

**ActiveCare**  
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**Osprey™ 4410**  
**Scooter Owner's Manual**

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# 1. Preface

Please read this owner's manual before using the scooter. Improper use of the scooter could result in harm, injury or traffic accidents.

This owner's manual includes operation instructions for every aspect of the scooter, assembly instructions, as well as instructions for how to deal with possible accidents.

The symbols used in this manual are explained below. Read carefully, especially the parts marked with these symbols:

 <b>Warning</b>	Improper usage could lead to death or serious injury
 <b>Caution</b>	Improper usage could lead to injury and/or damage to you scooter.
 <b>Suggestion</b>	Follow these instructions to keep the status of the scooter working well and ease your operation.

This manual includes the repair and maintenance record chart and Warranty. Please keep it in a proper place or on the scooter.

If someone else uses the scooter, please be sure to give him or her the instruction manual.

As designs change, some illustrations and pictures in the manual may not correspond to the scooter that you purchased. We reserve the right to make design modifications.

The manufacturer disclaims all responsibilities for any personal injury or property damage which may occur as a result of improper or unsafe use of its products.

## 2. SAFETY NOTICES

### **BEFORE THE FIRST USE OF YOUR SCOOTER**

The user should be familiar with the operation of this scooter before driving. Therefore, keep these safety notices in mind.

#### ***The same traffic rules for pedestrians apply to the use of this scooter.***

For your safety, please follow the rules that apply to pedestrians.

1. Ride on sidewalks or pedestrian areas only.
2. At the end of a sidewalk, be aware of the cars on the road.
3. Be extremely cautious when driving your scooter around heavy traffic streets or shopping malls.
4. Always obey pedestrian traffic signals.

#### ***Practice operating your scooter***

Until you are familiar with the operation of your scooter, please practice in a wide and open area, like a park. To prevent the possibility of falling off your scooter while driving, bear in mind the scooters driving motion, such as whether it is accelerating, stopping, turning, reversing, or going up or down inclines.

1. Please set the speed dial to the lowest speed initially.
2. Be sure someone is accompanying you and watches for traffic while you are driving on the road for the first time.
3. Be sure you are able to control and operate your scooter safely and confidently before changing to a higher speed.

#### ***The ActiveCare scooter is limited to one passenger***

Do not carry any passengers on your scooter (including children). Do not use this scooter to carry or transport goods.

### **REGULAR USE OF YOUR SCOOTER**

Please carry out daily inspections. Refer to Section 7 "Inspection & Maintenance" for inspection procedures.

Always make sure your scooter's battery is fully charged before operating.

Make sure the throttle lever is secure before turning on your scooter.

#### ***Do not stretch your body out on the scooter***

Such action may cause you to lose your balance or be injured. Also, pay attention to loose clothing that could get tangled in the wheels.

***Do not use your scooter under any of these circumstances:***

- The road is muddy or has loose gravel
- The road is bumpy, narrow, or snow covered
- The road is beside a canal or waterway without fencing or hedges
- Do not drive your scooter after consuming alcohol or when fatigued
- Do not drive your scooter at night or in inclement weather

Additionally, avoid holes in the road where your wheels may get stuck. Do not make sudden turns. Do not ride on an escalator.

***Do not use a mobile phone or other wireless communication device while driving***

Also, do not charge a mobile phone or other electrical devices from your scooter.

***Be careful driving on or near ramps and inclines***

1. Be careful while driving up a steep incline. Refer to "CLIMBING ANGLE" in Section 9 "SPECIFICATIONS" for details.
2. In order to avoid damage or injury to the scooter the driver should not lean against or pull on the operating lever while going up or down an incline.
3. When climbing **up** an incline, please drive slowly. You can set the speed dial to a higher speed of "5". When going **down** an incline, never reverse your scooter. Set the speed dial to the lowest speed setting "1".
4. Do not drive through any holes in the road. Refer to "MAXIMUM GROUND CLEARANCE" in Section 9 "SPECIFICATIONS" for details.
5. Do not pass through water covering the road unless the water is less than 1 inch deep.
6. Please drive slowly on roads with drops or dips.
7. Do not make sudden turns while drive on gravel roads or ramps.

 **Warning!**

Do not set the scooter in freewheel mode when driving on an incline or decline.

***Maximum User Weight Limit***

Refer to "MAXIMUM LOAD WEIGHT" in Section 9 "SPECIFICATIONS" for details. Overloading your scooter will lead to damage to, or malfunction of, your scooter. This could cause the scooter to become a safety hazard. The warranty does not cover damage from overloading.

**LABELING OF YOUR SCOOTER**

Please read all the labeling on the scooter before driving it. For your future reference, do not remove them.

### 3. EMI

This portion of the manual will provide the user with basic information about the problems with EMI (electromagnetic interference), protective measures can be used to either lessen the possibility of exposure or to minimize the degree of exposure; this section also shows some conditions that unexpected or erratic movements may cause.

**◆ Caution**

It is very important that you read this information regarding the possible effects of electromagnetic interference on your electric ActiveCare scooter.

#### **ELECTROMAGNETIC INTERFERENCE (EMI) FROM RADIO WAVE SOURCES**

Powered scooters may be susceptible to electromagnetic interference (EMI), which is interfering electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones. The interference (from radio wave sources) can cause the powered scooter to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the powered scooter's control system. The intensity of the interfering EM energy can be measured in volts per meter (V/m). Each powered scooter can resist EMI up to a certain intensity level. The higher the immunity level the greater the protection. At this time, current technology is capable of achieving at least a 20 V/m immunity level, which would provide useful protection from the more common sources of radiated EMI. This powered scooter model as shipped, with no further modification, has an immunity level of 20 V/m without any accessories.

There are a number of sources of relatively intense electromagnetic fields in the everyday environment. Some of these sources are obvious and easy to avoid. Others are not apparent and exposure is unavoidable. However, we believe that by following the warning listed below, your risk to EMI will be minimized.

The sources of radiated EMI can be broadly classified into three types:

1. Hand-held portable transceivers (transmitter-receivers with the antenna mounted directly on the transmitting unit). Examples include: citizens band (CB) or hand held radios, (security, fire, and police transceivers), cellular telephones and other personal communication devices.

*NOTE: Some cellular telephones transmit a signal while they are ON but not being used.*

2. Medium-range mobile transceivers, such as those used in police cars, fire trucks, ambulances and taxis usually have the antenna mounted on the outside of the scooter.
3. Long-range transmitters and transceivers, such as commercial broadcast transmitters (radio and TV broadcast antenna towers) and amateur (HAM) radios.

*NOTE: Other types of hand-held devices, such as cordless phones, laptop computers, AM/FM radios, TV sets, CD player, and cassette players, and small appliances, such as electric shavers and hair dryers, are not likely to cause EMI problems to your powered scooter.*

## **POWERED SCOOTER ELECTROMAGNETIC INTERFERENCE (EMI)**

EM energy rapidly becomes more intense as one moves closer to a transmitting antenna (source). The EM fields from hand-held radio wave sources (transceivers) are of special concern. It is possible to unintentionally bring high levels of EM energy very close to the powered scooter's control system while using these devices; this can affect your scooters movement and braking. Therefore, the warnings listed below are recommended to prevent possible interference with the control system of a powered scooter.

### **⊘ Warning!**

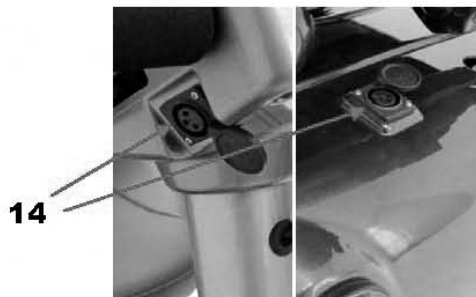
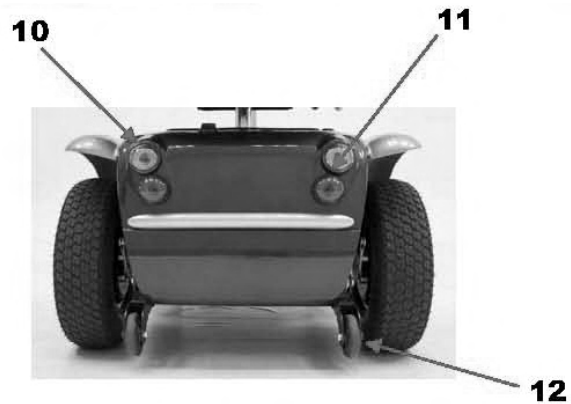
Electromagnetic interference (EMI) from sources such as radio and TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones can affect motorized scooters. Following the warnings listed below should reduce the chance of unintended brake release or powered scooter movement which could result in serious injuries.

1. Do not operate hand-held transceivers-receivers, such as citizens band (CB) radios, or turn ON personal communication devices, such as cellular phones, while the powered scooter is turned ON.
2. Be aware of nearby transmitters, such as radio or TV stations, and try to avoid getting close to them.
3. If unintended movement or brake release occurs, turn the powered scooter OFF as soon as it is safe.
4. Be aware that adding accessories or components, or modifying the powered scooter, may make it more susceptible to EMI.
5. Report all incidents of unintended movement or brake release to the scooter manufacturer, and note whether there were sources of EMI nearby.

## 4. Parts

### OSPREY 4410

1. Rear Mirror
2. Tiller Adjust Device
3. Front Headlight
4. Signal Light
5. Front Bumper
6. Hand Brake
7. Seat
8. Swivel Seat Lever and Seat Release Lever
9. Seat Runner Lever
10. Signal Light
11. Taillight & Hazard Light
12. Anti-tip Wheels
13. Freewheel Mode Lever
14. Charger Socket

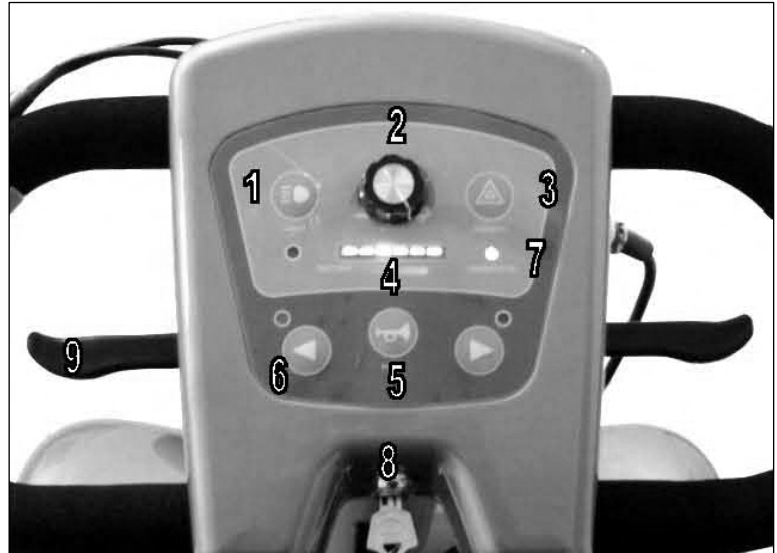




## 5. OPERATION

### OPERATION PANEL

1. Headlight/Rear Light Button
2. Speed Dial
3. Hazard Light Button
4. Battery Indicator
5. Horn Button
6. Signal Light Button
7. Diagnostic Light
8. Power Switch
9. Speed Control Lever



### POWER SWITCH

Turn the key switch to power ON or OFF

[ON] Power is turned on

[OFF] Power is turned off

### SPEED DIAL

The driving speed of the scooter can be set via the speed control knob located on the control panel. When the knob is turned to a position, the scooter will drive only at the speed indicated by the knob. The scooter will travel faster the farther the knob is turned clockwise. To reduce the scooter's travel speed, turn the knob back counter-clockwise.

### FORWARD, REVERSE AND BRAKING

- Pull the speed control lever on the **right hand** side toward you and the scooter will move forward.
- Pull the speed control lever on the **left hand** side toward you and the scooter will move backward.
- The horn will beep when the scooter is in reverse.
- Release the speed control lever freely while in either forward or reverse direction, the electromagnetic brake in the motor will activate, the scooter stops.
- The scooter also has a hand brake. Pull the hand brake lever toward you and the scooter will stop immediately.

## **SIGNAL LIGHT SWITCH**

The light will flash and the buzzer will make a beeping sound when you press the left or right signal lamp button.



Left signal light button



Right signal light button

Pressing the button again will turn the signal light off.

## **HORN BUTTON**

The warning horn will be activated when you push the button, release the button and the horn will stop.

## **SEAT**

The seat has 4 height adjustments. The seat also has 4 angle positions to change when you get on or off the scooter.



### **Caution**

Be sure the seat is in the forward position and locked before driving.

## **BATTERY GAUGE**

When the power switch is turned on, the battery indicator will light up with red squares to indicate the power remaining in the battery.

The green light indicates a full charge from the battery. The red area indicates it is time to recharge.

The remaining power indicated by the battery gauge will vary based on the actual driving time and how you drive. Repeated starting, stopping or climbing will consume the power more quickly.

### **❗ Suggestion**

1. It is recommended that you charge the battery immediately when the battery gauge is in the red area.
2. After charging or replacing a new battery, drive the scooter for 2-3 minutes to make sure the battery capacity is enough.
3. In the wintertime, the battery may respond more slowly and the distance you can travel may also be shortened.
4. When driving on an incline, the battery gauge light might move from green to red, this is a normal phenomenon, please do not worry.
5. Even if the battery is used properly, it is natural that the battery capability will decay as time passes. This results in a shortening of travel distance compared to a brand new battery. Therefore, when you find the travel distance is about only 50% of a brand new battery's traveling distance, it is time for a replacement battery. Please go to your dealer and ask a new battery. If you continue to use the old battery when its capacity has decreased, it could lead to a decrease in travel distance.
6. Travel distances will be shortened when driving frequently on an incline or slope, as this leads to a larger consumption of the power.

## **FREEWHEEL MODE**

Push the freewheel mode lever on the scooter forward and the scooter can be pushed by hand.

### ***Drive On Mode (Fig. 5.1)***

Push lever down completely so the scooter can be driven by motor power.

### ***Drive Off Mode (Fig. 5.2)***

Pull lever up completely so the scooter can be moved manually.



Figure 5.1



Figure 5.2

**⊘ Warning!**

When going down an incline, NEVER set to the freewheel mode. The electromagnetic brake will not function in freewheel mode.

## TILLER ADJUSTMENT

The tiller can be adjusted by the following steps.

1. Push down the tiller adjustment lever to adjust the tiller angle (Figure 5.3).
2. Move tiller to desired angle (Figure 5.4).
3. If you want to lift the tiller, just push down the tiller adjustment device and the tiller will lift automatically by releasing the air spring.



Fig. 5.3



Fig. 5.4

## DRIVING YOUR SCOOTER

1. Make sure the seat is installed properly.
2. Make sure the tiller has been secured properly.
3. Turn the key switch to "ON".
4. Check battery gauge to see whether there is enough power for your trips. If you have doubts about the remaining power, please charge the battery before departure.
5. Set to the proper speed by the speed dial.
6. Be sure the throttle lever is functioning properly.
7. Make sure the electro-magnetic brake is working properly.
8. Make sure it is safe before driving on the street.

**◆ Caution**

1. Do not push both Right & Left side speed control levers. This may lead to the loss of control to your scooter.
2. Do not turn the power switch to OFF while driving, as this will lead to an emergency stop and possible injury.
3. Do not set to higher speeds while driving indoors.
4. Do not adjust the speed dial while driving, the sudden change to a higher speed may endanger you and cause your scooter to malfunction.
5. Do not place magnetic devices near the area of the operation handle as this could affect the safe operation of your scooter.
6. Be careful while driving in heavy traffic or crowded areas.
7. While reversing the scooter, be aware of people or objects behind you.

## **STOPPING**

1. Release the throttle lever completely, and the scooter will naturally brake and stop.
2. Turn the key switch to [OFF]. Then pull out the key (only after stopping).

**◆ Caution**

The stopping distance will vary with your forward/reverse speed. Please begin braking as early as possible.

While parking your scooter, be sure to park on a flat ground and then turn the power to "OFF".

## **EMERGENCY STOPPING**

Hold the hand brake lever tightly to operate the front drum brake, and the scooter will stop immediately.

## 6. BATTERY & CHARGER

### CHARGING THE BATTERY

Be sure to follow the procedures below accordingly.

1. Turn the scooter key switch to "OFF".
2. Open the charging socket cap on the scooter's cover then connect the charger's plug to the charging socket.
3. Plug the power cable into your power outlet.
4. Turn on the switch to the charger.
5. The charger's LED light will be orange at the beginning of a charge. The charging duration is at least 6-8 hours (but this will vary), based on the status of the battery and temperature.
6. The orange LED will turn to green when the charging is complete.
7. Disconnect the cord and remove the round plug from the charge socket.

#### **ⓘ Suggestion**

1. Do not disconnect the charger cord if the charging is not complete. The battery life will be shortened if the battery is repeatedly used without being fully charged. Therefore, be sure to charge the battery fully every time.
2. Continue to charge until the green LED light is on. NEVER stop charging before it is complete.
3. While finishing charging, the electric power will still slowly discharge if the cord is not disconnected.
4. Your scooter should be charged at least every month to keep the battery at full status, even when not being used.
5. Charging time will be affected by the ambient temperature so it takes longer in the wintertime.

#### **⚠ Caution**

1. Please use the ActiveCare scooter's charger only and charge the battery completely every time. The battery might be damaged if you use a charger which is not compatible.
2. Never disassemble or modify the charger.
3. Do not charge in a space that is directly exposed to the sunlight. Do not charge in a space that is humid or subject to rainfall and morning dew.
4. Do not cover the scooter with any waterproof cloth or other objects while charging.
5. Do not charge in temperatures lower than 14°F or higher than 122°F, the charger may not work properly and the battery may be damaged.

**⊘ Warning!**

1. Keep away from flammable objects while charging, as it may lead to fire or explosion of the batteries.
2. As the battery may produce hydrogen, do not smoke while charging. Always charge your battery in a well-ventilated space.
3. Never connect or disconnect the plug or cord with wet hands while charging. Do not connect or disconnect the plug or cord when they are wet, this may lead to an electric shock.

## **CHARGER**

The charger's red LED will be ON during charging. The yellow LED will change to green when the charging is complete.

## **BATTERY**

- ◆ Do not expose the battery to temperatures lower than 14°F or higher than 122°F when charging or storing the scooter. Exceeding the specified temperature ranges can lead to freezing or overheating of the battery. This will possibly damage the batteries and shorten their lifetime.
- ◆ The battery used on your scooter is sealed lead acid battery which is maintenance-free, so it is not needed to change the battery liquid or refill the liquid.

**⊘ Warning!**

Do not open the battery seal cap at any time.

## **CLEANING THE BATTERY**

If the battery is contaminated by dirty water, battery acid or dust, the battery will discharge more quickly. Therefore, please follow these steps to clean the battery.

1. Turn the scooter power switch to OFF.
2. Remove the seat.
3. Remove the shroud and unplug the terminal to the taillight and signal lights.
4. Use a clean cloth to wipe off the soiled area.
5. Take out the battery.
6. Clean the battery with a clean cloth. If the terminal is covered by white powder, please clean it by using warm water.

**ⓘ Suggestion**

If necessary, ask for help from your ActiveCare Scooter dealer for cleansing and replacing of the battery.

**ⓘ Suggestion**

1. Make sure the terminal is installed properly and put the cover back on.
2. Do not use the battery to charge other equipment.
3. Battery capability will vary with outside conditions; the driving distances will be shorter in the winter. If the scooter is not used for a long time, please charge the battery at least every three months.
4. Please replace both batteries at the same time. Do not replace only one battery or use a different brand battery for your scooter.



## 7. INSPECTION & MAINTENANCE

### DAILY INSPECTION

Check the following items before driving. If you find anything abnormal, go to or call your scooter dealer for further inspection before using it.

Item	What to Look For
Handle Bar	Is it tight? Can it be turned left or right smoothly?
Speed Dial	Can it be adjusted freely and function well?
Throttle Lever	Does the scooter move when the lever is engaged? Does the scooter stop when the lever released completely?
Motor	Is there any abnormal noise from the motor? Does the electromagnetic brake work properly?
Freewheel Mode Lever	Does the free wheel mode lever work properly?
Battery Gauge	Does the light come on when switched "ON"? Is the remaining power enough for your trip?
Horn Button	Does the horn work?
Turn signal	Does the turn signal work?
Taillight	Does the taillight work properly?
Seat	Is the seat on properly? Can the seat be turned smoothly?
Rearview Mirror	Is it tight?
Tires	Are there any cracks or other damage to the tires? Check the tread on the tires.
Other	Is there any abnormal noise?

#### **Caution**

Go to your dealer for inspection and maintenance if you find anything wrong.

### REGULAR MAINTENANCE RECORD

To make sure your scooter is in good condition, go to your dealer regularly for maintenance and record it accordingly every six months after purchasing (fee required).

**❗ Suggestion**

Even if you don't use the scooter for a long time, the scooter should still be maintained regularly.

**I – Inspection**  
**T – Tightening**

**A - Adjustment**  
**C - Cleanse**

**Δ - Repair**  
**L - Add Oil**

**x - Replacement**

Item/Period		1 mo.	6 mo.	12 mo.	18 mo.	24 mo.	30 mo.
Control Panel	Forward/Reverse of speed lever						
	The function of switches						
	Connection of socket/plug is good						
Motor	Operation and noise						
	Function of electromagnetic brakes						
	Connection of socket/plug is good						
Transaxle	Any oil leakage from Transaxle						
Battery	Looseness or corrosion on terminals						
	Connection of socket/plug is good						
	Any broken on electrical cord						
Charger	Charging function and LED light						
	Any broken on socket/plug/cord						
Seat	High adjustment bolt damaged						
	Seat post looseness						
Tiller	Right/left turn of tiller						
	Adjustment of tiller angle						
Tire	Crack or damage of tire surface						
	Tread depth enough or not						
	Abnormal wearing						
Rim	Tightness of bolts and nuts						
	Wear or deformation around tires						
Shock Absorber	Tightness of bolts and nuts						
	Damage to shock absorbers						
Inspector	Check by						
	Checking date						

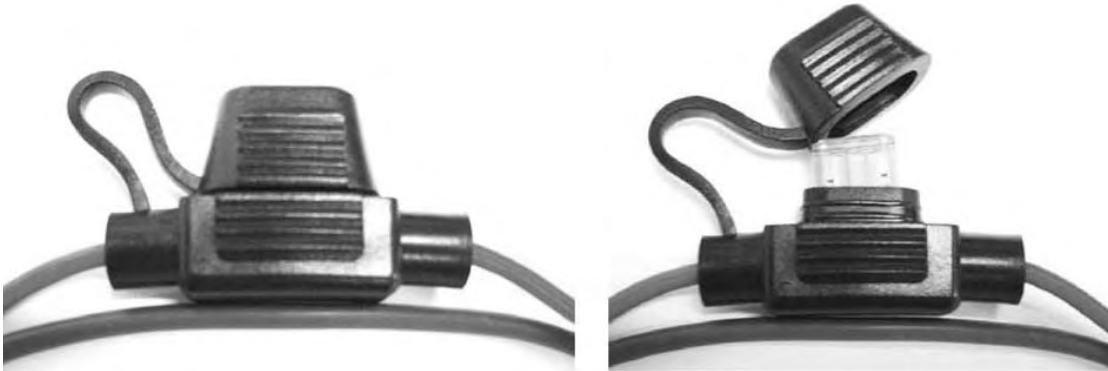
## **BATTERY, FUSES, CIRCUIT BREAKER AND TIRES**

### ***Battery***

Refer to Section 6 "CHARGING AND BATTERY".

### ***Fuse***

There are three fuses on your scooter. Two are located on the battery. The other is near the main wire of the controller. If the power is switch ON and the battery indicator does not light up, check the fuse (as indicated below).



### **❗ Suggestion**

Ask for help from your dealer for inspecting or replacing the fuses, (since battery pack has to be disassembled first for replacement of fuses).

### ***Circuit Breaker***

There is one button for the circuit breaker located on the rear shroud, if the power switch does not come ON and the battery indicator does not light up, please try to push this button, it is possible an electric current overload of the scooter.

### ***Tires***

The condition of the tires depends on how you drive and use your scooter. Please check the tread depth regularly. Replace the tires when the tread depth is less than 0.5 mm. Regularly inspect your scooter's tires for signs of wear.

### **⚠ Caution**

When tread depth is below 0.5mm, it can easily lead to slippage, making braking distances longer. Therefore, replace the tires as early as possible.

## MAINTENANCE

1. You must maintain the scooter frequently if you drive on grass, sand, or gravel roads.
2. Do not use water, gasoline or other chemical solutions to clean your scooter. Be sure NOT to spray the scooter with water to prevent damaging the electronic components and printed circuit board. Please clean the scooter by wiping it with either a dry or moist cloth. Do not use wax.
3. Please take the scooter to authorized dealers for repairs and adjustments. Improper adjustments could lead to accidents and scooter malfunction.
4. Please use soft and dry clothes to keep your scooter tidy. Please use moderate or mild detergent to clean the scooter.

### ◆ Caution

When conducting maintenance of your scooter, please turn the key switch "OFF" and remove the charger cord.

## LUBRICATION

At six-month intervals, you should lubricate the following parts with a light oil or similar lubricant:

- Seat pivot post
- Seat release lever pinion
- Wheel bearings
- Axle of scooter

### ◆ Caution

Do not use **WD40** to lubricate parts. Do not lubricate transaxle/gear box. In the event of any difficulties, please consult your provider.

### ◆ Caution

When conducting maintenance on your scooter, please turn the power switch OFF and remove the charger cord.

## STORAGE

When storing your scooter:

- Make sure the seat is set in the "Forward" position
- Make sure the key switch is turned to "OFF"

## 8. TROUBLESHOOTING

This table is only a guide to aid you in getting your scooter operating, should you have any problems. If you are unable to get your scooter operating, please contact your Authorized Service Center.

**Table 1: Basic Troubleshooting**

Symptom	Possible Cause	Solution
Scooter does not move	1. Key switch is not "ON"	1. Turn key switch to "ON"
	2. Main circuit breaker tripped	2. Reset circuit breaker in trunk area
	3. Brake release lever in 'Freewheel Mode'	3. Place lever to 'Drive Mode'
	4. Charger connected to outlet	4. Disconnect charger
	5. Battery power low	5. Recharge battery
	6. Scooter shuts down to conserve battery	6. Cycle key switch "OFF", then "ON"
	7. Controller error	7. Check diagnostic light for Flash Code (See Table 2 to get solution)
Scooter feels wobbly when driven	1. Tire pressure low	1. Inflate tires
	2. Seat is loose	2. Check seat for loose hardware or damage. Ensure seat in locked position
	3. Bearing in tiller worn	3. Replace bearings
Range less than expected	1. Charging too infrequently	1. Charge scooter more often
	2. Defective or worn out battery	2. Load test batteries. If necessary replace.
	3. Cold weather reduces battery life	3. Allow batteries to reach room temperature and then fully recharge
	4. Defective charger	4. Contact your Authorized Service Center
Erratic behavior when engager is operated	1. Faulty engager	1. Contact your Authorized Service Center
Brake squeals	1. Dirt in brake pad	1. Blow dirt out with air pressure hose

Brake release lever sticks	1. Rust and corrosion	1. Spray ball detent area with lubrication oil.
Stiffness in steering	1. Possible grime build-up	1. Lubrication rod end joints

The diagnostic flash codes for your scooter are designed to help you perform basic troubleshooting quickly and easily. A diagnostic flash code flashes from the diagnostic light in the event one of the conditions listed below develops.

**Table 2: Scooter Controller Internal Diagnostics**

Flash code	Possible Cause	Solution
1	The battery needs charging	The battery voltage has dropped below 23.3 volts in neutral. Recharge batteries.
2	Battery voltage is too low	The battery has dropped past 16.5 volts and is not sufficient to allow safe driving. Check the battery condition and the connections.
3	Battery voltage too high	The battery has exceeded 32 volts. Check the battery condition and the connections.
4	Current limit time out	The motor current has reached too high a value. Check the condition of the motor and loom. Contact your Service Agent.
5	Park brake fault	Check park brake conditions.
6	Speed control out of neutral	Return speed pod to neutral and rest system. Readjust the speed lever to neutral if necessary. Contact your Service Agent.
7	Speed control fault	Check speed pod wiring for open or short circuits. Check speed pot set-up. Contact your Service Agent.
8	Motor fault	Contact your Service Agent.
9	Internal (controller) fault	Contact your Service Agent.

## 9. SPECIFICATIONS

<b>Max. Weight Cap.</b>	500lbs/225kg
<b>Travel Speed/Range</b>	
Speed	9 mph/15 kph
Estimated Range	38 miles/60 km
<b>Maximum Grade/Incline</b>	12°
<b>Turning Radius</b>	73"/1854mm
<b>Ground Clearance</b>	7"/178mm
<b>Overall Dimensions</b>	
Length	54"/1372mm
Width	29"/737mm
Height	50"/1270mm
<b>Seat Dimensions</b>	
Width	20"/508mm
Depth	20"/508mm
Back	29"/737mm
Armrest to Seat	7"/178mm
<b>Power</b>	
Motor	24Vx950Wx3700rpm
Controller	Dynamic 160 A
Batteries	Two DC12V x 75AH
Battery Charger	5 Amp, Offboard
<b>Brakes</b>	Electromagnetic
<b>Freewheel Mode</b>	Yes
<b>Tires (Pneumatic)</b>	13"x5"/330mmx130mm
<b>Suspension</b>	Front & Rear
<b>Weights</b>	
Total w/Battery	300lbs/136kg
Total w/o Battery	235lbs/106kg

*Maximum driving distance is based on the conditions of ambient temperature 77°F, a 165 lb driver and a brand-new, fully charged battery at a constant driving speed of 3.7 mph with 70% of battery power being discharged.*

ActiveCare reserves the right to modify the specifications if necessary. The final specifications are subject to the individual scooter your purchase from your dealer.

## 10. LIMITED WARRANTY

This warranty is extended only to the original purchaser/user of our products. This warranty gives you specific legal rights and you may also have other legal rights which vary from state to state.

ActiveCare warrants this product to be free from defects in materials and workmanship, for the following periods:

<u>Three Years</u>	<u>12 Months</u>	<u>6 Months</u>
<ul style="list-style-type: none"><li>▪ Main frame</li><li>▪ Fork</li><li>▪ Seat post</li><li>▪ Tiller frame</li></ul>	<ul style="list-style-type: none"><li>▪ Electronic controllers</li><li>▪ Transaxle</li><li>▪ Motor &amp; Brake (electronic function only)</li><li>▪ Charger</li><li>▪ Any other electrical subassembly</li></ul>	<ul style="list-style-type: none"><li>▪ Batteries</li></ul>

If within such warranty periods any such part shall be proven to be defective, such part shall be replaced. This warranty does not include any labor or shipping charges incurred in the installation of any such replacement part. ActiveCare's sole obligation, and your exclusive remedy under this warranty, shall be limited to such replacement.

For warranty service, please contact the dealer from whom you purchased your ActiveCare product. In the event you do not receive satisfactory warranty service, please write directly to ActiveCare at this address:

ActiveCare Medical  
2 Harbison Way  
Columbia, SC 29212

Provide dealer's name, address, and date of purchase, indicate nature of the defect and, if the product is serial numbered, indicate the serial number. Do not return products to ActiveCare without our prior consent.

LIMITATIONS AND EXCLUSIONS: THE FOREGOING WARRANTY SHALL NOT APPLY TO SERIAL NUMBERED PRODUCTS IF THE SERIAL NUMBER HAS BEEN REMOVED OR DEFACED, IF THE PRODUCTS HAVE BEEN SUBJECT TO ACCIDENT, MISUSE, ABUSE, NEGLIGENCE, MISHANDLING, MISAPPLICATION, COMMERCIAL USE, ACTS OF GOD, ALTERATIONS OR MODIFICATIONS NOT AUTHORIZED BY ACTIVECARE, INCLUDING BUT NOT LIMITED TO, MODIFICATION THROUGH THE USE OF UNAUTHORIZED PARTS OR ATTACHMENTS; PRODUCTS DAMAGED BY REASON OF



REPAIRS MADE TO ANY COMPONENT WITHOUT THE SPECIFIC CONSENT OF ACTIVECARE, OR TO A PRODUCT DAMAGED BY CIRCUMSTANCES BEYOND ACTIVECARE'S CONTROL, SUCH EVALUATION WILL BE SOLELY DETERMINED BY ACTIVECARE. THE WARRANTY SHALL NOT APPLY TO PROBLEMS ARISING FROM NORMAL WEAR OR FAILURE TO ADHERE TO THESE INSTRUCTIONS. A CHANGE IN OPERATING NOISE, PARTICULARLY RELATIVE TO MOTORS AND GEARBOXES DOES NOT CONSTITUTE A FAILURE. ALL SUCH DEVICES WILL EXHIBIT A CHANGE IN OPERATING NOISE DUE TO AGING.

THE FOREGOING EXPRESS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES WHATSOEVER, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND THE SOLE REMEDY FOR VIOLATIONS OF ANY WARRANTY WHATSOEVER, SHALL BE LIMITED TO REPLACEMENT OF THE DEFECTIVE PRODUCT PURSUANT TO THE TERMS CONTAINED HEREIN, THE APPLICATION OF ANY IMPLIED WARRANTY WHATSOEVER SHALL NOT EXTEND BEYOND THE DURATION OF THE EXPRESS WARRANTY PROVIDED HEREIN. ACTIVECARE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER.

THIS WARRANTY SHALL BE EXTENDED TO COMPLY WITH STATE/PROVINCIAL LAWS AND REQUIREMENTS.

## WARRANTY REGISTRATION

### Don't Forget to Complete Your Warranty Form!

Be sure to fill out the form below. After completing the form, please mail it to:

ActiveCare Medical  
2 Harbison Way  
Columbia, SC 29212

*Please type or print*

VIN _____	Date Purchased _____
Owner Name _____	
Address _____	
City _____	State _____ ZIP _____
Signature _____	Telephone _____
Dealer Name _____	Dealer Phone _____
E-mail Address _____	
Comments _____	
_____	