



# Mobility Scooter

INSTRUCTION MANUAL



Please read the instruction manual carefully and completely, and save it for future reference.

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## 1. Introduction

Thank you for choosing Vocic mobility scooter. This model is a standard 4-wheel mobility scooter that has everything you need for convenience and comfort. Whether it's for your own use or as a gift, this is the perfect product for you.

Read and follow all instructions, warnings, and notes in this manual before attempting to operate your mobility scooter for the first time.

Your safety to operate this product depends upon whether you completely follow the instructions, cautions and warnings in this manual. Our corporation is not liable for any damages and/or injuries resulting from individual unsafe operation or failure to follow the instructions, cautions and warnings in this manual.

These symbols below in this manual are used to identify warnings, notices and operation instructions. All of them are very important to your safety. It is strongly recommended to read and understand them completely and carefully.

If you happen to have any question, please feel free to contact us via [support@vocic.com](mailto:support@vocic.com).



**WARNING!** Failure to heed the warnings in the manual may result in personal injuries.



**CAUTION!** Failure to heed the cautions in the manual may result in damages to the mobility scooter.

## 2.Specification and Structure

What's in the box

- 1. Battery
- 2. Seat
- 3. Main Body
- 4. Basket
- 5. Armrest
- 6. Headlight
- 7. Power adapter
- 8. User Manual and Tool Kit
- 9. Rearview mirror



fig.1

## 2.What' s in the box

### 1. TILLER CONSOLE (see fig.2)

- a. Horn Button
- b. Speed Adjustment Knob
- c. Battery Condition Indicator
- d. Control Lever
- e. Handlebar
- f. Headlight Switch
- g. USB Port

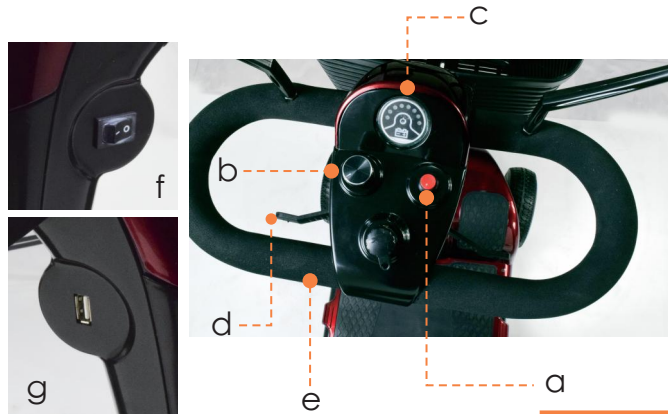
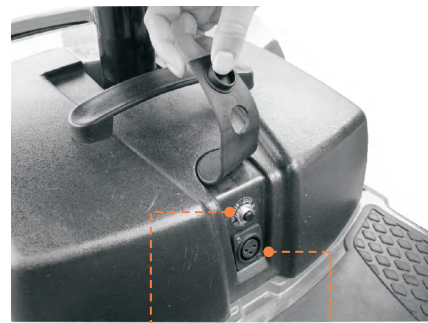


fig.2

### 2. CHARGING AND ELECTRIC CONTROL SYSTEM (see

- a. 3-Pin Charger Socket
- b. Load Protector



b

a

fig.3

### 3. SEAT UNIT (See fig. 4)

- a. Seat Cushion
- b. Backrest
- c. Armrest
- d. Seat Lock Lever



fig.4



## Specification

|                                   |                  |
|-----------------------------------|------------------|
| Overall size (L*W*H)              | 1020*500*840mm   |
| Seat height                       | 520mm            |
| Seat width                        | 430mm            |
| Seat depth                        | 350mm            |
| Armrest height                    | 210mm            |
| Backrest height                   | 330mm            |
| Scooter weight(with batteries)    | 42Kg             |
| Max. speed                        | 6km/h            |
| Braking distance on the flat      | ≤ 1500mm         |
| Min. turning radius               | 1200mm           |
| Load capacity                     | ≤ 120kg          |
| Travel Distance in Theory         | 15 km/9.32 Miles |
| Static stability                  | ≥ 9°             |
| Dynamic stability                 | ≥ 6°             |
| Climbing ability                  | 9°               |
| Motor                             | 24V/180W         |
| Battery                           | 12V/12AH*2       |
| Max. output current of controller | 45A              |
| Max. output current of charger    | 2A               |
| Front wheels                      | O.D. of 190mm    |
| Rear wheels                       | O.D. of 190mm    |

## 3. Assembly

For ease of transportation and to minimize potential damage to the scooter, the batteries, seat unit, and scooter body are individually packaged. Therefore, kindly assemble these components before using the scooter. And keep in mind, that firstly install the battery, and then assembly the seat. (Note: For the scooter test drive, please adjust to minimum speed to ensure your safety.)

### OPENING THE PACKING BOX

Unbox your new scooter, removing all protective liners, and proceed to extract the folded scooter from the packaging.

### BATTERY ASSEMBLY

Grab the battery and fill it in its compartment. Check the top of the battery is flush as possible with the scooter body. Please make sure the cap is parallel to the battery handle. Tighten the screw. As shown below.

### TILLER ANGLE ADJUSTMENT

1. Loosen the lock-nut (see fig.5)
2. Lift the tiller up to a proper angle for yourself
3. Tighten the lock-nuts to fix the tiller.



### SEAT SUPPORT ASSEMBLY

1. Insert the seat post into the seat tube located on the rear section(see fig.6)
2. Align the bolt hole.



### REARVIEW MIRRORS ASSEMBLY

Align the rearview mirrors at the screw holes and tighten it by turning in clockwise directions. You can adjust the angle of the rearview mirrors with a wrench according to your needs.

### HEADLIGHT ASSEMBLY

Firstly fix the front light on the head of tiller and tighten it with a cross screwdriver, then connect the power line.



### 3. Assembly



fig.5



fig.6

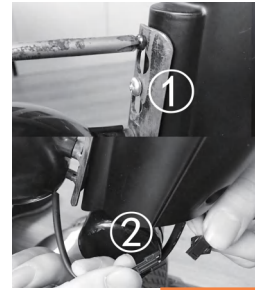


fig.A

**CAUTION!**



1. Check and clean the electrodes and remove any foreign bodies on them that may cause poor electrical contact.
2. Incorrect placement of the batteries may cause the scooter unusable.
3. Please firmly tighten the knob on the platen. Otherwise, there will be a

#### SEAT ASSEMBLY

1. Put the seat onto the seat support.(see fig.7)
2. Release the seat lock lever, and move the seat forward and then the seat will be automatically locked by the lever.
3. Insert left and right armrests respectively into the square tubes under the seatback, (see fig.10)

#### BASKET ASSEMBLY

1. Remove the 2 screws located on the front of tiller (see fig.8).
2. Mount the basket fixer onto the tiller.
3. Insert the basket into its fixer.

Note: the basket is a spare part. You could order it.



fig.7



fig.8

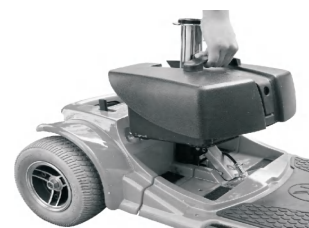


fig.9



## 4. Operation



**WARNING!** Remove the key from the key switch before adjustments. Never attempt to do adjustments while the scooter is in motion.

### SEAT HEIGHT ADJUSTMENT

The seat height could be adjusted by the hole distance.

Pull up the seat lock-lever located on the low right of the seat to unlock the seat.

Pull up the seat. ( fig.7 )

Buckle the ring on the seat-latch by your finger and pull it out. ( fig.5)

Slip the seat-post up and down to raise or lower the seat to the desired seat height.

Insert the seat-latch to fix the seat-post.

Assemble the seat again.

### SEAT ROTATION(fig.7)

The seat could be turned to direction of left, middle and right.

Pull up the seat lock lever to unlock the seat.

Rotate the seat to adjust its direction.

Release the seat lock lever, and it will



### ARMREST WIDTH ADJUSTMENT(fig.10)

The armrests could be moved inward or outward to adjust the width.

Find 2 armrest adjustment knobs on the armrest shelf under the seat(see fig.12), and loosen the knobs.

Move the armrests inward or outward to adjust the seat width.

Tighten the armrest adjustment knob again.

### TILLER ANGLE ADJUSTMENT(fig.5)

The tiller angle could be adjusted from the farthest to the footrest.

Loosen the lock nuts in the low end of the tiller.

Move the tiller forward or backward to a comfortable position.

Tighten the lock nuts.

## 4. Operation

### TILLER CONSOLE

The tiller console encompasses all the controls necessary for operating your scooter, including the key switch, speed adjustment knob, throttle control lever, and battery condition indicator. With these controls on the console, you can manage various movements of your scooter.

### POWER SWITCH (See fig.2)

Plug the key into the key switch

The light on the battery indicator illuminates.

The light is off when the key is plugged out.



**WARNING!** Do not use the key switch to stop your scooter unless an urgent event has happened.  
**WARNING!** When at condition of rest, power down your scooter to prevent unintended motion.

### THROTTLE CONTROL LEVER (see fig. 2)

This lever lets you control how fast your scooter moves forward or backward, up to the maximum speed set with the adjustment knob. Pulling the left side of the lever back disengages the brake, making the scooter go backward. Pulling the right side back makes the scooter go forward. The more you turn the lever, the faster the scooter goes.

When you release the lever completely, it goes back to the default position, which is the stop position. This engages the scooter's brake, gradually slowing it down until it comes to a



**WARNING!** If your scooter occurs an unexpected motion, please release the throttle control lever immediately. The scooter will automatically stop unless this lever is out of the order.

### SPEED ADJUSTMENT KNOB(see fig.2)

This knob allows you to preset and limit your scooter's top speed.

Maximum forward speed: 6km/h, maximum reverse speed: 3.5km/h



**CAUTION!**  
**CAUTION!** Before you are master of operating, please preset this speed adjustment knob to the lowest position.

### BATTERY CONDITION INDICATOR(see fig.2)

When your scooter is powered up, this indicator shows the remaining capacity of the batteries by 3 colors as red, yellow and green.

Green: batteries are fully charged.

Yellow: the electricity is running out, the batteries need to be charged.

Red: batteries have consumed, and it needs to be charged immediately.

## 4. Operation

### OFF-BOARD CHARGER (see fig.3)

Open the hasp on the battery box, you could charge your scooter with the off-board charger through a 3-pin charger socket inside the battery box. (see fig.3) Please refer to Battery and

### LOAD PROTECTOR (See fig.3)

The load protector serves as a safety feature. If there's an overload of 30kg, this protector will automatically trip to safeguard the motor and other electrical components. When the protector trips, it's crucial to power off your scooter immediately, ensuring it remains stationary for one minute. Afterward, you can resume operation by pressing the button on the protector. You can then power on again and continue driving as usual.

### MANUAL FREE WHEEL MODE LEVER

On the lower right side of the seat base, there's a lever for the free-wheel mode, as illustrated in Figure 11. If you prefer not to rely on the motor for movement, you can switch the scooter to freewheel mode. Push the manual freewheel mode lever forward to disengage the drive motor (manual mode). To reengage the drive motor and switch back to drive mode, pull the manual freewheel mode lever backward.



fig.11



**CAUTION!** 1. When your scooter is in freewheel mode, the brake system is disengaged. In this case, the control system will automatically cut off the function of moving forward or backward, and the horn will sound.  
2. Never sit on your scooter when it is in freewheel mode. Failure to do so may cause personal injury.  
3. Never put your scooter in freewheel mode on any incline. Failure to do so may cause personal injury.



**WARNING!** When your scooter is in drive mode, the manual freewheel mode lever must be in backward position, i.e. in drive mode, so as to guarantee the brake system to work normally.  
Failure to do so may cause personal injury or damage to the scooter.

### 3-PIN CHARGER SOCKET(see fig.3)

This socket is used to connect the charger. When the batteries are charged, this socket makes your scooter out of work.



## 5. Battery and Charging

This scooter is working with two 12V12AH durable and deep-cycle lead-acid batteries, which are sealed and maintenance free.



**WARNING!** Your scooter's batteries must be charged with the off-board battery charger supplied by us. Do not use any automotive-type battery charger.

### Charging Batteries with the Off-board Charger

The batteries could be charged on the scooter or separately.

1. Open the hasp of battery box.
2. Ensure the scooter is powered off.
3. Plug the output connector of the off-board charger into the 3-pin charger socket of the scooter.
4. Plug the input connector of the off-board charger into the wall outlet.
5. Unplug the charger after the batteries are fully charged.

Red light on indicates the batteries are being charged.

Green light on indicates the batteries are nearly fully charged, then the batteries still need to be charged for one or two hours.



**WARNING!** The area where batteries are put must be clean, dry, flat and non-conductive. Otherwise, a fire may be caused.

### NEW BATTERY' S USAGE

To break-in new batteries for maximum efficiency, please follow the notes here below:

1. Fully charge any new battery prior to its initial use. This brings the battery up to about 90% of its peak performance level;
2. Operate your scooter throughout your house and yard. Move slowly at first, and do not stay too far until you can skillfully drive your scooter and know how to control the driving distance according to the battery condition.
3. Give another full charge of 10 to 12 hours, then drive your scooter, and the batteries will now perform at over 90% of their peak performance level;
4. After 4 to 5 times of charging cycles, the batteries will top off at 100% charge and last for an extended period.

If the batteries of your scooter need to be replaced, please purchase the batteries of below specification:

|          |   |
|----------|---|
| type     | Deep-cycle lead acid batteries or gel-cell bat- |
| size     | teries  |
| voltage  | 180*75*170mm                                    |
| capacity | 12V   |



## 6. Care and Maintenance

In order to guarantee the safety and extend the service life, your scooter needs routine maintenance like other electric vehicles. Preventative maintenance is very important. Some routine inspections could be performed by yourself. Hope you could make a time list of maintenance according to the content of this section and use your scooter better.

### Moisture

Please avoid the humid environment under any circumstances. Directly contact water or humid environment may lead to the electrical or mechanical failure of your scooter. The water may result in corrosion of electronic components and rust of scooter frame.

Please handle as below if your scooter contacts water:

- Wipe the water as much as possible.
- Put your scooter in a dry place to get the water evaporated.
- Test all the operation before usage.
- Please contact your provider if there are any unusual situations.

### Temperature

- Please store the scooter in an environment of proper temperature (5°C-45°C)
- The batteries may freeze under extremely low temperature (-5°C). The temperature under which the batteries freeze depends on many elements, such as charging, usage, battery components (as sealed batteries and gel batteries).
- The scooter may decelerate if the temperature is higher than 45°C. The safety performance of controller could protect the motor and other electric components against damages.

### General Guidelines

- Avoid knocking or bumping all control parts.
  - Avoid prolonged exposure of your scooter to extreme conditions, such as over heat, cold or moisture.
  - Keep the tiller console clean.
  - Check all connectors to ensure them to be tight and secure properly, and without corrosion.
  - Batteries must sit flat within the battery box, and all battery terminals are facing forward the rear of the scooter.
  - The batteries remain half of capacity when the yellow lights of battery condition indicator illuminate. The scooter still could be operated while should be recharged.
  - The batteries have been run out when the red lights of battery condition indicator illuminate. The scooter must be charged immediately and shouldn't be used.
  - The scooter has the power saving facility, when you stop using it up to 20 minutes, the power shut off automatically. If need to drive again, please pull out the key and reinsert it to restart.
- The body shroud has been sprayed with a clear sealant coating. You can apply a light coat of a car wax to retain its high-gloss appearance.
- All wheel bearings are lubricated and sealed. They require no subsequent lubrication.



### CAUTION!

If your scooter needs to be stored for some time, it's suggested to put a board under the scooter to avoid the direct contact between the tires and floor.



## Storage

The scooter should be stored in dry environment, instead of extreme temperature(-5°C). The batteries should be dissembled if the scooter is expected to store for long. If not able to store in above environment, then the frame, connectors and electrical system may get rusted or damaged.

## Clean-keeping

- Do not wash your scooter with water or contact water directly.
- The shroud of the scooter is sprayed ABS plastic, which could be cleaned with wet cloth.
- Do not clean the seat with chemical agents, which may make the seat slippery or dry and cracked.

Please clean it with wet towel and neutral soap, then get it dry.

## Regular Inspection

You should perform a safety check before each use to make sure your scooter operates smoothly and safely. It's suggested that your scooters should be checked weekly, monthly and six monthly according to the items in table 2.

table 2.

| Inspection Items                                   | At any time | Weekly | Monthly | Six monthly |
|--|-------------|--------|---------|-------------|
| All parts  |             |        | ⊙       |             |
| Turning, Driving, Preset and Disassembly and so on |             | ⊙      |         |             |
| Brake System                                       | ⊙           |        |         |             |
| Connections  |             | ⊙      |         |             |
| Battery Condition                                  | ⊙           |        |         |             |
| Tire Condition                                     |             |        | ⊙       |             |
| Motors   |             |        |         | ⊙           |
| Devices  |             | ⊙      |         |             |
| Cleaning   | ⊙           |        |         |             |



## 7. Safety

It's suggested to perform the safety check prior to using your scooter:

- Check all electrical connections. Make sure they are tight and not corroded.
- Check all connections to the battery box. Make sure they are correct and secure.
- Check the brakes. See "VI CARE AND MAINTENACE".
- Check the battery charge. See "V.BATTERIES AND CHARGING".

Weight Capacity



**WARNING!** Exceeding the weight limit voids your warranty and may result in personal injury and damage to your scooter.



**WARNING!**

1. When climbing an incline, do not zigzag or drive at an angle up the face of the incline. Drive your scooter straight up the incline. This greatly reduces the possibility of a tip or a fall.

Always note not to exceed the max. slope.

2. Don't drive up or down a potentially hazardous incline(i.e., Areas covered with snow, ice, cut grass, or wet leaves).

The max. safe slope of an incline is of 9° for your scooter. If a slope is less than this angle, it's safe for your scooter to climb or drive down.



**WARNING!**

Any attempt to climb or drive down a slope of more than 9° may have your scooter unstable, resulting in personal injury and/or damage to your scooter.





## 7. Safety

THIS SCOOTER HAS TWO BRAKE SYSTEMS.

1. ELECTRIC BRAKING SYSTEM: DURING DRIVING, THE ELECTRIC SYSTEM COULD GRADUALLY SLOW AND STOP YOUR SCOOTER WHEN THE USER RELEASES THE CONTROL LEVER TO ITS INITIAL POSITION.
2. MOTOR BRAKING SYSTEM: WHEN THE ELECTRIC SYSTEM SLOW THE SCOOTER TO COMPLETELY STOP, THE DAMPER OF MOTOR BRAKING SYSTEM WILL BE AUTOMATICALLY CLOSED TO GET THE



**WARNING!** When the scooter is in power mode, the brake lever must be put backward and in power mode. Otherwise, may result in danger due to brake failure.

### OUTDOOR DRIVING SURFACES

Your scooter is built to ensure optimal stability in typical driving conditions, such as dry, level surfaces like concrete, blacktop, or asphalt. While your scooter can handle substantial soil routes, there are certain roads you should avoid:

- Any driving surface that feels uncertain or has soft pavement.
- Tall grass that could get tangled in the running gear.
- Loosely packed gravel and beach areas.

### FREE WHEEL MODE

Your scooter is equipped with a manual freewheel mode lever that allows the scooter to be manually pushed by your attendant. For more information, see IV “OPERATION”.



**WARNING!** Do not use your scooter in freewheel mode without an attendant present. Failure to do so may cause personal injury.

**WARNING!** Do not shift in your seat without your attendant help when your scooter is in freewheel mode. Otherwise may result in personal injury. Please ask your attendant for assistance if necessary.

**WARNING!** Do not place your scooter in freewheel mode while on an incline. The scooter

## 7. Safety

### Electromagnetic Interference

Radio waves from mobile phones, radio receivers or other transmitters such as radio and TV stations could affect your scooter's use if your scooter is in the range of their influence.

Your scooter may be out of order due to their influences.



WARNING! The electrical devices maybe influenced by the EM. If there are any abnormal motions of your scooter due to the EM interference, please turn off the control system immediately and contact your service agent.

### Inclement Weather Precautions



WARNING! Do not operate your scooter in ice or slippery conditions. Such use may adversely affect the performance and safety of your scooter, resulting in personal injury.



WARNING! Do not expose your scooter to any type of moisture at any time (rain, snow, mist, or wash). Such exposure can damage your scooter. Never operate your scooter if it has been exposed to moisture until it has dried thoroughly.

### Getting onto and off Your Scooter

To avoid an injury, please observe the following safety tips when getting onto and off your scooter.

Ensure that the power is turned off.

Ensure that your scooter is not in freewheel mode.

The seat armrests are flipped up or removed;

Keep you close to your scooter as near as possible.

Keep the front wheels in driving direction so as to help stability of your scooter.



WARNING! Position yourself as far back as possible in the scooter seat to prevent the scooter from tipping and causing injury.

WARNING! Avoid using your armrests for weight bearing purposes. Such use may cause your scooter from tipping and causing injury.

WARNING! Avoid putting all of your weight on the footplate.

Such use may cause your scooter to tip and cause your injury.

## 8. FAQ

Q: I installed everything, and inserted the key, why the scooter just doesn't turn on?

A: Firstly please check the battery. Make sure the cap is parallel to the battery handle. Tighten the screw. As shown below. Secondly, please check the switch lever on the right back of the scooter. Make sure the switch is turned to "D" for drive mode. "N" for manual mode.



Q: Is there a brake for the mobility scooter?

A: There is electromagnetic brake for the mobility scooter. When you loose the control lever, it will automatically stop.

Q: Do I have to charge the battery before use?

A: We recommend you charge it for 6-8 hours before first use. If you don't use it frequently, please charge the battery once a month.

Q: Is the battery removable or not?

A: The battery is removable. You can unscrew the star knob and take the battery out to charge it separately.

Q: Does the mobility scooter come with a USB port?

Q: What is the load of the mobility scooter?

A: It has a load of 265lbs. The width is adjustable. You can adjust the seat width according to your needs.

Q: Can I put it in the trunk of car?

A: Yes, you can disassembly the mobility scooter in 4 parts for easy transport.

Q: Can I drive the scooter to the elevator?

A: Yes, it fits most doorways and you can drive it to the elevator.



## 8. FAQ

Q: Is the seat height adjustable?

A: Yes, there are 3 options for you to choose. You can adjust the height according to your need.

Q: Is the armrest adjustable?

A: Yes, armrest is liftable and seat is 360° swivel for easy onboard and offboard.

Q: What is the mileage?

A: It can run for 15 miles on a full charge.

Q: Can I drive it on my court yard?

A: Yes, the mobility scooter is capable of handling all terrain. Grass, gravel, pavement, beaches and more.

Q: Is there a storage bag or something?

A: Yes, there is a front basket to store your belongs. You can drive it to grocery store or supermarkets for shopping.

A: Yes, it comes with a USB port on the tiller for your convenience.

Q: Does the mobility scooter have a led light?

A: Yes, it has a headlight and reflector on the back.

Q: Does it have a horn?

A: Yes, the scooter has a safety horn. And it will automatically sound as a reminder when reversing.



## 8. Warranty

Our corporation has passed the ISO9001 and ISO13485 certificate. The quality is guaranteed.

Warranty including:

1. Five years warranty on the front and the rear main frames from the date of purchase.
2. One-year warranty on the following parts from the date of purchase.

Electric Control system and the controller

Motor/gearbox assembly

Charger

3. Six-month limited warranty on batteries from the date of purchase.

Warranty service will be performed by your provider in cooperation with our after-service department.

Out of The Warranty:

ABS Shroud and rubber pads.

Tires

Upholstery and seat

Damage caused due to abuse misoperation, accident and negligence

Damage caused due to improper operation, maintenance and storage

Business or other non-normal use

### **CUSTOMER SERVICE**

If you happen to have any question, please feel free to contact us via [support@voci.com](mailto:support@voci.com).



# Your Home Rehabilitation Partner



## CERTIFICATE

Product name: Mobility Scooter

Item Model: W3431R

SN: J331610431R23001

Date of manufacture:

Inspector:

Product inspection:

Zhejiang Innuovo Rehabilitation Devices Co.,Ltd.



Instagram



Facebook



Youtube