

Bandit-Z Zero Turn Scooter

**Zoom
Mobility**
EASY LIVING

www.topgunmobility.com.au



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 honored 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 seated positions that are capable of operating an electric scooter.

Standard Packing List:

1 User Manual

1 Battery Pack

1 Front Basket

1 Seat with Armrest

2 Keys

Battery Charger

Seat Post Hardware

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 of 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.

This manual covers 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

MODEL FEATURES & SPECIFICATIONS

BANDIT-Z



1. Control Panel – Easy to Read and Key Switch - Easy to read display features LED battery gauge and speed; oversized speed control knob; key switch to turn the unit on and off; light switch to turn the light 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. Easy Access Battery Pack - Located under the seat, the battery pack has a wireless connector system for easy disassembly and reassembly. The battery pack can be bought indoors for charging with its off-board charger.
5. Tiller Lock Knob - Located at the bottom of the tiller in the front so that you can lock the tiller in place when disassembled.
6. Tiller - Offers multiple adjustments to find your most comfortable driving position. The adjustment knob is located at the bottom of the tiller on the right side.
7. Basket - removable front storage basket.
8. 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 operating instructions are followed. Please review the features and benefits of certain components of the Zoom Mobility scooter below.

Pull Apart Components



YOUR ZOOM MOBILITY SCOOTER SCHEMATICS

Model - Bandit-Z



Figure 4. Your Zoom Mobility scooter (Model Bandit-Z shown)

Specification Comparison Table

MODEL DETAILS	BANDIT-Z
Charger	Off-board
Controller	PG controller S45
Dimensions (LxWxH) [Height to top of headset]	103.5 x 49.5 x 53-92.5cm
Ground to Top of Deck	14.5cm
Ground to Top of Seat	57.5-61.7cm
Deck to Top of Seat	42.5-46.7cm
Drive Wheels	Rear Wheels
Freewheel Mode	Yes
Front Axle to Rear Axle	78cm
Electro-Mechanical Brakes	Yes
Electronic Speed Control	Yes
Ground Clearance Under Deck	10cm
Maximum Speed	6.5 km/h
Motor	250W
Operation Range	13 km
Seat Back Height – no headrest	43cm
Seat Width x Depth	47*44.5cm
Seat Height Positions	3
Size of Increments	2.1cm
Turning Radius	0cm
Type Batteries	12AH Lithium battery
Tyres (Standard)	Front & Rear 8" Solid, Low Profile
Rear Anti-Tip Wheels	5cm
Weight Capacity	147kg
Weight of Unit – Net	42.4kg
Front (Half) Body (with seat tube)	20.44kg
Rear (Half) Body	12.64kg
Basket	0.6kg
Seat with Arms	8.75kg
Battery (Li)	4.01kg
Warranty	2 Years Limited

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

DISASSEMBLY

Your Zoom Mobility scooter is designed to be disassembled easily to be transported. When disassembling your scooter, please be sure to follow these simple instructions.

Remove the Seat

1. Place your scooter on a level surface.



WARNING Remove the key from the key switch before you begin to disassemble your Zoom Mobility scooter.

2. (Optional) Loosen the armrest adjustment knobs and remove the arms from the seat.
This will reduce the weight of the seat making it easier to lift.



WARNING Never pull on the arms or use them as a handle to move the scooter as they could inadvertently pull out of the receiver bar causing injury.

3. Grip the seat on opposite sides and, with a firm grip; pull the seat straight up. *See Figure 15 on Page 28.*

Continued on Page 28

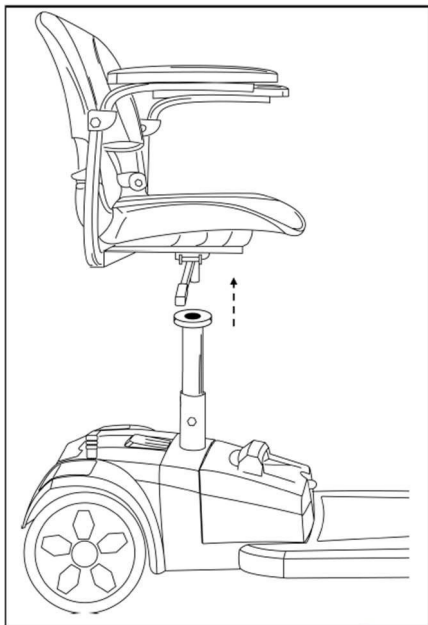


Figure 15: Removing the Seat

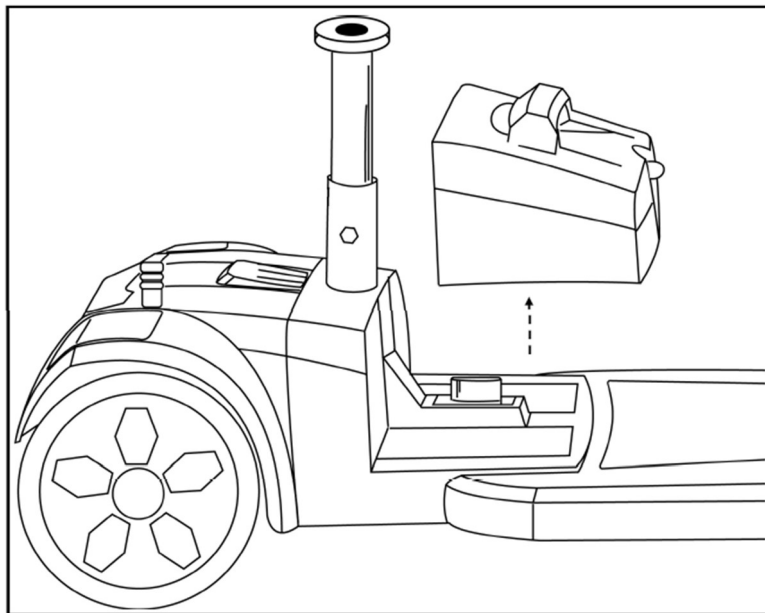


Figure 16: Removing the Battery Back

Remove the Battery Pack

4. Lift the battery pack off the scooter. *See Figure 16.*

Remove the Front Basket

5. Remove the front basket by pulling up.

Continued on Page 29

Fold Down and Lock the Tiller

6. Push in and turn the tiller lock clockwise 90 degrees. *See #1 on Figure 17.*
This will lock the front wheel to keep it from turning side to side to help control while carrying.

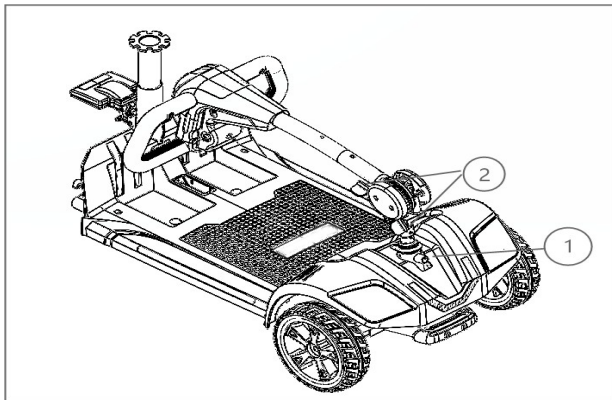


Figure 17: Lowered Tiller

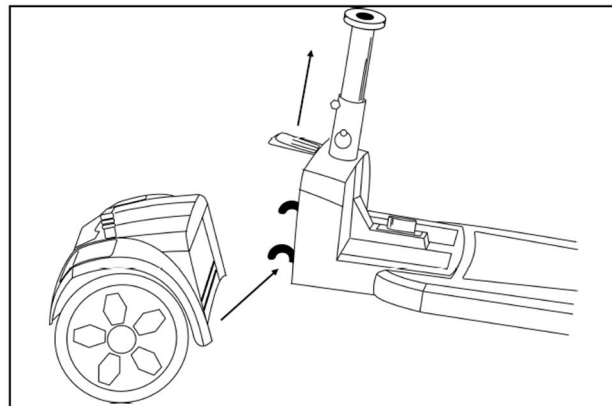


Figure 18: Separating the Drivetrain and Frame

7. Loosen tiller adjustment knob and fold the tiller down flat. *See #2 on Figure 17.* Then tighten the adjustment knob to secure the tiller in its new position.

Separate the Drivetrain from the Frame



WARNING! Be careful not to pinch your fingers between the frames. This area is a pinch-point and requires your full attention.

8. Pull up on the drivetrain release lever with one hand to unlock the front and rear frame sections. *See Figure 18.*
9. Pull the front frame up and off the drivetrain. *See Figure 18.*

ASSEMBLY



WARNING! Be aware of any possible pinch-points when connecting the rear frame to the front frame. Please note warning labels at pinch-points during assembly.



WARNING! Pinching and crushing hazard! Increased hazards due to pinching or crushing result due to the component weight (such as batteries) during preparation for transport and maintenance work. Always carry out any work to be done with great care. Always try to get help from a second person, especially when stowing parts for transport.



WARNING! Pinch Point: A pinch point is an area where you MUST consider your fingers to be sure they DO NOT become pinched between two metal or hard plastic areas. The greatest chance of pinch points becomes possible during the assembly of the Zoom Mobility scooter.



WARNING! INJURY HAZARD DUE TO IMPROPER ASSEMBLY!

Ensure that all components in the scooter have been correctly assembled. During assembly, please check that all connecting/locking devices are holding in place.

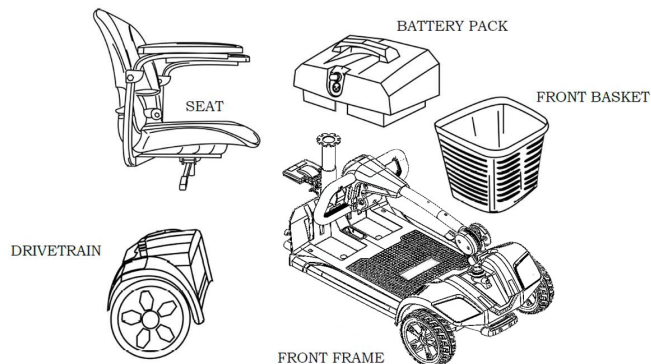


Figure 19: Zoom Mobility Scooter Components (Model Bandit-Z)

Reinstall the Drivetrain

1. Line up the frame and the drivetrain. See *Figure 20*.



WARNING! WATCH FINGER PLACEMENT! BE CAREFUL NOT TO PINCH YOUR FINGERS!

2. Lower the frame onto the drivetrain until the drivetrain releases lever engages. You should hear an audible click. See *figure 21*.

Install the Battery Pack

3. Gently lower the battery pack onto the frame. See *Figure 22*.

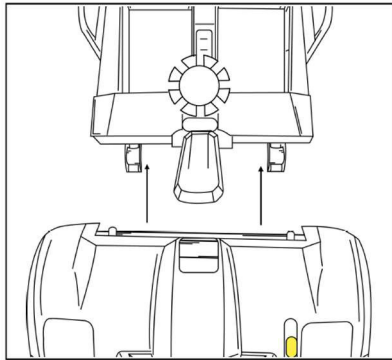


Figure 20: Drivetrain Alignment

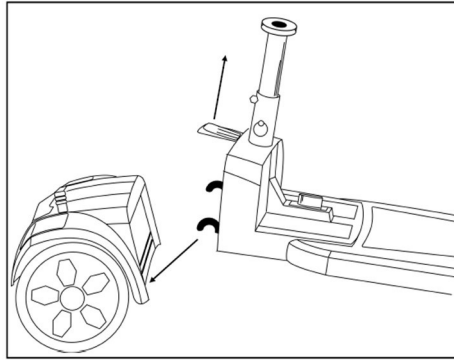


Figure 21: Connecting Frame and Drivetrain

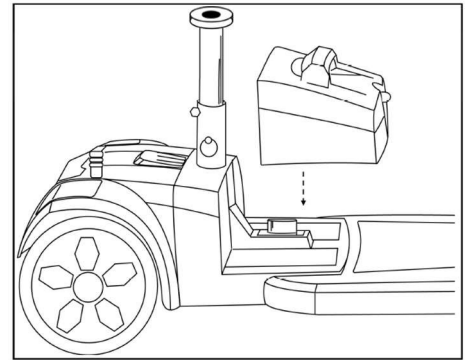


Figure 22: Battery Pack Installation

Continued on Page 32

Raise the Tiller

4. Loosen the tiller adjustment knob and raise the tiller. *See Figure 23.*
5. Tighten the tiller adjustment knob at the desired position.



WARNING!

MAKE SURE YOU TIGHTEN YOUR TILLER ADJUSTMENT KNOB TO BE SURE IT IS SECURED IN THE DESIRED POSITON!

Install the Front Basket

6. Place the basket onto the tiller bracket and push down to lock it in place.
See Figure 23.

Install the Seat

7. Hold the seat on an angle so you can see the seat swivel post underneath.
8. Place the seat swivel post into the seat post as shown in *Figure 24.*
9. Push down on the seat to lock the seat in place. Move the seat from side to side to make sure it is locked in place.



WARNING!

Pinch Point! Keep hands and clothing clear of the seat swivel post and seat post.



Accident hazard due to non-engaged seat! Ensure that the seat is properly engaged by turning the seat slightly left and right.

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Figure 23: Tiller Raised

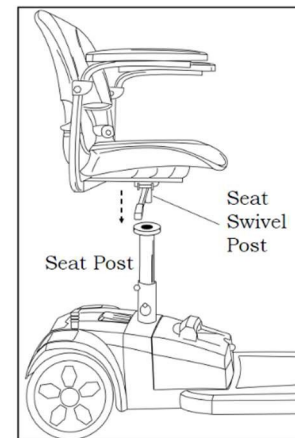
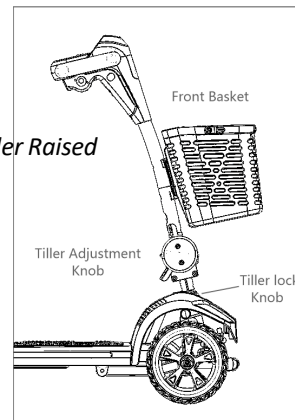


Figure 24: Installing the Seat

Unlock the Tiller

10. Turn the tiller lock knob counterclockwise 90 degrees to the unlocked position. *See Figure 23 on Page 32.*



WARNING!

IF YOU DON'T UNLOCK YOUR TILLER LOCK KNOB, YOUR TILLER WILL NOT TURN! THIS COULD CAUSE INJURY.

Accident hazard due to incorrect seat position! Always turn the seat to face forwards and engage it before driving. If the seat is in any other position, the possibility of tipping is increased. Before turning the seat, always ensure that the scooter is on an even and solid surface.

SAFETY GUIDELINES

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 scooter 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. See *Page 15*, "Operation" in this manual. 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. See *Page 15*, "Operation" in this manual.
- Flip up the armrest(s).



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

Getting On Your Zoom Mobility Scooter

- Position the seat for safe and easy mounting. Ensure that the seat is facing forward. See Section "Operation", *Page 15*.
- 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).

Getting Off Your Zoom Mobility 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).
- 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 Safe Working Load (SWL), (operator and anything else being carried onboard) of 136kgs. Exceeding the Safe Working Load (SWL) will void the warranty.



WARNING

Exceeding the Safe Working Load (SWL) may result in injury to yourself and/or others.

Driving On Inclines

- 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.
- 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.
- Do not traverse or drive across the face of an incline in any direction. See Figure 3.
- 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 A Decline

- 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 10.



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 either the ON position or the OFF position.

When the key switch is in the ON position, the freewheel 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 freewheel, 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.

NOTICE

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 Other 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 (see *Page 5*).
- 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 in 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 is capable of providing 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.

OPERATION

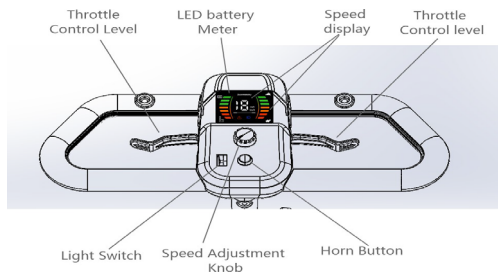


Figure 5-1. Zoom Mobility Scooter Tiller Control Panel

Control Panel

Speed Adjustment Dial

The speed adjustment dial allows you to preselect the maximum top speed of your Zoom Mobility scooter. *See Figure 5-1.*

- Turn the dial counterclockwise to operate your scooter at the lowest speed level.
- Turn the dial clockwise to increase the operational speed of your scooter.
- We recommend that you select a speed setting at which you feel comfortable, safe, and in control of your scooter.

Light Switch

This switch turns the light. *See Figure 5-1.*

- Turn on the low beam and rear taillights in first gear.
- Turn on high beam, side lights, and rear taillights in second gear
- Turn off all lights in gear O.

Horn Button - Press this button to sound the horn. *See figure 5-1.*

CAUTION

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.

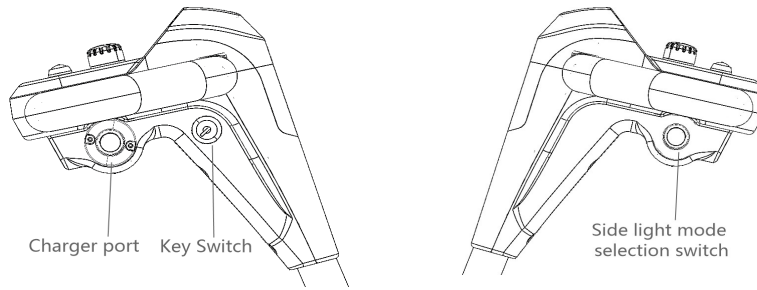


Figure 5-2. Zoom Mobility Scooter Tiller Control Panel

Key Switch

This switch turns the power ON and OFF to your Zoom Mobility scooter. *See Figure 5-2.*

- Insert the key into the key switch.
- Turn the key 90 degrees clockwise to turn ON your scooter's power. The LEDs on the battery meter will light up indicating that power is on.
- Turn the key back to the vertical position to turn OFF your scooter's power.

Side light mode selection switch

This switch can switch between different modes of the side lights and display many different colors. *See figure 5-2.*

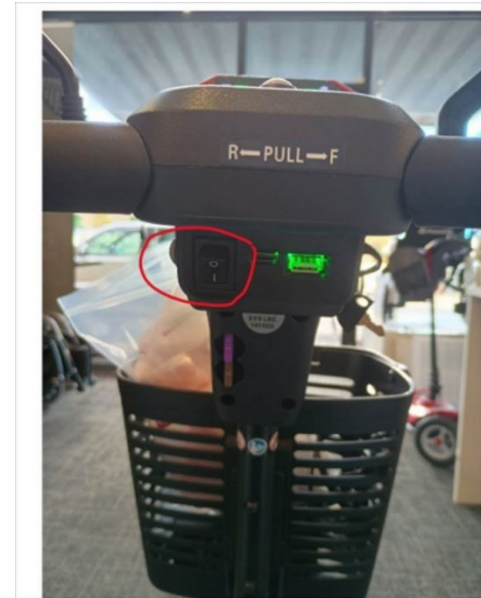
Tiller On/Off Switch

This on/off button changes the scooter from km/h to mp/h. The scooter is already set to km/h, we recommend keeping it on that setting.

Off = Km/h



On = Mp/h



DC Battery Voltage Meter

This meter (see *Figure 5 – Page 15*; and *Figure 14 – Page 22*) shows the amount of voltage in your Zoom Mobility's batteries.

- Green indicates a full charge on the batteries.
- Yellow indicates caution and approximately a one-half charge of the batteries.
- Red indicates that the batteries have less than one-half of a charge remaining.

See *Page 35*, section “Care and Maintenance” for instruction concerning charging the batteries.

Tiller Throttle Control Lever

The Tiller enables you to use only one hand (either the right or left) to operate both the speed and the direction of the Zoom Mobility scooter. This self-centering lever system controls your Zoom Mobility scooter's speed (up to the maximum speed set by the speed adjustment dial and its forward and reverse direction. See *Figure 5*.

To drive forward do the following:

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



Always bring your Zoom Mobility scooter to a full stop before changing direction from forward to reverse, or from reverse to forward.

To drive in reverse, do the following:

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

When the throttle control lever is completely released, it automatically returns to the center “stop” position and engages your scooter's brakes, bringing you to a complete stop. You will hear a “click” when the park brake engages.

Control Options

Zoom Mobility has made provision for the individual needs and abilities of the operators of the Zoom Mobility scooter. Your authorized Zoom Mobility provider/Mobility scooter technician can reverse the throttle control lever controls so that when you pull on the left side of the lever, your scooter will move in the forward direction, and when you pull on the right side of the lever your scooter will move in the reverse direction.

Tiller Adjustment

The tiller on your Zoom Mobility scooter employs an adjustment knob to provide you with multiple tiller angle settings. To set the tiller to your liking, follow these directions:

1. Use one hand to grasp a handgrip.
2. Use your other hand to loosen the tiller adjustment knob. *See Figure 4 on Page 4.*
3. Position the tiller to a comfortable driving position.
4. Tighten the tiller adjustment knob.

Seating

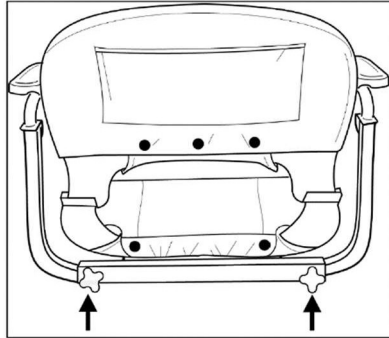


Figure 6. Armrest Width Adjustment

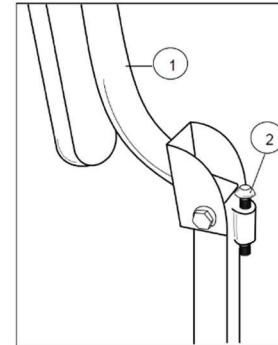


Figure 7. Armrest Angle Adjustment

To adjust the armrest width:

1. Loosen the adjustment knobs at the rear of the seat. *See Figure 6.*
2. Slide the armrests in or out to the desired width.
3. Tighten the adjustment knobs.



WARNING Be sure adjustments knobs are securely tightened against the inserted armrest tube. Do not overextend the armrest.

Flip-up Armrests - *See #1 on Figure 7.*

Pull up on the end of either armrest to flip it up for easy transfer on and off your Zoom Mobility scooter.

Armrest Angle - *See #2 on Figure 7.*

Loosen the locknut by turning it counterclockwise.

To increase the armrest angle, turn the armrest angle screw counterclockwise.

To decrease the armrest angle, turn the armrest angle screw clockwise.

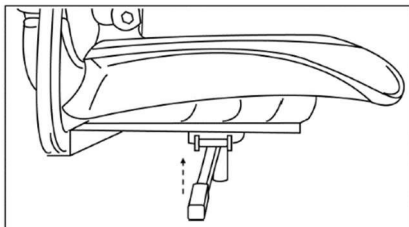


Figure 8: Seat Rotation Adjustment

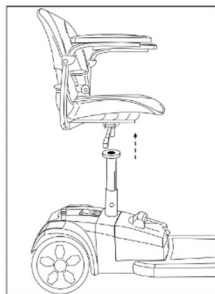


Figure 9

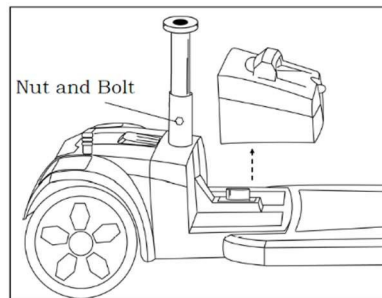


Figure 10

Seat Rotation Lever

The seat can be rotated through 360° and locked at any 45° position.

1. Pull up on the seat rotation lever and rotate the seat to the desired position. *See Figure 8.*
2. Release the handle to lock the seat at any 45° position.

Seat Height Adjustment

To adjust the seat height:

1. Fold the seat back down, grasp the seat on both sides and lift the seat up and off the seat pedestal. *See Figure 9. (Note: Seat arms can be removed to reduce the seat weight).*
2. Remove the battery box by lifting it up. *See figure 10.*
3. Loosen and remove the nut and bolt.
4. Position the seat post at the desired height while aligning the holes in the seat post and the seat pedestal.
5. Install and tighten the nut and bolt.
6. Reinstall the battery box.
7. Place the seat back onto the seat post and push down to lock it into place. Move the seat from side to side to make sure it is locked into place.



WARNING Do not sit in or attempt to move your Zoom Mobility scooter unless the frame and rear carriage are securely engaged. Accidental separation of the frame from the rear carriage may occur and cause injury or damage.



WARNING Never sit on your Zoom Mobility scooter in freewheel mode.



WARNING Never disengage the park brake while you are operating your Zoom Mobility scooter.



WARNING Always make certain that your scooter park brake is engaged before inserting the key into the key switch and turning it to the on position.

Freewheel Mode

Your Zoom Mobility is equipped with a freewheel lever that can set your scooter in or out of freewheel mode.

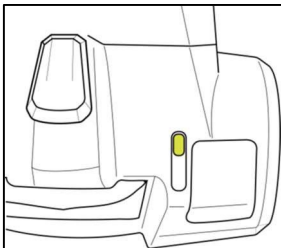


Figure 11: Freewheel Position

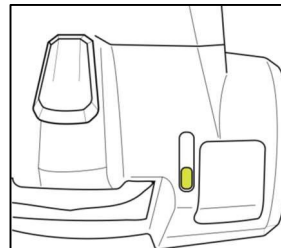


Figure 12: Drive Position

Push forward on the freewheel lever towards the letter N (Neutral Position). *See figure 11.*

To engage the brake and take your scooter out of freewheel mode:

Pull back on the freewheel lever towards the letter D (Drive Position). *See figure 12.*

NOTICE

Pushing the scooter too quickly in freewheel will cause the motor to act as a generator causing the scooter to become difficult to push. Freewheel slowly.

RIDING YOUR ZOOM MOBILITY SCOOTER

Mounting

For your first driving session, make certain that your Zoom Mobility scooter starts out on a level surface and that you will continue driving on a level surface.

Before Getting On Your Zoom Mobility Scooter

1. Check to be certain that the key has been removed from the key switch. *See Contents for section “Operation” in this manual.* This will eliminate the possibility of accidentally activating the throttle controls and causing injury to yourself and/or others.
2. Check to be certain that your scooter freewheel lever is in the engaged in the drive position. *See Figure 12/Page 21.*
3. Flip up the armrest(s).

 **WARNING** When getting on or off your Zoom Mobility, 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 Zoom Mobility Scooter

1. Position the seat for safe and easy mounting. Ensure that the seat is facing forward. *See Figure 9 / Page 20.*
2. Return tiller to full upright position if necessary.
3. Carefully place one foot on the approximate center of the deck and seat yourself comfortably and securely on the seat.
4. Flip down the armrest(s).
5. Place the key into the key switch.
6. Rotate the key clockwise to the ON position. *See Figures 13 and 14 below.*

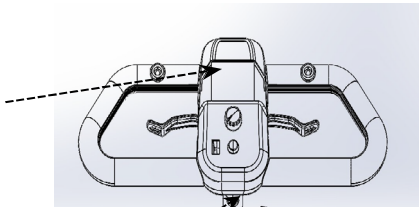


Figure 13: Key Switch (OFF)

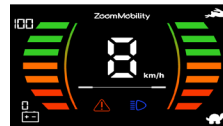


Figure 14: Key Switch (ON)

Pre-Drive Safety Check

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

Perform the following inspections prior to using your scooter:

- Check the solid tyres for any punctures or damage.
- Check all electrical connections. Make sure they are secure and not corroded.
- Check all harness connections. Make sure they are secured properly.
- Check the brakes.
- Check the battery charge.

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. See *Figure 14 on page 22*.
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 (see *Figure 4 on Page 4*), turn the tiller to the right to travel to the right.
2. With both hands on the handgrips of the tiller (see *Figure 4 on Page 4*), 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. *See Figure 5 on Page 15.*
 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 Zoom 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 maneuver 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.
- Maneuver 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, Pages 7-14*). 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.

TRANSPORTING YOUR ZOOM MOBILITY SCOOTER



Figure 25. Zoom Mobility(Model BANDIT-Z shown)

NOTICE

All Zoom Mobility scooters can be equipped with docking devices for loading onto a vehicle by means of a mechanical lift or

hoist. Contact your Zoom Mobility provider for more information concerning docking devices and scooter lift devices.

To Transport Your Zoom Mobility Scooter:

- Disassemble or fold down the seat and tiller (see section *“Disassembly”, Page 27*) as close as possible to the loading area of the vehicle to be used for transporting your scooter.
- The degree to which you disassemble your Zoom Mobility scooter or fold the seat and tiller depends on the size and shape of the cargo area of the transporting vehicle.
- Moving blankets or other forms of packing may be used to protect your Zoom Mobility scooter during transportation.

CAUTION

- Do not lift your Zoom Mobility by its plastic body parts or dash. Breakage of these parts is not covered by the warranty.
- Do not use the tyres or wheels to lift the rear carriage. The carriage may rotate and cause injury or damage.



WARNING! If your scooter and its components are not properly and securely stowed during transportation, the scooter or the components may move or become airborne and cause injury or damage.



WARNING! Never sit on your Zoom Mobility scooter when it is being transported. Secure with an approved tie-down system.



WARNING! If transporting your scooter on an outside lift, remove seat or make sure the seat is fastened down securely with an approved tie-down system supplied by your lift manufacturer while transporting your scooter. Failure to do so could result in the seat coming loose and becoming airborne. This situation could cause problems for the traffic behind you and possibly result in an injury.

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 Zoom 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 are contained inside the battery.
Explosive battery conditions exist.

WARNING! Charger surface can become HOT.
Electrical hazard!

BATTERIES AND CHARGING

Battery maintenance is the most important part of maintaining your scooter. Keeping the batteries fully charged helps to extend battery life. Use the following guidelines to help keep your batteries in optimum condition.

- For daily use, keep batteries fully charged. We recommend that you plug in the off-board charger after each use and charge 6-8 hours. “For best results please charge your batteries overnight after every use.”
- If you are not going to use the scooter for more than a week, fully charge the batteries and then remove the battery pack from the scooter. See Figure 16 on Page 28.

Charging Guidelines Checklist to Maximize Battery Life

- ✓ Use only the automatic off-board charger supplied for all routine charging.
- ✓ Never use an automotive or wet type charger.
- ✓ Avoid deep discharges and never drain the batteries completely.
- ✓ Do not leave batteries in a low state of charge for extended periods. Charge a discharged battery as soon as possible.
- ✓ Fully recharge batteries regularly.
- ✓ Always store batteries fully charged.
- ✓ Check stored batteries once a month and recharge as necessary.

To Charge the Batteries:

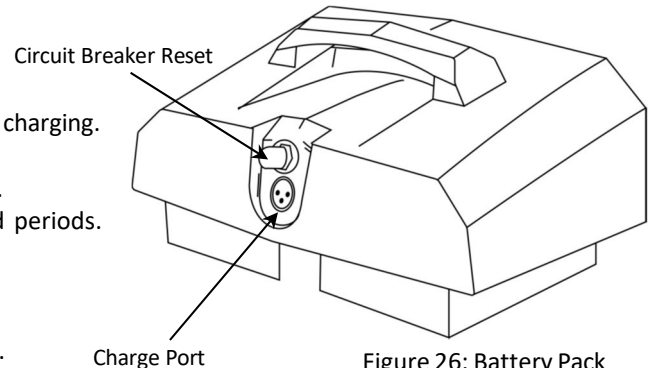
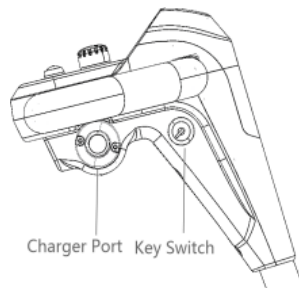


Figure 26: Battery Pack

The charger for all Zoom Mobility scooter models is an off-board charger. To charge the batteries, plug the charger into the charger port on the battery pack or on the side of the console. *See Figures 26 and 27.* When the batteries are fully charged, disconnect the charger power cord from the wall outlet and from the charging socket. Note: Your scooter will not move while the charger remains connected.

Figure 27: Tiller



Battery Maintenance

MANDATORY! Use only AGM or GEL-cell SLA deep-cycle batteries for operating the Zoom Mobility scooters.

- These batteries are maintenance free.
- There is no danger of spillage or leakage, so these batteries are safely transportable on aircraft, buses, trains, etc.
- By following the procedures set out in this manual, you can expect extended life from our Zoom Mobility's scooter batteries.

IF YOUR Zoom Mobility DOES NOT OPERATE

- Make certain the freewheel lever is set to the engaged position. *See Figure 12 on Page 21.*
- Check the main circuit breaker. If necessary, reset the circuit breaker. *See Figure 26 on Page 37.*
- 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, contact your authorized Zoom Mobility scooter provider/Local Mobility scooter technician.

Main Circuit Breaker

The main circuit breaker reset button is located on the battery pack. *See Figure 26 on 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

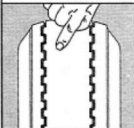
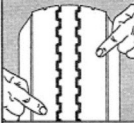
1. If the main circuit breaker trips because of run-down batteries or because of a temporary overload, reset the circuit breaker.
2. Wait ten minutes or so for the motor control board to return to the normal operating temperature range.
3. Make certain that the key switch is set to the "OFF" position.
4. Press in on the main circuit breaker reset button. *See Figure 26 on Page 37.*

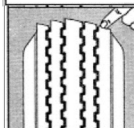
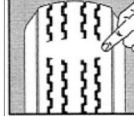
If the main circuit breaker continues to trip, there is probably an underlying electrical fault that needs attention.

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

Solid Tyres

If you have any doubts for your solid tyres 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

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.

DIAGNOSTICS

The diagnostics feature of your Zoom Mobility microprocessor-based motor control board functions as follows:

BEEP CODE	CONDITION	SOLUTION
■ (1)	Battery charge is low.	Charge batteries as soon as possible.
■■ (2)	Battery charge is too low.	Charge batteries.
■■■ (3)	The Travel Scooter's battery voltage is too high to operate the Travel Scooter, or the charger is still connected to the off-board charger port.	Unplug charger and/or turn the key off, then back on again.
■■■■ (4)	Current limited time out.	Turn the Travel Scooter off for a few minutes, then turn your Travel Scooter back on.
■■■■■ (5)	The manual freewheel lever is in the (forward) freewheel position.	Remove the key from the key switch, then push the manual freewheel lever to the drive (backward) position and restart your Travel Scooter.
■■■■■■ (6)	Throttle control lever not at center position at start up.	Return the throttle control lever to center position, turn Travel Scooter off then back on.
■■■■■■■ (7)	Speed pot error.	Contact Zoom Mobility for assistance.
■■■■■■■■ (8)	Motor volts error.	Contact Zoom Mobility for assistance.
■■■■■■■■■ (9)	Other internal errors.	Contact Zoom Mobility for assistance.

- Any fault condition with the controller or with an associated system will cause the horn to beep.
- The horn occurs as one beep or a series of beeps separated by a two-second pause.
- The number of beeps in each series is referred to as the "Beep Code".
- The beep code indicates the nature of the condition or fault.

What if all the systems on my Mobility Scooter seem to be “dead”?

- Make certain that the key is in the “ON” position.
- Check that the batteries are fully charged. See *Page 37. “Batteries and Charging.”*
- Push in the main circuit breaker reset button. See *Page 39. “Resetting the Main Circuit Breaker.”*
- Make certain that the battery pack is seated properly.
- Be sure the power down timer feature has not been activated (*if applicable*). This is an energy saving feature for when the key is left ON. Turn the key OFF and back ON.
- Check the tiller console fuse located under the battery pack.

NOTICE FOR YOUR CONVENIENCE, THESE DIAGNOSTIC BEEP CODES ALONG WITH THE SERIAL NUMBER OF YOUR SCOOTER CAN BE FOUND UNDER THE BATTERY BOX. THIS WILL ALLOW YOU ACCESS THIS IMPORTANT SERVICE INFORMATION AT ANY TIME. IF POSSIBLE, PLEASE REFER TO THIS INFORMATION BEFORE CONTACTING YOUR AUTHORIZED ZOOM MOBILITY PROVIDER/LOCAL MOBILITY SCOOTER TECHNICIAN.

TROUBLESHOOTING and REPAIRS

The following table provides troubleshooting and repair instructions for problems that may be encountered when operating your Mobility Scooter, as well as the best way to correct the issue.

Symptom	Remedy
The scooter will not switch on	Try recharging the battery. Check the fuse and circuit breaker in the scooter.
The scooter switches on, but the scooter will not move.	Ensure there is enough power in the batteries. If not, recharge the batteries. Ensure the free-wheel lever is engaged in the 'DRIVE' position.
The scooter appears slow	Check the battery power level and recharge. Check the speed dial is not set to slow.
The seat turns when in operation	Slowly rotate the seat until it drops into place and is secure.
The handlebar appears loose	Tighten the height adjustment handle to secure the handlebar.
Involuntarily horn sounds	Ensure that the throttle control lever is released. Switch the scooter OFF and ON. Recharge the batteries. If problem persists, contact your nearest dealer.

WARRANTY

Consumer Warranty

Zoom Mobility has provided information throughout the owner's manual in regard to proper usage and care of your scooter. Failure to adhere to this information will void the warranty of the scooter, its 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.

The warranty covers the following scooter models unless otherwise noted:
Bandit-Z

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:

Batteries hold a 6-month warranty from the customer purchase date.

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.

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 replace the batteries supplied by Zoom Mobility if the capacity is less than 60% of the rating (6-month warranty) and found to be defective by an authorized Zoom Mobility representative.

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 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 are 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 dealers call out fee. Your dealer may choose to waive this cost, but this will be at the Dealers 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.



Bandit-Z

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