

OUTLAW

Zoom
Mobility
EASY LIVING



USER MANUAL

FOR YOUR RECORDS

Please fill in your Zoom Mobility Scooter's information below. This information will be useful in the event that you ever need to contact Zoom Mobility concerning your scooter.

Model _____ Serial Number _____

Date of Purchase _____ Invoice Number _____

Provider Name _____

Company _____

Address _____

City _____ State _____ Postcode _____

Thank you for purchasing your Zoom Mobility Scooter. We are honoured you have chosen Zoom Mobility for your mobility needs.

Intended Use:

The intended use of this device is to provide mobility to persons limited to a seated position that are capable of operating an electric scooter.

Standard Packing List:

1 Front Lockable Basket

User's Manual

Fuse

Four Keys (2 Scooter + 2 Lockbox)

1 Set of Rear View Mirrors

Charger

Seat

1 x Head Rest

2 x Seat Arm Rests

DISCLAIMER

We ask that you read this manual completely before operating your new Zoom Mobility Scooter. Zoom Mobility is not and cannot be held responsible for any damage or injury incurred due to improper or unsafe use of the Zoom Mobility scooter.

Zoom Mobility specifically disclaims responsibility for any bodily injury or property damage that may occur during any use that does not comply with applicable federal, state, or local laws or ordinances.

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INTRODUCTION

Congratulations on the purchase of your new Zoom Mobility Scooter. We are excited to provide you with one of our innovative Mobility Scooters. The Zoom Mobility scooter combines cutting edge technology with attractive designs that are also highly functional in today's world. We at Zoom Mobility know that you have chosen a scooter that will give you years of dependable operation and will enhance the quality of your life by providing you with the mobility to experience an active daily lifestyle.

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

If you feel that you do not understand the instructions and suggestions presented in this user manual, or if, for any reason, you do not feel capable of performing the activities necessary to assemble, disassemble, operate, or maintain your Zoom Mobility scooter, please contact your local Zoom Mobility provider, or call Zoom Mobility.

Zoom Mobility cannot be held responsible for personal injury or property damage resulting from the unsafe or the improper use of any of our personal mobility products. Also, Zoom Mobility cannot be held responsible for personal injury or property damage resulting from attempts to follow instructions, suggestions, and guidelines presented in this user manual.

Our Research and Development Department, our Quality Control Department, and our Engineering Department have used the latest product specifications and the latest product design information to manufacture your Zoom Mobility scooter. Zoom Mobility reserves the right to implement changes into our product lines when those changes become desirable or necessary. If changes are implemented into our product line, there may be minor differences between the product you purchased and the illustrations and instructions in this owner's manual.

We at Zoom Mobility would appreciate hearing about the dependability of your Zoom Mobility and about the convenience of mobility it has provided for you. We would also appreciate hearing about the service you received from your local Zoom Mobility provider or representative. You can email sales@zoommobility.com.au

There are several 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 as you manoeuvre through doorways, on and off elevators, up and down ramps, and over moderate terrain.

Please keep this manual at hand.

This manual may cover the use of various models, you will note that many of the operations and adjustments are similar and as such images may depict a different model to that which you have purchased.

For more information about our products and services or to send us your comments, email sales@zoommobility.com.au

OUTLAW Mobility Scooter

1. **Control Panel – Easy to Read and Key Switch** - Easy to read display features LED battery gauge; oversized speed control knob; key switch to turn the unit on and off; and the horn button.
2. **Adjustable Armrests** - Width and angle adjustable armrests to find the most comfortable position and to make transfers easier.
3. **Seat Swivel** - Can swivel to the left or right for easy transfers or to sit more comfortably at a table or desk.
4. **Tiller** - Offers multiple adjustments to find your most comfortable driving position.
5. **Storage Box** - removable front lockable storage box.
6. **Tiller Handlebar** - Rubber coated hand rests for comfort and dual throttle control levers for right-hand or left-hand use.

Your Zoom Mobility scooter has been designed with your comfort in mind. It has also been designed to be a safe method of transportation when safety and are followed. Please review the features and benefits of certain components of the Zoom Mobility scooter below.

YOUR ZOOM MOBILITY SCOOTER SCHEMATICS

Model - Outlaw



Welcome to the world of freedom and independence, after your buying the Outlaw four wheels electric scooter and getting out it from the packing case, it is necessary for you to check whether there is any damage on its surface. As the above diagram shows, your electric scooter consists of the following main parts. Should you have any question, please don't hesitate to contact with our dealer or Zoom Mobility.

SPECIFICATION TABLE



MODEL DETAILS	OUTLAW
Weight	106kg
Safe Working Load (SWL)	150kg
Colour Options	Chili Red Electric Blue
Operational Range	Up to 35km
Motor Power	500W
Battery	12V 20AH x 4pcs
Brake System	Electromagnetic Brake
Charger Size	24V/4A (High-Power)
Controller	PG Controller (PG-90 Amp)
Turning Radius	150cm
Max. Speed	0 ~ 10kmph
Tyre Size (Rear & Front)	Front & Rear – 9cm (11.5") PU Tyres
Seat Size (W x D x H)	47 x 47 x 50CM
Seat Ground Clearance	12cm from Cover 6cm from Motor
Seat Ground Clearance (Seat adjustable)	58cm – 63cm
Seat – Adjustable	With Sliding Rail Height Adjustable
Maximum Climbing Grade	10° (subject to user weight & surrounding conditions)
Electromagnetic Brake	Yes
Free Wheel Mode	Yes
Drive System	Rear Wheel Drive
Dimensions (L x W x H)	134.1 x 65 x 110.8cm
Warranty	2 Year Warranty

** Specifications are correct at time of print and are subject to change without notification

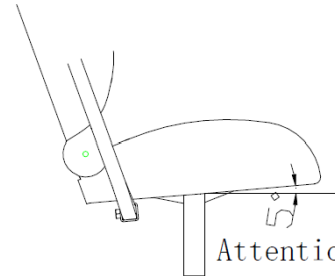
ASSEMBLY AND OPERATING INSTRUCTIONS

1. Installation and adjustment of controller

- I. Don't damage any surfaces of parts when taking out of the packing case and make sure your electric scooter consists of frame with motor parts, seat, cover, steering handle, and four batteries. Before the electric scooter leaves the factory, the controller is fixed on the frame.

2. Installation of seat

- I. Put the seat 45° left or right to the seat turning pipe, press it. Then pull the seat turning handle lever to straight front position.
- II. Put both left and right side armrests into the rectangular tubes respectively, and then tighten the screw. Set up the seat holder on the seat, making sure the front of the seat is facing up as shown in the diagram.



Attention turned up seat

3. Battery recharging

- We recommend you recharge the battery in the following way:
If the five indicators on control panel light up (three green lights, a yellow one, a red one) that means the battery is fully charged. If the yellow and red light up, that means the battery needs to recharge. And it is extremely urgent to recharge if there are only the red lights.
- No matter how much the battery power is, it should be recharged properly after daily use. If there is a completely self-discharge, perhaps it will reduce the expectation life of the battery.
The recharge should be done according to the following steps:
 - I. Park your electric scooter near the grounded socket.

Warning: Electric shock will occur if you don't use a normal earthed wall socket.

- II. Connect the plug to the charging port on the steering handle/Tiller where indicated below.



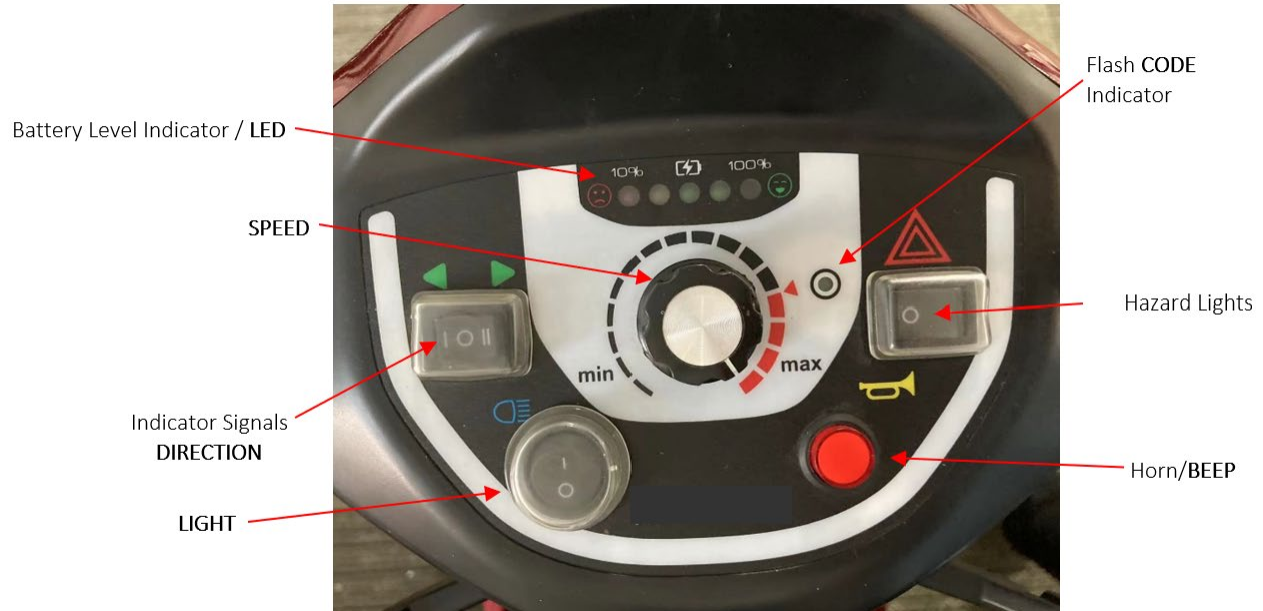
- III. When power is connected and the LED light on the charger is red, that means the battery is recharging. When recharging is finished and complete, the LED light turns to green. Turn on the ignition key; all the power indicator lights will be flash on.

Note:

- a. If you drive your electric scooter with a battery that is only partial recharged, the duration will not reach the stated time listed, and the capability of battery will be reduced, and the service life will be shortened.
- b. The mobility scooter can't be used during the recharging period.
- c. Be sure to disconnect the charger and store safely until the next time recharging is required.

Control System

The control panel consists of a control rod (throttle control lever), horn button (**BEEP**), speed control knob (**SPEED**), battery level indicator (**LED**), Indicator Signal (**DIRECTION**), head light switch (**LIGHT**), and Flash (**CODE**) Indicator. The location of buttons is shown in the diagram below.



I. Switch

The switch is under the control box of the steering handle. Insert the key into the switch and turn it clockwise connecting the power line. If you turn the key anticlockwise, the power line will disconnect and stop. Check the power level of your battery to determine if you have enough for your proposed trip. You can start the electric scooter if the light is on, otherwise, it can't be done, and the batteries need a full charge.

II. Speed Control

It will always go from low to high speed at the beginning of each use. As you become familiar with your scooter and feel more confident, then you may speed up gradually to a speed you feel comfortable with.

III. Battery Power Display

- a. If **three green indicator lights** up, it means the **battery is fully charged**;
- b. If the **yellow and red ones light up**, it means the **battery needs recharging**; and
- c. If **only red lights** are showing, that means the **recharging is extremely urgent**.

IV. Fault Diagnosis of Electric Circuit

There is a fault diagnosis system in the control panel. It is used to trouble shoot and identify the fault. If any trouble or fault occurs, the flash **code** indicator will identify the failure type signalled by the LED flash **CODE**.

The description of the encoding specified in other chapters of this instruction manual. (Refer to troubleshooting of electric circuit) – See Pages 19-20.

V. Alarm (Horn)

Honking the horn/beep button, which is on the control panel, will put people and animals on notice that the electric scooter is coming near. It can also be useful when turning or backing up your electric scooter.

4. Throttle Control Lever

The throttle control lever (rod) that is on the control box, commands the movement of the electric scooter.

Warning: The driving speed should not be higher than the limit you can control. If the electric scooter is out of control, it may result in the serious injury to you or others. If it is difficult for you to control, just let go of the throttle control lever, and the electric scooter will automatically slow-down and then it will stop completely. Only for the extremely urgent circumstance, should the electric scooter be stopped by switching off the power.

Moving forward and backward

Push the control rod forward with your left hand (or pull it backward with your right hand.) then the electric scooter will start forward. To pull the control rod backward with your left hand (or push it forward with your right hand), then the electric scooter will start backward. If you let go of the control rod, the electric scooter will stop. When first learning to operate your scooter, please drive forward and backward on level ground, which is clear of obstruction, to learn and practice how the electric scooter can be stopped by letting go of the control rod and to decide which control method best suits you.

Turning left and turning right

If you need your electric scooter to turn left or right while it's moving forward, please push the control rod the same direction, for moving backward, just to push the control rod the opposite direction.

Brake

If you push the control rod forward or backward from the center (natural ready condition) the electromagnetic brake will be unloosed automatically, so the driving of your electric scooter will start. If you let go your grip on the control rod, it will be return to the natural ready position and the electric scooter will start to slow-down, then stop completely. Please loosen the control immediately, if any abnormal circumstance occurs.

5. Adjustments

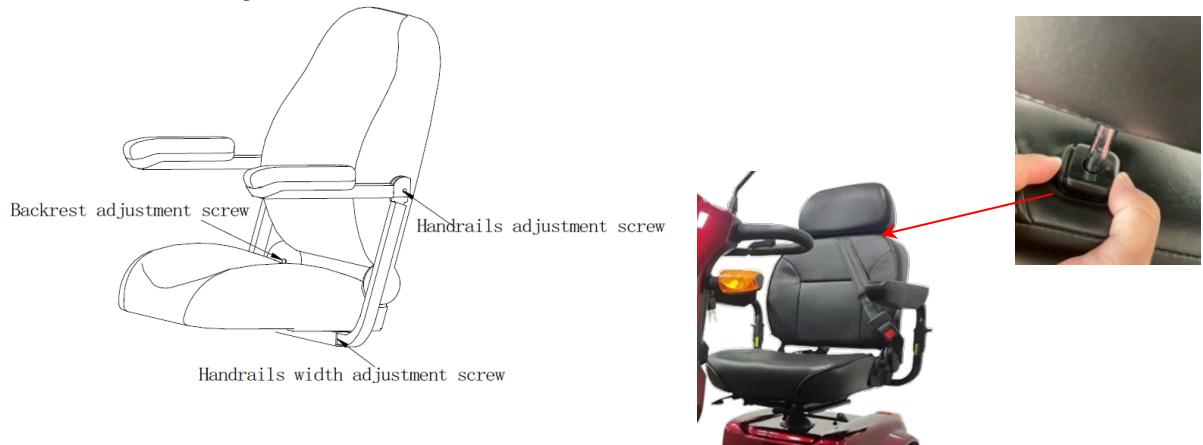
Adjustments can be made to the following to reflect your personal choices resulting in the most comfortable settings for:

- Seat and Head Rest height
- Angle of the back of seat
- Armrests angle and width
- Angle of the Steering Handle / Tiller

I. Adjustment of the height of the Seat and Head Rest

The pillar components of the seat head rest are designed to be adjustable so you can adjust your seat to the most comfortable height for you. To adjust, remove the bolt and nut from the seat pillar by using a well-fitting spanner, adjust the pillar to the suitable height and then firmly retighten the bolt and nut.

To adjust the head rest to the most comfortable height for you, there are four settings for the height of the seat head rest, at 25mm intervals to enable you to set the headrest height to the height that best suits your individual stature. To adjust the headrest height, squeeze and hold the headrest post guide/insert clip, (as shown in the photo below), while adjusting the headrest height by pulling the headrest up or down to your desired height and then release the clip. Check the headrest is locked into place by gently pulling up or pushing down the headrest to ensure it can no longer move.



II. Armrest adjustment

To adjust the armrests to the most comfortable position, you may need to ask someone's help, and follow all instructions as below:

Adjustment of the angle of armrests (Refer to the diagram above)

- a. Raise the armrest to the upright position.
- b. Remove the cover of the elbow pipe.
- c. Lower the armrest to the horizontal position.
- d. Raise the armrest of chair that is connected with the screw by turning this screw clockwise with a M8 Allen key, and to lower the armrest by turning it anti-clockwise.
- e. Please replace the armrests cover after the adjustment is completed.

Adjustment of the width between two armrests (Refer to the diagram above)

For the setting you feel most comfortable with, the width between two armrests is adjustable.

- a. If you look down from the armrest holder and cast a glance at the base of the seat you will find two adjustment screws in the fixed tube of each armrest.
- b. Loosen the adjustment screw, and then move the armrests inward or outward to the position you need.
- c. Tighten the screws.
- d. Be sure the length of the holder that is inside the armrest fixed tube is more than 35mm, so that the adjustment screws can fix the armrest holder in that position.

III. Adjustment of the angle of seat back (Refer to the diagram above)

For changing of the angle of the back, just pull the seat angle adjustment handle on the left side of the seat and press or pull the seat back. Release the handle when you have found the most comfortable position that you want or has been recommended by medical personnel.

IV. Adjustment of the Steering Handle / Tiller

The steering handle can be adjusted with ease for different users according to their individual needs.



Adjustment steps as below:

- a. Pulling down the steering handle adjusting lever with one hand (Don't release the lever), at the same time, pull the steering handle with another hand until it reaches to your satisfied angle. Release the steering handle lever to hold the new setting.

USE OF YOUR MOBILITY SCOOTER

Make sure that you have read and understand the whole manual before driving your electric scooter.

1) Keep the seat forward.

- I. Make sure that your scooter is on the flat road and the seat is firmly fixed and facing forward.
- II. Make sure that the motor is in driving mode. Push your electric scooter forwards and backwards to test the brake, if your scooter goes, it means the brake is not engaged. To engage the brake, turn the brake lever on the gear box downward. *See illustration below.*
- III. Ride with your feet firmly on the floor.

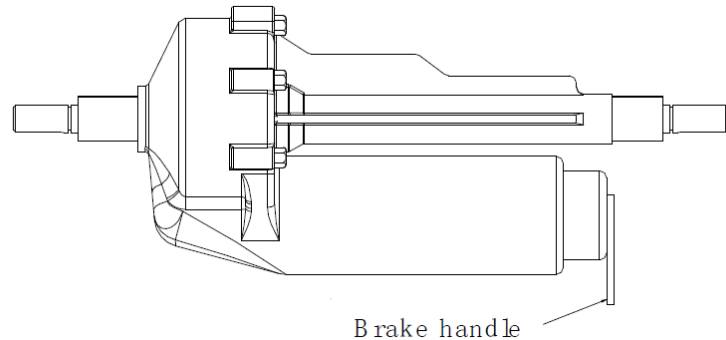
Warning:

The scooter mustn't be operated without putting your feet firmly on the floor, or it may cause serious injury to you.

2) Manual (Free Wheel) drive mode.

- I. Your electric scooter can be adjusted to “free wheel mode” by adjusting the motor brake handle. In free wheel mode, you may need to ask someone's help to push the scooter. To select free wheel mode, turn the motor brake handle upward or downward to engage or disengage free wheel mode.

Motor brake handle (location)



3) Caution Notices

- a. Don't use your mobility scooter out of the operation range stipulated. Don't modify it in any way.
- b. Don't drive it when you have bad eyesight influencing your health (you're feeling dizzy), or if suffering from shock.
- c. Don't drive it after you have any alcoholic drinks.
- d. Don't shift the change-over switch before the scooter stops steadily on smooth ground.
- e. Don't drive it across a barrier higher than 40mm or an iron chain.
- f. Don't stop while on a downward slope. If stopping is necessary, lean forward when you restart to change the center of gravity to avoid turning backward.
- g. Don't lean on a sideways slant on the slope because it will cause instability.
- h. Don't drive it across a slope or try to twirl on a slope. Only proceed upwards or downwards.
- i. Don't move it backward on a slope.
- j. Don't shut off the power when it moves.
- k. Remember that only one person is permitted on it. Don't use it to drag or carry things exceeding the maximum loading capacity.
- l. Drive it in a straight line when up or down a slope.
- m. Shut off the power when it is not in use. This not only extends the service life of batteries, but also avoids accidents.
- n. Slow down the speed while turning.
- o. Put your arms and legs in the limited range of the scooter.
- p. Take extreme care when climbing a slope or a small hill or moving on a road.
- q. Please note the electric scooter will keep moving for some time before it stops completely, if you loose control on places like on a slope or wet slippery ground.
- r. Please note that high humidity of air may affect the control system and other parts, when weather is bad or pass the waterway. It's also important to avoid operating in any rain.
- s. Maintain the correct tyre pressure as indicated on the tyre side wall to ensure the best tyre performance.
- t. The driver must be in the fixed and forward seat when driving.
- u. Don't get it in touch with water directly. Don't drive or stop it near the water pipe and avoid rain.
- v. Don't place your scooter in the rain or use it in steam room.
- w. Don't charge the battery when it's in a frozen state.

MAINTENANCE

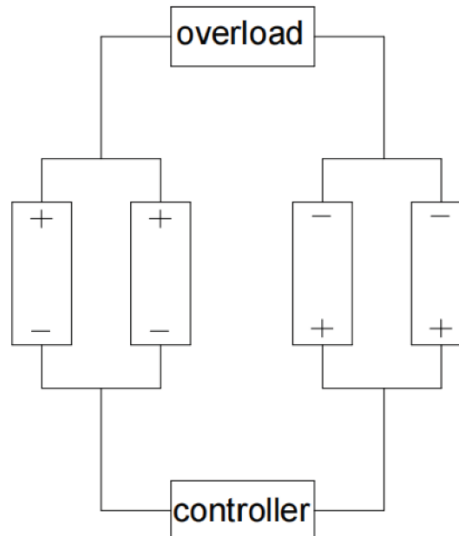
The scooter must be checked and maintained frequently to ensure the safety of users and its manoeuvrability. Carry out the following examinations no less than monthly to keep the scooter in good condition. You must shut off the power before maintenance.

1) Battery

The lead-acid battery or colloidal battery (which is sealed and free of maintenance), is advisable for your scooter with the advantage of no special maintenance if the normal and correct recharging procedure is followed. Take down the seat and cover before the batteries are assembled or disassembled.

2) Connecting of the Batteries

Four batteries are used in the scooter. To connect the wires to the battery correctly (as shown), refer to the tags on the frame of scooter. Make sure the connecting point is clean and tighten all screw nuts to prevent poor contract.



3) Tyre Pressure

Check the pressure of tyres at least once a month. Check them with a tyre pressure indicator, which you can buy from automobile spare parts store attached with a manual.

The correct tyre pressure can be found on the tyres' sidewalls. It is pound per square inch (PSI). If the pressure is lower, air inflating will be needed. If the pressure is higher, press the center pin on the air inflating bar and it will deflate until a correct pressure is reached.

If there is a pinhole in your tyre, the sealant on the tyre can repair it automatically. If a big hole or many holes appear, a new inner tube may be needed. You can get it from your dealer or maintenance center.

4) Wear of tyres

When the depth of grooves in the tyre between the bottom and the top is less than 0.88mm, the tyre/s need to be changed.

5) Connecting the electrical components

To avoid connection issues, check the connecting wires of batteries and all connecting ends to ensure the connections have not become loose. They can work loose as the vehicle is rocking. If the connection is eroded and the wire disconnects, clean the joint with a soft copper wire brush, connect the wire again and apply the protective grease to prevent rust or corrosion.

6) Checking the hardware parts

Check whether all fasteners exist and are tight, replace any missing fasteners and tighten.

7) Waxing and antiquing

To maintain the finish, wax and antique the plastic parts with a no-contact type of foam-spray, to maintain. Note that the plastic parts must be cleaned and dried before waxing and buffing. To achieve the best result, please carry out waxing and antiquing according to the manufacturer's instructions.

8) Storage

If you don't use the scooter for a month or longer, you should maintain the scooter and the service life of the batteries according to the following.

- Store in the warm and dry place.
- Charge up the batteries before you put them away, but don't charge it unduly or continuously.
- The temperature for battery storage should be between 0°C and 78°C.
- Disconnect the batteries.

9) Transporting

If you travel with your scooter, you may find it necessary to use a lift or elevation product to aid in transportation. We recommend that you closely review the manufacturer's instructions, specifications, and safety information before using the lift/elevation product.

Warning: Never sit on your scooter when it is being used with any type of lift/elevation product. Your scooter was not designed for such use, and any damage or injury resulting from such use is not our responsibility.

10) Troubleshooting

General Advice IF your Zoom Mobility Scooter DOES NOT OPERATE

- Make certain the freewheel lever is set to the engaged position.
- Check the main circuit breaker. If necessary, reset the circuit breaker.
- Make certain that the speed adjustment dial is at the desired setting.
- Make certain that the key switch is set to the "ON" position.

If none of the above procedures solve the problem, and a flash code is not indicating the problem, contact your authorized Zoom Mobility scooter provider or authorised local mobility scooter technician.

11) Flash Code Guide

1 Bar 	The battery needs charging or there is a bad connection to the battery. Check the connections to the battery. If the connections are good, try charging the battery.
2 Bar 	There is a bad connection to the motor. Check all connections between the motor and the controller.
3 Bar 	The motor has a short circuit to a battery connection. Contact your service agent.
4 Bar 	The freewheel switch is activated or the manual brake disengagement mechanism is operated. Check the position of the switch or lever.
5 Bar 	
6 Bar 	The S-drive is being inhibited from driving. Inhibit 2 is active'. This may be because the battery charger is connected or the seat is not in the driving position.
7 Bar 	A throttle fault is indicated. Make sure that the throttle is in the rest position before switching on the scooter.
8 Bar 	A controller fault is indicated. Make sure that all connections are secure.
9 Bar 	The parking brakes have a bad connection. Check the parking brake and motor connections. Make sure the controller connections are secure.
10 Bar 	An excessive voltage has been applied to the controller. This is usually caused by a poor battery connection. Check the battery connections.

Flash code. The controller LED will flash immediately, if there is any identification of trouble or failure, 10 seconds later, then the LED will display the failure as 2-digit code and flash continually.

BATTERY & CHARGER INFORMATION

Batter Charging - See pages 7 and 8.

Warning:

- Please use your charger in a ventilated place indoors.
- Not to be accessible to children.
- Electric shock may occur if mis-used.
- Keep away from flammable and explosive gas.

1) This charger is automatically controlled. It is unnecessary for users to set up or press buttons. With the feature of fast charging, sufficient charging capacity and proper charging, the service life of the batteries can be prolonged. Users just insert the output device into the corresponding port of batteries and connect the input one to the power supplier. It will stop charging after recharging has finished.

2) Charger Parameters

Input Data	Voltage	220VAC±20%
	Electric Current	0.5A
Output Data	Voltage	MAX 29.6VDC
	Electric Current	MAX 4.0A
Applicable For Battery	Voltage	24V
	Ampere Hours	35Ah

3) Features

- I. Wide range of input voltage and application.
- II. Three stages in charging, accurate control in charging, prolonging the service life of batteries. Adopting the technology of intelligent charging, thus shortening the charging time, increasing the conversion efficiency of chargers to as high as over 90% and saving energy.
- III. Protective function against overheating, overvoltage and instantaneous short-circuit.

4) Operating Instructions

- I. Make sure that the parameter of the battery being charged match with the charger.
- II. Connect the charger and the battery together first, then connect the charger's power.
- III. The LED of the charger indicates the charging state. When the power light is on, it means the power connected. When the charging indicator light is red, it means the battery is charging. When the light turns green from red, it means the battery can be used and is in the state of floating charge. It's better to keep floating charge for 2-3 hours. NOTE: Remove the charger after fully charged.

The value of continuous current, constant voltage and floating charge current and voltage matched precisely with the specification of battery. To protect the battery, don't change the charger.

This charger is guaranteed for a year.

BATTERY SAFETY & PERFORMANCE MANAGEMENT

Battery Installation

- Always have batteries installed by a qualified mobility scooter or wheelchair technician.
- Always fully charge batteries before first use.
- Always follow the installation and start-up instructions provided by Top Gun Mobility.
- Most mobility scooters and powerchairs operate using two batteries connected in a 24-volt series configuration.
- Never mix different battery brands, technologies, or batteries with mismatched date codes.
- Never combine Gel and AGM batteries in the same unit.

Battery Break-In Period

- Deep cycling is a process used by active powerchair users that cycle their batteries daily. This requires a unique battery design that will sometimes compromise initial capacity in return for longer battery life.
- Gel battery performance improves once the battery has been cycled (discharged and recharged) 15 - 20 times.
- This break-in period is necessary to fully activate the battery for maximum performance and longevity.
- Your range and running time of your mobility device could initially increase with use.

Charge Your Battery Daily

- The charger supplied with your mobility device is designed to fully recharge the batteries overnight. Modern smart chargers are voltage-regulated and automatically switch off once charging is complete, so overcharging is not a concern.
- Sealed VRLA GEL and AGM batteries do not suffer from the capacity-reducing “memory effect” associated with some other battery types.

Charging Guidelines

- Always use the automatic charger supplied or recommended by Top Gun Mobility.
- Never use an automotive or wet-cell charger on Sealed VRLA Gel or AGM batteries, as this can cause permanent damage.
- Battery cycle life is directly affected by depth of discharge – the deeper the discharge, the shorter the expected lifespan.
- Always avoid ultra-deep discharges.
- Never allow batteries to become completely flat.
- Never leave batteries in a low state of charge for extended periods. Recharge discharge batteries as soon as possible.
- Avoid repeatedly operating batteries at a low state of charge without fully recharging them on a regular basis.

Correct Battery Storage

- Always store batteries in a fully charge condition.
 - Inspect stored batteries monthly and recharge if required.
 - Fully charged Sealed VRLA Gel and AGM batteries can retain their charge for up to 6 months; however, they must be recharged before use.
 - If storing a powerchair or scooter for longer than two weeks, fully charge the batteries and then disconnect them during the storage period.
 - Avoid exposing batteries to extreme heat or cold while in storage.
- Sealed VRLA Gel and AGM batteries are maintenance free and do not require watering.

SAFETY GUIDELINES & GENERAL INFORMATION

The symbols below are used in the User Manual and/or on the product to identify warnings and to notify you of important safety information. Make sure you read and understand them completely.



WARNING! Indicate(s) a hazardous situation which, if not avoided, could result in death or serious injury. This icon is represented as a black symbol on a yellow triangle with a black border.



MANDATORY! Failure to perform mandatory actions can cause personal injury and/or equipment damage. This icon is represented as a white symbol on a blue dot with a white border.



PROHIBITED! Indicate(s) an action(s) that should not be performed under any circumstance. Failure to adhere can cause personal injury and/or equipment damage. This icon is represented as a white symbol with a red circle and red slash.

SAFETY SYMBOLS

The symbols below identify warnings, mandatory actions, and prohibited actions. They can be found in the User Manual and/or on the product. Make sure you understand all safety labels before operating the product. Do not remove safety labels from the product.



Read and follow the User Manual!



Use only AGM or Gel-Cell batteries!



Pinch/Crush Hazard!



Corrosive chemicals inside battery!



Explosive conditions exist!



Avoid transmitters!



Do not place into trash!



Recycle



Indoor use only!



Hot surface!



Electrical hazard!



Do not use personal electronic devices!

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

NOTICE

Before learning to operate your Zoom Mobility scooter, have your authorized Zoom Mobility provider / a trained attendant / family member or care professional specially trained in assisting a scooter user in various daily living determine if it is advisable for you to practice getting on and off your scooter and operating it in the presence of an attendant.



MANDATORY! Read completely and understand this owner's manual before assembling, operating, transporting, or disassembling your Zoom Mobility scooter.

BEFORE GETTING ON YOUR Zoom Mobility Scooter

- Check to be certain that the power is turned off. This will eliminate the possibility of accidentally activating the throttle control lever causing injury to yourself and/or others.
- Check to be certain that your Zoom Mobility Scooter's freewheel lever is in the engaged position.
- Flip up the armrest(s) (if applicable).



WARNING When getting on or off your Zoom Mobility Scooter, keep your weight toward the middle of the deck. Putting most or all of your weight on the edge of the deck may cause an unstable condition.

GETTING ON YOUR SCOOTER

- Position the seat for safe and easy mounting. Ensure that the seat is facing forward.
- Return tiller to full upright position if necessary.
- Carefully place one foot on the approximate center of the deck and seat yourself comfortably and securely on the seat.
- Flip down the armrest(s) (if applicable).

GETTING OFF YOUR SCOOTER

- Make certain that the power is turned off and the key is removed.
- Return tiller to full upright position.
- Flip up the armrest(s) (if applicable).
- Carefully place one foot on the ground, transfer your weight to that leg, and slowly come to a standing position.
- Step away from the scooter.

MAXIMUM WEIGHT

Your Zoom Mobility has been rated to a maximum weight capacity (operator and anything else being carried onboard) of **150kgs**. Exceeding the maximum weight rating will void the warranty.



WARNING

Exceeding the maximum weight rating may result in injury to yourself and/or others.

DRIVING ON INCLINED SURFACES

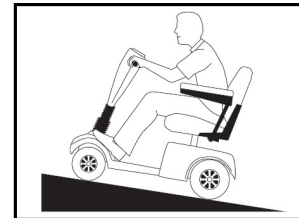
- For maximum stability, lean forward in your Zoom Mobility Scooter's seat while proceeding up ramps' lines, curbs, or any low rise. See Figure 2 Page 26.
- Drive with caution when attempting to negotiate any incline, even handicap access ramps.
- **Always** climb or descend an incline by driving straight up or straight down the face of the slope. See Figure 2 Page 26.
- **Do not** traverse or drive across the face of an incline in any direction. See Figure 3 Page 26.
- **Do not** attempt to negotiate an incline that is covered with snow, ice, salt, cut or wet grass, leaves, or any other potentially hazardous material.
- **Do not** drive your scooter in reverse down an incline.
- Try to keep your Zoom Mobility scooter moving when climbing an incline. If you do come to a stop, restart and accelerate slowly and carefully.
- **Do not** try to descend or climb a slope whose gradient is greater than recommended.



Figure 2. Going up an Incline



Figure 3. Traversing and Incline



Normal driving position & Increased Stability Drive Position

*Zoom Mobility maximum recommended incline is 6°.



WARNING

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

DRIVING DOWN AN INCLINED SURFACE

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

Zoom Mobility does not recommend that you drive your scooter in reverse down any incline, ramp, curb, or low rise. Backing down any slope may create a very hazardous situation. If it is necessary to back down a slope, follow one of two procedures on *Page 27*.



When using either of the following procedures to back down a slope, Zoom Mobility strongly advises that you have the assistance of another person.

Procedure 1 - Under Power

1. Set the key switch to the “OFF” position. See *Contents* for section “Operation.”
2. Turn the speed control dial fully counterclockwise to its slowest setting.
3. **Dismount your Zoom Mobility.**
4. Set the key switch to the “ON” position. See the *Contents* for section “Operation.”
5. While standing alongside your scooter, carefully operate the controls at the lowest speed setting. See *Contents* for section “Operation.”
6. Slowly and carefully back your scooter down the incline.
7. Carefully remount your Zoom Mobility scooter and resume normal operation.



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

Procedure 2 - Emergency (No Power)

1. Set the key switch to the “OFF” position. See *Contents* for section “Operation.”
2. **Dismount your Zoom Mobility.**
3. Set the freewheel lever to “Disengaged.”
4. While standing alongside the scooter, carefully manually manoeuvre it down the slope.
5. When you have reached a level surface at the bottom of the slope, position the freewheel lever in the engaged position. See *Contents* for section “Operation.”
6. Carefully remount your Zoom Mobility scooter and set the key switch to the “ON” position to restore power.

MOTOR BRAKING SYSTEM

Your scooter is equipped with a system that uses the motor to aid in braking. This motor brake system is designed to work when the key is in the ON position.

When the key switch is in the ON position, the free wheel lever is in the engaged position, and the scooter is under power, the motor will help slow down the scooter as soon as you take your hand off the throttle lever.

When the key switch is in the OFF position and the free wheel lever is in the disengaged position, the motor brake system will keep you from pushing the scooter too fast (i.e. down a slope).

You may notice this when pushing the scooter. The scooter will move freely until you reach a certain speed. You will then encounter some resistance as the motor brake system is activated.

MEDICATION

Always check with your physician to determine if any of the medications you are taking may affect your judgment and/or your ability to operate your Zoom Mobility scooter. Also check with your physician concerning your physical ability to operate a scooter.



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



Please remember that while on your Zoom Mobility scooter, you are a motorized pedestrian. You must observe and obey all pedestrian rules and regulations for the location in which you are riding.

Please use your Zoom Mobility scooter often and allow it to expand the horizons of your daily life. The more mobility your Zoom Mobility scooter brings to you, the happier you will be, and the more satisfied we at Zoom Mobility will be. But as with all things, especially motor operated vehicles, observing a few rules and safety considerations will help ensure safe scooter operation. So please follow the rules below.

RULES FOR USE AND SAFETY CONSIDERATIONS



WARNING Read completely and understand this owner's manual before assembling, operating, transporting, or disassembling your Zoom Mobility Scooter.

- **Always** operate your Zoom Mobility scooter with thought, care, and safety.
- **Do not** attempt to use your Zoom Mobility scooter on an escalator. Always use an elevator.
- **Do not** carry passengers under any circumstances.
- **Do not** mount or dismount your Zoom Mobility scooter unless the brake is engaged.
- **Always** make sure that the key switch is set to "OFF" before mounting or dismounting your scooter.
- **Do not** back your Zoom Mobility scooter down an incline or across an uneven surface while on the scooter.
- **Do not** turn your scooter suddenly at full speed.
- **Always** make sure the seat is locked in the forward-facing position before operating your Zoom Mobility scooter.
- **Always** come to a full stop before changing direction from forward to reverse or from reverse to forward.
- **Do not** operate your Zoom Mobility scooter where you could not safely or legally walk.
- **Do not** climb ramps or curbs that exceed your scooter's capacity.
- **Always** approach curbs and inclines straight on.
- **Always** be aware of and careful near mechanical pinch points especially when assembling and disassembling your scooter.
- **Never** sit on your Zoom Mobility when it is being transported.
- **Always** fasten down your Zoom Mobility scooter securely with an approved tie-down system while transporting your scooter.
- **Never** operate your scooter if it is not functioning properly.
- **Always** use caution when driving on soft or uneven surfaces such as grass or gravel. Also use caution on decks where there is no railing.
- **Never** drive on the roadway, except when you must cross the street.
- **Always** cross streets at intersections and use crosswalks or the most direct route, making sure that your path is clear and that you are visible to motor traffic.
- **Never** drive your Zoom Mobility scooter up or down a step or curb that is higher than the Ground Clearance listed on the specifications chart (if applicable).
- **Never** back up or down a step or curb.
- **Do not** drive your Zoom Mobility scooter in icy or salted conditions.

- **Never** operate your Zoom Mobility scooter while you are under the influence of alcohol.
- **Do not** operate or store your Zoom Mobility scooter where it will be exposed to rain, snow, mist, and below freezing temperatures.
- **Never** tether a live animal to your scooter, doing so may cause harm to yourself and the animal.



WARNING Should you encounter a problem with the operation of your mobility device such as a mechanical or electrical problem immediately stop using the product. Disconnect the batteries then contact the provider from whom you purchased your mobility device for evaluation of the problem and repair if needed.

EMI (ELECTROMAGNETIC INTERFERENCE) / RFI (RADIO FREQUENCY INTERFERENCE)

The rapid development of electronics, especially around communications, has saturated our environment with electromagnetic (radio) waves that are emitted by television transmitters, cellular phones, citizen's band radios (CBs), amateur radios (ham radios), wireless computer links, 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 ZOOM MOBILITY 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 Zoom Mobility scooter.



WARNING Unintended movement or brake release could cause an accident or injury.

It 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 can provide 20 V/m of resistance to EMI/RFI, which would provide useful protection against common sources of interference. This product has been tested and has passed an immunity level of 20 V/m.

EMI/RFI RECOMMENDATIONS



PROHIBITED! Do not turn on or use hand-held personal electronic communication devices such as mobile 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 Zoom Mobility scooter is going to be in a stationary position for any length of time.
- Be aware that fitting accessories or components or modifying your scooter may make it more susceptible to EMI/RFI.
- If unintended movement or park brake release occurs, turn your scooter off as soon as it is safe to do so.
- Report all incidents of unintended movement or park brake failure to Zoom Mobility.



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.



Always make certain that the key is removed from the key switch before getting on or off your Zoom Mobility scooter before lowering the tiller completely.

BASIC DRIVING

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

Steering

Steering your Zoom Mobility scooter is easy and logical.

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



WARNING Turning your scooter too sharply at too high a speed may create a situation where one of the rear wheels will leave the ground. This may increase the possibility of tipping the scooter. Always avoid this danger by decelerating and steering a wide arc around corners and obstacles.

Steering in a Tight Spot

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

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

For more information on dealing with obstacles and tight spots, see “Control Through Tight Spots” on the next page.

Steering in Reverse

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

- Use extreme caution when operating your scooter in reverse.
 - Plan your route to avoid getting into a difficult situation.
 - Make sure your proposed route is clear of people, pets, and obstacles.
1. Use your right fingers to push the throttle control lever or use your left fingers to pull back on the throttle control lever.
 2. Turn the tiller to the left to drive in reverse to the left.
 3. Turn the tiller to the right to drive in reverse to the right.

NOTICE

Your Zoom Mobility scooter’s speed in reverse is fifty percent of the speed set at the speed control dial.



WARNING Prevent injury! Do not drive down an incline in reverse.

Control Through Tight Spots

As you use your mobility scooter to greatly increase your mobility, you will undoubtedly encounter some obstacles that will require practice to negotiate smoothly and safely. Below are some common obstacles that you may meet during the daily use of your scooter. Listed with those obstacles are some driving tips that should help you conquer those obstacles. Learn and follow those tips, and with surprising ease you will soon be in control of your Zoom Mobility scooter as you manoeuvre it through doors, up and down ramps, up and over curbs, through grass and gravel, and up and down inclines.

Ramps

When proceeding up any ramp, curb, or incline:

- Lean forward in your seat to move your center of gravity forward for maximum stability and safety. If the ramp has a switchback, good cornering ability is required.
- Manoeuvre your Zoom Mobility scooter so that the front wheels take wide swings around the corners of the ramp.
- Doing this will allow your scooter's back wheels to follow a wide arc around the corner, staying clear of obstacles.

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

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

Driving down a ramp:

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



WARNING Prevent injury! Do not drive down an incline in reverse.

Curbs

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

Grass and Gravel

Your Zoom Mobility scooter performs admirably on grass, gravel, and hills, but you must follow the operational parameters presented in this manual. Refer to the *“Safety” section, Page 23*). If you are unsure about any situation, avoid it. Common sense is your best protection.

- Feel free to use your Zoom Mobility scooter on lawns or in park areas.
- Avoid long or high grass, which may wrap around your scooter's axles.
- Avoid loose gravel.

CARE AND MAINTENANCE

ROUTINE MAINTENANCE

Your scooter requires a minimal amount of care and maintenance. If you do not feel confident in your ability to perform the maintenance listed below, you can schedule an inspection and maintenance with your provider or local mobility scooter technician.

- ✓ Make sure your batteries are fully charged daily. See “Battery Charging”.
- ✓ Regularly inspect your scooter's tyres for signs of wear.
- ✓ Regularly inspect all exposed harnessing and connections for wear, damage, and corrosion. Have your provider or local mobility scooter technician repair or replace any damaged harness or connector.
- ✓ Periodically check all fasteners for tightness, wear, and corrosion. If any of these are present, turn off the scooter and contact your provider or local mobility scooter technician.



WARNING! Be careful of pinch points and sharp metal parts (wear gloves).

- ✓ Keep all the electrical components (charger, console panel, and electronics) free from moisture. If any of these items do become exposed to moisture, let them dry thoroughly before attempting to operate your scooter again.
- ✓ All bearings are permanently lubricated and sealed. No additional lubrication is required.

CLEANING YOUR MOBILITY SCOOTER

Tyres

Clean the tyres with ordinary kitchen-type cleaners and a damp cloth. Do not use solvents on the tyres. Solvents can cause the tyre material to break down or become too soft.

Body

The body (rear fender shrouds (2), nose piece (1), and the console shroud) of your scooter is formed ABS colour through plastic for style and durability. Each Zoom Mobility scooter comes standard with quick snap colour shrouds in Red, Green, Orange, and Purple. Shrouds can be changed simply by gently snapping off the pieces.

NOTICE

Do not use excess water or pressure when cleaning your scooter.

- **Never** take your scooter through a car wash.
- **Never** use a high-pressure hose to wash your scooter.
- Use cool water mixed with a mild soap to remove dirt and oils.
- Dry with a clean, soft cloth.
- Buff by hand with a soft cloth.
- **Do not** use a sharp object when removing shroud pieces.
- Clean the body of your scooter with a damp cloth.

Vinyl Seat

Clean with a mild soap or mild detergent and a damp cloth. A vinyl cleaner may also be used.

IMPORTANT! New batteries **MUST** be fully charged prior to the initial use of your scooter. **Charge new batteries for 12 hours even if the battery gauge already shows a full charge. This is to condition your new batteries for maximum performance.**



WARNING! Corrosive chemicals contained inside the battery.
Explosive battery conditions exist.



WARNING! Charger surface can become HOT.
Electrical hazard!

MAIN CIRCUIT BREAKER

The main circuit breaker reset button is located underneath the seat on the left-hand side (*see image Page 37*).



WARNING! Do not attempt electrical repairs. Consult your authorized Zoom Mobility scooter provider/authorised mobility scooter technician. If, for no apparent reason, your Zoom Mobility scooter stops operating, the main circuit breaker may have tripped.

Possible causes for the main circuit breaker to trip:

- Driving up a long, steep hill.
- Driving over a curb.
- Run-down batteries.
- Exceeding the maximum weight capacity of the scooter.

As you operate your mobility scooter, battery voltages go down and battery current must rise to satisfy the demands of the motor and of other electrical devices operating on your scooter. This can cause a heavy current draw that will trip the main circuit breaker.

Remedy:

- Recharge your Zoom Mobility scooter's batteries. See "Charger and Batteries" in this section of this manual.
- If the problem continues, have your authorized Zoom Mobility provider load test the batteries.
- If the batteries are good, the charger may be the problem. Consult your authorized Zoom Mobility provider/mobility scooter technician.

Resetting the Main Circuit Breaker

1. If the main circuit breaker trips as a result of run-down batteries or because of a temporary overload, reset the circuit breaker.
2. Wait ten minutes or so for the motor control board to return to the normal operating temperature range.
3. Make certain that the key switch is set to the “OFF” position.
4. Press in on the main circuit breaker reset button.

If the main circuit breaker continues to trip, there is probably an underlying electrical fault that needs attention.

- Contact your authorized Zoom Mobility provider.
- **Do not** keep resetting the main circuit breaker without correcting the underlying electrical problem.



Tyre Inflation



If your scooter is equipped with pneumatic tyres. Check the tyre pressure at least once a week. Proper inflation pressures will prolong the life of your tyres and help ensure smooth operation.



WARNING! It is critically important that the psi/bar/kPa air pressure is always maintained. (Generally, these should be Front 25psi & Rear 30psi) Do not under-inflate or over-inflate your tyres. Under-inflation may result in loss of control, and over-inflation may burst the tyre.



WARNING! Inflate your scooter tyres from a regulated air source with an attached pressure gauge.



WARNING! Failure to maintain the suggested pressure rating at all times may result in uneven and rapid tyre wear and possibly tyre/wheel failure.

If you have any doubts as to correct tyre pressure or see these wearing patterns, please contact your local scooter supplier.

	Condition	Possible Cause	Remedy
	Even Center Wear	Over Inflation	Check & Adjust Pressure When Cold
	Inside & Outside Wear	Under Inflation	Check & Adjust Pressure When Cold
	Smooth, Side Wear - One Side	Loss of Camber or Overloading	Check & Unload As Necessary Have Alignment Checked

	Condition	Possible Cause	Remedy
	"Feathering" Across The Face	Axle Not Square To Frame or Incorrect Toe In	Square Axles Have Alignment Checked
	Cupping	Loose Bearings or Wheel Balance	Check Bearing Adjustment and Wheel & Tire Balance
	Flat Spots	Wheel Lockup	Adjust Brakes

WARRANTY

Consumer Warranty

Zoom Mobility has provided information throughout the owner's manual in regards to proper usage and care of your scooter. Failure to adhere to this information will void the warranty of the scooter, it's parts and the batteries supplied by Zoom Mobility.

The following warranty is granted only to the INITIAL Consumer who has purchased our product and commences on the Date of Purchase by the Consumer from an Authorized Zoom Mobility' Provider. The Consumer must have proof of purchase from Zoom Mobility or the authorised scooter provider to receive service.

Note: Your selling retailer is responsible for the repairs, and should you not be able to return the product to the selling retailer or another Top Gun Mobility retailer, you may be liable for any labour charges, parts will still be supplied free of charge. You will be liable for all labour and parts costs should the repairs not be covered by warranty.

The warranty covers the following scooter models: Outlaw

2 Year Warranty:

From the date of purchase from an authorized Zoom Mobility' dealer, in the event of defective materials or workmanship, Zoom Mobility will repair or replace at our option any of the following structural frame components found to be defective by an authorized Zoom Mobility representative:

- ◆ Steel Frame

One-Year Warranty:

For the period of one year from the date of purchase, in the event of defective materials or workmanship, Zoom Mobility will repair or replace at our option any of the following electronic assemblies or any other part (not excluded) and found defective by an authorized Zoom Mobility representative:

♦ Transaxle	♦ Motor/Brake Assembly (electrical function only)	♦ Main Controller & Throttle Control Lever
♦ Plastic Parts	♦ Variable Speed Motor Parts	♦ Bearings and Brushes
♦ Aided Wheel	♦ Rubber Articles	♦ Front Fork, metal pieces in the seat, foot pedal and rocker arm

6-Month Warranty

For the period of 6 months from the date of purchase, in the event of defective materials or workmanship, Zoom Mobility will replace the batteries supplied by Zoom Mobility if found to be defective by an authorized Zoom Mobility representative.

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

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

Items not listed are covered at the discretion of Zoom Mobility. Any accessories, standard or optional, supplied by Zoom Mobility, are covered for a period of one year from the date of purchase with the unit.

Warranty Exclusions:

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

- ◆ Motors: for damage if caused by not changing the carbon brushes after being worn out seriously, the carbon brush is out of warranty.
- ◆ Brakes: one-year warranty includes electromagnetic brakes but excludes wear of brake sheets.
- ◆ Wear and tear of plastic cover ◆ Tyres and wire-cable ◆ Seat and Rack

This warranty also excludes for the following:

- ◆ Loss or theft of components (i.e.: keys, baskets, etc.)
- ◆ Damage caused by:
 - Battery fluid spillage or leakage.
 - Abuse, misuse, accident, or negligence.
 - Improper operation, maintenance, or storage.
 - Commercial use or use other than normal.
 - Exceeding the specified weight capacity of the unit.
 - Repairs and/or modifications made to any part without the specific consent of Zoom Mobility.
 - Accessories other than those supplied or approved by Zoom Mobility.
 - Failure to adhere to the product instructions.
 - Acts of Nature, such as lightning strikes, cyclones, earthquakes, etc
 - Manpower cost, telephone fees, freight and other costs resulting from maintenance or products unless approved by the manufacturer.
 - Other cases not specified in the scope of warranty.
 - Circumstances beyond the control of Zoom Mobility.
- ◆ ANY PARTS ALTERED OR REPAIRED BY AN UNAUTHORIZED PERSON.

As mentioned above, the guarantee does not extend to those items which may need replacement due to normal wear

and tear (tyres, belts, bulbs, upholstery, plastic shrouds, motor brushes, fuses, and batteries), or damage to the product caused by misuse or accident for which Zoom Mobility or its agent cannot be held responsible. This warranty does not include service calls or external bolt on components such as a canopy or canopy framework. Transport/Call Out Costs - As the owner you must bear the cost of transporting the unit to the dealer or should you decide to have the dealer come to you, you must bear the cost of the retailer call out fee. Your dealer may choose to waive this cost, but this will be at the Retailer discretion only and separate to Zoom Mobility's warranty terms and conditions.

Warranty Service Period:

The service intervals are every 500klm or every twelve (12) months from date of purchase, whichever occurs first. We recommend using a Zoom Mobility Service Provider. Proof of annual service (paid invoice receipts) must be kept and provided upon any warranty claim. This warranty will be void if annual servicing is not carried out.

Service Checks and Warranty Service:

Warranty service can be performed by an authorised Zoom Mobility Provider / Local Mobility Scooter Technician. Please contact your authorised Zoom Mobility Provider for advice on the current cost affecting the service visit. Zoom Mobility reserves the right to replace warranted part(s) with refurbished or new part(s) at our discretion. All labour charges, service calls, transportation costs or any other charge(s) associated with the installation of any warranted part(s) are the responsibility of the consumer. Warranty is for the replacement of the parts only and does not include freight for the replacement parts. Consumers are not to return any item(s) to Zoom Mobility without prior written authorization. Any damages incurred while warranted part(s) are in transport are the sole responsibility of the consumer.

Commercial Use:

Any Zoom Mobility products used in a commercial application will only be covered by a 12-month warranty from the purchase date and will be excluded from any coverage mentioned in the warranty relating to 5 (five); 3 (three) or 2(two) year warranty. All other conditions in this warranty will apply.

There is no other express warranty.

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



Technical Service, please scan the following QR code.



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