

Go-Lite

Zoom  
Mobility  
EASY LIVING



USER MANUAL

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 x Go-Lite Scooter (please check the main frame and accessories are all there. If any damage or parts missing, please contact the dealer.

1 x User Manual

1 Battery Pack

2 Keys

Battery Charger



**DISCLAIMER**

We ask that you read this manual completely before operating your new Zoom Mobility Scooter and keep it for future reference. 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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## 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 \_\_\_\_\_

WARNING

PLEASE NOTE : All details contained within this user manual are correct as at time of print. Specifications/Recommendations are subject to change without prior notice.

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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, 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 user 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](mailto: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](mailto:sales@zoommobility.com.au)



## MODEL FEATURES & SPECIFICATIONS

### Go-Lite

1. Collapsible for easy transport in a car
2. Lithium-Ion Battery Technology
3. Amazing 124kg load capacity



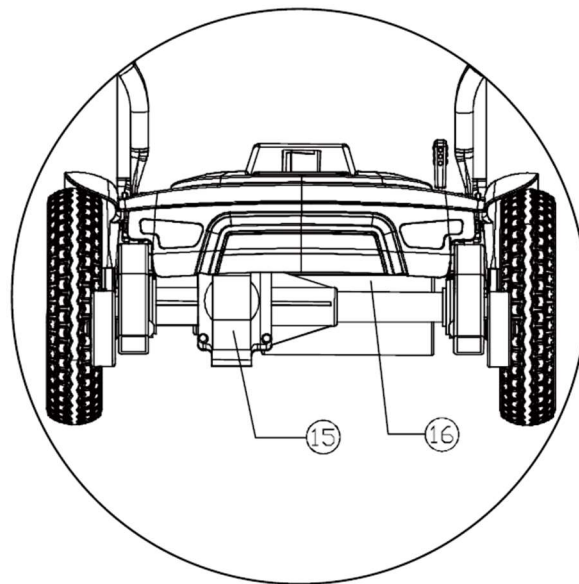
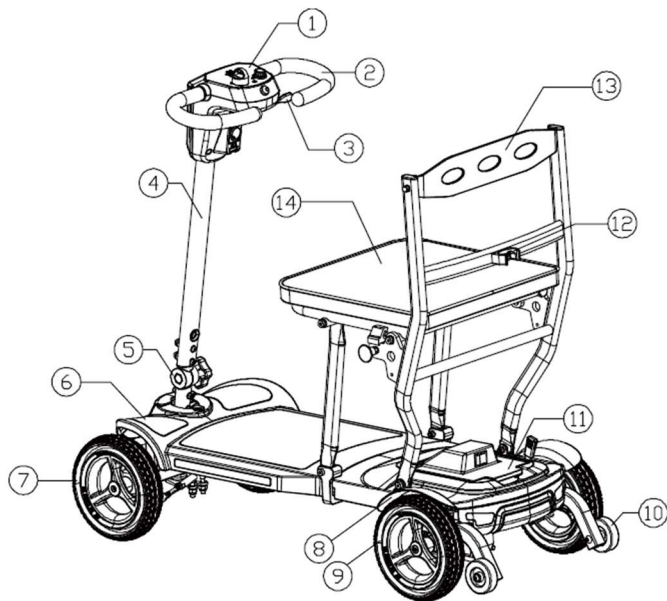
Your Zoom Mobility scooter has been designed with your comfort in mind. It has also been designed to be a safe method of transportation when safety and operating instructions are followed. Please review the features and benefits of certain components of the Zoom Mobility scooter below.

## Specification Comparison Table

MODEL DETAILS	Go-Lite
Battery	25.2V / 10A (Lithium Battery) 25.2V / 20A (Lithium Battery)
<b>Brake System</b>	<b>Electromagnetic Brake</b>
Charger Model	HP0060W (L2)-M
Controller	Intelligent Brushless Controller
Drive System	Driving by Rear Wheel (Differential)
Driving Distance	10km (10Ah Lithium battery) 20km (20Ah Lithium battery)
Freewheel Mode	Yes
Ground Clearance	7.49cm
Max climbing capacity (Does NOT mean the safest slope – recommend 6°)	≤8°
Max speed	6.9 kph
Motor Power (VA)	120W Brushless Motor
Operation range	10A batteries – 12 km 20A batteries – 20 km
Overall Dimensions (cm) – Unfolded (L x W x H)	101.6 x 42.92 x 88.9
Overall Dimensions (cm) – Folded (L x W x H)	101.6 x 45.72 x 41.91
Minimum turning diameter	≤ 240cm
Storage & Transport – Ambient Temperature Range	-25°C to 40°C
Storage & Transport – Relative Humidity	≤ 80%
Storage & Transport - Atmospheric Pressure Range	80Kpa~105kPa
Weight W/O Batteries	14.8kg
<b>Weight capacity</b>	<b>124kg</b>
Wheels - Front	20.3cm (8") solid tyre
Wheels - Rear	20.3cm (8") solid tyre

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

## YOUR ZOOM MOBILITY SCOOTER SCHEMATICS



- |                    |                     |                           |                            |
|--------------------|---------------------|---------------------------|----------------------------|
| 1. Control Panel   | 2. Handgrips        | 3. Throttle Control Lever | 4. Tiller                  |
| 5. Tiller Adjuster | 6. Frame            | 7. Front Wheel            | 8. Rear Fender Panel       |
| 9. Rear Wheel      | 10. Anti-tip Wheels | 11. Battery Box           | 12. Tiller Clip            |
| 13. Backrest       | 14. Seat            | 15. Transaxle             | 16. Manual Freewheel Lever |

## PRODUCT FEATURES

This product is designed to be light and compact; the tiller can be adjusted back and forth according to the user's comfort. The scooter can be manually folded, and it can be pulled easily when folded. Equipped with high-performance brushless controller, users can operate it ease. The battery is removable for easy charging.

1. The rear geared motor has been used to ensure reliable and stable riding.
2. Seat design provides sufficient comfort for drivers.
3. This product is suitable for use indoors and on flat roads travelling small distances.

### Intended Use

It is used for the people with mobility difficulties. Only 1 person can be carried, and user's weight does not exceed the max loading capacity.

The persons under the age of 16, mentally handicapped, pregnant women and other incapable persons who cannot use scooter are prohibited from using this product.

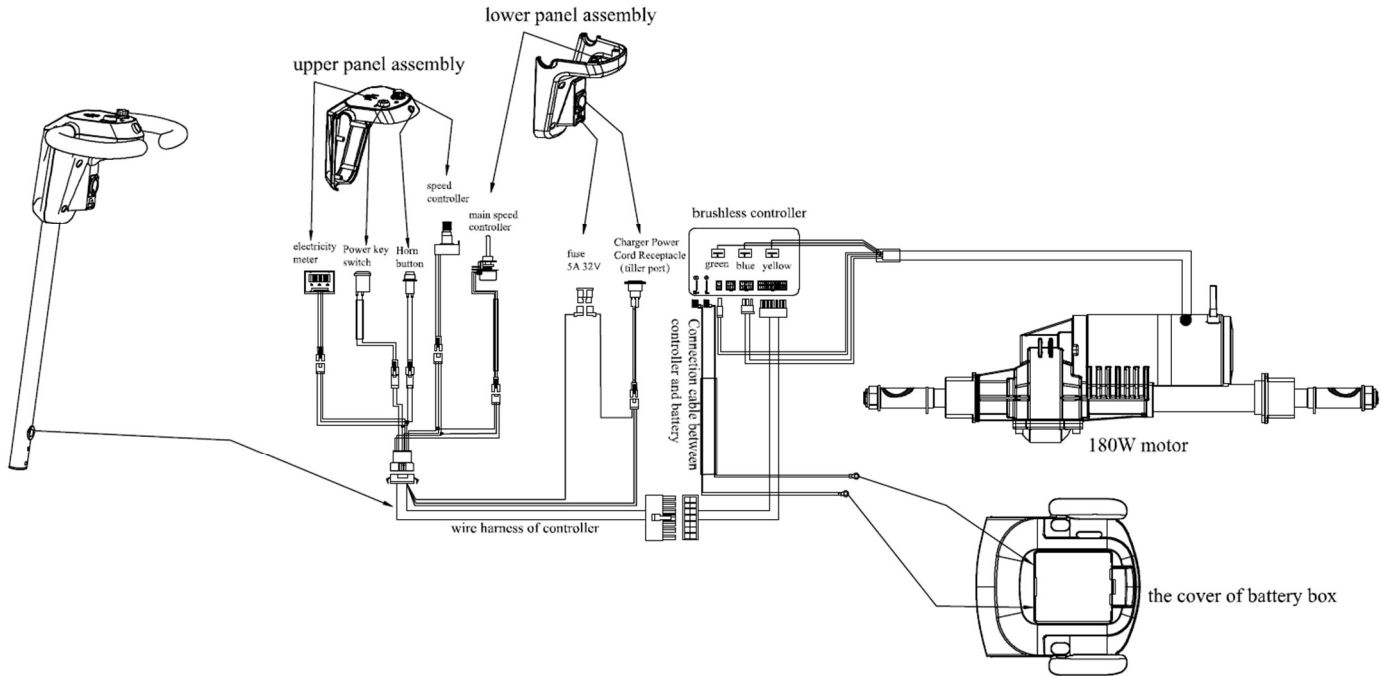
### Limitation may include the following.

- Hemiplegic or paraplegic
- Mental disorder
- Visually impaired

### MAXIMUM WEIGHT

Your Zoom Mobility has been rated to a maximum weight capacity (operator and anything else being carried onboard) of **124kgs**. **Exceeding the maximum weight rating will void the warranty.**

# CIRCUIT SCHEMATIC



## SAFETY SYMBOLS EXPLAINED AND 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.



**CAUTION!** Indicates that personal injury or item damage may occur with misused.



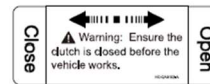
**MANDATORY!** Failure to perform mandatory actions can cause personal injury and/or equipment damage. This icon is represented as a white symbol on a blue dot with a white border.



**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.



The max load capacity



Indicates to open and close the brake.

## 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.



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!

## SAFETY INSTRUCTIONS

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 user manual before assembling, operating, transporting, or disassembling your Zoom Mobility scooter. Go slow at first until you become familiar with your scooter.



**PROHIBITED!**

- Do not expose the electrical system of the scooter to moisture (such as rain, snow, fog etc) at any time. Do not wash the scooter, it will damage the electrical system. If wet, please confirm that there is no fault after drying, then you can use it.
- Do not drive the scooter in bad weather conditions, such as rain, snow, fog, strong wind, temperature below -10°C For above 40°C, etc. Driving the scooter under these conditions may damage the electrical system and cause control failure.
- Do not drive in deserts, beaches and do not drive on the road that is muddy, ponding, frozen, gravelly, or bumpy. So as not to affect the performance of the scooter, avoiding accidents and personal injury.
- Users are strictly prohibited from modifying the scooter without the consent of the technician. In the event of an accident, the manufacturer is not responsible for it.
- Please do not extend any parts of your body during driving, otherwise it will affect the stability of scooter. (Especially on bumpy roads).



### CAUTION!

- Be careful when driving and parking on sloped roads.
- Be especially careful of vehicles and pedestrians when driving at night or in any conditions causing vision to be impaired.
- For the safety of you and others, do not give the scooter to anyone who cannot operate it. Do not give the scooter to minors, mentally handicapped, pregnant women or other persons who are not suitable for electric scooter.



### MANDATORY!

- The scooter is used as a means of transportation for the recovering, elderly and infirm. According to the traffic rules, a driver's license is not required. The same traffic rules apply as for pedestrians.
- For safety, do not drive a scooter under the influence of alcohol, fatigue, or confusion.
- If you are taking medication, check with your doctor if the medication could adversely affect the safe operation of your scooter.
- Please check the scooter conditions such as whether the brakes are sensitive, whether the performance is normal, whether all folding or unfolding mechanisms are locked in correctly, and whether the battery is in a state of power loss.
- **Before operating the scooter for the first time, please familiarize yourself with the functions of the scooter. Practice forward, acceleration, deceleration, stopping, reversing, uphill, downhill, turning, and other operations in a safe place with few people and in good ground conditions. Start a trip after mastering the operation.**
- Stay alert and pay high attention and slow down to drive more slowly on uneven or soft surfaces (such as grass), corners, busy streets, shopping centres, and parks and other crowded places. Do not adjust speed while driving.
- When moving backwards, please pay attention to the surrounding road conditions, people and objects before reversing and then reverse slowly.





**PROHIBITED!**

- Do not remove the anti-tip wheel.
- The scooter cannot be used for carrying or towing goods.
- The user needs to sit on the scooter seat and hold the two control handles to operate. **Do not use both throttle control levers at the same time.** This may leave you out of control of your scooter.
- To avoid rollover, don't do zig-zap driving, don't make sharp turns at high speed.
- Do not use wireless communication devices such as mobile phones while driving. Park the scooter in a safe place and turn off the power before using them.
- When going out of the door or the elevator, please drive slowly. It is forbidden to go up and down the escalator/s.
- When going up and down a slope, please stay alert and pay high attention to driving straight at a low speed. Do not forcibly cross a slope that exceeds the allowable gradient.
- Do not force over obstacles or steps over 5cm in height, otherwise the scooter may not be able to go forward, which may cause the wheels to lose contact with the ground resulting in loss of brake functionality.
- Do not cross a trench more than 100mm wide, otherwise the scooter may not be able to go forward, causing the wheels to lose contact with the ground resulting in loss of brake functionality.
- When passing through crossroads, please obey the traffic rules and do not run red lights. When crossing a railway crossing, stop and observe first, and then move slowly at right angles to the railway track to avoid falling into the track groove.
- Do not intentionally switch on and off frequently, and do not frequently start or stop the scooter.
- Do not lend the scooter to others who have never used or are unfamiliar with the scooter. Do not allow minors to play with switches and throttle lever of the scooter.
- **Do not overload. The max loading capacity is 124kg. Just carry one passenger.**
- Do not disassemble the battery, motor, and controller by yourself. For replacement, please purchase genuine parts from an authorized dealer. (Scooters that have been modified to use non-genuine parts will not be covered under warranty).

## USER GUIDE AND ADJUSTMENT

### Transporting The Scooter

**This product can be folded into the trunk of a car.**

#### **To Transport Your Zoom Mobility Scooter**

- Fold and unfold your scooter (see *Pages 13-16*) 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.

#### **Risk of injury**

- a. The scooter is not suitable for use as a car seat.
- b. Remove all loose parts before transport.
- c. No person or object should be under the scooter, and no person or object should be on the pedal or seat.
- d. Secure the scooter to ensure that in the event of a collision or sudden braking of the transport vehicle, passenger injuries can be avoided.
- e. Do not put your fingers between the parts of the scooter.

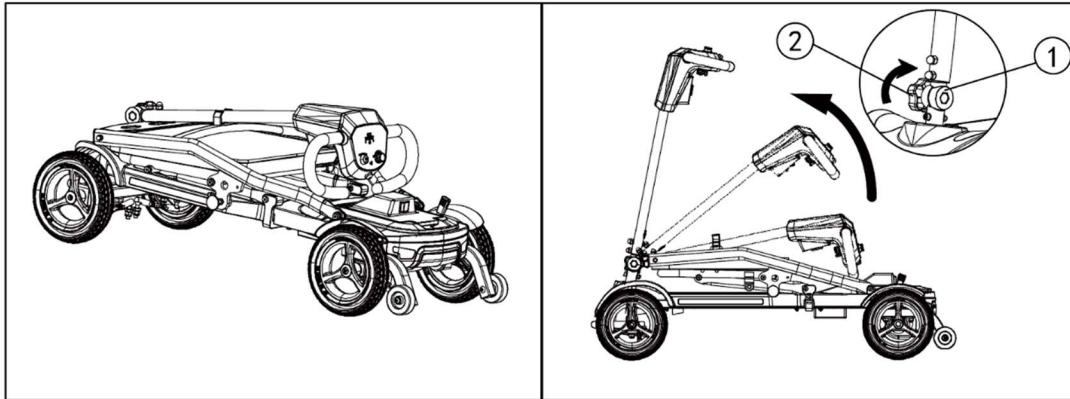
## UNFOLDING AND FOLDING THE SCOOTER

### Unfolding

1. Place the scooter on the ground, loosen the knob on the tiller adjuster, adjust the tiller to a certain angle, and then tighten the knob.

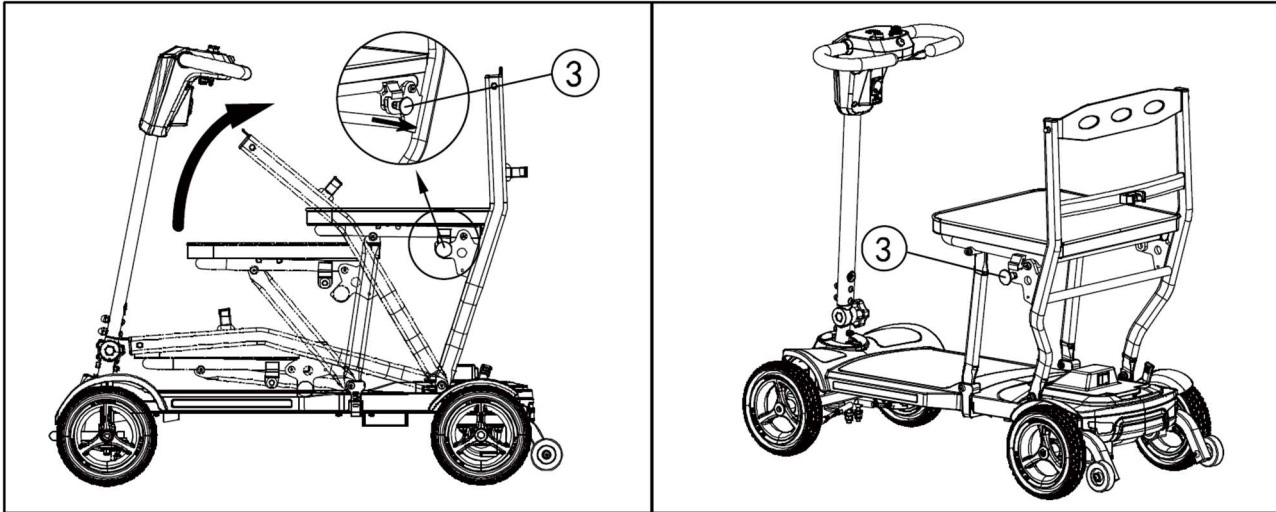
① - tiller adjuster

② - knob



2. Pull the pin(③) out until it comes out of the hole, turn the seat backwards until you hear a "pop", then the pin is automatically locked into the hole, which means that the scooter is fully unfolded.

③ - pin

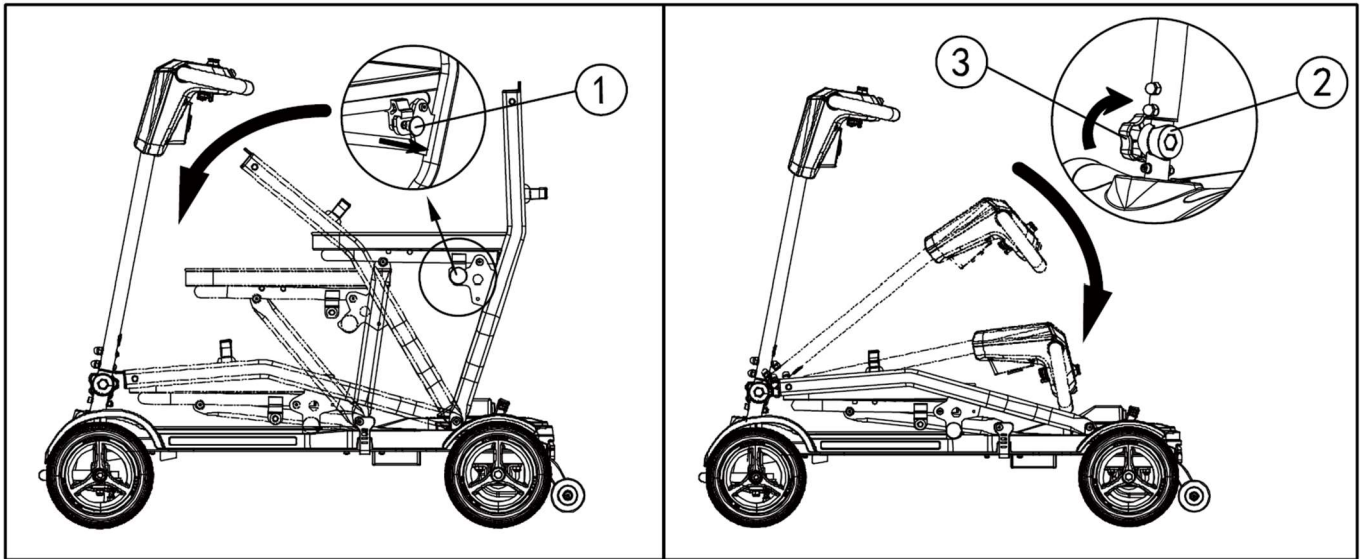


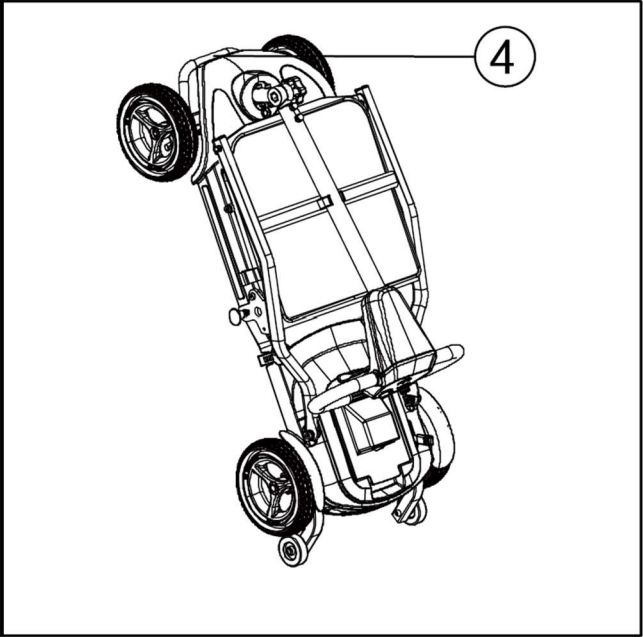
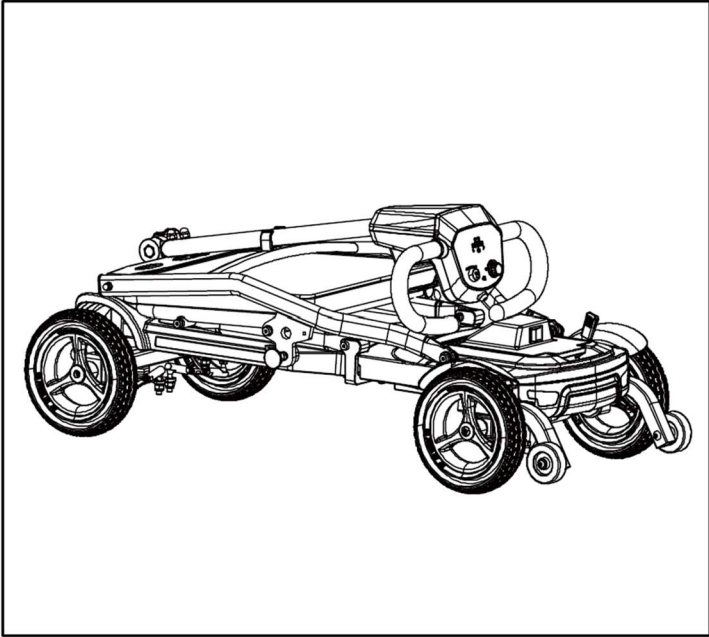
**CAUTION!** When unfolding, do not put your fingers into the scissors mechanism to avoid pinching your fingers.

## Folding

1. Pull the pin out until it comes out of the hole, the seat can be folded down by flipping it forward, and the seat will automatically lock when it is placed at the bottom.
2. Loosen the knob of tiller adjuster, put the tiller down to the seat, and then tighten the knob.
3. Stand up the folded scooter. You can easily tow it.

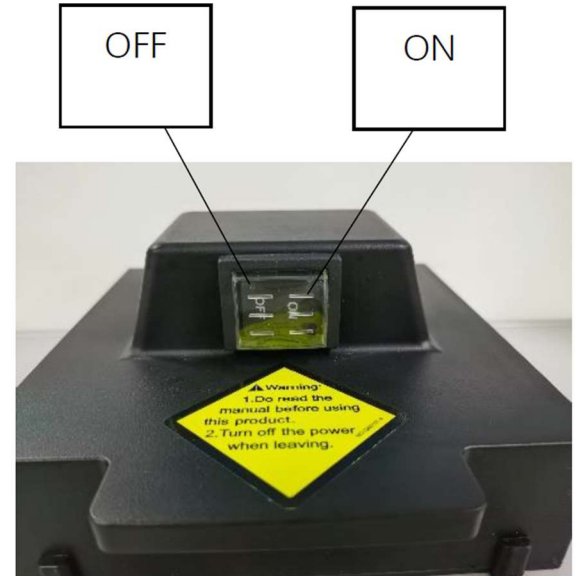
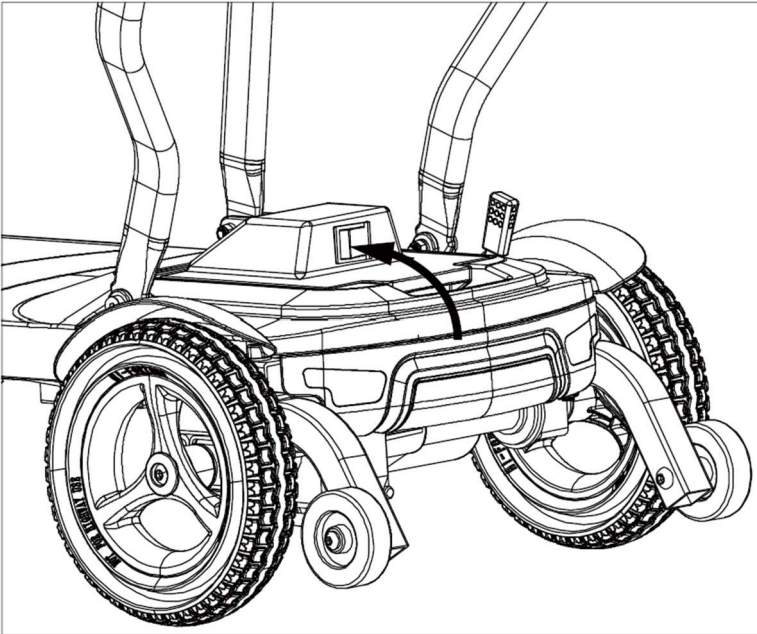
- ① - pin
- ② - tiller adjuster
- ③ - knob
- ④ - handle bar





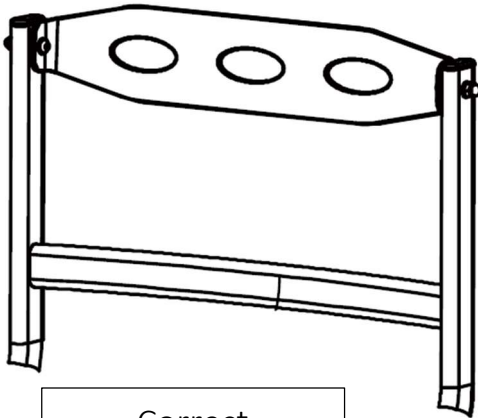
## Mounting and Removing the Battery

1. When removing and mounting the battery, please make sure that the switch is in the "OFF" state.
2. Remove and mount the battery according to the instructions in the picture.

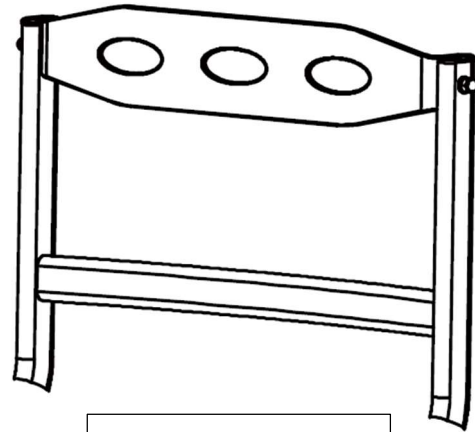


## Adjusting the Backrest

1. Before driving, be sure to adjust the state of the backrest strap. The concave side of the backrest strap should face the back (as shown in the pictures below).



Correct



Incorrect





## Before First Use

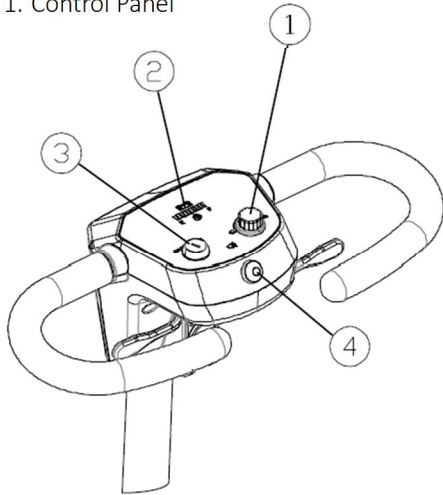
Before you use the scooter for the first time, please read this user manual carefully and deeply understand the various precautions to be taken to drive the scooter safely, comfortably and freely, which is very important to you. If any questions arise, please contact the nearest dealer.

## Precautions Before Operation

Please understand the "Safety Symbols" and "Safety instructions" (Pages 8-11) before operation.

## Understand The Operation Interface

### 1. Control Panel

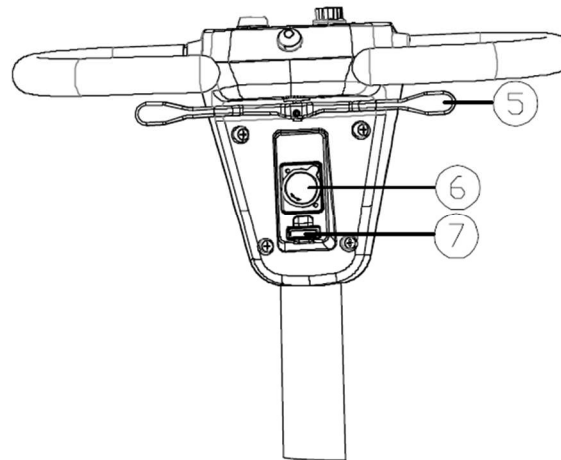


1. Speed Knob

2. Battery Gauge

5. Throttle Control Lever

6. Charge Port



3. Power Key Switch

4. Horn

7. Fuse

## 2. Function Introduction

### a. *Speed Knob*

The speed can be adjusted by speeder knob, the speed range is within 0~6.92kmph. Turn the knob to the far left (turn it counterclockwise to the end) for the slowest speed, and the symbol is the turtle. Turn the knob to the right end (turn it clockwise to the end) for the maximum speed, the symbol is rabbit.

### b. *Battery Gauge*

Turn on the switch, the battery gauge will show how much the battery is charged. The green part means the battery is strong, the yellow part means the battery is weak, and the red part means the battery is low and needs to be charged before the scooter will stop.

### c. *Power Key Switch*

Turn the key to the "ON" position, the power is turned on, and you can drive the scooter.  
Turn the key to the "OFF" position, the power is turned off, and the scooter stops.



**WARNING!** It is forbidden to turn OFF the power while driving, as this operation will cause a sudden stop and increase the danger of tipping over.



**CAUTION!** Do not drive in dark places.

### d. *Horn*

Pressing the button will sound an alarm. To prevent accidents and damage, please use it promptly.

### e. *Throttle Control Lever*

Holding the ring handle (handlebar), push the right throttle control lever forward with the right thumb, and the scooter will move forward. Push the left throttle control lever forward with the left thumb, the scooter will move backwards. The horn will sound a warning sound when the scooter is moving backwards.

When the throttle control lever is fully released, it will automatically stop in the "center" position, and the electromagnetic brake will automatically apply the brakes on the scooter.

**f. Charger Port**

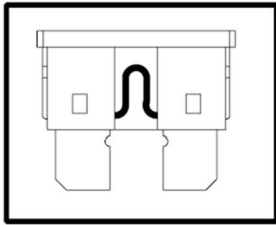
Used for charging the battery.

**g. Fuse**

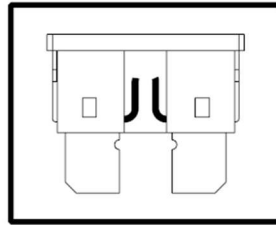
If a short circuit occurs, the fuse is blown to protect the safety of all lines.

Please check the fuse:

1. By pulling the fuse out from the down charging port.
2. Checking whether the fuse was blown or not, as Picture 1 (good fuse) and Picture 2 (blown fuse) below.
3. Replace the blown fuse with new fuse. Charge the battery.



Picture 1



Picture 2

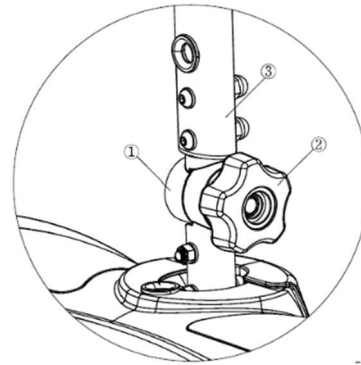


**WARNING!** Please make sure the new fuse has the same rating with the old fuse. The electrical system will be damaged with the wrong rated fuse.

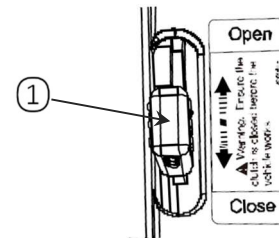
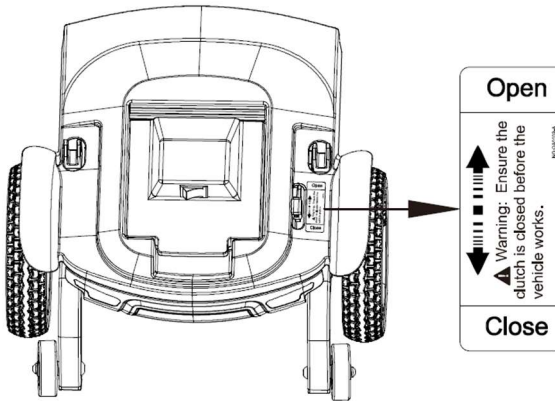
**h. Adjust the Tiller Assembly**

Loosen the knob on the tiller adjuster, hold the tiller lever to a comfortable angle for driving, and then tighten the knob. See the image below for reference.

- ① - Tiller Adjuster
- ② - Knob
- ③ - Tiller Lever



**i. Brake Operation / Yellow Freewheel Lever**



Pushing brake can be used when you want to switch between "Electric Walking" and "Manual Walking".

- i. **"Electric Walking"** - Pull down the yellow brake handle①. In a closed state, it is driven by the motor.
- ii. **"Manual Walking"** - Push the yellow brake handle①upwards. In the open state, the scooter can be pushed to move forward.

If you are ready to start the scooter to move forward, but it cannot drive, and only the alarm sounds, please check whether the state of the yellow brake handle is closed.



**WARNING!** It is forbidden that the brake is in an opened state when going downhill, as there is no braking effect/ability when the setting is in the open state. See the image above for the 'Close' position.

### Motor Braking System (Understanding)

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.

### 3. Tyres

The scooter is equipped with air-free solid PU tyres, so you do not need to inflate the tires. The manufacturer is not responsible for damage to non-genuine original parts. Please contact your specialist dealer for details.

### 4. Transfer On or Off the Scooter.



**WARNING!** Be sure to turn off the power switch and remove the key before getting on or off the scooter.

### 5. Correct Position on Scooter

- a. Please bring your back as close to the backrest as possible.
- b. Make sure your thighs are level.

#### 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, Page 25.
- 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 25.
- **Do not** traverse or drive across the face of an incline in any direction. See Figure 3, Page 25.
- **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°.

## 6. Driving

### a. Pre-Check

- i. Check that manual freewheel lever must be closed.
- ii. Turn the power key switch to the "ON" state first.
- iii. Check the battery gauge to confirm the remaining power of the battery and charge it when it is low.
- iv. Adjust the speed knob to the desired speed.
- v. Confirm the safety of the surrounding environment and road conditions.
- vi. The operation of throttle control lever: Slowly turn the right throttle control lever to control the forward of the scooter, turn the left throttle control lever to control the back of the scooter. Adjust the speed of the scooter according to the forward and backward degree of the throttle control lever.
- vii. Forward - Holding the ring handle (handlebar), push the right throttle control lever forward with the right thumb, and the scooter will move forward.
- viii. Backwards - Holding the ring handle (handlebar), push the left throttle control lever forward with the left thumb, the scooter will move backwards. The horn will sound a warning sound when the scooter is moving backwards.

**b. Start and Drive**

When sitting on the scooter, start the scooter according to the operating instructions, then hold the handle with both hands, and use your fingers to pull the throttle control lever in the desired direction. Please refer to “Throttle Control Lever” on Pages 19-29 for details.


**c. Driving on the sidewalks**

- i. The maximum speed on sidewalks depends on the locality.
- ii. Check the local traffic laws.

**d. Braking**

- i. Release the throttle control lever to brake, let it return to the center position, the scooter will slow down and stop. Please practice the braking distance to get used to the scooter. You need to be able to anticipate what will happen to your mobility scooter when driving or braking.
- ii. Do not turn off the power switch while driving, otherwise it will cause an emergency stop and may result in accident and injury.

**e. Driving on Curves**

- i.  WARNINGS!
  1. Risk of rollover - slow down before entering curves or corners.
  2. Risk of getting stuck - always keep a sufficient distance from corners and obstacles.
  3. Risk of rollover - Please don't do S-drive and erratic driving. In corners and bends, use both hands to turn the handlebars in the direction you want. The front wheels will turn accordingly and guide the scooter in a new direction. This is very important that you should make sure there is enough space for you to pass through corners and curves. It is best for you to start making a big curve before corners and curves, so that the scooter can keep going straight through as much as possible, when entering the narrowest corners and curves.
  4. Do not turn 90° too fast, the rear wheel is likely to hit an obstacle and make your scooter unbalanced.



**f. Backwards**

- i. Take control of your scooter - get used to driving your scooter.
- ii. Control the speed - go back as low as possible.
- iii. Collision hazard - keep looking back when you reverse.
- iv. Driving backwards requires more attention (left-hand operation). This explains why we should reduce the speed of reversing significantly compared to going forward. We recommend that you adjust the speeder knob to slow down when reversing.

**g. Going Uphill**

- i. Take control of your scooter - get used to driving your scooter.
- ii. Take control of your scooter - never leave the scooter on a slope with the manual freewheel on.
- iii. Control the speed – get momentum when going uphill.
- iv. Do not reverse when going uphill.

**h. Sitting Position**

- i. Lean forward when going uphill. (See Page 25)
- ii. Do not tip the scooter when going uphill. To avoid tipping over, make sure all wheels are in constant contact with the ground (ramp, driveway, etc.).The scooter is driven by a differential, so the two drive wheels should always be in contact with the ground.
- iii. When driving on a slope, the battery indicator light may move left and right. This is normal, please don't worry.

**i. Going Downhill**

- i. Take control of your scooter - get used to driving your scooter.
- ii. Take control of your scooter - never leave the scooter on a slope with the manual freewheel on.
- iii. Control the speed - move as slowly as possible on the slope.
- iv. Risk of rollover - avoid sharp turns.
- v. Be aware of your sitting position when going downhill - keep leaning back when going downhill.

- vi. Do not tip the scooter when going downhill. Tilt may cause some wheels to no longer maintain contact with the ground (risk of rollover).
- vii. The weight of the scooter will increase your downhill speed. Please release the throttle control lever in advance to slow down. Avoid sharp turns when going downhill, the scooter's own weight can cause your scooter to lift on one side or even roll over around a corner.

#### 7. Driving on a Slope

- a. The scooter frame must not touch the ramp.
- b. To use the ramp to cross obstacles, please note the following:
  - i. Drive at the lowest speed on the ramp.
  - ii. Please refer to the instructions in "Before First Use" (Page 19).
  - iii. Do not exceed the maximum  $8^{\circ}$  angle on the slope.
  - iv. Try to choose a slight slope to avoid any injury or damage.
  - v. With the weight of the scooter and operator combined, there may be occasions the accompanying person may need to assist to push the scooter up the ramp.
  - vi. Make sure wheels are high enough to pass over ramps.

#### 8. Driving Over Obstacles

- a. Don't take the scooter on an escalator.
- b. Never drive over obstacles and steps over 5cm (2 inches).
- c. Do not drive fast on a slope of more than  $5^{\circ}$  (degrees).
- d. Do not cross a groove more than 10cm (4 inches) wide. Drive in a direction perpendicular to the groove surface.
- e. Reminder: Risk of injury from accidental movement.
- f. Do not tilt the scooter.
- g. **Make sure all wheels are in contact with the ground when driving up or down.**
- h. If necessary, do a short acceleration to get over an obstacle.
  - i. Avoid large potholes, gutters or instances causing impact damage to your scooter.
  - ii. Take control of your scooter - never leave your scooter with the manual freewheel lever on while driving.
  - iii. Take control of your scooter – never go on a slope with your scooter with the manual freewheel lever on, it may roll unexpectedly.

**Caution:**

- a. Please turn the power switch to "OFF" when getting on and off.
- b. Do not operate left and right throttle control levers with both hands at the same time to accelerate.
- c. Do not turn the power switch to "OFF" while driving, it may cause sudden braking resulting in a fall.
- d. Please drive at low speed indoors.
- e. Please be careful when driving in crowded and heavy traffic areas.
- f. When reversing, pay attention to the crowds and obstacles behind you.

## LITHIUM BATTERY AND CHARGING

Understanding lithium batteries and correctly mastering the charging of lithium batteries are conducive to prolonging the service life of batteries and reducing the occurrence of accidents.

**WARNING:** Risk of personal injury or death from fire.

**Lithium battery**

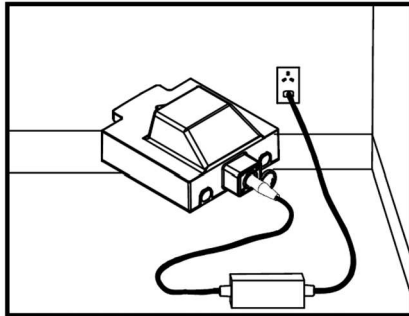
- a. If using the scooter every day, please charge it as soon as possible after you use the scooter (every time). The charging time should be kept at 8-12 hours to be ready for the next time you wish to go driving.
- b. If using the scooter infrequently (once a week or less), charge it at least once a week. The charging time of the battery should be guaranteed within 12-14 hours.
- c. It is forbidden for lithium batteries to be near fire, immersed in water, overheated (45°C), violent vibration, collision and positive and negative short-circuit.
- d. Please do not charge the lithium battery for a long time. Not more than 20 hours.
- e. Do not discard the lithium battery at will, please contact your local council refuse facility.

**Battery Charging**

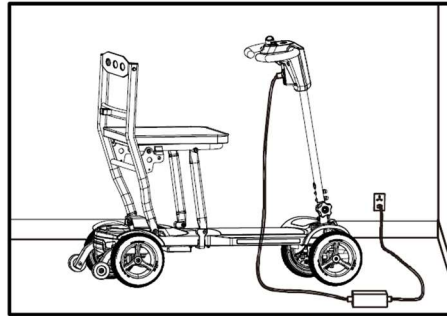
- a. After use, carefully check the LED display with ten-segments on the control panel to determine whether it needs to be charged.
  - i. This electric scooter can be charged with a charger with an output of 24Vdc 2A. In order to ensure your safety, please use the special charger for electric scooters provided by the manufacturer.

b. Charging

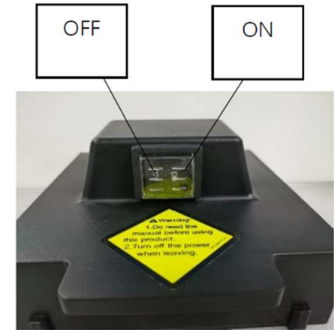
- i. The first charge - It is not always necessary to charge the battery for the first time. Start charging when the LED shows red. The same is true for the second and third charge. This prolongs the battery life and eliminates the charging memory of the lithium battery.



(Charging method I)



(Charging method II)



- ii. Remove the battery box and charge it. (Charging method I)  
iii. Charge at the tiller port on the control panel. (Charging method II)



**Caution:**

- **When charging, the switch on the battery box should be in the "ON" state, that is, charging is performed when the power is turned on.**
- If the lithium battery is fully charged, please check the charging indicator on the charger. Refer to "Battery Charging" Page 31. The LED display with ten-segment does not prove that the battery is fully charged, it should be subject to the charger indicator turning **green**.
- To ensure safety, keep away from fire when charging, and do not smoke nearby.
- Do not touch the plug with wet hands, and do not charge with a wet plug.
- When charging, avoid rain, dew, and direct sunlight. It is best to charge in a well-ventilated place.

## Battery Charging

After use, carefully check the LED with ten-segment on control panel to determine whether it needs to be charged.

Charger model:	HP0060W (L2)-M
Charger input:	100~240VAC,50/60Hz,1.2~0.5A
Charger output:	24V,2A Max (1.8A)

### There are 2 states for the charger indicator.

1. Orange indicator: the power is on and charging.
2. Green indicator: Fully charged.

Please note that the scooter has safe circuits to prevent driving while charging. If the scooter cannot drive normally after charging, please check whether the battery charger is disconnected from the charging terminal. The charger must be kept in a dry environment at temperatures(-10°C~ 40°C) and should not suffer mechanical damage. In all cases, the charger should only be repaired by an authorized dealer or the manufacture.



### Caution:

1. You can only use our original charger. Using other chargers will affect the scooter warranty. Using an unapproved charger can cause serious damage to the battery or the scooter. Using an unsuitable charger can even create a fire hazard.
2. The input voltage of the charger is only limited to the urban electrical frequency voltage. It is forbidden to use the power frequency voltage higher than the urban electricity.
3. The charger is forbidden to be used in the case of high heat.
4. The charger has its automatic protection function, and no special care is required when charging. When the battery is fully charged, the charger will automatically stop charging, and there is no need to unplug the charger. However, the charger is not allowed to be connected to the scooter for a long time, generally no more than 20 hours.
5. When the charger is overheated (higher than 70°C), sparks, smoke, etc., the power of the charger should be cut off quickly.

## MAINTENANCE

### Cleaning the Scooter

Seat cushions and backrest covers can be washed with water and neutral detergent.

Other painted parts can be wiped with a cleaning cloth or a disinfecting cloth once a week.

### Disinfection the Scooter

Disinfection of handles and armrests can be done with a cleaning cloth, or a disinfecting cloth dipped in 75% medical alcohol, and then dry it immediately, once a week is enough.

### Caution:

- a) Do not use high pressure cleaners to clean the scooter. Do not splash water on the scooter.
- b) Do not use volatile chemical solvents, such as high-concentration alcohol, ether, high-concentration acid or banana oil, gasoline, kerosene, etc. Also do not use abrasive waxes, sponges, brushes, etc.
- c) Be sure to turn off the power during cleaning, disinfection, and maintenance.
- d) All parts must be thoroughly dry before use after cleaning and disinfection.

### Daily Inspection and Pre-Check

Please review the following before each use:

1. Battery status: "Charge the battery". After turning on the power switch, check if the scooter needs to be charged.
2. Wheels/tyres condition.
3. Check whether the throttle control lever is deformed or damaged.
4. Check that the brakes are working before driving.
5. Make sure there are no wires, hair, sand and carpet fibres under the tyres. If tyres are visibly worn, contact your specialist dealer for replacement.
6. Check the control panel and cables for damage such as frayed, broken, or exposed wires.
7. Check that the tiller is tightened.
8. Check the seat and back for dents, damage, or tears. Replace them if necessary.

Please contact your specialist dealer for repairs or parts replacement.

## **Weekly Inspection**

Before checking, please confirm that the power is turned OFF.

1. Check whether the throttle control lever is detached or broken.
2. Wipe the scooter with a soft, damp cloth that has been wrung out, taking care not to wet the electrical system.
3. Check that the throttle control lever can return to the center point, after releasing the lever.

## **Monthly Inspection**

1. Check the battery condition and wipe the battery connector if necessary.
2. Check the electrical system and check if the connectors are in good contact.
3. Check whether the fasteners are loose.
4. Check whether the front and rear tyres are loose, cracked or worn.
5. Check that the throttle control lever can return to the center point, after releasing the lever.

## **Annual Inspection/Service or every 500 Hours**

1. Ask a technician at the dealership to do a thorough inspection of your scooter.

## **Reinstatement Procedure After Long Period in Storage**

To reuse after a long period of inactivity, please first clean, disinfect and maintain the scooter according to the above “Cleaning”; “Disinfecting”; and “Pre-Check” lists. Inspect motors, batteries and chargers ensuring there are no abnormalities.

## **Servicing**

Have your mobility scooter inspected and maintained, at least once a year or every 500 hours of use.

Make sure your scooter is stored dry to prevent mildew growth and damage to the upholstery.

If your scooter is stored for a long period of time, you will still need to charge the battery weekly.

## DIAGNOSTICS

**Detection of Controller Failure** - The controller contains a program for identifying problems and troubleshooting. When the diagnostic program detects problems and errors, the buzzer will alarm, the buzzer continuously alarms until the fault is eliminated. Users can try the following methods to solve the problem, if the problem persists, please consult the Dealer.

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

FLASH/BEEP CODE	CONDITION	SOLUTION
<p>■ (1) &amp; ■■ (2)</p>	Throttle control lever (lever potentiometer) Open circuit fault	There is a problem with the throttle control lever(lever potentiometer) connection, check whether the potentiometer is in good welding condition and whether the plug is in place. If the problem cannot be solved, please contact the dealer or the manufacturer.
<p>■■ (2) &amp; ■■■■■ (5)</p>	Throttle control lever(lever potentiometer) short circuit fault	There is a short circuit in the connection of the throttle control lever (lever potentiometer), check whether the lead of the potentiometer has a short circuit of stranded wires. If the problem cannot be solved, please contact the dealer or the manufacturer.
<p>■ (1) &amp; ■■■■■■■ (6)</p>	The throttle control lever is not in the center when powered on.	If the lever is not in the center position when powered on, the scooter will break down and the controller will issue a warning. Please check whether the lever is in the center position, make sure the lever is in normal position, power off and on again. In other cases, the lever may need to be recalibrated. If the problem cannot be solved, please contact the dealer or the manufacturer.



FLASH/BEEP CODE	CONDITION	SOLUTION
■■■ (3) & ■■ (2)	Electromagnetic brake failure (open or short circuit of brake coil)	Check whether the manual freewheel lever is turned on. In electric walking, the manual freewheel lever must be turned on. Exclude the above situation, check whether the brake plug-in is connected normally, whether the micro brake switch is turned on and off well, and whether the brake coil is good.
■ (1) & ■■■ (3)	Charge disabled.	Please check if it is charging.
■ (1) & ■■■■■ (5)	Under Voltage.	Please check battery voltage The battery voltage is too low, the controller breaks down the scooter, and then issues a dead battery warning. If the scooter is turned off for a few minutes, the battery may recover a little. It may be allowed to drive for a short period of time.
■ (1) & ■■■■ (4)	Motor Hall fault (The Hall is open or shorted or the Hall is damaged)	In the case of ensuring that the Hall plug is in good contact, use a multimeterDC20V to detect whether the high and low voltage (0V/5V) conversion of the motor Hall is normal.
■■ (2) & ■■■■ (4)	Controller internal fault	Please contact the dealer or the manufacturer.

- Any fault condition with the controller or with an associated system will cause the fault indicator and buzzer will work synchronously until the fault is removed and the scooter is rebooted.
- 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.

If above faults happened, the fault indicator and buzzer will work synchronously until fault was removed and the scooter was rebooted, the buzzer synchronously alarm will stop after two times to avoid the noise pollution.

Example: “ ■■■ & ■■ ” means fault indicator blink three times, and then it will blink two times after a short time interval (or buzzer keep on ticking), which all prompt user there’s a failure with electromagnetic brake.

### **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 *Pages 29-31. “Lithium Battery and Charging.”*
- Push in the main circuit breaker reset button (*if applicable*). “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 (*if applicable*).

## 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 Limited Warranty

#### *Scooters*

Zoom Mobility has provided information throughout the user manual in regard 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.

The warranty covers the following scooter models unless otherwise noted:

#### *Go-Lite*

#### ***3 Year Limited Warranty:***

For the life of the scooter, 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 found to be defective by an authorized Zoom Mobility representative:

- ◆ Electronic Controller
- ◆ Motor
- ◆ Gear Box
- ◆ Brake
- ◆ Other Electrical Parts (excluding Battery)

**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 particular unit (*if applicable*).

***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:

- ◆ Tyres and Tubes
- ◆ Grips
- ◆ Seats
- ◆ Back Cushions

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 .....
  - Circumstances beyond the control of Zoom Mobility.
- ◆ ANY PARTS ALTERED OR REPAIRED BY AN UNAUTHORIZED PERSON.

***Warranty Exclusions Con't:***

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 3 (three) or 1 (one) 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.

## ACCESSORIES FOR THE ZOOM MOBILITY SCOOTERS *(if applicable)*

A variety of accessories are available for your Zoom Mobility Scooter. For more information or to order, please visit our website.

- Cane Tube Holder
- Quad Cane Holder
- Walker Holder
- Forearm Crutch Holder
- Safety Flag
- Cup Holder
- Deluxe Pack N'Go
- Oxygen Tank Holder
- Scooter Cover

*\*Some accessories require a mounting bracket or mounting clips.*

## END OF USE



The symbol means that your product should be disposed of separately from household waste according to the local law and regulations. At the end of the wheelchair life, take it to the designated recycling place. Sorting and recycling will help conserve natural resources, and ensure it is recycled in an environmentally friendly way. Recycling of each part should be handled by a designated authorized recycling organization in accordance with local laws and regulations. As for plastic parts, frame and pipe parts, they can be handed over to professional recycling units for disposal after the end of use.

## SERVICE RECORD

Certification, by signature and stamp, of an Authorised Zoom Mobility dealer/repairer is required to verify that the recommended routine maintenance has been performed on this Mobility Scooter. An accurate record is necessary to protect your warranty.

Always present this book to the dealer when routine maintenance is performed or when warranty repairs are requested. Service intervals are required as per Maintenance Schedule section of this User Manual.

DEALER/REPAIRER: <b>500km/12mths</b>     DATE: ..... Being: .....	DEALER/REPAIRER: <b>500km/12mths</b>     DATE: ..... Being: .....
DEALER/REPAIRER: <b>500km/12mths</b>     DATE: ..... Being: .....	DEALER/REPAIRER: <b>500km/12mths</b>     DATE: ..... Being: .....



DEALER/REPAIRER: <b>500km/12mths</b>  DATE: ..... Being: .....	DEALER/REPAIRER: <b>500km/12mths</b>  DATE: ..... Being: .....
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