

CareCo

# FRONTIER

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Scan me on your phone camera to watch our assembly video.



USER MANUAL

PRODUCT CODE: MS01010033.TIM

## **READ BEFORE USE:**

Before you begin using your scooter, please ensure you, and any persons that may assist you in its use, take the time to read, understand and follow the instructions given within this manual carefully. We recommend that you keep this user manual in a safe place for future reference.

If you have any questions about wheelchair use, maintenance, or safety, please contact CareCo:



CareCo (UK) Limited, 1 Turing Court,  
Great Notley, Braintree, CM77 7AT

Tel: 0333 015 5000  
[www.CareCo.co.uk](http://www.CareCo.co.uk)

Thank you for choosing CareCo.



This manual can be viewed in PDF format at the following URL: **[www.careco.co.uk](http://www.careco.co.uk)**

## INTRODUCING YOUR NEW CARECO MOBILITY SCOOTER

The CareCo Frontier has been designed to provide a comfortable and safe solution for users who have difficulty in walking for extended periods of time.

Due to CareCo's commitment to continuous product improvement, product information and designs are subject to change without notice.

No claims can be made based on the data or illustrations in this user manual.

The CareCo Frontier is a Class II Medical Device, limited to a maximum speed of 4MPH.

It is the responsibility of the user and/or attendant to determine if they are mentally and physically capable of using the mobility scooter safely. A risk assessment should be completed by a competent individual before operating the scooter.

## FIRST USE

Take the time to understand the scooter's stopping duration, turning radius, throttle sensitivity and manoeuvrability. We recommend practicing using the scooter in an open area until confident enough to operate in smaller and/or public areas.

Operate the scooter at a lower speed before gradually increasing to a higher speed.

If any additional assembly, disassembly and/or operation assistance is required, please contact CareCo.

Keep this user manual in a safe place for future reference.

## KEY DEFINITIONS

This user manual contains warnings and suggestions marked with the following symbols:

**WARNING!**

Highlights a potentially hazardous condition/situation for the user and/or product.

**SUGGESTION**

General suggestions and advice for operating the product.

## **CONTENTS**

<b>GETTING STARTED</b>	<b>6</b>
CARTON CONTENTS	6
PRODUCT COMPONENTS	7
SETTING UP YOUR MOBILITY SCOOTER	8
<b>HOW TO USE YOUR MOBILITY SCOOTER</b>	<b>12</b>
USER INSTRUCTIONS	12
HOW TO DISCONNECT & CONNECT THE FRONT AND REAR SECTIONS	16
TILLER CONTROLS	20
KEY SWITCH	20
BATTERY GAUGE	20
HORN BUTTON	20
HEADLIGHT BUTTON	20
SPEED DIAL	20
THROTTLE LEVER	21
CIRCUIT BREAKER	21
BASKET	22
MOBILITY SCOOTER MODES	23
EMERGENCY BRAKING	23
AUTOMATED POWER-SAVING	23
<b>BATTERIES &amp; CHARGING</b>	<b>24</b>
HOW TO CHARGE YOUR MOBILITY SCOOTER	24
CHARGING REGIME	24
BATTERY RANGE	25
CHARGING INFORMATION	25

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<b>DISASSEMBLING YOUR SCOOTER, TRANSPORTATION &amp; STORAGE</b>	<b>26</b>
DISASSEMBLY INSTRUCTIONS	26
TRANSPORTATION	29
STORAGE	29
<b>COMFORT ADJUSTMENTS</b>	<b>30</b>
SEAT HEIGHT ADJUSTMENT	30
TILLER ANGLE ADJUSTMENT	31
ARMREST WIDTH	32
<b>LOOKING AFTER YOUR MOBILITY SCOOTER</b>	<b>32</b>
CLEANING	32
MAINTENANCE	33
MAINTENANCE SCHEDULE	33
REPAIRS	33
<b>TROUBLESHOOTING</b>	<b>34</b>
<b>WARNINGS &amp; TECHNICAL INFORMATION</b>	<b>35</b>
SCOOTER SPECIFICATIONS	35
ELECTROMAGNETIC INTERFERENCE (EMI)	36
PRODUCT RE-ISSUING	37
RECYCLING & DISPOSAL	37
INTENDED USE	37
PRODUCT IDENTIFICATION	37
GENERAL WARNINGS	38
<b>EXPECTED LIFETIME</b>	<b>39</b>
<b>WARRANTY</b>	<b>40</b>
<b>NOTES</b>	<b>41</b>

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## GETTING STARTED

### Need help with assembly?

We've put together a step-by-step assembly guide to help you get your product set up safely and correctly. Just scan the QR code with your phone camera to play the video.



## CARTON CONTENTS

Item Number	Description	Quantity
1	CareCo Frontier	1
2	Basket	1
3	Charger	1
4	Instruction Manual	1
5	Armrest	2
6	Armrest Securing Bolt	2
7	Seat Post Pin	1
8	Seat Post Securing Bolt	1
9	Battery Securing Plate	1
10	Battery Securing Bolt	1
11	12AH Battery Pack	1
12	Seat Assembly	1

Contact CareCo immediately if any of the listed contents are missing.

We strongly recommend that you keep the box and internal packaging for the duration of your warranty period.

## PRODUCT COMPONENTS



1. Tiller control panel
2. Basket
3. Tiller adjustment knob
4. Front bumper / Carry handle
5. Removable armrest

6. Seat
7. Seat swivel lever
8. Battery pack
9. Front wheel
10. Rear wheel

## SETTING UP YOUR MOBILITY SCOOTER



1. Remove all scooter components from the outer packaging and place them onto a level surface.

2. Loosen Tiller Knob (A) by rotating it anticlockwise.



3. Lift the tiller until it is at a suitable and comfortable angle.



4. Tighten Tiller Knob (A) by rotating it clockwise.





5. Place the battery pack into the battery tray. Ensure the battery pack electrical contacts align with the rear section contacts.



6. Secure the battery to the scooter using the battery securing plate & bolt.



7. Insert the seat post into the base stem of the scooter.



8. Insert the seat post pin through the base stem and seat post.



9. Insert the seat post securing bolt into the front of the base stem and tighten.



10. Place the seat onto the seat post.



11. Insert the armrest into the lower seat bracket and secure with the armrest bolt. Repeat on the opposite side.



12. Mount the basket onto the tiller basket holder hooks.



13. Charge the scooter for 8-12 hours before first use.

*Visit "BATTERIES & CHARGING" for more information.*

## HOW TO USE YOUR MOBILITY SCOOTER

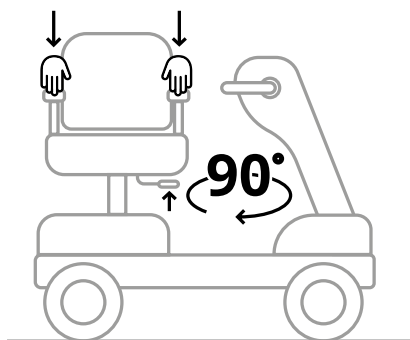
### USER INSTRUCTIONS

#### TRANSFERRING TO & FROM

There are two methods for users to get on or off of the mobility scooter safely.

Always ensure the scooter is switched [OFF] and in [DRIVE] mode before getting on/off the scooter.

#### METHOD 1



To transfer to the scooter, lift the seat swivel lever and rotate the seat 90 Degrees away from the tiller.

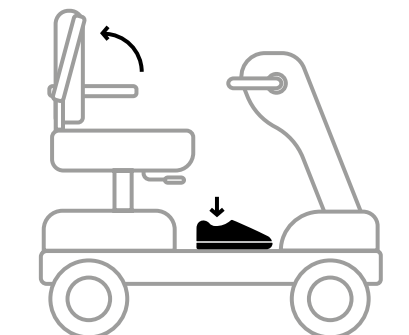
Support your body using the armrests, before lowering into the seat.

Lift the seat swivel lever and rotate your body towards the tiller.

Release the seat swivel lever to secure the seat position.

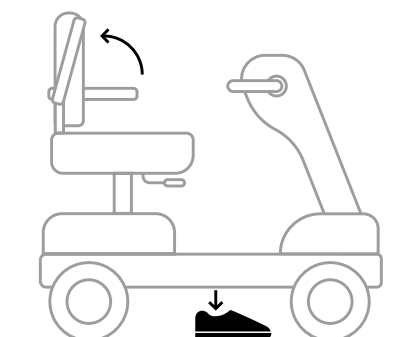
To transfer from the scooter, lift the seat swivel lever and rotate the seat 90 degrees away from the tiller.

Support your body using the armrests, place your feet on the ground before pushing upwards to lift out of the seat.

**METHOD 2**

To transfer to the scooter, lift the scooter armrest(s) upwards  
Support your body by placing one foot on the scooter footplate before lowering into the seat.

Lower the armrest into its resting position.



To transfer from the scooter, lift the scooter armrest(s) upwards

Support your body by placing one foot on the ground before pushing upwards to lift out of the seat.

Lower the armrest into its resting position.

**GRADIENTS****Ascending Gradients**

Tilt your upper body forward when travelling up gradients for increased stability.

**Descending Gradients**

Tilt your upper body back when travelling down gradients for increased stability.



The maximum safe slope of incline is 6°

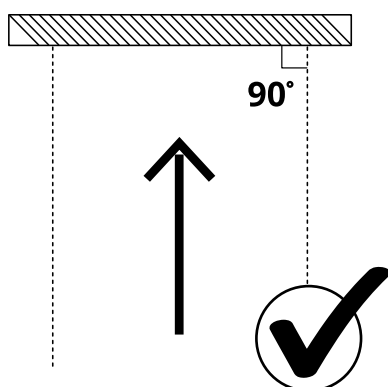
**SUGGESTION**

Use caution when approaching gradients and lower the speed if required.

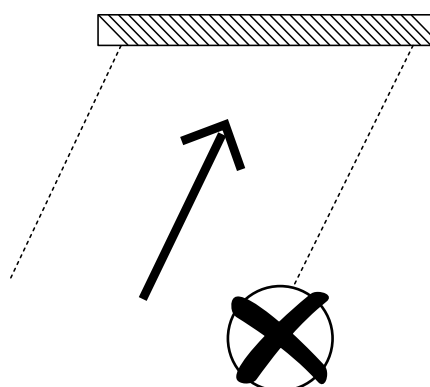
## THRESHOLDS & FIXED OBSTACLES

Approach thresholds vertically to avoid scooter misbalance.

### Correct Approach



### Incorrect Approach



#### SUGGESTION

Use caution when operating the scooter near kerbs, ledges, and doorway thresholds.

## STAIRS, ESCALATORS AND LIFTS

The mobility scooter is not designed to travel up/down stairs and escalators.

Use a lift whenever possible

## DOORS & GATES

Determine whether the door/gate opens towards or away from the user.

Reach for the handle and carefully accelerate forwards or backwards depending on the door/gate orientation.

## **CORNERING**

Approach corners at a speed that the user feels comfortable and in control of.

If at any point the user feels like the scooter may tip, reduce the scooter speed and steering angle.

## **BRAKING TYPES**

### **Regenerative Braking**

Slows the scooter when the throttle returns to the centre position / when the speed limiter is exceeded.

### **Parking Brake**

Activates after the scooter has come to a stop / when the product is in [DRIVE] mode and is powered [OFF]

## **BRAKING DISTANCE**

On flat surfaces, braking distance is approximately equal to the length of the scooter.

Braking distance may increase when travelling downhill.

## HOW TO DISCONNECT & CONNECT THE FRONT AND REAR SECTIONS

The CareCo Frontier scooter sections arrive attached, however the sections can be disconnected and connected if required.

The below instructions demonstrate how to disconnect and reconnect the sections.

### DISCONNECTING



1. Remove the seat from the scooter by lifting upwards.



2. Loosen the battery securing bolt and plate.



3. Remove the battery pack from the battery tray.



4. Loosen the lock nut and remove the battery connector.





5. Pull the yellow latch upwards to unlock the scooter front and rear sections.



6. Hold the seat post and footplate, then lift the sections away from each other.

## CONNECTING



1. Rest the rear section on its carry handle and place the front section adjacent to the rear section.



2. Lift the front section using the loop handle.



3. Locate the front section hooks onto the rear section pegs.



4. Hold the tiller handle and slowly lift the seat post upwards until vertical.



5. Lift the yellow latch onto the battery tray hook.



6. Insert the battery connector into the socket and tighten the locking.



7. Reinstall the battery.



8. Reinstall the seat.



**WARNING!**

Beware of finger traps/pinch points when connecting/disconnecting the scooter.

## TILLER CONTROLS



### KEY SWITCH

Insert/extract the key to activate or deactivate the scooter.

### BATTERY GAUGE

Displays the battery level status.

GREEN – The battery is fully charged.

YELLOW – The battery is at half capacity.

RED – The battery is low and should be charged soon.

### HORN BUTTON

Push to sound the horn.

### HEADLIGHT BUTTON

Push to activate or deactivate the front headlight.

### SPEED DIAL

Turn clockwise to increase the scooter's speed setting. (Towards the Hare icon)

Turn anti-clockwise to decrease the scooter's speed setting. (Towards the tortoise icon)

## **THROTTLE LEVER**

Using your right hand, press the throttle lever to move the scooter forwards.

Using your left hand, press the throttle lever to move the scooter backwards.

When the lever is released, it will return to the centre and the scooter brake will automatically engage.

**The throttle lever hand orientation can be switched to suit the users' needs if required. Contact CareCo for more information.**

## **CIRCUIT BREAKER**

The scooter battery is equipped with a circuit breaker to protect the motor and other components in case of a power overload. If the scooter overloads, the power will turn off.

To reactivate the scooter:

- Switch [OFF] the key
- Wait for 60 seconds
- Lift the front rubber cover on the battery pack to reveal the circuit breaker.
- Press and hold the breaker for up to 5 seconds.
- Switch [ON] the power.



## SWIVEL SEAT

The scooter seat can be rotated to aid the user in getting off of the scooter.

- Lift the lever and rotate the seat to the desired position.
- Lower the lever to secure the position.



## BASKET

### REMOVAL

Press the basket securing clip whilst lifting the basket handle to remove it from the scooter.

### ATTACHING

Press the basket securing clip and mount the basket onto the tiller basket holder hooks.



### SUGGESTION

If additional storage space is required, a backpack can be attached to the seat's backrest.



## MOBILITY SCOOTER MODES

### **Drive Mode** (Electronic Assisted Braking)

Pull the lever backwards to engage Drive Mode.

(The scooter will not be able to be pushed manually).

### **Freewheel Mode**

Push the lever forwards to engage Freewheel Mode.

(The scooter will be able to be pushed manually)



#### **WARNING!**

Do not change the scooter's mode whilst on an incline.



#### **SUGGESTION**

Switching [ON] the power whilst the scooter is in freewheel mode will activate the scooter's automatic warning function.

## EMERGENCY BRAKING

Switch [OFF] the power while moving to immediately stop the scooter.



#### **WARNING!**

Repeated use of the [ON/OFF] switch to stop the scooter may shorten the life of the scooter's components. This method is recommended for emergency situations only.

## AUTOMATED POWER-SAVING

The scooter's power will switch [OFF] automatically if no movement is detected for 20 minutes.

To reactivate the scooter, cycle the power.

## BATTERIES & CHARGING

The scooter battery can be charged on/off-board if required. To charge off board, simply remove the battery from the scooter by following the disassembly instructions found within this user manual before continuing with the below charging instructions.

### HOW TO CHARGE YOUR MOBILITY SCOOTER

Lift the front rubber cover on the battery pack to reveal the charging socket.

Connect the charger's 3-pin output to the socket on the battery pack.

Connect the outlet plug into a wall socket.

Switch [ON] the wall socket.

Charge for 8-12 hours.

When charging is completed, remove the charger from the battery pack and remove the plug from the wall outlet.



#### **WARNING!**

Ensure the scooter is switched [OFF] and in [DRIVE] mode before connecting the charger.

### CHARGING REGIME

Maintaining good charging habits for your mobility scooter will maximize battery life and range per charge.

Battery charging times range from 8-12 hours. This is dependent on scooter usage, ambient temperature, and operating habits etc.



**Daily Use:** If the scooter is used daily, charge the battery at the end of each day, and leave it on charge until the following morning.

**Weekly Use:** If the scooter is used once or twice a week, charge the battery for at least 8-12 hours once a week.

**Monthly Use:** If the scooter is stored for long periods of time, charge the battery once every two weeks to preserve the life of the battery.

## BATTERY RANGE

Estimated range is tested on flat road at average speed.

The maximum distance will vary depending on driving surface, operating habits, weather conditions, user weight etc.

## CHARGING INFORMATION

The battery charger is fitted with a smart LED indicator that indicates when the battery is charging and when charging is complete.

LED Indicator	Charging Status
Blue	Charging
Green	Fully Charged



### WARNING!

Do not use the supplied charger with any other electrical device.

Only charge the scooter with the supplied charger or an official replacement.

Do not leave the product on charge for over 24 hours.



### SUGGESTION

Charge the battery in a cool, dry place with plenty of ventilation.

## DISASSEMBLING YOUR SCOOTER, TRANSPORTATION & STORAGE

### DISASSEMBLY INSTRUCTIONS

The Frontier can be easily disassembled by the user for transportation and storage.

**Ensure the scooter is switched [OFF] and in [DRIVE] Mode whenever disassembling.**



1. Press the basket clip and lift the basket away from the scooter.



2. Remove the seat from the scooter by lifting upwards.



3. Loosen the battery securing bolt and plate.



4. Remove the battery pack from the battery tray.



5. Loosen the lock nut and remove the battery connector.



6. Pull the yellow latch upwards to unlock the scooter front and rear sections



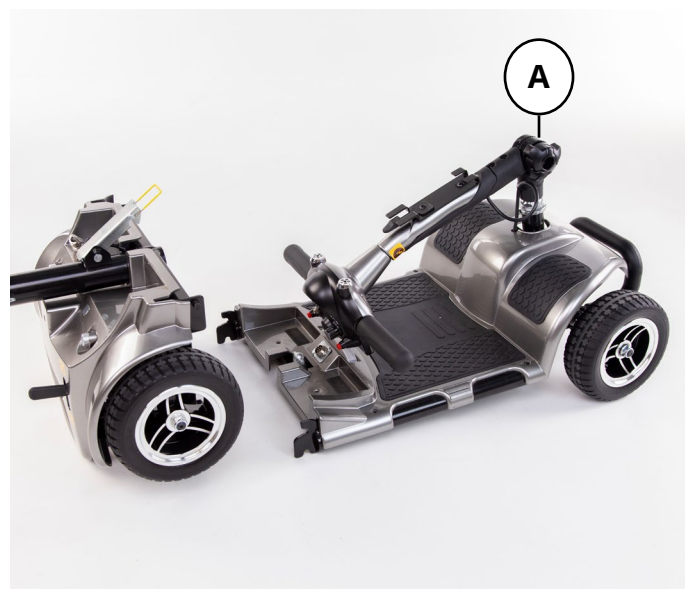
7. Hold the seat post and footplate, then lift the sections away from each other.



8. Loosen Tiller Knob (A) by rotating it anticlockwise.



9. Lower the tiller until it is parallel to the footplate.



10. Tighten Tiller Knob (A) by rotating it clockwise.



11. Store or transport the scooter to where desired.

## TRANSPORTATION

### LAND TRANSPORT

When transporting the scooter, securely stow the disassembled components in the boot of a vehicle. Ensure any adjustable parts are properly secured before transport to avoid transit damage.



**WARNING!**

This scooter is not suitable to use as a seat in a vehicle.



### AIR TRANSPORT

This scooter is suitable for air transport. Prior to your journey, contact your airline in advance to confirm their flight-specific requirements.



**WARNING!**

Ensure the power is switched [OFF] before transporting the scooter.

#### Battery Information

Battery Type	Sealed Lead Acid
Spillable/Non-Spillable	Non-Spillable - Maintenance Free
Voltage	12v
Ampage	12AH
Quantity	2
Watt Hours	144 Watt Hours



**WARNING!**

Lift from areas that are clear from pinching points to avoid scooter damage and personal injury.

## STORAGE

### STORAGE TEMPERATURE RANGE -40° TO 65°

Store the scooter in a cool and dry environment. Do not store in extreme temperatures.

Fully charge the battery before long term storage. Charge the battery once every two weeks to preserve the life of the battery.



**WARNING!**

Storing the scooter in extreme temperatures can cause premature rusting & damage to the scooters electronic system.

## COMFORT ADJUSTMENTS

### SEAT HEIGHT ADJUSTMENT



Remove the seat from the scooter by lifting upwards.

Remove the seat securing bolt by rotating it anticlockwise.



Pull the seat post pin away from the seat post.



Adjust the seat post height to one of three available height increments.

Reinsert the seat post pin to secure the position.

Reinsert the seat securing bolt and rotate it clockwise to tighten.

Place the seat onto the seat post.



#### **WARNING!**

Ensure the seat is secure before using the scooter again.

## TILLER ANGLE ADJUSTMENT



Loosen the tiller knob by rotating it anticlockwise.



Lift/lower the tiller until it is at a suitable and comfortable angle.

Tighten the tiller knob by rotating it clockwise.



**WARNING!**

Ensure the tiller is secure before using the scooter again.

## ARMREST WIDTH



Loosen the armrest knob by rotating it anticlockwise.

Move the armrest outwards/inwards until it is at a suitable and comfortable angle.



Tighten the armrest knob by rotating it clockwise.

Repeat on the opposite side.



**WARNING!**

Ensure the armrests are an equal distance apart and are secure before using the scooter again.

## **LOOKING AFTER YOUR MOBILITY SCOOTER**

### **PRELIMINARY CHECKS**

- Ensure the mobility scooter is in [DRIVE] mode before setting off.
- Ensure the mobility scooter is switched [OFF] before getting off or on.
- Check tyres for wear
- Check all fixings are secure.

### **CLEANING**

Regular use of the product will accumulate dirt and debris over time. After use, we recommend wiping with a cloth, and using warm water and soap for stains.



## MAINTENANCE

The scooter is made up of components which over time will become susceptible to wear and tear. Knowing how to properly care and maintain your product will not only ensure peak performance and safe operation but will also help maintain operation for years to come.

### MAINTENANCE SCHEDULE

Carry out regular inspections to keep the scooter in optimum condition.

Component	Inspection Description	At any time	Weekly	Monthly	Quarterly
<b>Tiller Controls</b>	Ensure the tiller controls function as intended.	○			
<b>Drive/Brake System</b>	Ensure the scooter moves normally and the brake is responsive	○			
<b>Connections</b>	Ensure the scooter connections are free from damage and corrosion	○			
<b>Battery</b>	Ensure the battery and any relevant connections are free from damage and corrosion.				○
<b>Tyres</b>	Ensure tyres have sufficient tread and are in a good condition.				○
<b>Framework</b>	Ensure the framework is clear from debris, damage, and disassembles without issue.	○			
<b>Fasteners</b>	Ensure all fasteners are tight and components are not loose.				○
<b>Wheels</b>	Ensure the wheels are aligned and drive straight.				○
<b>Upholstery</b>	Check for wear and tear.		○		○
<b>Overall</b>	Overall check for wear and residue build-up. Cleaning if required			○	

## REPAIRS

Certain scooter components can be repaired by the user with guidance provided by CareCo. Other components can only be repaired/replaced by a service technician.

If for any reason the scooter requires repair due to a defect, contact CareCo immediately.

## TROUBLESHOOTING

The scooter features an automatic fault warning function.

If there is an internal issue with the scooter, battery indicator will flash, and the horn will sound.

Flash Code	Possible Cause	Possible Remedy
<b>1 Flash Code</b>	The battery voltage is too low.	Charge the battery for 8-12 hours.
	The battery and/or its associated wiring has a fault.	Ensure the battery connections are secure.
<b>2 Flash Code</b>	The motor and/or its associated wiring has a fault.	Check for any loose connections and tighten if required.
<b>3 Flash Code</b>	There is a short circuit between the motor and the power line.	Contact CareCo
<b>4 Flash Code</b>	N/A	N/A
<b>5 Flash Code</b>	N/A	N/A
<b>6 Flash Code</b>	The charger is connected to the scooter.	Disconnect the charger and cycle the power.
<b>7 Flash Code</b>	The throttle lever is being obstructed	<ol style="list-style-type: none"> <li>1. Switch [OFF] the scooter</li> <li>2. Release the throttle lever obstruction</li> <li>3. Switch [ON] the scooter</li> </ol>
	The throttle and/or its associated wiring has a fault.	Contact CareCo
	The speed potentiometer and/or its associated wiring has a fault.	Contact CareCo
<b>8 Flash Code</b>	The controller and/or its associated wiring has a fault.	Contact CareCo
<b>9 Flash Code</b>	The scooter is in [FREEWHEEL] mode.	<ol style="list-style-type: none"> <li>1. Switch [OFF] the scooter</li> <li>2. Place the scooter in [DRIVE] mode.</li> <li>3. Switch [ON] the scooter</li> </ol>
	The brake and/or its associated wiring has a fault.	Contact CareCo
<b>10 Flash Code</b>	The battery voltage is too high.	<ol style="list-style-type: none"> <li>1. Switch [OFF] the key</li> <li>2. Wait for 60 seconds</li> <li>3. Lift the front rubber cover on the battery pack to reveal the circuit breaker.</li> <li>4. Press and hold the breaker for up to 5 seconds.</li> <li>5. Switch [ON] the power.</li> </ol>

## WARNINGS & TECHNICAL INFORMATION

### SCOOTER SPECIFICATIONS

OVERALL MEASUREMENTS	1030x840x490mm
FRONT SECTION DISASSEMBLED MEASUREMENTS	690x500x430mm
REAR SECTION DISASSEMBLED MEASUREMENTS	400x500x310mm
FRONT & REAR WHEEL SIZE	203mm / 8"
REVERSING WIDTH	1250mm
TOTAL WEIGHT (INCLUDING BATTERIES)	42kg (92.5 lbs)
WEIGHT OF HEAVIEST COMPONENT	13.15 g (29 lbs)
FRONT SECTION DISASSEMBLED WEIGHT	12.3kg
REAR SECTION DISASSEMBLED WEIGHT	13.2kg
BATTERY PACK WEIGHT	8.9kg
MAXIMUM SPEED	6km/h
MAXIMUM REVERSE SPEED	4.5km/h
WEIGHT CAPACITY	120kg (265lbs)
GROUND CLEARANCE	50mm
MAXIMUM CLIMBABLE ANGLE IN DEGREES	6°
MAXIMUM CURB HEIGHT CLIMBABLE IN MM	40mm
TURNING RADIUS	≤1400±300mm
SUSPENSION INCLUDED	No
SEAT HEIGHT OPTIONS	460/495/530mm
SEAT WIDTH	400mm
SEAT WEIGHT	520mm
MOTOR SPECIFICATION	24V180W
BATTERY SPECIFICATION	12V12AH x 2
BATTERY WEIGHT	9.5kg (20.9 lbs)
MAXIMUM POTENTIAL RANGE	20km
STOPPING DISTANCE FROM MAX SPEED	≤1500mm on the flat
CHARGER SPECIFICATION	24V 2A
MOISTURE RESISTANCE	IPX4
MAX/MIN OPERATING TEMPERATURE	65 °c/-25 °c
MAX/MIN STORAGE TEMPERATURE	65 °c/-40 °c
FLAMMABILITY/IGNITION TESTING	ISO16840-10
BATTERY VOLTAGE	12V

## **ELECTROMAGNETIC INTERFERENCE (EMI)**

Powerchairs and mobility scooters may be susceptible to electromagnetic interference (EMI).

Electromagnetic energy (EM) is 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 powerchair/mobility scooter to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the powerchair/mobility scooter's control system.

Each powerchair/mobility scooter can resist EMI up to certain intensity. The intensity of the interfering EM energy can be measured in volts per meter (V/m).

If the scooter is operating abnormally, turn off the scooter and/or the equipment that is believed to be causing the interference.



### **WARNING!**

Do not operate portable personal communication devices, such as citizen band (CB) radios and mobile phones when the scooter is powered [ON].

If use of a personal communication device is required, ensure the scooter operates as intended.

Avoid using the scooter near transmitters, such as radio or television stations.

Adding unauthorised accessories, parts, or modification can make the scooter more susceptible to interference from radio wave sources.

The immunity level of this mobility scooter is 20 V/m.

## **PROGRAMMING**

The scooter can be programmed using computer-based software and/or using a handheld programming device.

Programming should only be completed by a qualified service technician. Unauthorised modifications will affect driving performance and other parameters.

## **PRODUCT RE-ISSUING**

Ensure the product is safe and functions as intended before re-issuing.

## **RECYCLING & DISPOSAL**

Scooter components should not be disposed of with normal household waste as they can cause harm to the environment.

When disposing of the scooter and/or its components, users should follow Waste Electrical and Electronic Equipment policies (W.E.E.E).

For battery disposal, users should follow local disposal/recycling regulations.

Contact CareCo if further advice is needed regarding recycling & disposal.

## **INTENDED USE**

This product is intended for users who experience difficulty in walking and/or have reduced mobility.

## **INTENDED USER**

To aid a user with mobility limitations to move around independently and safely.

## **INTENDED ENVIRONMENT**

This scooter is designed to be used both indoors and outdoors on firm, level ground.

Take care when using the scooter in inclement weather conditions.

## **PRODUCT IDENTIFICATION**

The product identification label is located on the cross-frame underneath the seat.

Unauthorized modifications and/or installation of unapproved 3rd party components and accessories are not permitted.

The maximum weight limit for this product includes both the user and any other accessories fitted to the scooter.

## GENERAL WARNINGS

Read the following carefully to avoid damage and/or injury caused by improper operation.

- Mobility Scooter users should take appropriate safety measures and obey local pedestrian traffic rules. CareCo are not responsible for personal injury and/or product damage caused by improper use.
- Use safety equipment such as reflectors, reflective clothing, and lighting when in low lit areas.
- Please consult a healthcare professional regularly to ensure that there are no health/physical conditions that limit or compromise the user's safety when using the scooter.
- If the user is taking over-the-counter medications, prescriptions or if physical activity is limited, please consult a physician. Some medications and medical conditions may limit the user's ability to operate the scooter.
- Do not operate the scooter after consuming alcohol as this can affect the safe operation of the scooter.
- Do not use the scooter for any other purpose other than its intended use. Incorrect use of the scooter can cause a safety hazard to the product and the user.
- This scooter is intended for one user at a time. Do not exceed the maximum load weight of 120kg
- Do not place the scooter in manual mode when on an incline.
- Turn the scooter [OFF] when sat in a fixed position for extended periods of time.
- Avoid using accessories that could interfere with the safe operation of the throttle.
- Do not alter the products wiring.
- Prolonged exposure to hot and cold environments may damage the scooter's upholstery and electrical components.
- Keep body, clothing, and any other objects away from moving parts to avoid trap hazards.
- Do not use the scooter to tow another item.
- Prolonged storage at low or high temperatures can damage the scooter.
- Do not transport the scooter or battery with combustible materials.

- This product cannot be used as a seat in a motor vehicle.
- Ensure the scooter is in Drive mode before operating.
- Be aware of surroundings at all times when using the scooter.



## EXPECTED LIFETIME

The Expected Lifetime is the estimated period of time for which the scooter is expected to function according to its intended use.

Various items such as weight capacity, user behaviour, external conditions and intensity of use can affect the expected lifetime.

### WEIGHT CAPACITY:

If the user exceeds the weight limit specified, it may affect the scooter's expected lifetime.

### EXTERNAL CONDITIONS:

Extreme temperatures, humidity and exposure to harsh weather conditions can accelerate the deterioration of the scooter.

### USER BEHAVIOUR:

Using excessive force, rough handling or dropping components can significantly shorten the scooter's expected lifetime.

### USAGE

A scooter that is used daily may experience more wear and tear compared to a scooter that is used occasionally.

The expected lifetime for the scooter is 5 years providing the instructions and information within this user manual are followed.

Regular cleaning, lubrication of moving parts, and tightening of loose fixings will prevent premature wear and damage and extend the product's lifetime.

The expected lifetime is not related to the product warranty.

## **WARRANTY**

If a component requires repair or replacement due to a specific manufacturing or material defect within its warranty period, it will be repaired or replaced free of charge by CareCo.

- FRAME: 5-YEAR LIMITED WARRANTY
- ELECTRONIC COMPONENTS: 1-YEAR LIMITED WARRANTY
- BATTERY: 6-MONTH LIMITED WARRANTY

Consumables are not covered under normal warranty circumstances unless they have clearly suffered excessive wear or damage as a direct result of a manufacturing defect. These items include grips, tyres, and rubber accessories.

The guarantee for the scooter is not transferable.

Parts that have been previously replaced that require subsequent repair or replacement due to manufacturing defects will be honoured for the remainder of the scooter's warranty period.

Parts that have been purchased by the end user after the original warranty period has expired have a warranty period of 12 months.

CareCo is not responsible if the scooter requires repair or replacement as a direct result of:

- Changes or modifications made to the product that fall outside of the manufacturer's specifications
- The product not being serviced or maintained according to the manufacturer's recommendations contained in this user manual.
- Negligence, Accidental Damage, and Improper use
- Repairs attempted before CareCo have been notified
- The product being purposely damaged or mistreated

In the unlikely event that this product is recalled, CareCo will notify the user.

Please ensure that your contact information is up to date.

Alternatively, please visit our website for any product alerts: [www.CareCo.co.uk](http://www.CareCo.co.uk)



**NOTES**

## **NOTES**



# FRONTIER

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MOBILITY SCOOTER

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