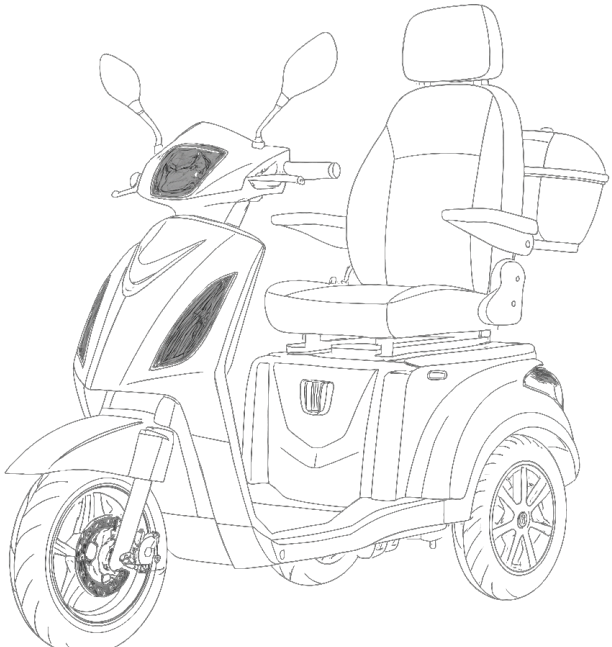

iCAN Mobility, Power to Go.

User's Manual

Explorer

YouTube

Thank you for choosing iCAN mobility scooter, The Explorer.

The information contained within this manual was correct at the time of publication. However, in line with our policy of continual product development, iCAN Mobility LTD reserves the right to make changes at any time without prior notice.

This handbook provides important guidance on the operation, maintenance and safe use of your scooter, as well as details of the warranty terms and technical inspections. We strongly recommend that you read this manual carefully and adhere to all instructions to ensure safe, reliable and satisfactory use of your vehicle.

We cannot accept liability for any damage arising from neglected maintenance, improper servicing, or failure to follow the recommendations outlined in this guide. Observing the operating and maintenance instructions is a key condition of the warranty, so please take the time to familiarise yourself fully with the contents.

If you are visually impaired, please contact iCAN Mobility LTD to request this information in a more accessible format.

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⑤ **Charging socket**
⑥ **Rear light**
⑦ **Adjustable armrest**
⑧ **Tail storage compartment**
⑨ **Captain seat**
⑩ **Rear mirrors**

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⑪ **Inner storage compartment lock**

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⑭ **Electrical motor**

⑮ **Rear wheel**

⑯ **VIN/Chassis number**

⑰ **Front storage**

⑱ **Ignition switch**

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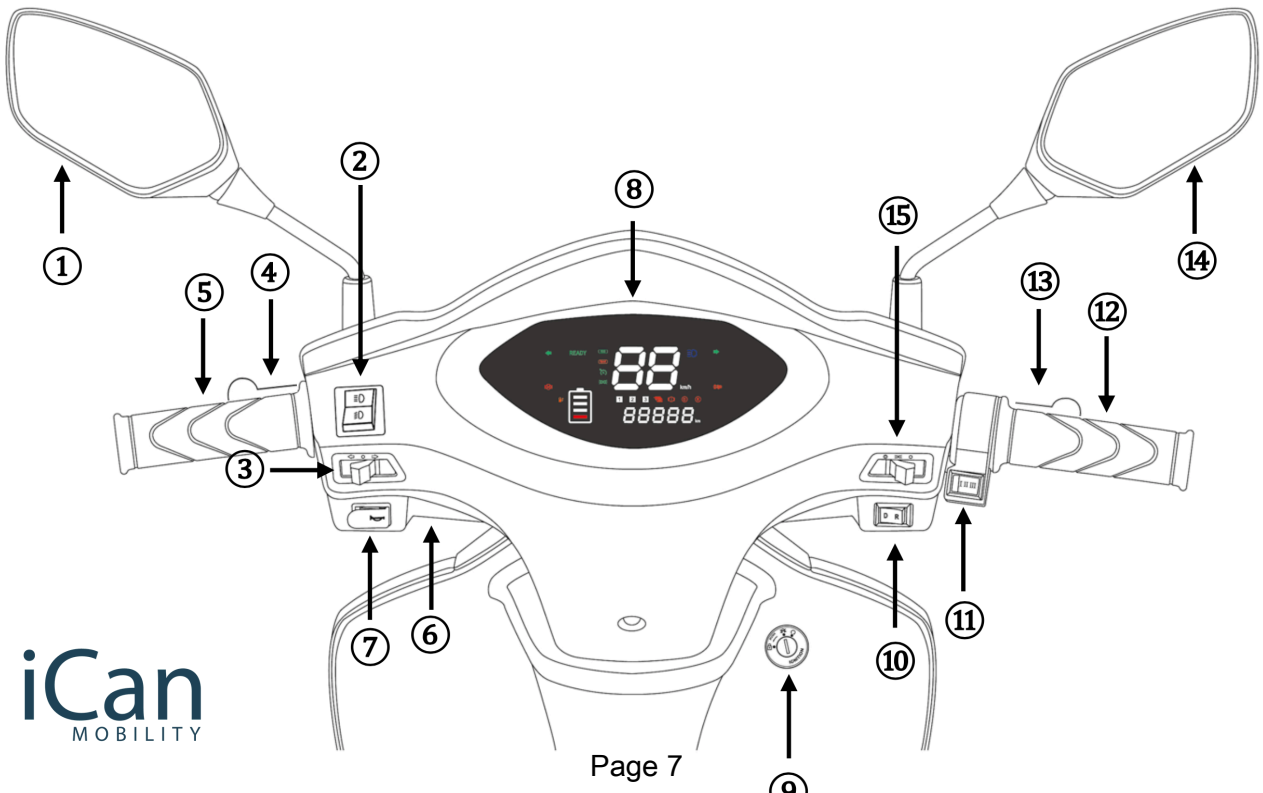
1.2 Dashboard



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2. Features and Functions

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2.1 Keys and remote controller

The keys are used to start the scooter and to lock or unlock the Inner and Tail storage compartments.

The remote controller is used to activate and deactivate the scooter's alarm system.

1.Activate the alarm

Press ‘ ’ once to activate the alarm.

2.Deactivate the alarm

Press ‘ ’ once to deactivate the alarm.

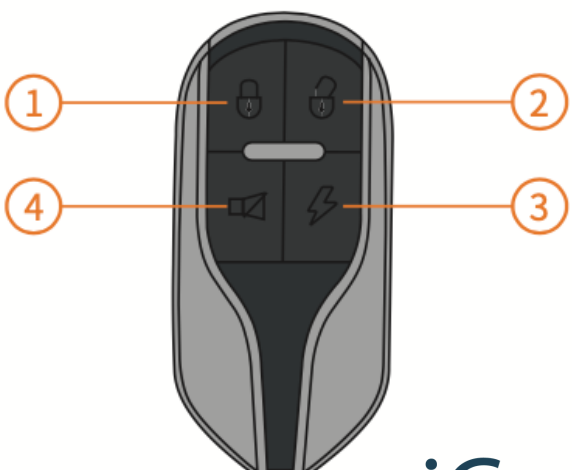
3.Sound the alarm

Press ‘ ’ once to sound or turn off the alarm. This function can be used to help locate your scooter.

4. System start

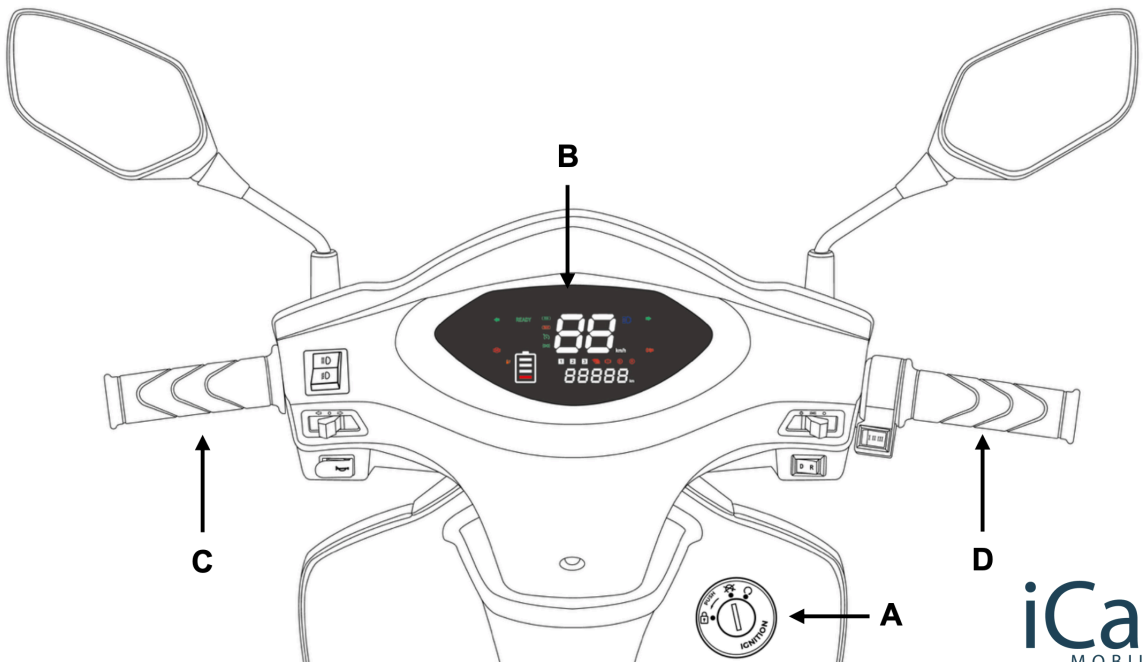
Press ‘ ’ twice to turn on the scooter system.

Press ‘ ’ once to turn off the scooter system and activate the alarm.



2.2 Steering system

a) Ignition Switch b) Speedometer c) Left handlebar d) Right handlebar



a) Ignition Switch

The ignition switch is located at Position A on the steering system.
To operate, insert the key and turn it to switch the ignition on or off.

IGNITION - ON

- Turn the key clockwise to "".
- Scooter is ready to drive.
- Key cannot be removed.

IGNITION - OFF

- Turn the key anti-clockwise to "".
- Lights are turned off.
- Key can be removed.

POSITION - LOCK

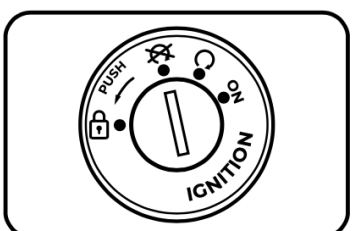
- Turn the key anti-clockwise to "".
- Steering Wheel is locked.
- Key can be removed.

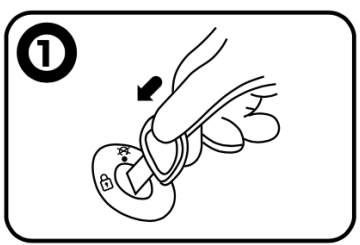
Advice - Switch the ignition off when the scooter is not in use to help preserve battery life.

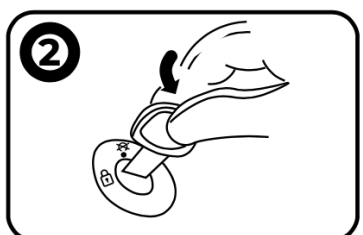
Risk of damage - Do not switch off the ignition while driving, as this may cause serious damage to the scooter's system.

Steering Lock Operation

- To turn on the steering wheel lock, **turn the entire steering column to the left.** Then, **push** the key into the ignition and turn it anti-clockwise to the 'Lock' position 🔒.







To turn off the steering wheel lock, **push** the key into the ignition and turn it clockwise to the 'OFF' position ⊗.

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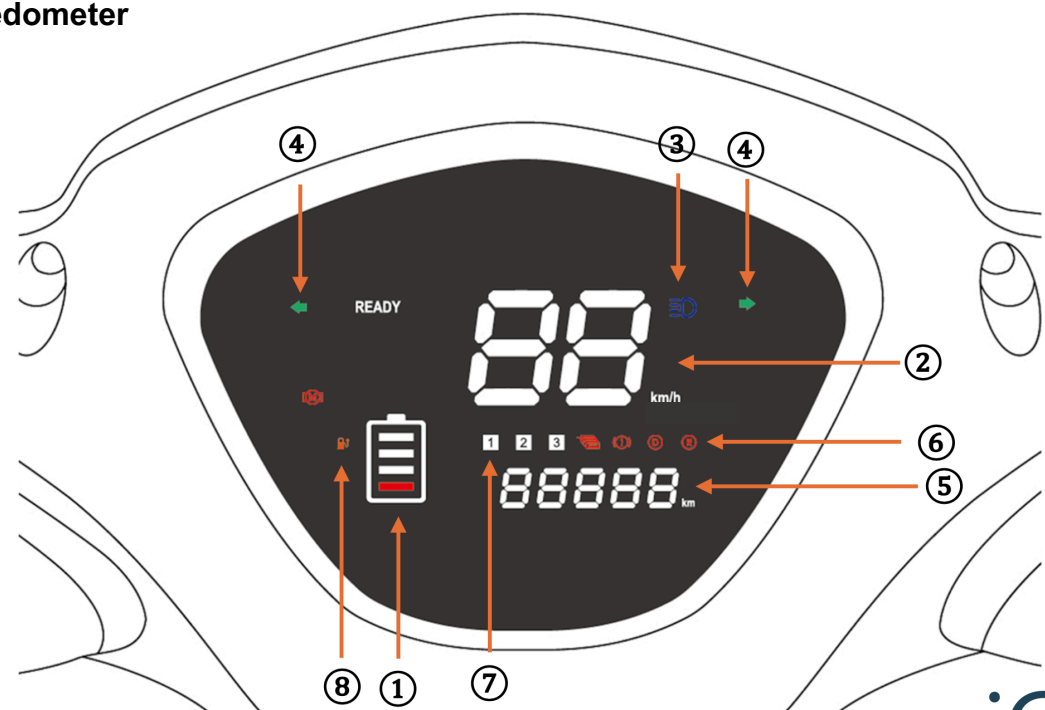
b) Speedometer



b) Speedometer

① **Battery indicator**

The battery indicator displays the remaining charge level of the battery.

- Four bars indicate a full charge.
- One red bar indicates a low battery that requires immediate charging.

Plan your trip carefully to avoid running out of battery charge.

② **Speed**

The speedometer displays the current speed of the vehicle and is calibrated in miles per hour (mph).

③ **High beam indicator**

When the high beam is activated, the corresponding indicator light will illuminate.

④ **Turn signal light indicator**

When the turn signal light is activated, the corresponding left or right turn signal light will flash.

⑤ **Odometer**

It displays the total distance the scooter has traveled.

⑥ **Drive mode indicator**

‘D’ indicates forward, ‘R’ indicates reverse.

⑦ **Speed ajustment indicator**

‘I’ - ‘II’ - ‘III’ gear.

‘I’ gear allows a speed range of 0–3 mph.

‘II’ gear allows a speed range of 0–6 mph.

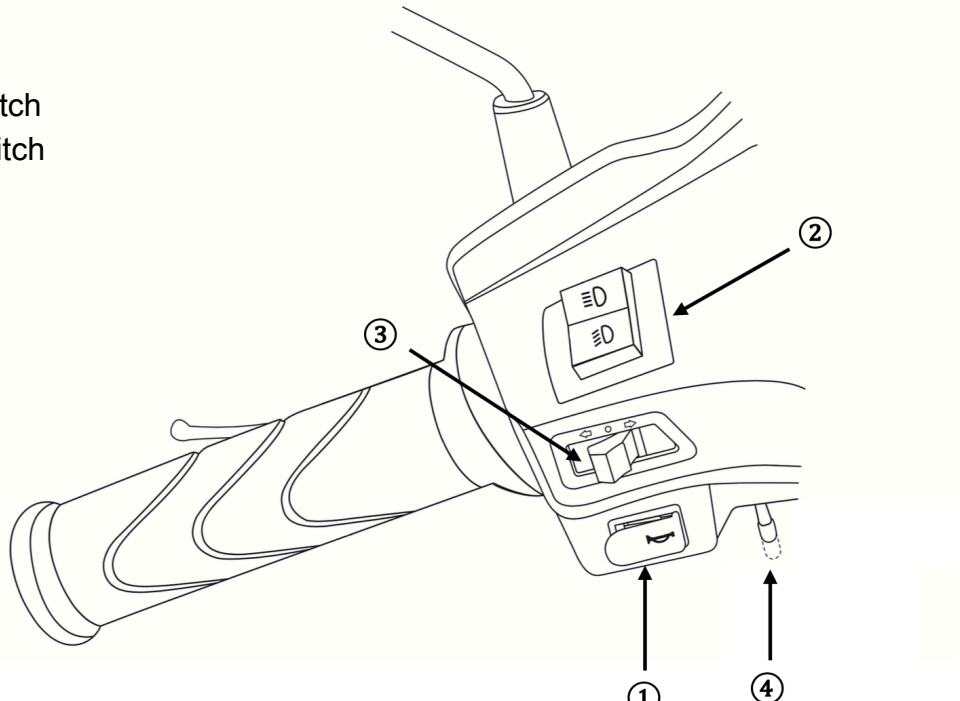
‘III’ gear allows a speed range of 0–8 mph.

⑧ **Low battery (voltage) warning**

If this warning appears, the scooter must be charged immediately.

c) Left handlebar

① Horn switch
② High/Low beam switch
③ Turn signal light switch
④ Parking brake



① **Horn switch**

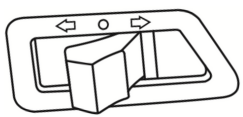
Press the button ‘  ’ to activate the horn.

② **High beam and low beam switch**

Press on ‘ ’ to activate low beam.

Press on ‘ ’ to activate high beam.

③ **Turn signal light switch**



The signal light must be activated when changing the direction of movement.

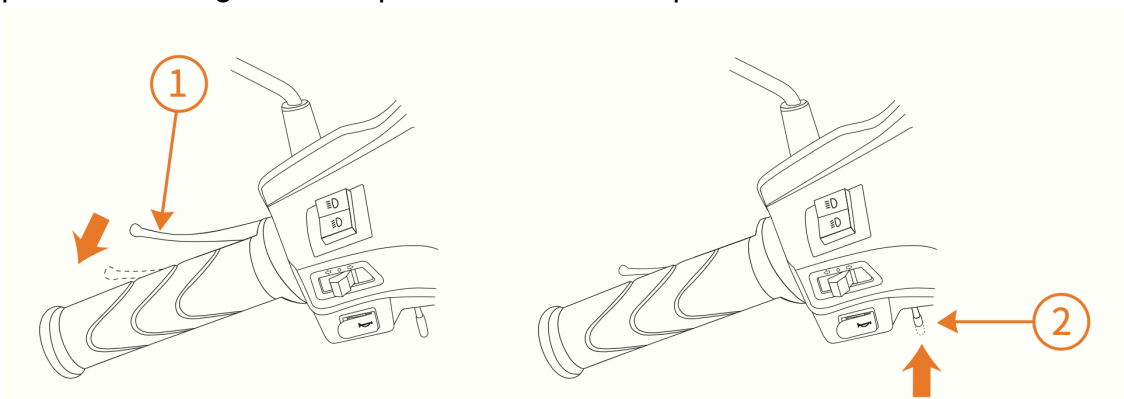
- To activate the left turn signal, move the switch to the left.
- To activate the right turn signal, move the switch to the right.
- To turn off the turn signal, move the switch to the middle.

Attention - Failure to use turn signals or to deactivate them after completing a maneuver can be extremely dangerous. It may cause other road users to misinterpret your intentions, increasing the risk of an accident. Always use turn signals when changing lanes or turning, and switch them off immediately after the maneuver is completed.

④ **Parking brake (Hand brake)**

The scooter is equipped with a parking brake to immobilize the vehicle and protect the electromagnetic brake while parked.

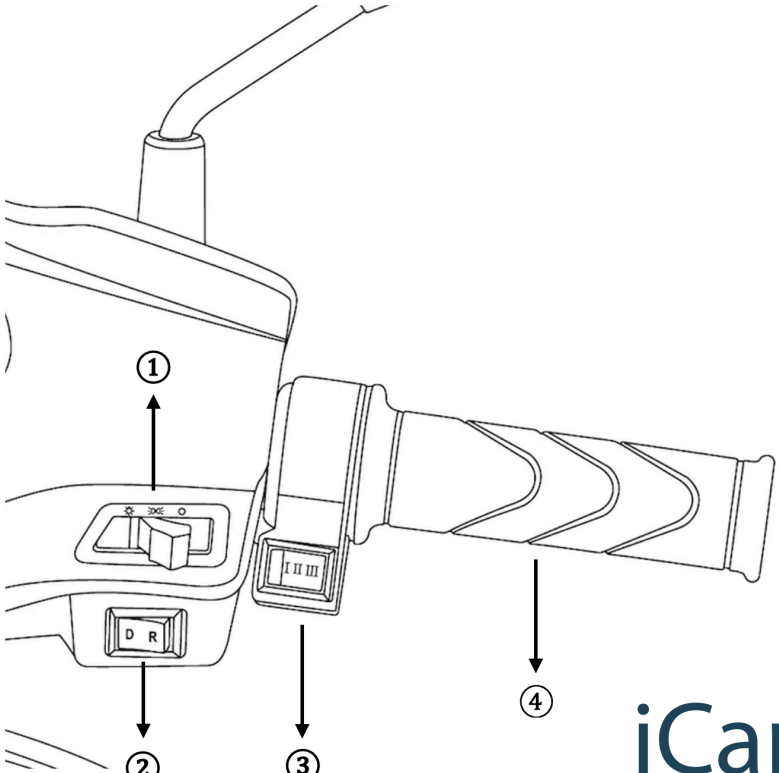
- To engage the parking brake, first press the left brake handle ①. While holding it, push the locking lever ② upward to secure it in place.



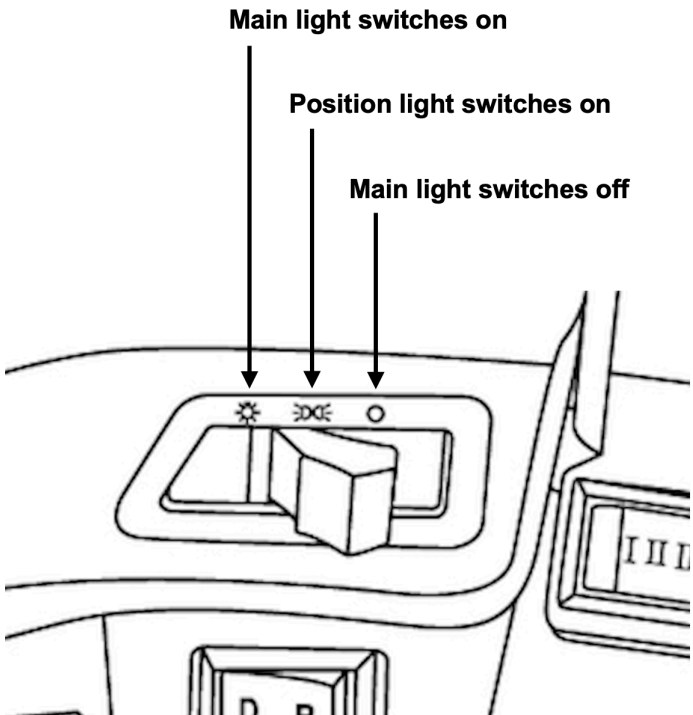
- To disengage the parking brake, press the left brake handle ①. The parking brake will be release and lever ② will return to its original position.

d) Right Handlebar

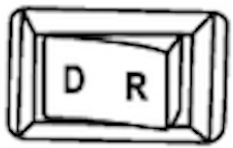
① Main light switch
② Drive mode switch
③ Speed adjustment switch
④ Acceleration lever



① Main light switch

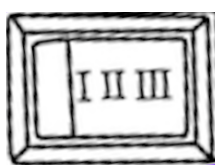


② **Drive mode switch**



- When the drive mode selector switch is set to '**D' (Drive)**, turning the throttle grip will move the scooter **forward**.
- When the switch is set to **'R' (Reverse)**, turning the throttle grip will move the scooter **backward**.

③ **Speed adjustment switch**



The scooter is equipped with a 3-level speed control switch:

- Position **I**: Speed limited to **1–3 mph**
- Position **II**: Speed limited to **1–6 mph**
- Position **III**: Maximum speed of **1–8 mph**

Select the appropriate speed level according to your environment and driving conditions.

④ **Acceleration lever**

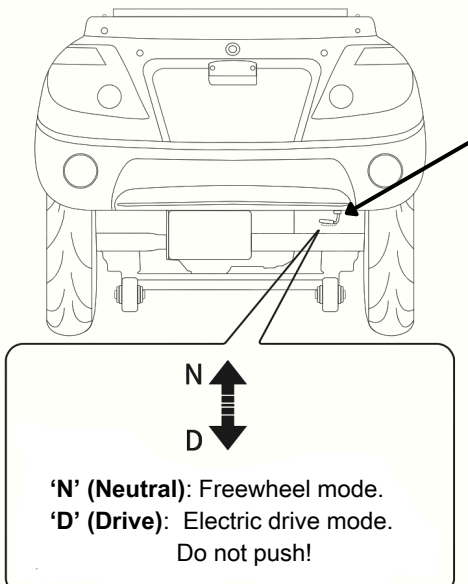
The acceleration lever is used to control the scooter's speed.

- To **increase** speed, turn the throttle grip **toward** the rider.
- To **reduce** speed, either turn the grip **forward or release** it completely.

Note: Speed will automatically decrease when the acceleration lever is released, due to the action of the electromagnetic brake.

2.3 Operation of Electromagnetic Brake

This scooter is equipped with an electromagnetic brake, which automatically slows down or stops the scooter when the acceleration lever is released.
Additionally, it features a disc brake that can be used for rapid stopping in emergency situations.



Drive mode selector switch

This switch allows the scooter to be set to either electric drive mode or freewheel mode.

- **'N' (Neutral)**: Activates **freewheel mode**, allowing the scooter to be pushed manually without motor resistance.
- **'D' (Drive)**: Engages **electric drive mode**. In this mode, the electromagnetic brake is active, allowing controlled acceleration and automatic braking when the throttle is released.

Warning - Do not operate the drive mode selector switch while driving.

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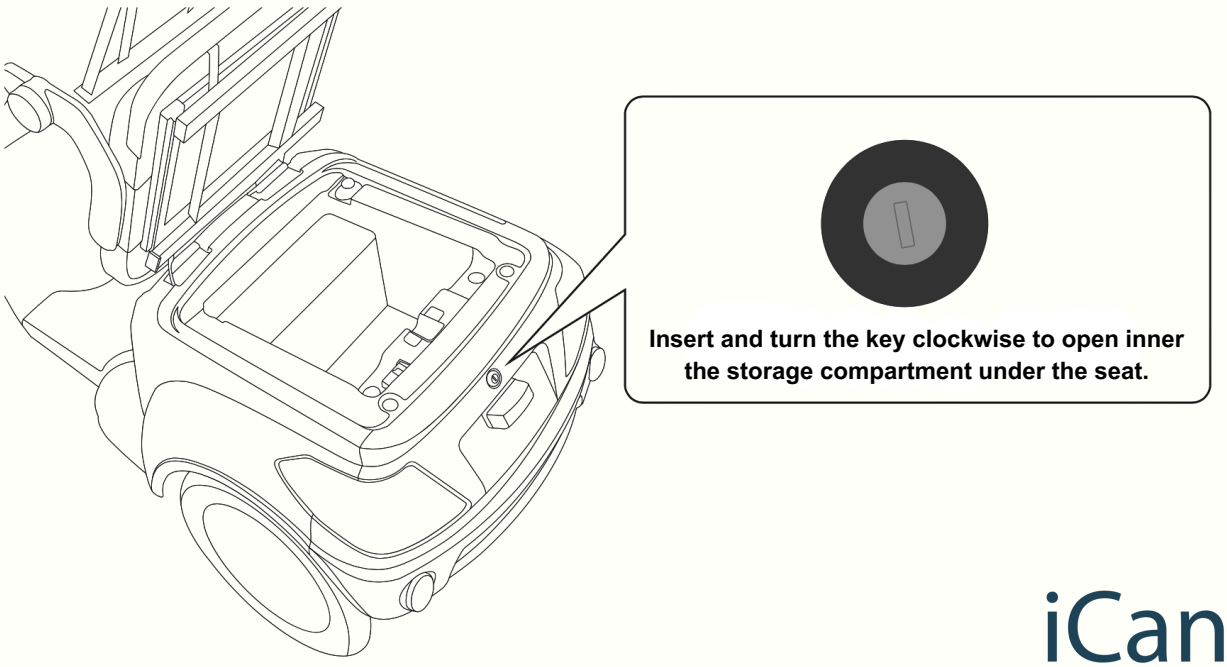
2.4 Operation of the inner storage compartment (under the seat)

a) Opening of the inner storage compartment



b) Close of the inner storage compartment

To close the inner storage compartment, lower the seat and push firmly down. After closing, gently lift the seat to ensure the storage compartment is securely locked.

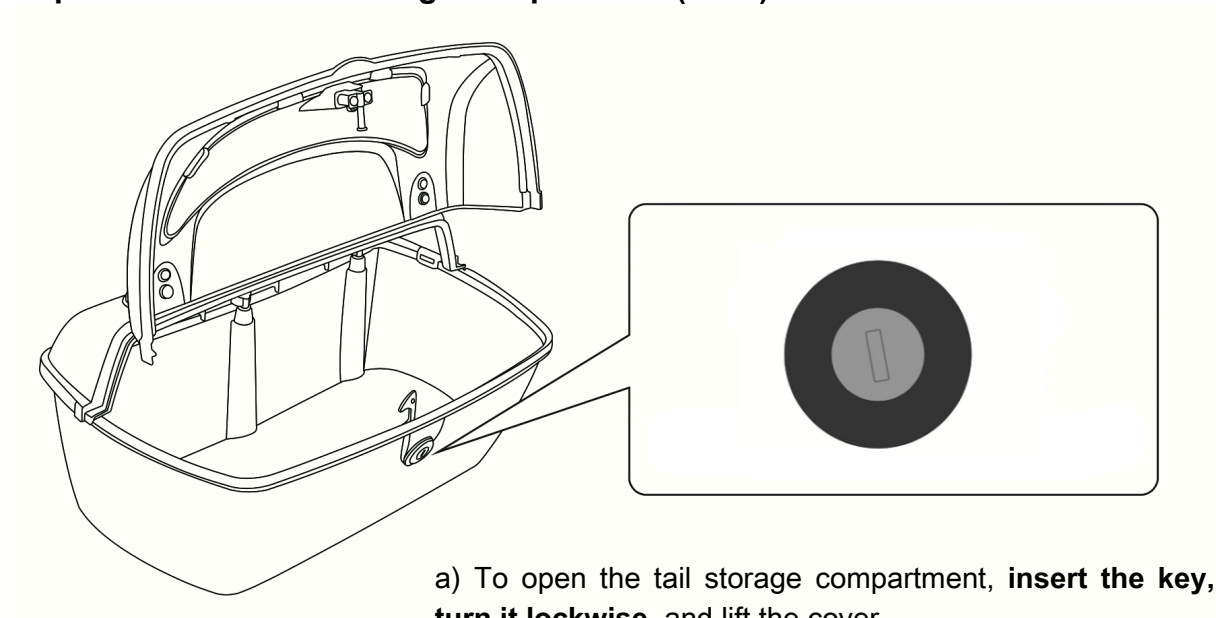
Risk of injury - When closing the compartment, ensure that your hands and other body parts are clear to prevent injury.

Attention - In cold and humid climates, locks and door mechanisms may malfunction due to freezing.

Attention - Before driving, ensure the rear cover is securely closed. Operating the vehicle with the rear cover open may result in damage to the hinges.

When closing the cover, make sure no objects are positioned near the lock or tailgate hook, as this may cause damage to the latch mechanism.

2.5 Operation of the tail storage compartment (Boot)

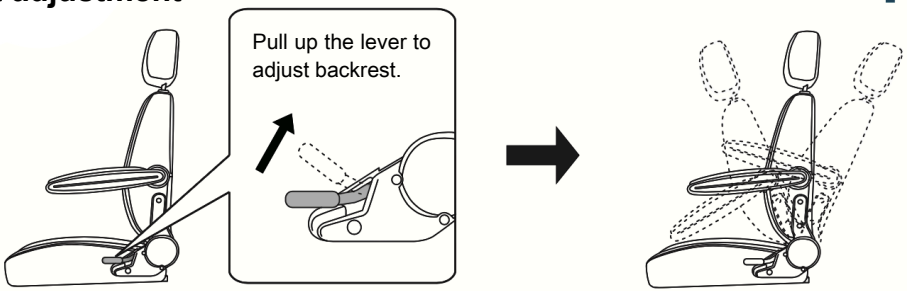


a) To open the tail storage compartment, **insert the key, turn it lockwise**, and lift the cover.

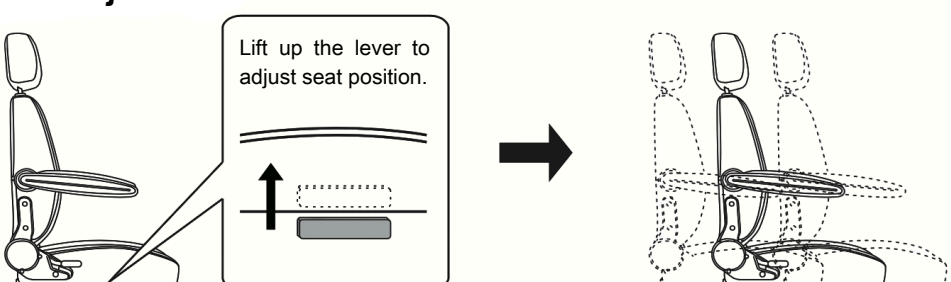
b) To close the tail storage compartment, lower the cover, insert the key, and turn it **clockwise to lock** it securely.

2.6 Seat adjustment

a) Backrest adjustment



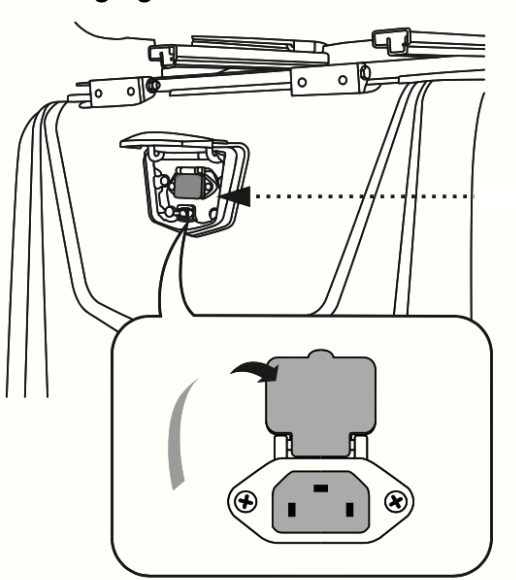
a) Seat position adjustment



Ensure that the seat and backrest are securely locked in position after making adjustments.
Do not attempt to adjust the seat while driving.

2.7 Charging

Before your first ride, ensure the batteries are fully charged. The charging socket is located under the driver's seat. Please refer to Section.3 for more battery and charging instructions.



Attention - Risk of damage
Always remove the key before charging the scooter to prevent accidental activation.

Attention - Risk of Electric Shock
Never connect or disconnect the charger plug or cord with wet hands. Do not attempt to plug in or unplug the charger if the plug or cord is wet, as this may result in electric shock.

Risk of Fire - Keep flammable materials away during charging, as they may ignite if exposed to heat generated by the battery.

2.8 Mirrors

- Please ensure the rear mirrors (left and right) are properly adjusted before driving.
- For safe operation, verify that both mirrors are set at the correct angle to provide a clear view of the surroundings.
- Regularly clean the mirrors to maintain visibility and ensure safety.

3. Battery and Charging

3.1 Battery

Battery	
Type	Lead-acid Battery
Voltage	60 V
Capacity	5 x 20ah

Battery feature

The scooter is equipped with a sealed, maintainable lead-acid battery, designed specifically for leisure vehicles. It offers high capacity, long service life, and reliable maintainability. The battery is a consumable component. To extend its lifespan, please follow the recommended battery maintenance guidelines.

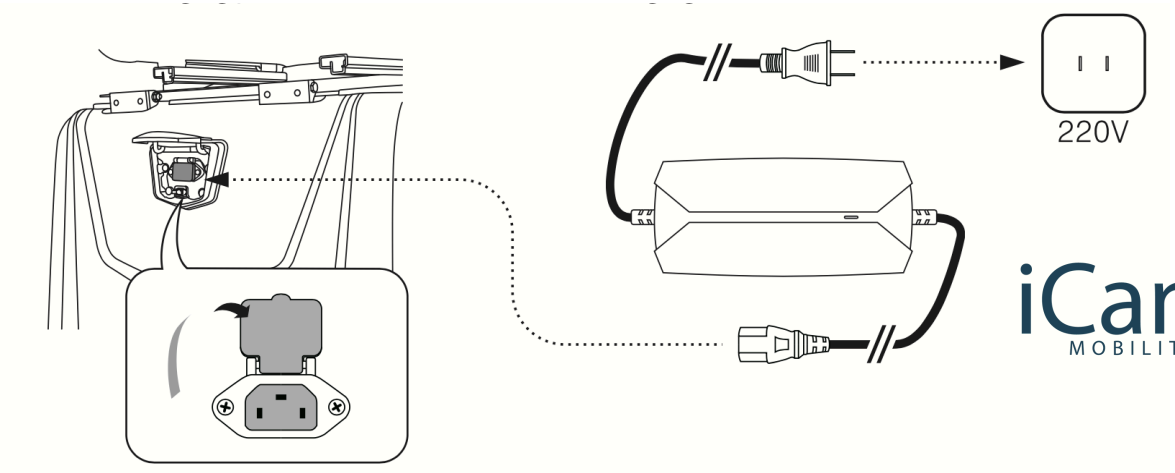
Battery maintenance guidelines and precautions

1. **Initial Charging:** Before first use, ensure the batteries are fully charged.
2. **Full Charging:** Always recharge the batteries completely after use. Incomplete charging may lead to a shortened battery lifespan.
3. **Optimal Charging Range:** Maintain the battery charge between 20% and 80%. Frequent discharging below this range can significantly reduce battery life.
4. **Long-Term Storage:** If the scooter will not be used for an extended period, keep the battery sufficiently charged and recharge it at least once per month. Avoid storing the battery in a low-voltage state.
5. **Post-Charging Check:** After charging, operate the scooter briefly to confirm that the battery is functioning properly and adequately charged.
6. **Performance Factors:** Battery performance may vary depending on driving conditions such as frequent starts and stops, inclines, and rough terrain—all of which may accelerate battery discharge. Cold temperatures may also reduce battery range and cause delayed response.
7. **Use of Original Parts:** Only use original batteries supplied by iCAN Mobility. The company is not liable for any damage resulting from the use of non-original or third-party batteries.
8. **Do not open the battery compartment: iCAN Mobility will not be liable for the battery damage caused by unauthorised modifications and repairs.**

3.2 Charging

1. **Turn off** the scooter using the key and remove it from the ignition.
2. Open the cover protecting the charging socket.
3. Insert the charger plug into the scooter's charging socket.
4. Connect the charger's power plug to a power outlet. The charger will begin operating, and the LED indicator will turn red, signaling active charging. (**Note: The scooter cannot be used while charging**, as the immobilizer function is enabled during this time.)
5. When charging is complete, the LED indicator will turn green, indicating that the battery is fully charged. Charging may take up to 12 hours.
6. Once charging is complete, disconnect the charger from the power outlet immediately.
7. Remove the charger plug from the scooter's charging socket.

The scooter is now ready for use.



The charger is designed to operate safely within a voltage range of AC 220V ± 20%. Operating outside this range may result in undercharging the battery or damaging the charger.

In the UK, the standard household supply is 230V, with an acceptable fluctuation range of +10% to -6%, meaning the voltage can vary between 216.2V and 253V. This falls within the charger's tolerance, making it suitable for typical UK electrical outlets.

Charging precautions

1. **Always fully recharge the batteries:** Incomplete charging can lead to a gradual loss of capacity, reducing the scooter's travel range.
2. **Avoid excessive charging frequency:** Charging too often can cause irreversible degradation of battery capacity.
3. **Use only the original charger supplied with the scooter:** Do not use alternative charging devices, as this may damage the battery or pose a safety risk.
4. **Do not interrupt the charging cycle:** The charger is equipped with an indicator light to signal when charging is complete. Allow the process to finish before disconnecting.
5. **Charge when necessary:** To maintain battery health, recharge the battery when the power indicator on the dashboard approaches the red zone.
6. **Charging environment:**

- Charge during the day in a well-ventilated area, do not cover the charger.
- Avoid direct sunlight, humidity, or exposure to rain during charging.
- Do not charge in temperatures below -10°C or above 50°C.

7. **After charging, always disconnect the charger plug from the scooter:** Leaving it connected may cause unnecessary power drain and a temporary reduction in range.
8. **Charging error:** If the charging still incomplete after 12 hours and experience high temperature on charger, please contact iCAN mobility for further assistance.

4. Driving the scooter

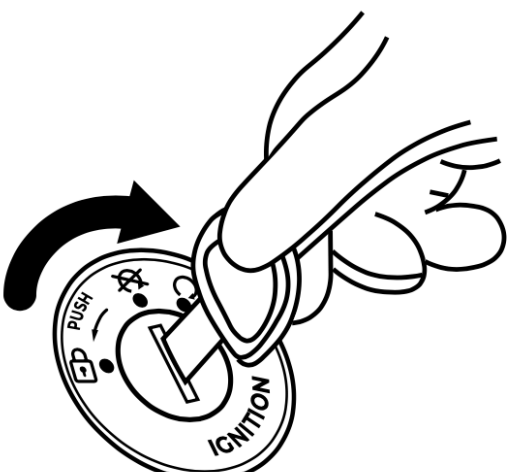
4.1 Before Driving

- Ensure the batteries are fully charged before use.
- Make sure the seat is securely locked in the driving position.
- Set the speed selector switch to the lowest setting ‘I’ using the travel mode selector for first time or new user. Higher speed settings should only be used once you are confident in operating and controlling the scooter.
- Check the brake to ensure they are functioning correctly.
- Confirm that all lights (headlights, indicators, brake lights) are working properly.
- Make sure all wheels are in contact with ground during drive.

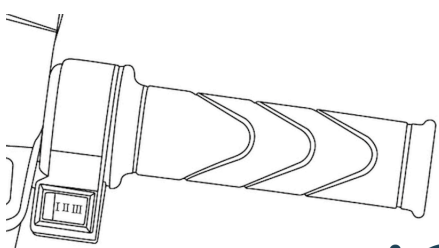
4.2 During Driving

Starting the Scooter

- Turn the ignition key to the ON (Ignition) position.
- Ensure it is safe to begin driving by checking your surroundings.
- Gradually turn the acceleration lever to start moving smoothly.



WARNING - Turning the acceleration lever too quickly may cause the scooter to move suddenly and at high speed. Always apply gradual pressure to maintain control.



Factors Affecting Driving Range

Each of the following factors can significantly impact the distance your scooter can travel on a single charge. For optimal efficiency and to reduce battery charging costs and maintenance, please follow these guidelines:

1. **Operate the Scooter Smoothly**

Accelerate gradually and avoid sudden movements. **Do not change the drive mode while the throttle is engaged.** Maintain a consistent speed and match the flow of traffic to avoid frequent acceleration and braking. When possible, avoid heavy traffic and always keep a safe distance from other vehicles to minimize unnecessary braking and brake wear.

2. Maintain Moderate Speed

Driving at higher speeds increases battery consumption. To extend your travel range, drive at a steady, moderate pace.

3. Maintain Proper Tire Pressure

Keep your tires inflated to the manufacturer's recommended pressure. Both under and over inflated tires cause premature wear and increase energy usage. **Tire pressure should be checked at least once per month.**

4. Keep the Scooter Well-Maintained

Adhering to the regular maintenance schedule ensures optimal performance and minimizes energy loss, reducing both battery consumption and repair costs.

5. Clean the Scooter Regularly

Ensure the scooter is free from mud, dust, ice, and corrosive substances. Accumulated debris can increase drag and weight, leading to higher energy use and potential corrosion.

6. Avoid Overloading

Do not carry unnecessary or excessive weight. Additional loads place extra demand on the battery and reduce the scooter's range.

4.3 Stopping the Scooter

- This mobility scooter is equipped with an electromagnetic brake, which automatically slows down or stops the vehicle when the acceleration lever is released.
- For sudden or emergency stops, the manual brake lever can also be applied to ensure immediate braking.

Precautions

- **Avoid braking while turning**, as it may cause the scooter to slip and result in loss of control. Always **reduce speed while driving straight before** entering a turn to ensure safe handling.
- Keep in mind that **braking distance increases with speed.** Maintain a **safe and sufficient distance** from vehicles ahead and other obstacles to allow for adequate stopping time.

4.4 Driving on the Sidewalk

- When driving on a sidewalk or pavement, always set the drive mode selector to the lowest speed setting.
- For road or private property, the drive mode can be adjusted to a higher speed setting as appropriate for the environment.

4.5 Reverse Driving

Reverse driving requires **increased caution and attention.** For safety, the scooter's reverse speed is significantly reduced compared to forward motion.

- **Always keep the reverse speed to a minimum.**
- **A warning sound** will activate automatically during reverse movement to alert others nearby.

4.6 Driving Uphill

- Always **approach slopes or ramps head-on, never at an angle,** to reduce the risk of tipping.
- Ensure that **all four wheels remain in contact with the ground** at all times, especially on uneven surfaces such as driveways.
- When climbing steep inclines, it is recommended to **lean slightly forward** to maintain balance and stability. This will forward the center of gravity of the scooter to enhance safety.
- On sloped terrain, the **battery indicator may fluctuate**. This is normal and does not indicate a malfunction.
- Use **extra caution when driving on slopes and hills**, and be prepared to apply the brakes when necessary.

4.7 Loss of tire pressure while driving

Emergency Procedure

1. **Drive straight ahead and release the throttle,** allowing the scooter to slow down gradually.
2. **Do not brake suddenly or attempt to steer off the road immediately,** as this may result in a loss of control.
3. Once the scooter has slowed down to a safe speed, carefully brake and steer off the road.
4. Move the scooter as far away from traffic as possible and park it on a hard, level surface.
5. Inflate the tire as soon as possible if you carry a portable air pump and it is safe to do so.
6. For tyre replacement, contact a local tyre shop or iCAN Mobility. For convenience, tyre fitting is typically easier and quicker when handled by a local tyre shop provider.

4.8 Using the Scooter in Wet Conditions

It is inevitable that the scooter may occasionally be exposed to rain during use. To help prevent water-related damage, we strongly recommend the following precautions:

1. **Use the Rain Cover Provided**

All iCAN Mobility scooters are equipped with a rain cover. We strongly advise users to **store the rain cover in the storage compartment** at all times for emergency use in wet conditions.

2. Protect Electrical Components

Take care to shield the dashboard and lower sections of the scooter (where buttoms are), as water ingress may lead to short circuits.

Note: Water damage to electrical components is not covered under warranty.

3. Drive with Extra Caution in Wet Conditions

On rainy days or wet surfaces, always reduce speed and switch to a lower speed mode. Be aware that braking distances increase on slippery surfaces, so allow extra space for stopping.

4. Storage Recommendation

Always store the scooter in a dry, covered environment to protect electrical components and extend the scooter's lifespan.

5. Common troubleshooting

Troubleshooting	Causes
The dashboard panel does not display after turning on the power.	1. Ignition key not inserted or power not turned on. 2. Ignition system broken. 3. Battery plugs not switched on (Batteries are not in contact – apply to brand new scooter only). 4. Fully discharged batteries. 5. Damage to the control module. 6. Damage to the junction box. 7. Damaged cable or cable bundle.
The scooter is turn on but does not drive.	1. Low battery level.
The scooter is limited at very slow speed.	1. Check if the park brake is engaged. 2. Ensure the tyre pressure is within the recommended range. 3. Low battery level. 4. Over maximum incline capability. 5. Against a strong headwind.

Short driving range.	1. Low battery level. 2. Ensure the tyre pressure is within the recommended range. 3. Brake is too tight or improperly adjusted. 4. If the battery has not been used for an extended period, recharge it in full before use. 5. Drive on complicated terrains.
Battery cannot be charged.	1. Batteries are not properly matched. 2. Main switch on the housing is in the off position. 3. Charging socket is damaged. 4. Incorrect charger. 5. Damaged charger.

6. Technical data and specifications

The technical parameters provided apply to the scooter in its standard configuration under optimal ambient conditions. Use of additional accessories, variations in ambient temperature, humidity, terrain slope, and the battery's charge level may affect performance and result in deviations from the stated values.

Make of Model	iCAN Mobility Explorer – 3 wheels
Depot address	iCAN Mobility Torquay 300 Union Street Torre, Torquay TQ2 5QZ iCAN Mobility Lymington 22/23 Station Street Lymington SO41 3BA
Type	Class 3 Mobility Scooter DVLA
Maximum Capacity of user	1 person
Maximum load (kg)	135 kg
Maximum speed (mph)	8 mph

Range (mile)	Up to 32 miles* *Range may vary depends on terrain, average user's weight and battery condition.*
Length (mm)	1500 mm
Width (mm)	690 mm
Height (mm)	1100 mm
Weight excluding battery (kg)	74 kg
Weight of battery (kg)	35 kg (5 x 7kg)
Total weight (kg)	109 kg
Maximum incline angle (°)	Up to 20 °
Rated power (w)	1000 w
Batteries Specification	5 x 12 V/20 ah lead-acid batteries
Braking distance (mm)	3000 mm at dry condition
Brake type	Electromagnetic Brake Front Disk Brake
Tyre Specification	Front: 3.00-10" Back: 3.00-10"
Recommend tyre pressure	Max: 250 kPa / 36.3 psi /2.5 bar

Mirror	2 x standard rearview mirrors
Operating Temperature for Electronic Components	-10°C to +40°C
Air humidity for storage and use	30%

Disclaimer on Technical Specifications

The manufacturer reserves the right to modify technical parameters without prior notice.

Measurement tolerances are as follows:

±15 mm / ±1.5 kg / ±1°C

Note: Theoretical range values may be reduced when the scooter is frequently used on slopes, uneven terrain, or when mounting curbs.

7. Guarantee Conditions

I. Declaration of the Guarantor

The Guarantor declares that the product (hereafter referred to as "the Goods") was manufactured in accordance with the relevant technical specifications, contractual terms, applicable regulations, and the best industry practices. Through this Guarantee, the Guarantor assumes responsibility for defects arising from a significant failure to meet these obligations.

II. Scope of Guarantee Coverage

1. The Guarantor is liable for any manufacturing defects that arise after the date of purchase, provided the product is used as intended and within the guarantee period.

The warranty covers only defects resulting from:

- Inferior material quality (below manufacturer's declared standard)
- Faulty production processes
- Improper assembly

2. This warranty also covers:

- Defects that existed before the sale but became apparent afterward
- Defects arising after the sale for which the Guarantor is solely responsible

3. Exclusions from Warranty Coverage:

- Damage caused by the Buyer, third parties, or force majeure
- Modifications or unauthorized part replacements performed outside of an authorized service center (these actions void the warranty)

4. The Guarantor is responsible for repairing any defects reported during the warranty period.

- If the defect cannot be resolved within the agreed time or is irreparable, the Buyer is entitled to a proportional refund or offered a approved used product with the same specification.

5. The Guarantor is released from liability if the warranty holder fails to perform periodic inspections at their own expense within 3/6 months of purchase.
6. The Guarantor is not responsible for defects in components (devices, subassemblies, paint, etc.) that are covered by separate manufacturer warranties.
7. Natural wear and maintenance-related issues not covered include but not limited to:

- Tire and rim wear
- Brake adjustments and pad wear
- Dirt/moisture (e.g., battery corrosion)
- Use in low temperatures (below 0°C)
- Corrosion from poor maintenance of metal/chrome parts
- Seat cover tearing/wear
- Shock absorber damage
- Frame geometry distortion
- Engine damage due to lack of oil (user fault)
- Damage due to neglect of operating instructions
- Unauthorized repairs or modifications

III. Battery Warranty and Usage Guidelines

The battery is covered under a 6-month warranty. To maintain warranty eligibility:

- Charge the battery fully before first use or if it has been unused for an extended period.
- If not in use, store the battery fully charged in a dry, warm area (minimum 10°C).
- Recharge the battery at least once a month when not in use.

Battery warranty exclusions include:

a. Damage from irregular or insufficient charging
b. Mechanical or thermal damage

c. Unauthorized repairs or modifications
d. Opened, tampered, or physically damaged batteries
e. Incorrect battery installation
f. Electrical system neglect
g. Battery discharge below 8V
h. Using batteries with non-compliant capacity or current rating
i. Improper use against manufacturer recommendations
j. Damage due to poor vehicle maintenance
k. Use of non-original Veleco parts

IV. Warranty Period

- Scooter frame and components: 12 months
- Battery: 6 months

The warranty period begins on the date of purchase.

Please retain your original proof of purchase, as it is required for any warranty claim. Informal documents such as (but not limited to) bank transfer records or screenshots from e-commerce purchase histories will not be accepted as valid proof of purchase. The scooter warranty is non-transferable. Reselling the scooter will immediately void the warranty, unless the sale is made through an authorized third-party dealer approved by the iCAN Mobility LTD UK.

V. Claim Procedure

1.Any discovered defect must be reported to the Guarantor within 3 working days of becoming apparent.

- Required documents: original proof of purchase and a completed warranty card
- The complete vehicle must be delivered to an authorized service center.
- Incomplete units will not be accepted.

2. Warranty claims must be submitted in writing to the point of purchase and include a detailed description of the defect(s).

3. Clamis will be reviewed within 30 working days, and repairs will be completed within a timeframe agreed upon with the customer.

8. Operating & Maintenance

Routine Maintenance

The lifespan and performance of your scooter depend heavily on proper use, regular maintenance, correct storage, and routine cleaning. Please follow the checklist below before each ride:

- Inspect and clean the tyres. Replace any worn or damaged tires.
- Check tire pressure (for pneumatic tires) and inflate if necessary.
- Inspect the seat and upholstery for damage or wear.
- Test the brake system to ensure proper function.
- Ensure all screws and bolts are securely tightened.
- Check the battery level after switching on the ignition.
- Clean the underside of the chassis, especially the rear area, to prevent corrosion of electrical plugs and components.

Proper Storage Guidelines

To maintain your scooter in optimal condition during periods of non-use:

- Cover or store the scooter with appropriate protection to shield it from rust and environmental pollutants such as salt water, sea air, sand, and dust.
- Ensure the control panel is switched OFF after each use.
- Protect plugs and sockets from moisture and corrosion.
- Store batteries in dry, well-ventilated spaces at temperatures between +5°C and +40°C (ideal storage temperature: +20°C).
- Avoid deep discharge of the batteries; always store them fully charged and recharge them regularly to maintain capacity. Full charging once per month is required.

For additional questions or concerns regarding battery care and long-term storage, please contact iCAN Mobility UK.

Cleaning and Care

Seat and Backrest

When cleaning the seat cushions and backrest, follow these guidelines:

- Wipe with a cloth dampened with warm water. Do not soak the seat or backrest.
- Use mild, commercially available detergents suitable for delicate surfaces to remove dirt.
- Stubborn stains can be gently removed with a soft sponge.
- Do not use harsh chemicals, solvents, or abrasive brushes.
- Do not clean using steam cleaners or high-pressure equipment.

Note: The manufacturer is not liable for any damage resulting from the use of improper cleaning agents or methods.

Plastic Parts

- Clean all plastic components using cleaners specifically designed for plastics.
- Use only soft brushes or sponges to avoid scratching the surface.
- Always follow the manufacturer's instructions on the cleaning product label.

Electronic Components

- Wipe the steering module and electronic surfaces with a cloth lightly moistened with a gentle household detergent.
- Do not use abrasive materials or sharp cleaning tools such as wire or metal brushes, as these may cause scratches or damage.
- Avoid getting water or cleaning fluid into any electronic components or openings.

Maintenance and Service Recommendations

To ensure the long-term performance and safety of your mobility scooter, regular maintenance is essential.

Annual Professional Service

We recommend having your scooter serviced once a year by a qualified technician to maintain its optimal condition and extend its lifespan.

You may choose to:

- Bring the scooter to our service center, or
- Request a site visit from our engineer, subject to a call-out fee depending on your location.

Self-inspection Requirement (Every 3/6 Months)

To keep the warranty (or extended warranty) valid, users are required to perform a self-inspection every three or six months and report any abnormalities.

Important: Any issues identified during the warranty period must be reported to iCAN Mobility immediately.

Failure to do so may result in:

- Voiding of the warranty
- Potential escalation of the defect or damage

Self-inspection list

Self-inspection	Method	Period
Check scooter battery voltage	Verify if the battery holds sufficient charge to achieve the range specified in the product specifications	Every 6 month
Check if there is any oil leak	Visual inspection	Every 6 month
Check tyre pressure and condition	Visual inspection	Every 3 month
Check electromagnetic brake system	Test the scooter at a very low speed. Ensure that it slows down or comes to a complete stop when the acceleration lever is released.	Every 6 month
Check front disk brake system	Test the scooter at a very low speed. Ensure that it slows down when the acceleration lever is hold.	Every 6 month
Check any damages to frame, seat and plastic components	Visual inspection	Every 6 month

Self-inspection	Method	Period
Check wires and electrical connections	Visual inspection	Every 6 month
Check operation of detachable components (seat belt, backrest, seat, rear storage compartment)	Visual inspection	Every 6 month
Check the operation of the drive system	Listen for any unusual noises, monitor speed, and ensure smooth operation. If necessary, perform further testing by operating the scooter first without a load, then under its rated (safe working) load.	Every 6 month
Check the operation of the front and rear suspension	Test the scooter and listen for any unusual noises	Every 6 month
Check the steering wheel adjustment	Test that the scooter travels in a straight line when the steering is positioned at the center.	Every 6 month
Checking of the lighting condition	Test all lights on scooter	Every 6 month

iCAN Mobility, Power to Go.

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