

**iCAN Mobility, Power to Go.**

**User's Manual**

**1.Specification Sheet**

<b>Overall Size (L x W x H)</b>	1060 x 500 x 900 mm
<b>Battery</b>	24V 12AH Lead-acid Battery
<b>Scooter Weight (G.W)</b>	38 Kg
<b>Battery Weight</b>	8.9 Kg
<b>Maximum Speed</b>	6km/h or 3.75mph
<b>Brake</b>	Electromagnetic Brake System
<b>Weight Capacity</b>	135 Kg
<b>Ground Clearance</b>	115 mm
<b>Tyres</b>	4 x 8 inches
<b>Power of Motor</b>	24V 350W
<b>Charger</b>	DC 24V 2A
<b>Max Grade Ability</b>	10 degrees
<b>Running Distance</b>	22 km or 13.75 miles

\*Range may be vary based on terrain, user's weight and battery condition.

**2.Product Overall**



FIG.1

**3. Operations**

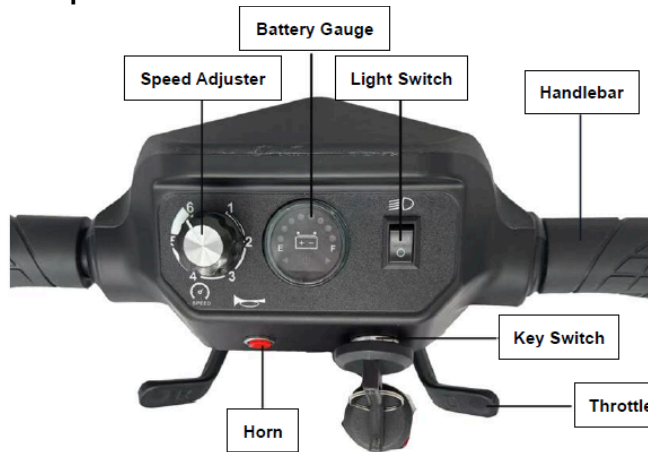


FIG.2

This Scooter features a simple and user-friendly operating system (Fig. 2) with the following controls:

- a.Speed Adjuster:** Rotate the knob to adjust the power output level. The '1' represents the lowest power output, while the '6' indicates the highest power output.
- b.Key Switch:** Insert the key to turn the scooter on or off.
- c.Horn:** Press the RED button to activate the horn.
- d.Light Headlight:** Press the switch to turn the headlight on or off.
- e.Throttle:** The throttle is a single lever that operates on both sides.
  - Right side: Pull forward to drive forward and push backward to stop or reverse.
  - Left side: Push backward to drive forward and pull forward to stop or reverse.

**f.Battery Gauge:** This indicator displays the scooter's battery level. A **GREEN** light means the scooter is ready for use, while an **AMBER** light signals that the battery is low and requires charging.

**Note:** The reading may fluctuate while travelling on uneven terrain; for an accurate reading, check when the scooter is stationary.

**Important:** Avoid using the scooter once the light turns **AMBER**. Please place it on charge immediately.

**g.Emergency Brake:** The scooter can be stopped by turning off the key. Avoid frequent use of this method in non-emergency situations, as improper use may damage the motor and control unit.

**3.Gear**

This Mobility Scooter is equipped with two gears, controlled by the red lever (Fig. 3):

- **Drive Mode:** Push the red lever down to 'D' to connect the motor for normal driving.
- **Freewheel Mode:** Push the red lever up to 'N' to disconnect the motor, allowing the scooter to be moved manually.



FIG.3

#### 4. Charging

The battery is located under the seat and can be charged by connecting the cable.

To remove the battery, pull the handle located on the battery cover (Fig.4).



FIG.4

Scooter can be charged either the battery is attached on the scooter or on its own.

When the charger indicator shows 'AMBER', the battery is charging.

When the indicator shows 'GREEN', charging is complete.

The reset button is located beneath the charging port. If a fault occurs, the button will pop out. To reset:

1. Switch off the scooter.
2. Press the reset button.
3. Turn the scooter back on.

**Attention: Please turn off the power before charging.**

**Warning: Only the original charger and battery supplied with the scooter may be used. Failure to comply will immediately void the warranty and may cause irreversible damage to your mobility scooter.**

Follow the steps below to optimize battery performance:

- It is recommended to fully charge the batteries during the first use.
- Do not overcharge. Avoid leaving the battery connected for more than 24 hours, as this can cause damage.
- If the scooter is not in regular use, please charge the battery once per week to maintain battery health.
- Do not interrupt the charging process before it's complete. Using the battery without fully charging it can shorten its lifespan.

#### 5. Maintenance

- Avoid hitting or bumping control panels.
- Protect your scooter from prolonged exposure to extreme conditions such as excessive heat, cold, or moisture.
- Ensure the batteries sit flat in the battery tray.
- After daily use, remove the key to prevent unnecessary power consumption.
- Inspect all electrical connectors, including the charger's connectors, ensuring they are secure and free from corrosion.
- All wheel bearings are pre-lubricated and sealed, requiring no additional lubrication.

#### 6. Inclement Weather Precautions

**WARNING!** Avoid operating your scooter on slippery surfaces such as ice or snow. Doing so may result in injury and negatively impact the scooter's performance.

**WARNING! Do not expose your scooter to moisture, including rain, snow, mist, or washing. Moisture can damage the scooter. If the scooter has been exposed to moisture, ensure it is completely dried before operating.**

#### 7. Warranty

All design and production processes for our products are managed in compliance with ISO 9001 standards to ensure exceptional quality.

iCAN Mobility LTD UK provides a standard one-year warranty effective from the date of purchase. The purchase date must be verified by **either a purchase invoice or a warranty card**. Please note that **bank statements are not accepted as proof of purchase**. Failure to provide a valid invoice will void the warranty.

iCAN Mobility LTD UK reserves the right to interpret the warranty terms and conditions.

Stop using the mobility scooter immediately if any issue is detected, to prevent accidents or injury.

#### Warranty Coverage:

- Main frame structure
- Electrical and mechanical components
- Electric control system and controller
- Motor and gearbox
- Charger
- Connectors
- Battery (Special coverage: as a consumable item, the battery is warranted for 6 months from the date of purchase.)

#### Exclusions from Warranty:

- Normal wear and tear of ABS shrouds
- Wear and tear, including but not limited to coating and plating surfaces, natural fading of resins, etc.
- Consumable items, including but not limited to tyres, upholstery, seat covers, and lubricants
- Damage caused by improper operation, accidents, or negligence

- Damage resulting from inadequate maintenance or improper storage
- Damage due to unauthorised modifications
- External factors, including but not limited to pharmaceuticals, bird droppings, acid rain, flying stones, or metal particles
- Natural disasters, including but not limited to typhoons, floods, fires, and earthquakes

If you have any questions about the warranty or wish to make a claim, please contact iCAN MOBILITY LTD UK.

#### 8. Contact details

This product is sold and customer serviced by:

#### iCAN Mobility Ltd UK and iCAN Products Ltd UK

##### Registered Address:

iCAN Mobility Ltd  
302 Union Street  
Torre, Torquay  
TQ2 5QZ  
United Kingdom  
Tel: +44 (0)1803 328222  
Web: icanmobility.co.uk

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#### 9. WEEE

Note: Waste electrical products and batteries should not be disposed of with household waste. Please recycle where facilities exist.

Information and illustrations are subject to change. iCan reserves the right to alter the specification and product design at any time without notice.

#### 10. Trouble Shooting Guide

##### A. Symptom: Reduced Range

Possible Causes & Solutions:

- Battery not charged for long enough → Charge batteries for at least 8 hours or more.
- Batteries weak and unable to hold charge → Replace battery pack.

##### B. Symptom: Battery Pack Not Charging / Battery Gauge Shows Empty After Charging

Possible Causes & Solutions:

- Battery pack fault → Replace charger.
- Charging fault → Contact our service team
- Damaged charger loom or plug → Inspect plugs and looms.
- Loose connection → Try another wall socket.
- No output from wall outlet → Unplug and replace fuse.
- Fuse in charger mains plug blown → Switch off, replace the fuse, and reset.
- Reset button on battery pack has popped out → Switch off, press button back in.
- Output fuse in charger blown → Unplug and Contact our service team.

##### C. Symptom: Battery Charging Current Too High

Possible Causes & Solutions:

- Faulty batteries → Replace battery pack.
- Scooter switched on during charging → Turn scooter off while charging.

##### D. Symptom: No Drive

Possible Causes & Solutions:

- Drive/Freewheel switch lever disengaged → Engage Drive/Freewheel switch lever.
- Flat batteries → Recharge battery pack.
- Key switch not turned on → Ensure the key is in the "ON" position.

- Battery pack not engaged properly → Refit battery pack securely onto connectors.
- Charger still plugged in → Unplug charger before driving.
- Reset button on battery pack popped out → Reset the circuit-breaker button.
- Disconnected loom or plugs → Check all plugs and looms are properly connected.
- Control system fault → Contact our service team.

##### F. Symptom: Motor Runs Irregularly / Noisily

Possible Causes & Solutions:

- Electrical malfunction → Contact dealer.
- Control system fault → Contact dealer.

#### Important Safety Note:

Do not attempt to open any part of the scooter control system, battery pack, looms, plugs, or charger. The control system is safety critical and contains no user-serviceable parts.



## 2. Main Body Installation

The mobility scooter is delivered folded in the package. Please follow the instructions below to assemble it.

### Step One: Adjust Steering Column

The steering column is folded down on the front section of the scooter for transport. It must be raised, adjusted, and secured before use.

1. Lift the steering column to a comfortable angle that can be easily reached while seated on the scooter (Fig.6).
2. Tighten the locking knob located at the base of the steering column to secure it in place (Fig.7).
3. To readjust the steering column angle later, simply loosen the locking knob, reposition, and retighten the knob.

**Warning:** Always ensure the locking knob is firmly tightened before operating the scooter. Failure to do so may result in injury or damage to the equipment.



FIG.6



FIG.7

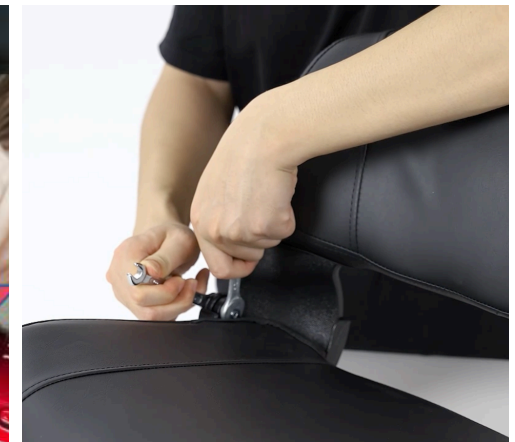


FIG.9

### Step Two: Seat Assembly

1. Match the backrest and seat and fix it with screw and nuts on both side (Fig.8 and 9).
2. Insert the seat and seat post into the socket located on the rear section of the scooter (see Fig. 10).



FIG.10



FIG.8

3. Align the holes on the seat post with the unthreaded holes on the socket. Insert the seat pin fully through the holes to set the seat height. Ensure the pin passes completely through the socket to secure the seat in place (see Fig. 11).

## Installation

The mobility scooter is delivered folded in the package.

Please follow the instructions below to assemble it.

### 1.Parts in the scooter (Fig.5)



FIG.5



FIG.11

3. Installing the Armrests. Insert the left and right armrests into the square tubes located on the underside of the seat. Adjust the armrests to a comfortable width, then secure each one by tightening the adjustment knobs on the underside of the seat (see Fig. 12-13).



FIG.12



FIG.13

**Step Three: Front Basket Assembly**

Mount the basket onto the basket holder by sliding it securely down into place (see Fig. 14).



FIG.14

**Step Four: Back Basket Assembly**

Insert the back basket into the rail at the back of the scooter (see Fig.15).



FIG.15

**Step Five: Battery Assembly**

Load the battery into the battery tray on the rear section of the scooter, ensuring both electrodes are correctly aligned (see Fig. 16).

**Note: Battery needs to be securely loaded into the tray. Failure to do so will cause power lost during use.**



FIG.16

**Step Six: Freewheel Lever installation**

Match the lever to the mainbody and fix it with two black screw (Fig.17).



FIG.17

**Step Seven: Anti-tip wheel installation**

Insert the anti-tip wheels from the underneath to the mainbody for both sides (Fig.18).



FIG.18