

**XGO**

# Proceed

▶ WATCH NOW

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



**USER MANUAL**

PRODUCT CODE: MS01010034

## **INTRODUCING YOUR X-GO PROCEED MOBILITY SCOOTER**

The X-GO Proceed has been designed to provide a comfortable and safe solution for individuals that experience difficulty in walking.

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 and illustrations in this user manual.

The X-GO Proceed is a Class I Medical Device: Class B Mobility Scooter, 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 scooter safely. A risk assessment should be completed by a competent individual before operating the scooter.



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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)**

## FIRST USE

Take the time to understand the scooter's stopping duration, turning radius, throttle sensitivity and manoeuvrability.

Practice 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.

## 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.



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## GETTING STARTED

### CARTON CONTENTS

ITEM NUMBER	DESCRIPTION	QUANTITY
1	X-GO Proceed Mobility Scooter	1
2	Battery Pack	1
3	Charger	1
4	Seat	1
5	Seat Post	1
6	Seat Post Bolt	1
7	Armrest Set	1
8	Hardware Kit	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. Front Light
3. Seat
4. Armrests
5. Basket
6. Front Wheel
7. Tiller Locking Mechanism
8. Rear Wheel
9. Battery Pack



## SETTING UP YOUR X-GO PROCEED MOBILITY SCOOTER



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

2. Loosen the tiller knob, then lift the tiller to a suitable angle.

Tighten the tiller knob to secure the position.



3. Insert the seat post into the base stem of the scooter, then secure using the seat post bolt and hardware kit provided.



4. Place the battery pack into the battery tray.



5. Lift and hold the seat lever, then place the seat onto the seat post.



6. Insert the armrest(s) into the lower seat bracket(s) and secure using the armrest bolt(s).



7. Mount the basket onto the basket bracket.



8. Push the tiller locking mechanism inwards, then twist anticlockwise to unlock the tiller.





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

## HOW TO USE YOUR MOBILITY SCOOTER

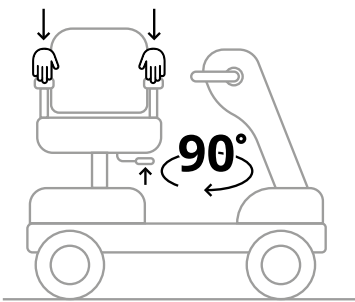
### USER INSTRUCTIONS

#### 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



#### TRANSFERRING TO

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.

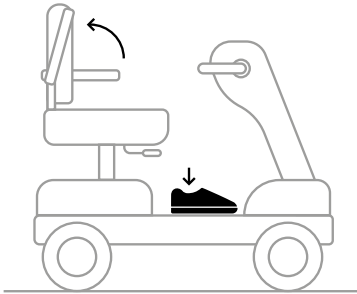
#### TRANSFERRING FROM

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.

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

## METHOD 2

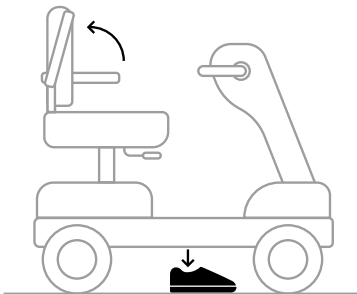


### TRANSFERRING TO

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.



### TRANSFERRING FROM

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

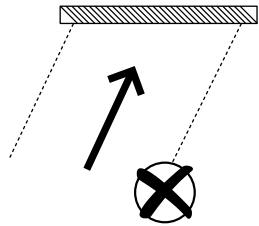
Tilt your upper body back when travelling down gradients for increased stability.

The maximum safe slope of incline is 6°

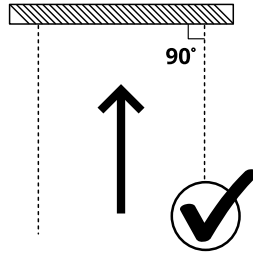
## THRESHOLDS & FIXED OBSTACLES

Approach thresholds vertically to avoid scooter misbalance.

### Incorrect Approach



### Correct Approach



## 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.
- Slows the scooter when the speed limiter is exceeded.

### **PARKING BRAKE**

- Activates after the scooter has come to a stop.
- Activates when the scooter is in [DRIVE] mode and is switched [OFF]

### **BRAKING DISTANCE**

On flat surfaces, braking distance is approximately equal to the length of the scooter. Braking distance may increase when travelling downhill.



## DISCONNECTING & CONNECTING THE FRONT AND REAR SECTIONS

Your X-GO Proceed front and rear sections arrive attached in the box but can be disconnected and connected to assist when transporting and storing the scooter.

### DISCONNECTING



1. Lift and hold the seat lever, then lift the seat upwards to remove it from the scooter.



2. Lift the battery pack upwards to remove it from the battery tray.



3. Hold the rear section handle, then lift the front section lever upwards to separate the front and rear sections.

## CONNECTING



1. Place the front section adjacent to the rear section.



2. Tilt the rear section and lift the front section lever.



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

Ensure the sections are secure before using 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.

### 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).

### HEADLIGHT SWITCH

Push to activate/deactivate the front light.

### 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.

### HORN BUTTON

Push to sound the horn.



## CIRCUIT BREAKER

The battery pack 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:

1. Switch [OFF] the scooter.
2. Wait for 60 seconds.
3. Press and hold the breaker for up to 5 seconds.
4. Switch [ON] the scooter.



## TILLER LOCKING MECHANISM

### LOCKING

Ensure the tiller is facing forward.

Push the tiller locking mechanism inwards, then twist clockwise to lock the tiller.

### UNLOCKING

Push the tiller locking mechanism inwards, then twist anticlockwise to unlock the tiller.



## SEAT



### ATTACHING

1. Lift and hold the seat lever, then place the seat onto the seat post.
2. Release the seat lever to secure the position.



### REMOVING

1. Lift and hold the seat lever, then lift the seat upwards to remove it from the scooter.



**SUGGESTION** Fold the seat backrest to assist the user when attaching or removing the seat.

## BASKET

### ATTACHING

Place the basket onto the tiller basket holder.

### REMOVING

Lift the basket away from the tiller basket holder.





## 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 by the user).



### FREEWHEEL MODE

Push the lever forwards to engage Freewheel Mode.

(The scooter will be able to be pushed manually by the user).

**⚠ WARNING!** Do not change the scooters mode whilst on an incline.

**💡 SUGGESTION** Switching [ON] the scooter whilst in freewheel mode will activate the scooters automatic warning function.

## EMERGENCY BRAKING

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

**⚠ WARNING!** This method is for emergency situations only.

Repeated use of the [ON/OFF] switch to stop the scooter may shorten the life of the scooter's components.

## YOUR MOBILITY SCOOTER BATTERY

### BATTERY INSTALLATION & REMOVAL



#### INSTALLING

Lower the battery pack into the scooter's battery tray.



#### REMOVING

Lift the battery pack upwards to remove it from the scooter's battery tray.

### BATTERY SPECIFICATION

BATTERY TYPE	LEAD-ACID
SPILLABLE/NON-SPILLABLE	NON-SPILLABLE
VOLTAGE	12V
AMPAGE	12AH
QUANTITY	2
WATT HOURS	144WH



**WARNING!** Ensure the scooter is switched [OFF] whenever installing or removing the battery pack.

## CHARGING YOUR MOBILITY SCOOTER

Your X-GO Proceed battery pack can be charged on, or away from the scooter.

To charge away from the scooter, remove the battery pack from the scooter by following the battery removal instructions before continuing with the charging instructions below.

1. Lift the front rubber cover on the battery pack to reveal the charging socket.
2. Insert the charger's 3-pin output into the socket on the battery pack.
3. Insert the outlet plug into a wall socket.
4. Switch [ON] the wall socket.
5. Charge for 8-12 hours.



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



**SUGGESTION** Ensure the scooter is switched [OFF] before charging.

## 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.

<b>Daily Use</b>	If the scooter is used daily, charge the battery at the end of each day, and leave it on charge until the following morning.
<b>Weekly Use</b>	If the scooter is used once or twice a week, charge the battery for at least 8-12 hours once a week.
<b>Monthly Use</b>	If the scooter is stored for long periods of time, charge the battery for 8-12 hours, once every two weeks to preserve the life of the battery.

## CHARGER 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
---------------	-----------------

 GREEN	<b>Charged</b>
--	----------------

 RED	<b>Charging</b>
--	-----------------



**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 scooter on charge indefinitely



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



## DISASSEMBLING YOUR SCOOTER, TRANSPORTATION AND STORAGE DISASSEMBLY INSTRUCTIONS

Your X-GO Proceed can be disassembled to make transportation and storage easier.

**⚠ WARNING!** Ensure the scooter is switched [OFF] and in [DRIVE] Mode before disassembling.



1. Push the tiller locking mechanism inwards, then twist clockwise to lock the tiller.



2. Lift the basket away from the basket bracket.



*(Optional) Twist the armrest bolt(s) anticlockwise, then remove the armrest(s) from the lower seat bracket(s).*



3. Lift and hold the seat lever, then lift the seat upwards to remove it from the scooter.





4. Lift the battery pack upwards to remove it from the battery tray.



5. Loosen the tiller knob then lower the tiller.

Tighten the tiller knob to secure the position.




6. Hold the rear section handle, then lift the front section lever upwards to separate the front and rear sections.

## TRANSPORTATION

### LAND TRANSPORT

Securely stow the folded/disassembled components in the boot of a vehicle.

Ensure any adjustable parts are properly secured before transport to avoid transit damage.

 **WARNING!** This product cannot be used as a seat in a motor 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.

## STORING THE SCOOTER

### SHORT TERM STORAGE

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


### LONG TERM STORAGE

Fully charge the battery before long term storage.

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

Charge the battery once every two weeks to preserve the life of the battery.

### STORAGE TEMPERATURE 40°/-15°

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

## **COMFORT ADJUSTMENTS**

### **SEAT HEIGHT ADJUSTMENT**

1. Remove the seat from the scooter following the instructions found within this user manual.
2. Remove the seat post bolt using the provided hardware kit.
3. Raise or lower the seat post to the desired height.
4. Reinsert the seat post bolt and tighten using the provided hardware kit.
5. Place the seat onto the seat post following the instructions found within this user manual.



### **TILLER ANGLE ADJUSTMENT**

1. Loosen the tiller knob by twisting it anticlockwise.
2. Lift or lower the tiller until it is at a suitable and comfortable angle
3. Tighten the tiller knob by twisting it clockwise.

**Ensure the tiller is secure before using the scooter.**



## ARMREST WIDTH ADJUSTMENT

1. Loosen the armrest knob by rotating it anticlockwise
2. Move the armrest outwards or inwards until it is in a comfortable position.
3. Tighten the armrest knob by rotating it clockwise.
4. Repeat on the opposite side.

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



## **LOOKING AFTER YOUR MOBILITY SCOOTER**

### **PRELIMINARY CHECKS**

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

### **CLEANING**

Regular use of the scooter will accumulate dirt and debris over time.

Clean the scooter using mild soap and warm water, then dry using a cloth.



**WARNING!** Do not use bleach or strong chemicals to clean the scooter.

Ensure the scooter is off and disconnected from the mains prior to cleaning.



**SUGGESTION** Regular cleaning & maintenance can help prolong the scooters lifespan.

### **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
TILLER CONTROLS	Ensure the tiller controls function as intended.	○			
DRIVE/BRAKE SYSTEM	Ensure the scooter moves normally and the brake is responsive	○			
CONNECTIONS	Ensure the scooter connections are free from damage and corrosion	○			
BATTERY	Ensure the battery and any relevant connections are free from damage and corrosion.				○
TYRES	Ensure tyres have sufficient tread and are in a good condition.				○
FRAMEWORK	Ensure the framework is clear from debris, damage, and disassembles without issue.	○			
FASTENERS	Ensure all fasteners are tight and components are not loose.				○
WHEELS	Ensure the wheels are aligned and drive straight				○
UPHOLSTERY	Check for wear and tear.		○		
OVERALL	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
1 FLASH / BEEP	The battery voltage is too low.	Charge the batteries for 8-12 hours.
2 FLASH / BEEP	The battery voltage is too low.	Charge the batteries for 8-12 hours.
	The battery and/or its associated wiring has a fault.	Ensure the battery connections are secure.
3 FLASH / BEEP	The battery voltage is too high.	<ol style="list-style-type: none"> <li>1. Switch [OFF] the scooter.</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 scooter.</li> </ol>
4 FLASH / BEEP	The motor has overheated.	<ol style="list-style-type: none"> <li>1. Switch [OFF] the scooter.</li> <li>2. Wait for 10 minutes.</li> <li>3. Switch [ON] the scooter.</li> </ol>
	The motor and/or its associated wiring has a fault.	Check for any loose connections and tighten if required.
5 FLASH / BEEP	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.
6 FLASH / BEEP	The charger is connected to the scooter.	Disconnect the charger, then switch the scooter [OFF] and [ON].
7 FLASH / BEEP	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.
8 FLASH / BEEP	The motor and/or its associated wiring has a fault.	Check for any loose connections and tighten if required.
9 FLASH / BEEP	The controller and/or its associated wiring has a fault.	Contact CareCo.

## WARNINGS & TECHNICAL INFORMATION

### SPECIFICATIONS

OVERALL LENGTH (MM)	1030
OVERALL WIDTH (MM)	560
OVERALL HEIGHT (MM)	910
FOLDED LENGTH (MM)	1070
FOLDED WIDTH (MM)	510
FOLDED HEIGHT (MM)	530
FRONT WHEEL DIAMETER (IN)	6
REAR WHEEL DIAMETER (IN)	7
TOTAL WEIGHT INCLUDING BATTERIES (KG)	47
WEIGHT OF HEAVIEST COMPONENT (KG)	15.5
MAXIMUM SPEED (MPH)	4
MAXIMUM REVERSE SPEED (MPH)	1.6
WEIGHT CAPACITY (KG)*	136
GROUND CLEARANCE (MM)	55
MAXIMUM CLIMBABLE ANGLE (°)	6
MAXIMUM CURB HEIGHT CLIMBABLE (MM)	40
SEAT WIDTH (MM)	560-630
SEAT WEIGHT (KG)	11
BATTERY SPECIFICATION	12V 12AH X 2
MOTOR SPECIFICATION	180W
BATTERY WEIGHT (KG)	9.7
MAXIMUM POTENTIAL RANGE (KM)	16
STOPPING DISTANCE FROM MAX SPEED (MM)	1000
MAX/MIN OPERATING TEMPERATURE (°C)	40°C to -15°C
MAX/MIN STORAGE TEMPERATURE (°C)	40°C to -15°C
SUITABLE FOR AIR TRANSPORT	Yes
TYRE TYPE	PU

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

## **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.

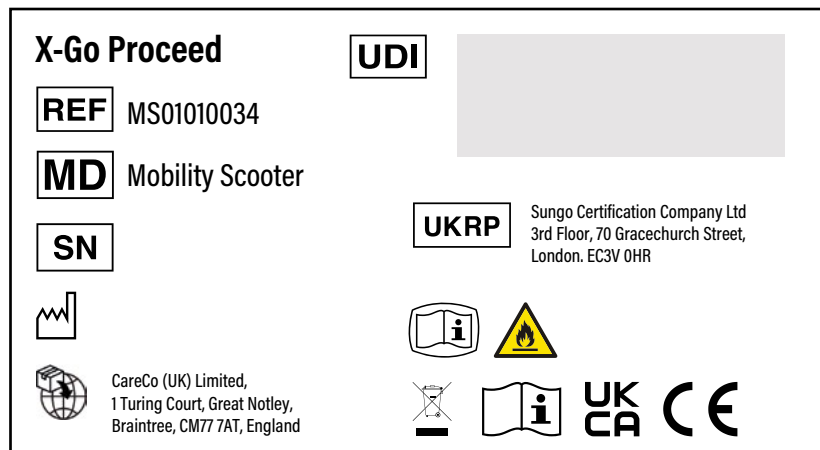
## **INTENDED ENVIRONMENT**

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.



## DEFINITIONS

	Model number		Refer to instruction manual
	Batch code		Caution
	Date of manufacturer		Indicates electrical / electronic equipment must be disposed of in accordance with the WEEE regulation.
	Manufacturer's address		Keep away from rain
	Product expiry date		Keep away from sunlight
	UK responsible person		
	UKCA Mark		
	Non sterile		

## GENERAL WARNINGS

- 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 136kg.
- Do not place the scooter in FREEWHEEL 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.
- 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.

### **USER BEHAVIOUR:**

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

### **EXTERNAL CONDITIONS:**

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 10 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: 1-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**



# CareCo

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 ROLLATOR