from sparks or flames.

Charging should be performed in a well-ventilated area, at least twice the volume of the scooter, to prevent the accumulation of flammable gases.

Avoid touching the battery's metal terminals.

Only use batteries specifically supplied for this scooter model.

If the battery or battery case is damaged, contact an authorized dealer immediately. Do not attempt to repair the battery yourself.



Dealer Warning:

Wear gloves and safety goggles when handling leaking batteries.

Replace damaged or leaking batteries promptly.

Charging Area Gas Accumulation Warning

Gas may accumulate in the charging area. Ensure adequate ventilation during charging.



WARNING:

Do not operate the mobility scooter when the battery is fully discharged, as the rider may become stranded.

Battery Protection

When the battery is overcharged, over-discharged, or overheated, the battery protection board will automatically cut off the battery circuit.

After the protection board has cut off the circuit, move the scooter to a safe environment. Once the battery temperature and condition return to normal, simply connect the charger to the battery to reactivate the protection board, and the battery can be used again.

Battery Specifications

Battery Type : Lithium battery

1. Rated Capacity: 12Ah / 24V
2. Operating Temperature Range: -20°C to 60°C
3. Charging Temperature Range: 0°C to 45°C
4. Storage Temperature Range: -20°C to 50°C
5. Battery box size: 293x193x105mm
6. Cycle durability according to IEC 61960-3, charge and discharge cycles ≥ 1000 times

Battery Replacement

To replace the battery, please visit a professional repair centre.

General information

Batteries are the power source for almost all of the modern mobility products available today. The design of batteries used in mobility products is significantly different from

the batteries used to start a car, for example. Car batteries are designed to release a large amount of power over a short period of time, whilst mobility batteries (commonly called deep cycle batteries) release their power evenly over a long period of time. Therefore, due to the lower production volumes and increased technological requirements, mobility batteries are typically more expensive. Commonly, two 12-volt batteries are used together in a mobility product, giving a total voltage of 24 volts. The size of the battery (e.g. its available power) is expressed in amps per hour (e.g., 10 amps/hr). The higher the number, the bigger the battery size, weight and, potentially, the greater the distance you can travel.

Batteries

Your scooter is fitted with batteries that require no maintenance, other than regular charging.

If a battery is physically damaged, please use extreme caution when handling it.

Beware, battery fluids are corrosive, and care should be taken at all times to avoid contact with them. If it comes into contact with the skin or clothing, wash immediately with soap and water. If it comes into contact with the eye, immediately flood the eye with running cold water for at least 10 minutes and seek medical attention.

Please do not dispose of batteries in normal waste; always recycle in accordance with local laws.

It is recommended that the batteries are always transported and stored upright.

Only use batteries supplied by an authorised dealer.

Battery care

We have set out a battery care plan for maintenance-free batteries. If a different care plan is followed, this may result in lower-than-expected performance from your mobility scooter.

Battery pack care plan

1. Only use the approved battery charger compatible with the scooter to charge it.
2. Charge your batteries 10 hours for first-time use.
3. Do not interrupt the charging cycle.
4. Recharge the scooter in time after use, and do not wait for the battery to run out before recharging, as this will damage the battery life.

Do not leave the charger still connected to the batteries when the mains have been switched off. This will eventually deplete the battery charge.

5. If the scooter is not used for a month, please charge it in time, and do not wait to recharge it when it is in use, so as not to damage the battery, until the indicator light of the electric scooter is green when it is fully charged. Failure to allow for full recharge will damage the batteries and can lead to shortened distances and permanent failure.

6. The batteries need to be checked regularly for signs of damage. If any damage is apparent, contact your local mobility dealer immediately.



Caution!

Remember to remove the plug from your scooter when the charger is off, to prevent driving away whilst attached. The scooter cannot be operated when being charged.



Caution!

Take care not to short-circuit the battery terminals. Remove all conductive jewellery (e.g. watches, necklaces, etc.) before checking the batteries.

The range of your scooter

Most manufacturers of mobility products state the range of their scooters either in the sales literature or within the User Manual.

The range stated sometimes differs from manufacturer to manufacturer, even though the battery size is the same. We measure the range of our scooters in a consistent and uniform manner, but variances still occur due to motor efficiencies and overall product load weight.

The range figures are calculated to ISO Standard 7176, Part 4: Scooter Energy Consumption Theoretical Range.

The range figures stated should be seen as a theoretical maximum and could be reduced if any single or combination of the following circumstances occur:

1. User weighs more than 120 kg.
2. Batteries whose age and condition are less than perfect.
3. The terrain is difficult or unsuitable, e.g. very hilly, sloping, muddy ground, gravel, grass, snow and ice.
4. The scooter climbs ramps regularly.
5. The ambient temperature is very hot or very cold.
6. Damage occurring to one or more tyres.
7. Lots of start/stop driving.
8. Also, thick pile carpets within the home can affect the range.

Always check that the batteries are sufficiently charged before setting off.

Always ensure that your batteries are in good condition and that no leakage has occurred.

Do not expose any part of your charger, battery or scooter to direct heat (i.e. gas fires or naked flame).



Note:

If you are out on your scooter and the battery gauge is reading low, the remaining range can be increased slightly by decreasing the maximum available speed.

Transportation

Packaging

To package the mobility scooter to prevent it from moving in the package, shaking in the package or any scratches, follow the steps below:

1. Put the scooter into the prepared carton with foam abrasives, in the position in the photo.
2. Cover the main scooter body with a layer of EPE film first, and then put the battery and the basket on foam abrasives. After all parts have been packaged, cover it with the cardboard.
3. Cover the carton and fix the whole carton with professional ropes for packaging.

Important

Our cartons comply with ISO4180/2:

1. Comply with the test dropping from a height of 500 mm
2. Pass transport testing requirements of 2.5m stacking.



Note:

1. Please make sure there is no obvious damage on the outside of the carton, crushed area or serial no. before opening it.
2. Reverse the packaging steps to get the scooters, owner manual, warranty card, inspection report, quality certificates, and so on.
3. Read the owner's manual carefully to familiar use yourself with assembling or operating your scooters.
4. Turn on the scooter and check whether it is operating normally.

Packaging and transportation environment conditions:

The packaged scooters should be kept in an environment between -20°C and 45°C, with humidity less than 93%, with no congealing or corrosive air, and with good ventilation.



Checks and maintenance

Safety checks prior to using your scooter.

Check and test the brakes and make sure all the parts of the brakes are working properly.

Check the fastening condition of all nuts, bolts and screws to make sure all the parts are properly secured and are not missing or loose.

Check all electrical connections. Make sure they are tight and not corroded.

Check that the battery is sufficiently charged.

Have your 1005B regularly serviced each year.

Cleaning and maintenance:

Periodic cleaning of your scooter will help to maintain its appearance and will both extend the life of the scooter and improve resale value. Metal and plastic parts can be wiped with a damp cloth using a mild detergent. Use a soft, lint-free cloth to polish.

Expected Service Life:

The product has an expected service life of 5 years under normal usage conditions. The actual lifespan may vary depending on factors such as frequency of use, maintenance, and environmental conditions.



Caution!

Oil and other lubricants must NOT be used on the tyres.



Refurbishment

Refurbishment for re-use

The product is suitable for refurbishment and re-use. Actions to be carried out: Cleaning and disinfection. Please see section "Checks and maintenance". Inspection according to the service plan.

Please consult with an authorised dealer for inspection, service and maintenance before re-use, or contact customer service if purchased directly from us.

Post-Market Surveillance

As part of our commitment to product safety and compliance, we conduct post-market surveillance (PMS) to monitor the performance and reliability of our products after sale.

Reporting Issues and Safety Concerns:

If you experience any issues related to performance, durability, battery life, or safety, please contact us immediately:

Customer Support Hotline:

+44 (0) 20 3143 5168

Email: hello@efoldi.com

Website: www.efoldi.com

Address:

Unit H, Courtyard Bus Centre, Lonesome La, Reigate, Surrey RH2 7QT, UK

Technical specification/EMC warnings

The measurements are for guidance only and may show slight variations.

Model	Cliq (1005B)
Overall Length	1000 mm+/-20
Overall Width	610 mm+/-20
Overall Height	880 mm+/-20
Max Weight Capacity	120 kg +/-4
Maximum Climbing Angle	8°(120 kg)
Turning Radius	1210 mm+/-250
Seat Dimensions (W*D*H)	430×400×380 mm
Max Speed	6 km/h
Front Wheel	8"x2.0
Rear Wheel	8"x2.0
Charger	DC24V2A AC100-240V
Driving Range	15km+/-2km
Overall Weight (Inc, battery and seat)	30.5 kg+/-0.5
Seat Weight	7.3 kg
Battery Weight	3.5 kg (12 Ah)
Battery Capacity	12 Ah
Anti-Tip Wheel Ground Clearance	20 mm
Front Basket Weight	0.5 kg
Controller	Dynamic/DR50
Motor	24VDC, 300W
Classification by Protection Against Electric Shock	Class A
Classification by Protection Against Ingress of Liquids	IPX4
Voltage	24VDC
Braking distance	1000 mm
Max ground clearance height	35 mm
Max kerb climbing height	25 mm
Required Width of Angled Corridor	1000 mm
Required Doorway Entry Depth	1100 mm
Required Corridor Width for Side Opening	900 mm

Information disclosure in the manufacturer's specification sheets

Disclosure information(ISO)							
Standard reference		Min.	Max.	Standard reference		Min.	Max.
7176-5	Overall length with legrest	mm	1020mm	7176-7	Seat plane angle	°	2.1°
7176-5	Overall width	mm	630mm	7176-7	Effective seat depth	mm	400mm
7176-5	Folded length	mm	1020mm	7176-7	Effective seat width	mm	430mm
7176-5	Folded width	mm	500mm	7176-7	Backrest angle	°	15°
7176-5	Folded height	mm	430mm	7176-7	Backrest height	mm	380mm
7176-5	Total mass	kg	30.5 kg	7176-7	Armrest to seat distance	mm	225mm
7176-5	Mass of the heaviest part	kg	9.8kg	7176-7	Front location of armrest structure	mm	345mm
7176-4	theoretical continuous driving distance range	km	15km				
7176-2	Rearward dynamic stability	°	6°	7176-4	The theoretical manoeuvring distance range	km	19.4km
7176-2	Forward dynamic stability	°	6°				

7176-2	Lateral dynamic stability	 °	6°	7176-2	Minimum turning radius	 mm	1300mm
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Legal Disclaimer Notice:

All products, product specifications and data are subject to change without notice to improve reliability, function or design or otherwise. Specifications may vary due to manufacturing tolerances.



EMC (EMI) Warnings

CAUTION:

IT IS VERY IMPORTANT THAT YOU READ THIS INFORMATION REGARDING THE POSSIBLE EFFECTS OF ELECTROMAGNETIC CONTAMINATION (EMC) ON YOUR MOBILITY SCOOTER. SOMETIMES THIS EFFECT IS ALSO KNOWN AS ELECTROMAGNETIC INTERFERENCE (EMI).

EMC (EMI) FROM RADIO-WAVE SOURCES.

Mobility scooters may be susceptible to EMC, which is interference from electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur (HAM) radio transmitters, two-way radios and mobile phones. The interference (from radio sources) can cause the mobility scooter to release its brakes, move by itself, or move in an unintended way. Permanent damage can also be done to the mobility scooter's control system.

The intensity of the interfering EM energy can be measured in volts per meter (V/m).

Each mobility scooter can resist EMC up to a certain intensity. This is known as the scooter's "immunity level".

The higher the immunity level, the greater the protection.

Current technology offers useful protection of at least 20 V/m. which protects the more common sources of radiated EMC. There are a number of relatively strong electromagnetic fields present in the everyday environment. Most of these sources are obvious and easy to avoid; others are not so obvious and can be unavoidable.

By following the warnings listed, your risk of exposure to EMC will be minimised.

EMC sources can be broadly classified into three types:

1. Hand-held portable transceivers (transmitter-receivers with on-board antenna). Examples are Walkie-Talkie, CB Radio, security, emergency services and mobile phones. Note that some cellular phones can transmit signals while they are switched on but not being used.
2. Medium range mobile transmitters such as those used on emergency services scooters, taxis, etc. These usually have antennae mounted on the outside of the scooter.
3. Long-range transmitters and transceivers, such as commercial broadcast transmitters (radio and TV broadcast antenna towers) and amateur (HAM) radios.

**Note:**

Other types of hand-held devices, such as cordless phones, laptop computers, AM/FM radios, TV sets, CD players, cassette players and small appliances, such as electric shavers and hair dryers, are not likely to cause any EMC problems to your mobility scooter.

Mobility scooter electromagnetic contamination (EMC).

EM energy rapidly intensifies the closer one moves to the transmitting antenna, the source. Because of this, it is possible to bring strong EM fields unintentionally close to your mobility scooter's control system. Mobile handheld radio-type transceivers are of particular concern.

Whilst such devices are in use, it is possible that the EM radiation can affect the mobility scooter's movement and braking.

The following warnings are recommended to help prevent possible interference with your mobility scooter's control system.

1. Do not operate hand-held transceivers, such as CB radios or turn ON cellular phones, whilst your mobility scooter is turned ON.
2. Be aware of nearby radio or television transmitters and try to avoid coming too close to them.
3. If you experience unintended movement or brake release, switch your scooter OFF as soon as it is safe to do so.
4. Adding accessories, components or modifying the mobility scooter may increase susceptibility to EMC (EMI).

**Note:**

There is no easy way of assessing the effect of any modification on a scooter's EM immunity.

5. If you experience any EMC (EMI) related incidents, please report them to your dealer, noting if there is a possible source of EM transmission nearby.

**Note:**

(1005B mobility scooter) complies with IEC 60601-1-2 standard EM requirements.

Users should assemble or use the scooter according to the EM requirements of the owner's manual.

A portable or mobile RF communication device may affect the scooter, so please keep it away from EM interference, such as mobile phones or microwaves.

Please check the attachments for the guidance and the manufacturer's declaration



WARNING

- This device or system should be kept away from other equipment. If they must be put together, pls check whether the device or system can run normally.
- You should consider the original manufacturer of the device or system as the sole supplier. Failure to do so may cause EMC to increase and or decrease anti-EMC ability.

Guidance and manufacturer's Declaration–electromagnetic emission		
Cliq (1005B) scooter is intended for use in the electromagnetic environment specified below. The customer or the user of the scooter should ensure that it is used in such an environment.		
Emission Test	Compliance	Electromagnetic environment–guidance
RF Emission CISPR 11	Group 1	(1005B scooter) Use RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF Emission CISPR 11	Class B	Cliq (1005B scooter) is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic Emissions IEC 61000S-3-2	Class A	
Voltage fluctuation/flicker emissions IEC 61000S-3-3	complies	

Attachments:

Guidance and manufacturer's Declaration–electromagnetic emission			
(1005B scooter) It is intended for use in the electromagnetic environment specified below. The customer or the user of the (1005B scooter) should ensure that it is used in such an environment.			
Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment-guidance
Electrostatic discharge (ESD) IEC 61000S-4-2	±6 kV contact ±8 kV air	±6 kV contact ±8 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with Synthetic material, the Relative humidity should be at least 30%.
Electrical fast transient/ burst IEC 61000S-4-4	±2kV for power supply lines ±1kV for input/output lines	±2kV for power supply lines ±1kV for input/output lines	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000S-4-5	±1 kV differential mode ±2 kV common mode	±1 kV differential mode ±2 kV common mode	Mains power quality should be that of a typical commercial or hospital environment.

Voltage dips, short Interruptions and voltage variations on Power supply input lines. IEC 61000S-4-11	<5 % UT, (>95% dip in, UT) for 0.5 cycle 40 % UT, (60% dip in, UT) for 5 cycles 70 % UT, (30% dip in, UT) for 25 cycles <5 % UT, (>95% dip in, UT) for 5 sec	Mains power quality should be that of a typical commercial or hospital environment. If the use of the (1005B scooter) requires continued operation during power mains interruptions, it is recommended that the (1005B scooter) be powered from an uninterruptible power supply or a battery. Power frequency magnetic fields should be at levels characteristic of a typical Location in a typical commercial or hospital environment.	
Power frequency (50/60Hz) magnetic field IEC 61000S-4-8	3A/m		
NOTE: UT is the a.c. mains voltage before application of the test level.			
Guidance and manufacturer’s Declaration–electromagnetic immunity			
(1005B scooter) is intended for use in the electromagnetic environment specified below. The customer or the user of the (1005B scooter) should ensure that it is used in such an environment.			
Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment-guidance

Conducted RF IEC 61000S-4-6 Radiated RF IEC 61000S-4-3	3 Vrms 150 kHz to 80 MHz 3 V/m 80 MHz to 2.5 GHz	3 Vrms 3 V/m	Portable and mobile RF communications equipment should be used or closer to any part of the(1005B scooter), including cables, than the recommended separation distance calculated recommended from the equation applicable to the frequency of the transmitter. Recommended separation distance $d = 1.2 \sqrt{P}$ 80 MHz to 800 MHz $d = 2.3 \sqrt{P}$ 800 MHz to 2.5 GHz Where P is the maximum output power rating of the transmitter in watts(W) according to the transmitter manufacturer and dis the Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, should be less than the compliance level in each Interference may occur in the vicinity of the equipment marked with the following symbol: 
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NOTE 1: At 80MHz and 800MHz, the higher frequency range applies.

NOTE 2 : This guidance may not apply in all situations.

Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

a. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcasts and TV broadcasts cannot be predicted theoretically with To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength the location in which the [1005B scooter] is used exceeds the applicable RF compliance level above, the [1005B scooter] should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the [1005B scooter].

b. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

Recommended separation distances between portable and mobile RF communications equipment and the (1005B) scooter]

The [1005B scooter] is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the [1005Bscooter] can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters)and the [1005B scooter] as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter /W	Separation distance according to the frequency of the transmitter /m		
	150kHz ~ 80MHz $d = 1.2\sqrt{P}$	80MHz ~ 800MHz $d = 1.2\sqrt{P}$	800MHz~2.5 GHz $d = 2.3\sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3

100	12	12	23
For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer. NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies. NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.			

Routine Maintenance

The following table gives an indication of when routine maintenance checks should be made.

<i>There is no service manual available. Maintenance, fault finding and servicing should be carried out by an authorised dealer unless otherwise indicated</i>	Daily	Weekly	Quarterly	Annually
The checks below can be carried out by the user				
Battery charge check (Fig. C) Look at the battery charge indicator on the tiller before use to ensure batteries are carefully charged.	•			
Wipe over with a damp cloth Use a damp soft cloth and mild detergent on panels, battery wells, tiller and seat.		•		
Check tyres Each tyre should be free of debris, oil, deep cuts or distortion.		•		
Long overnight battery charge Please ensure that the batteries are charged for a minimum of 8 hours.		•		
Check tyres for wear (See Fig. A and Fig. B) Look at the tyres to ensure that the tread is visible and continuous.			•	
The checks below must be carried out by an authorized dealer				
Seat swivel, seat slide(where fitted)				•
Inspection of wiring and connectors for chafing and wear				•
Battery terminals				•
Clean and protect with petroleum jelly.				
Ensure the parking brake (where fitted) is correctly adjusted				•
Check stabiliser wheels for wear				•
Inspect motor brushes				•
Full service by the dealer				•



Fig.A



Fig.B



Fig.C

Storage

When storing your scooter for long periods (in excess of one week), charge batteries for 10 hours and then disconnect the batteries to minimise battery discharge.

Electronic faults

Do not attempt to investigate faults in the control box, the control pod, or charger as the design and set-up of the electronics is of a safety-critical nature.

Spare parts and service are available from authorised dealers.

Replacing LED (where fitted)



Caution!

Disconnect batteries before changing the LED.

Wheels

Note: Wheels should only be removed and refitted by an authorised dealer

Troubleshooting Guide

SYMPTON	POSSIBLE CAUSE	SOLUTION
Shortened range	Batteries not charged for long enough	Charge batteries for eight hours or more
	Batteries weak and cannot hold charge	Replace the battery pack
The battery pack is not charging, or the battery gauge shows empty after charging	Battery pack fault	Replace charger
	Charge fault	Contact the local mobility dealer
	The charger loom, or the plug is damaged	Check plugs and looms
	Loose connection	Try a wall socket in a different room
	No output from the wall outlet	Unplug from the wall & change the fuse
	Fuse in the charger mains plug blown	Switch off and press the button back in
	The button on the battery pack has popped out	Switch off and press the button back in
	Output fuse in the charger blown	Unplug from the wall and contact the dealer
The battery charging current is high	Faulty batteries	Replace the battery pack
	Scooter switched on during charging	Turn the scooter off
No drive	Brake-release lever disengaged	Engage brake-release lever
	Flat batteries	Charge the battery pack
	Scooter is not switched on with the key	Ensure the key is switched on

	The battery pack is not engaged properly	Check the battery pack Is fully engaged with connectors
	Charger plugged in	Unplug charger
	Button on the battery pack popped out	Reset the circuit-breaker button
	Disconnected loom or plugs	Check all plugs & looms
	Control system fault	Contact dealer
	Electrical malfunction	Contact dealer
	Control system fault	Contact dealer
DO NOT ATTEMPT TO OPEN ANY PARTS OF THE SCOOTER CONTROL SYSTEM, BATTERY PACK, LOOMS, PLUGS OR BATTERY CHARGER. THE CONTROL SYSTEM IS SAFETY CRITICAL AND THERE ARE NO USER SERVICEABLE PARTS.		

Your scooter is fitted with a self-diagnostic controller that will give a sequence of audible beeps when an error is detected to help you, or the authorised service agent, determine the drive electronics fault.

Should you switch on the scooter and hear the beeps, note the number of beeps, separated by a short delay between each sequence, and refer to the table below.

NUMBER OF BEEPS	REPRESENT	POSSIBLE CAUSE	SOLUTION
1	Battery power low	Power not enough	The battery needs to be charged
2	Low battery voltage	Power not enough	The battery needs to be charged
3	High battery voltage	Too high voltage, while overloading or climbing	Decrease speed while climbing
			Check battery connection
4	electric current over limit	Electric current over the limit of the motor	Check motor and relative wiring connections
			Switch off and wait a few minutes, and switch on
5	Freewheel level issue	The freewheel level is on	Check the relative wiring of the freewheel level
			Confirm the level is in the correct position
6	Accelerate the variable resistor issue	When turning on the controller, the variable resistor isn't in the neutral position	Make sure the accelerator variable resistor is on the neutral position
			Accelerate variable resistor may need recalibration
7	Speed-limited variable resistor issue	Accelerate variable resistor, speed-limited variable resistor or other wiring issue	Check all the accelerate variable resistor, Speed limited variable resistor or other wiring

8	Motor voltage issue	Motor and other related wirings issue	Check the motor and other relative wirings
9	Other issues	Some inner issues in the controller	Check all the connections and wirings
10	Pushing/ Slipping issues	The speed of pushing or slipping is over limited	Switch off and on the controller

Guarantee

Warranty condition

1. The repair or replacement must be carried out by an authorised Dealer/Service Agent.

2. Please refer to your reseller's Terms and Conditions of warranty at the point of purchase.

Please keep a note of your local Service Agent's address and telephone number in the space provided. In the event of a breakdown, contact them and try to give all relevant details so they can help you quickly.

The scooter shown and described in this manual may not be the same in every detail as your own model. However, all instructions are still entirely relevant, irrespective of the detailed differences. 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.

THIS IN NO WAY AFFECTS YOUR STATUTORY RIGHTS.

Our company recommends that you refrain from performing maintenance tasks on the mobility scooter that are not described in the manual. Your local authorised service dealer is trained to provide detailed maintenance when repairs are needed. Please use only the parts provided by our company

Appendix



Suzhou Sweetrich Vehicle Industry Technology Co., Ltd.
No.7 Chao Qian Road, Suzhou Industrial Park, JiangSu, China, 215123.



SunTech UK Ltd

Unit H, The Courtyard Bus Centre, Dovers Farm, Lonsome Lane,
Reigate, Surrey. RH2 7QT. United Kingdom

UKRP

MedPath Limited

27 Old Gloucester Street, London, WC1N3AX, United Kingdom

EU REP

MedPath GmbH

Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany

Symbols used the label

	European CE Marketing		Manufacturer
	Authorized representative in the European		UK Responsible Person
	Serial Number		Unique Device Identification
	UKCA Mark		Medical device
	Medical Device Importer		Country of origin
	Warning		No Trash



SunTech UK Ltd

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