

# USER MANUAL

## S19AF



Electrically powered scooter Class A (EN 12184)

#### Intended Use:

Maximum safe slope: 3° (Not intended for use outdoors)

The product is not intended for visually impaired people.

Riders need to be mentally and physically apt to ride this scooter.

Finger dexterity is required to operate this scooter..

Users under 12 years of age can't use this scooter without parental or professional consent.

The driving distance will be reduced if the power scooter is used frequently on slopes, rough ground or to climb curbs.

This vehicle is suitable for land or air transportation. (Please check with your airline for approval before flying)



Don't operate your power scooter without completely reading and understanding this user manual!

**Do not operate the scooter with low charge batteries, since the occupant could be stranded.**

**Battery should be disconnected from the scooter during transportation/shipping.**



Taking You Where You Want To Be

**EV Rider, LLC**

**6410 Arc Way - Suite A**

**Ft. Myers - FL 33966 USA**

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Do not ride your scooter in traffic.



Do not make sharp turns or sudden stops while riding your scooter.



Do not attempt to climb curbs greater than the maximum recommended in the specs.



Do not remove your hands and legs from the scooter when riding the scooter.

## SAFETY INSTRUCTIONS



Always use a seat belt, and keep your feet on the scooter at all times.



Never operate the scooter while you are under the influence of alcohol.



Never use mobile phones or radio transmitters such as walkie-talkies.



Make sure that there are no obstacles behind you while reversing your scooter.



Do not ride your scooter during snow in order to avoid accidents.



Do not allow unsupervised children to play near this equipment while the batteries are charging.

Warning – Do not operate your scooter for the first time without completely reading and understanding this owner’s manual.

1. Do not operate the scooter on the road. Obey all local pedestrian traffic rules. Be aware that it may be difficult for traffic to see you when you are seated on the scooter. Wait until your path is clear of traffic, and then proceed with extreme caution.
2. To prevent injury to yourself or others, always ensure that the power is switched off when getting on or off of the scooter.
3. Always check that the drive wheels are engaged (drive mode) before idling. Do not switch off the power when the scooter is still moving forward. This will bring the scooter to an extremely abrupt stop.
4. Do not use this product or any available optional equipment without first completely reading and understanding these instructions. If you are unable to understand the warnings, cautions or instructions, contact your dealer before attempting to use this equipment, otherwise injury or damage may occur.
5. There are certain situations, including some medical conditions, where the scooter user will need to practice operating the scooter in the presence of a trained attendant. A trained attendant can be defined as a family member or care professional especially trained in assisting a scooter user in various daily living activities.
6. Do not attempt to lift or move the scooter by any of its removable parts including the armrests, seats or shrouds. Personal injury and damage to the scooter may result.
7. Never try to use your scooter beyond its limitations as described in this manual.
8. Please do not sit on your scooter while it is in a moving vehicle such as a car, bus or train.
9. Keep your hands away from the wheels (tires) while riding the scooter. Be aware that loose fitting clothing can become caught in the drive wheels.
10. Consult with your physician if you are taking prescribed medication or if you have any certain physical limitations. Some medications and limitations may impair your ability to operate scooters in a safe manner. Consult with your physician if you are taking any medication that may affect your ability to operate your scooter safely.
11. Do not drive or sit on the scooter when in freewheel mode.
12. Do not remove the anti-tipper.
13. Always switch off the scooter and charger before doing any work or using any tools on the scooter.
14. Do not climb a gradient at an angle. Always drive straight up a gradient, as this greatly reduces the risk of tipping or a fall. Do not climb a gradient steeper than 6°.
15. Do not drive backwards down any step, curb or other obstacle. This may cause the scooter to tip or fall.
16. Always reduce your speed and maintain a stable center of gravity when cornering sharply. Do not corner sharply when driving scooters at higher speeds.
17. Operating in rain, snow, salt, mist and on icy or slippery surfaces may have an adverse affect on the electrical system.
18. Beware the motor may be hot after use. Do not touch or access the motor directly until it has cooled down.
19. Never sit on your scooter when it is being used in connection with any type of lift or hoist. Your scooter is not designed with such use in mind and any damage or injury incurred from such use is not the responsibility of EV Rider.
21. Always ensure the scooter is fully unfolded before sitting on the scooter. Do not fold the scooter until you have fully exited the scooter, and the backrest on the scooter seat is folded down.

## ELECTROMAGNETIC INTERFERENCE

### Modifications

Your scooter has been designed to be as practical as possible. However, under no circumstances should you modify, add, remove, or disable any part or function of your scooter. Personal injury and damage to the scooter may result.

1. Do not modify your power scooter in any way not authorized by EV Rider. Do not use accessories if they have not been tested or approved for EV Rider products.
2. Get to know the feel of your power scooter and its capabilities. EV Rider recommends that you perform a safety check before each use to make sure your scooter operates safely.

Inspections prior to using your power scooter:

1. Please check all electrical connections and make sure they are tight and not corroded.
2. Please check all harness connections and make sure they are secured properly.
3. Please check the brakes.

### Weight limitation.

1. Do not exceed the weight capacity stated in the Specification section. Exceeding the weight capacity voids your warranty. EV Rider will not be held responsible for injuries or property damage resulting from failure to observe weight limitations.
2. Do not carry passengers on scooters. Carrying passengers on your scooter may affect the center of gravity, resulting in a tip or a fall.

### Temperature

1. Some of the parts of the scooter are susceptible to change in temperature. The controller can only operate in temperature that ranges between  $-25^{\circ}\text{C}$  ~  $50^{\circ}\text{C}$  ( $-13^{\circ}\text{F}$  to  $122^{\circ}\text{F}$ ).
2. At extreme low temperatures, the batteries may freeze, and your scooter may not be able to operate. In extreme high temperatures, it may operate at slower speeds due to a safety feature of the controller that prevents damage to the motors and other electrical components.

The rapid development of electronics, especially in the area of communications, has saturated our environment with electromagnetic (EM) radio waves that are emitted by television, radio and communication signals. These EM wave are invisible and their strength increases as one approaches the source. All electrical conductors act as antennas to the EM signals and, to varying degrees, all power wheelchairs and scooters are susceptible to electromagnetic interference (EMI). The interference could result in abnormal, unintentional movement and/or erratic control of the vehicle. Power scooters may be susceptible to electromagnetic interference (EMI), which is interfering electromagnetic energy emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, cellular phones and alarm systems. The interference (from radio wave sources) can cause the power 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 EM energy can be measured in volts per meter (V/m). Each powered scooter can resist EMI up to a certain intensity. This is called "immunity level". The higher the immunity level the greater the protection. At this time, current technology is capable of providing at least 20 V/m of immunity level, which would provide useful protection against common sources of radiated EMI.

Following the warnings listed below should reduce the chance of unintended brake release or powered scooter movement that could result in serious injury:

1. Do not turn on hand-held personal communication devices such as citizens band (CB) radios and 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 coming 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 interference from radio wave sources (Note: It is difficult to evaluate the effect on the overall immunity of the powered scooter).
5. Report all incidents of unintended movement or brake release to the powered scooter manufacturer, and note whether there is a radio wave source nearby.

TURN OFF YOUR POWER SCOOTER AS SOON AS POSSIBLE IF YOU EXPERIENCE THE FOLLOWING:

- Unintentional scooter movements
- Unintended or uncontrollable direction.
- Unexpected brake release

The higher the immunity level the greater the protection. Your powered scooter has an immunity level of 20 V/m which should protect against common sources of EMI. Warning: The scooter itself can disturb the performance of the electromagnetic fields such as emitted by an alarm system.

## TRANSPORTING THE SCOOTER

The scooter is suitable for transportation in the cargo hold of an aircraft.

The scooter should be folded, the key removed and the battery disconnected. This will inhibit the scooter from operation.

The lithium battery used in the scooter is certified as safe for airline transportation.

## SPECIFICATION

Model	S19AF
Weight Limit	250 lb. /115kg (18 stone)
Overall Dimensions (L x W x H)	86 x 42 x 84cm 34" x 16½" x 33"
Folded Dimensions (L x W x H)	73 x 44 x 42cm 28¾" x 17½" x 16½"
Seat Dimensions (L x W x H)	32 x 40 x 38cm 12½" x 16" x 15"
Footplate Length	37cm 14½"
Wheelbase Length	63cm 25"
Turning Radius	78cm 31"
Ground Clearance	3.5cm 1.4"
Drive Wheel	200mm x 50mm (8" x 2") PU Tire
Front Wheel	180mm x 40mm (7" x 1.6") PU Tire
Rear Anti-Tip Castor	Standard
Maximum Speed	3.5 mph 6 kph
Maximum Range	6 miles 10 km
Stability	3° (Dynamic) 6° (Static)
Weight	42 lb. / 19 kg (with battery) 38.5 lb. / 17.5kg (without battery)
Charger Type	2A 110/240V Li-Ion Charger
Controller	50A Dynamic
Motor	180W 24V
Battery	Lithium-Ion Battery 24V 8.7 Ah

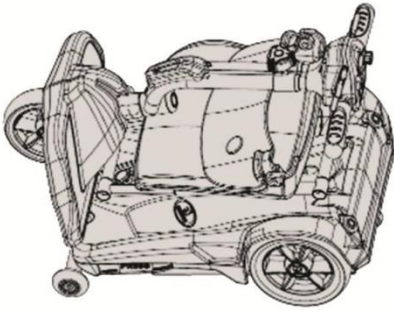
Note:

Maximum Range and Speed are based on optimal conditions. User weight, battery condition, temperature, terrain, gradient, weather conditions and driving style may all reduce the maximum range and speed.

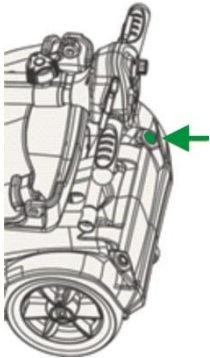
Manufacturers reserve the right to change specifications without prior notice. Specifications of the product purchased may differ from those stated.

## UNFOLDING THE SCOOTER

1. Position the scooter with rear wheels and anti-tip wheels on the ground (as shown below):



2. Insert the key in to the ignition of the scooter and switch the scooter on.



3. The green button (green arrow below) on the scooter should now be illuminated. Press it then release the button and the scooter will automatically unfold.

Alternatively, press the green button on the remote.

(In case of emergency, press the red button on the rear of the scooter to stop the unfolding procedure. If this happens, remove the hazard and keep your finger on the green button until the scooter is fully unfolded).

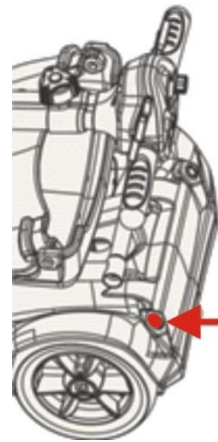
4. Switch off the scooter using the key and lift up the backrest

(highlighted in the picture right)



## FOLDING THE SCOOTER

1. Turn the key off and dismount the scooter.
2. Fold down the backrest of the seat (highlighted on the picture below).



3. The red button (red arrow below) on the scooter should now be illuminated. Press it, then release the button and the scooter will automatically fold.

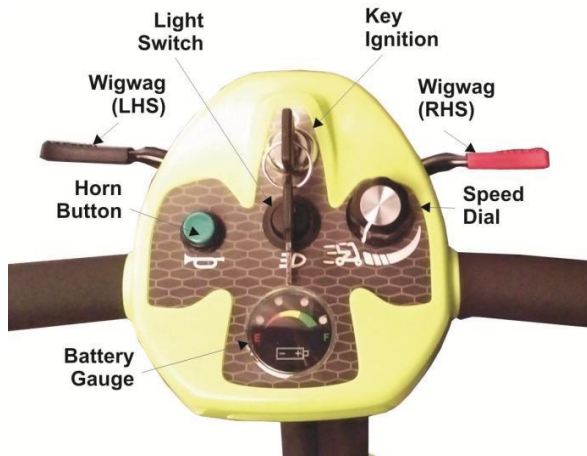
Alternatively, press the red button on the remote.

(In case of emergency, press the green button on the rear of the scooter to stop the folding procedure. If this happens, remove the hazard and keep your finger on the red button until the scooter is fully folded).

4. Switch the scooter off using the ignition and remove the key.

# SCOOTER OPERATION

## Control Panel



## How To Operate Your Scooter

- **Key Ignition.** The key ignition acts as the power switch for the scooter. To switch the power on, turn the key clockwise and battery gauge should illuminate. To switch the power off, turn the key counter-clockwise, after which the battery gauge should switch off and the key can be removed.



Do not turn the ignition off while riding as this will lead to an emergency stop and possible risk of damage or injury.

- **Speed Dial.** Turn the speed dial to determine the maximum speed of the scooter. Turn the dial clockwise to increase the speed setting and turn the dial counter-clockwise to decrease the speed setting.



Do not adjust the speed dial while riding as this could result in loss of control. Do not set the highest speed while riding indoors.

- **Moving and Braking.** To move forward, squeeze the right hand side (RED) of the wigwag paddle with your hand towards you while holding the

handle bars. Squeeze the left hand side of the wigwag paddle (BLACK) towards you and the scooter will move backwards, emitting an audible reverse alarm. To brake, release the wigwag paddle which will return to neutral and activate the electromagnetic brake automatically and bring the scooter to a prompt stop. The wigwag paddle allows you to control the speed of the scooter up to a maximum speed determined by the Speed Dial. The further the wigwag paddle is deflected, the faster the scooter will go (up to 3.5mph).



### Warning

Do not operate both left and right hand sides of the wigwag simultaneously. You will not be able to control the scooter.

- **Horn Button.** Press the horn button to sound the horn. Release the button to stop the horn. The horn is the green button located on the control panel.
- **Braking – Electromagnetic Brake.** Release the wigwag paddle completely, and the electromagnetic brake will be activated automatically and the scooter will stop.



When on a gradient, never set the vehicle to freewheel mode. The brakes will not be applied.

- **Light.** Press the light switch to turn on the headlight. Press the light switch again to turn the light off.

Note: the light will only operate if the power is switched on at the ignition.

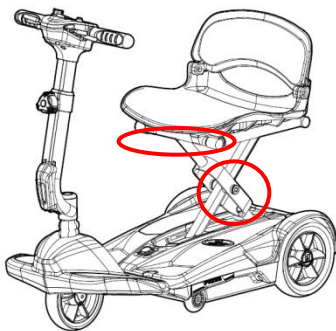
- **Handlebar Height Adjustment.** Turn the large adjustment knob on the front of the tiller anticlockwise to release the handlebar. Slide the handlebar to the required position, then turn the knob clockwise to secure the handlebar in place.

- **Battery Gauge.** The battery gauge on the tiller console lights LEDs to show remaining power:  
 Green (3 or 4 LEDs lit) - 40% - 100% capacity  
 Yellow (2 LEDs lit) - draining charge (10% - 30%)  
 Red (1 LED lit) - immediate recharge is necessary.



The remaining power indicated by the battery gauge will vary by the driving time incurred and how you ride. Repeated starting, stopping and climbing will consume power more quickly. The gauge is shown above.

Please keep hands/fingers out of machine during the folding/unfolding process.



The scooter is not for use as a seat in a motor vehicle.

## RIDING ON THE ROAD

- **Starting and Riding**
  1. Make sure the scooter is fully unfolded.
  2. Make sure the tiller has been secured properly.
  3. Switch the key ignition to the on position.
  4. Check the battery gauge to check there is enough power for your journey. If you have any doubt about the remaining power, recharge the battery pack before use.
  5. Set the speed dial to a position you feel safe and comfortable with.
  6. Check the wigwag paddle and automatic brake work correctly.
  7. Before riding, check the environment around you is safe for you to ride your scooter.



### Warning

Be careful while in crowded areas. While reversing the vehicle, be aware of people or objects behind you.

- **Stopping**
  1. Release the wigwag paddle completely. The vehicle will automatically decelerate and stop.
  2. Switch the scooter off at the key ignition and pull out the key.



Stopping distance will vary with speed so begin braking as early as possible. Always park on flat ground, switch off and remove the key before dismounting.



## EMERGENCY CHARGING PROCEDURE

The scooter comes with an emergency charging cable. If the scooter is folded up and the battery is completely flat, then the standard charging socket can be difficult to access. In this instance, the emergency charging cable can be installed to allow the battery to be charged while the scooter is folded.

The emergency charging cable is shown below:



To install the charging cable, plug this in to connector cable at the front of the underside of the scooter (as shown below).



Install the cable, then proceed to charge the battery as described in the next section.

## BATTERY CHARGING AND CARE

Step 1. Insert the charger in to the power outlet and switch the power on. Ensure the charger is not connected to the scooter, and one of the charger LEDs is lit green.

Step 2. Insert the round plug on the charger in to the charging port of the scooter (arrow below). The LED should change from green to red. The LED will change back from red to green when charging is completed.



The scooter should be left on charge until the battery is fully recharged. A full recharge takes around 5 hours. The status of the charge is shown by the LED lights on the charger, and is described below:

Status	Power LED	Status LED
Standby or Charging Complete	RED	GREEN
Charging in progress	RED	RED
Over current/voltage/ Temperature, or other fault status	RED	Flashing RED and GREEN



Ensure that the charger is removed from the power outlet and the scooter after charging. Failure to do this may flatten the battery. Do not remove the battery pack while the scooter is switched on.

## Warning



1. Only use the charger supplied with the scooter. Using the wrong type of charger may cause damage. Never disassemble or modify the scooter.
2. Always charge the scooter in a well ventilated space. Avoid direct sunlight or contact with water and moisture.
3. Do not charge or operate the scooter in temperatures below -10°C or above 50°C (14°F and 122°F). Do not expose the battery to these temperatures.
4. The charger is for indoor use only.



## Suggestions

1. Do not disconnect the charger cord until charging is completed.
2. When fully charged the battery charger will still trickle charge the battery for optimum range.
3. Even when not in use, the scooter should be charged at least every week to ensure battery longevity.
4. Ambient temperature will effect charging time. Charging time will be longer in cold environments.
5. The battery carries a 1 year warranty which covers manufacturing defects only. It does not cover battery faults as result of not following the guidelines herein.

## Battery Disconnection

It is recommended that the battery is disconnected if the scooter is not going to be used for a long period of time, or for certain methods of transportation.

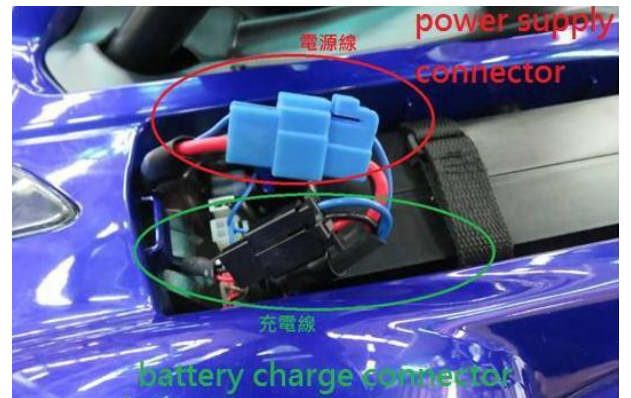
For air transportation the battery should be disconnected before transporting.

## To disconnect the battery:

1. Remove the battery compartment cover by lifting cover up using the ignition key or a small flathead screwdriver.



2. Once the cover is removed, unplug the black connector shown below.



3. Reinstall the battery compartment cover to prevent dust and moisture getting in to the compartment.
4. To replace the battery for a new one, follow steps (1) and (2) above, undo the hook and loop strap and remove the battery.
  - Install only new batteries of the same type in your product.
  - Batteries should be recycled or disposed of as per state and local guidelines.

## CARE AND MAINTENANCE

### Weekly Checking

Check the following items weekly or before riding. If you find anything abnormal contact EV Rider for further inspection or advice.

- Tiller. Ensure it is not loose and can turn smoothly
- Speed control dial. Ensure it adjusts freely.
- Wigwag paddle. Ensure scooter moves when lever is depressed, and stops when lever is released.
- Motor. Check for any abnormal noise and the electromagnetic brake works correctly.
- Seat. Make sure is not loose and the backrest folds down with ease.
- Freewheel Lever. Ensure it works correctly.
- Tires. Check tire tread depth and for any signs of damage such as cracking.

### Service Record

To ensure your scooter is correctly serviced contact EV Rider to direct you to an authorized dealer for regular servicing. We recommend that scooters are serviced at least annually, and your dealer may charge a fee for this.

A copy of the service record is at the back of this handbook.



Even if the scooter has not been used, it should still be serviced annually.

### Battery and Tires

- For information on the battery pack, please read the section on Battery Charging and Care.
- Tires condition will be affected by how you drive the scooter and what terrain it is ridden on.
- The scooter comes with solid tires which are puncture proof, so there is no need to check tire pressure.

### Cleaning

- Use a soft, wrung dry cloth to keep your scooter clean and dust free. Use a damp cloth and mild detergent to clean the scooter.

### Storage

- It is advised to store the scooter folded. If the scooter is going to be stored for a long time, the battery should be fully charged and disconnected.



Store the scooter in environments which are free from direct sunlight and water or moisture  
Don't use a hose pipe or splash water directly onto the scooter  
Don't use gasoline, solvents or vaporizing solutions as these may damage body panels. Do not use wax.  
Ensure the charger is unplugged and the scooter switched off before cleaning the scooter

### Moving About

1. Switch off the scooter using the ignition key and dismount from the scooter.
2. Lift the scooter by the chassis only.
3. For your safety ask for help if required. You will need two or more people when moving or lifting the scooter as a whole.



Never lift the scooter by the bumpers or body panels as this can cause injury or damage.

Visually inspect the tires tread. If less than 1mm (1/32"), contact EV Rider for the location of your nearest authorized dealer.

All upholstery can be washed with warm water and mild soap. Occasionally check the seat and back for sagging, cuts and tears. Replace if necessary. Do not store your scooter in damp or humid conditions as this will lead to mildew and rapid deterioration of the upholstery parts.

All moving mechanisms will benefit from simple lubrication and inspection. Lubricate using petroleum jelly or light oil. Do not use too much oil, otherwise small drips could stain and damage carpets and furnishings etc. Always perform a general inspection of the tightness of all nuts and bolts.

### ANNUAL SERVICE

We recommend the scooter is servicing by annually by an authorized technician. Contact EV Rider to be referred to one near you.

Symptom: Horn sounds involuntarily / automatically	
Problem: The scooter has diagnosed a fault	Remedy: Ensure the wigwag paddle is released and switch the scooter off and on. Recharge batteries if error persists.

The scooter comes with a Dynamic 50A controller which monitors the operation of the scooter. If a fault state occurs, then the left most LED on the battery gauge will flash in sequence. In the event of a fault state, count the number of flashes and refer to the table below:

No. of Flashes	Description	Meaning
1	Battery low	Recharge the batteries
2	Low battery fault	The batteries have run out. Recharge the batteries. Check the battery and associated wiring
3	High battery fault	Battery voltage is too high. Due to overcharging or steep descent. Reduce speed if travelling down a slope.
4	Time out or controller too hot	The scooter may have stalled. The scooter off and leave for a few minutes. Check motor is not faulty.
5	Park brake fault	Check the scooter is not in freewheel mode. Check park brake and wiring.
6	Drive inhibit	Out of neutral at power up and battery charge connected. Release wigwag paddle and remove charger. Wigwag may require recalibration.
7	Speed Pot Fault	Check speed pot and throttle pot are not faulty.
8	Motor voltage fault	Check the motor, connectors and wiring are not faulty
9	Other error	Check all connections and wiring. Possible controller fault.

Symptom: Scooter will not switch on	
Problem: Battery not connected Circuit breaker has tripped	Remedy: Check batteries connected Push circuit breaker to reset

Symptom: Scooter will switch on but will not run	
Problem: Flat battery Charger plugged in Motor in freewheel mode	Remedy: Recharge battery Unplug charger from scooter Push down freewheel lever

Symptom: Scooter appears slow	
Problem: Flat battery Speed setting slow	Remedy: Recharge battery Turn up speed dial

Symptom: Tiller appears loose or will not swivel freely	
Problem: Tiller adjustment knob loose	Remedy: Tighten tiller adjustment knob

# PRODUCT WARRANTY

## THREE -YEAR LIMITED WARRANTY

Three (3) years from the date of purchase on all structural frame components; including platform, seat post, and fra

## ONE -YEAR LIMITED WARRANTY

One (1) year from the date of purchase, if any part or electronic component of the Scooter is found ~~not to be~~ ~~labor~~ ~~of~~ ~~U~~ ~~charges~~ are NOT included. The purchaser is responsible for the delivery to the authorized repair facility. Satisfac of purchase, serial number and the date of purchase are always required. For warranty service, EV Rider for the locatio your nearest authorized dealer

SHIPPING -DOMESTIC: All warranty items will be shipped via Fedex Ground. Requested shipping will be at t expense of the purchaser.

SHIPPING -INTERNATIONAL: Parts will be provided under warranty at no charge, but shipping to any offshor international location will be the responsibility of the purchaser. Internatio offshore end users must contact the dealer/distributor directly to initiate the warranty process.

ONE -YEAR WARRANTY EXCEPTIONS Motor: In cases where there is an increase in the operational noise level warranty does not apply. (An increase in opera noise level usually occurs due to abusive and excessive strain scooter).

The batteries are warranted by EV Rider for one year after the purchase of the Unit with the exception of the scooter.

Service: Warranty service can be performed by EV Rider, LLC or by an authorized EV Rider, LLC service facility. Do not return faulty parts to EV Rider, LLC without prior consent. A request for a Return Authorization is required prior to returni items. All transportation costs and shipping damage incurred while submitting units and/or parts for repair or replaceme the responsibility of the original purchaser.

WARRANTY EXCLUSIONS : This warranty is only given to the original purchaser of the Scooter.  
Warranty excludes:

- Batteries that are provided free with the scooter. See the EV Rider invoice/packing slip for additional detail.
- Consumable items which may need replacing due to normal wear and tear (tires, tubes, belts, bulbs, upholstery and seating, motor brushes, fuses, plastic shrouds and footrest covers, etc.)
- Damages caused by: battery fluid spillage or leakage, abuse, misuse, accident, or negligence, improper operation, excessive loading, maintenance, or storage, commercial use or use other than normal.
- Used other than for the purpose of the purchaser's mobility.
- Repairs and/or modifications made to any part of the scooter without specific and prior consent from EV Rider, LLC.
- Labor, service calls, shipping, and other charges incurred for repair of the product not approved by EV Rider, LLC.

Batteries: Batteries carry a limited warranty which is subject to a stringent wear and tear clause. Any battery fault defect in the original manufacture will normally become obvious within the first months of use. Any gradual deterioratic performance after this period is normally associated with fair wear and tear, misuse or accidental damage and as s Wc j Y f Y X V m h \ Y a U b i Z U W h i f Y f Đ g k U f f U b h m" H \ Y f Y ] g b c c h \ Y f

Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) ye date of the original purchase and to the extent permitted by law. Any and all implied warranties are excluded. This exclusiveremedy. Liabilities for consequential damages under any and all warranties are excluded.

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion of incidental or consequential damages. So, the limitation or exclusion may not apply to you.