

# Rascal 388XL Rascal 388D Rascal 388S

Owners Manual



Electric Mobility Euro Ltd.  
Canal Way  
Ilminster  
Somerset TA19 9DL  
Tel: 01460 258100



- Keep this Manual in a safe place
- This document contains the information required to familiarise yourself with the vehicle
- Complete all the information within this document
- If any information is not clear contact your Dealer immediately
- This Document must remain with the vehicle throughout its life

**NOTICE**

All Electric Mobility Vehicles are sold through authorised dealers. Make sure your dealer demonstrates all the features of the product prior or when it is delivered

Factory Returns Procedures

- If a part or the entire product is to be returned, call Electric Mobility Customer Service Centre to obtain a Return Authorisation Number that must be placed on the return package or crate. This number is used to identify the customer, the part and the type of repair.
- Any part or product received without this number will be returned to the sender at their expense.
- In the event that you must return the product, a customer service representative can help you make the necessary arrangements.
- To help us serve you as quickly as possible have your serial number and your order number ready when you call.
- When ordering parts, please have your method of payment ready (i.e. credit card number and expiration date, cheque or COD etc.)



Contents	1.1	Continued.....	
Dealer information	2.1	Guarantee & Warranty	34.1
Safety information	3.1	Servicing	35.1
Intended use	4.1	Engineers checklist	36.1
Safety Information EMI	5.1	Service log	37.1 & 38.1
Controls – Dashboard 388XL/D	6.1	Technical information regarding EMI	39.1
Controls – Dashboard 338S	7.1	Technical specification	
Controls – Driving controls	8.1	– Rascal 388D & 388S	40.1
Controls – Dashboard description	9.1 & 10.1	– Rascal 388XL Class 3 Scooter	40.2
Freewheel Device	11.1	Brochure request	41.1
Freewheel Device/Brakes	12.1	Warrantee Card – dealer information	42.1
Seat adjustment	13.1 & 14.1	Returns – Dealer information	43.1
Tiller adjustment 388XL/D	15.1 & 16.1		
Tiller adjustment 388S	17.1		
Transporting the vehicle	18.1 to 21.1		
Power overload switch / Labels	22.1		
Battery charging	23.1 to 25.1		
Simple maintenance	26.1		
Troubleshooting guide	27.1		
Additional safety information	28.1		
Driving the vehicle	29.1		
Driving the vehicle – Hazards	30.1		
Frequently asked questions	31.1		
Additional information	32.1 & 33.1		

Dealer Stamp

**This is your contact number for service & support**

Product Model Number.....

Serial Number.....

Date of Purchase.....

For product information see serial number plate on the bar at the back of the vehicle.

Electric Mobility Euro Ltd, Canal Way, Ilminster, Somerset, TA19 9DL, England.  
Telephone: 01460 258100, Fax: 01460 258125, e-mail: sales@electricmobility.co.uk web: www.electricmobility.co.uk



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Electric Mobility Euro Ltd  
FREEPOST (SWBI 1045)  
Ilminster  
Somerset, TA19 9ZA

**Read this manual thoroughly before driving or operating the vehicle.**

Every Mobility Scooter or Wheelchair operates differently. Do not assume they are the same.

If you have any doubt about the content of this manual phone your dealer immediately.  
Electric Mobility wishes to thank you for choosing one of our products.

Read the instructions contained within this document, maintain the vehicle and ensure it is serviced regularly.

**Within this manual there are important safety notices. They are clearly marked on the appropriate pages. Make sure that you understand these notices. If you have any doubts phone your dealer.**

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**Intended use of the vehicle**

This vehicle is designed to help any single disabled adult (up to the maximum recommended weight) who requires a scooter for mobility. The user must be assessed by the dealer for fitness and capability to use in public areas or on the highway.

The scooter is intended for indoor use in large areas & outside use on pavements up to a maximum speed of 4 mph (388D & 388S) and road use up to a maximum speed of 8 mph (388XL only) and can be used in daylight or nighttime when using the lights. It is not intended to be used for towing or use in muddy or soft areas of ground.

Users could endanger themselves and others if they are not capable of driving this scooter safely. Dealers will advise on the most suitable vehicle from the Rascal range, but it is up to users to ensure that they have the manual dexterity to drive the vehicle, adequate sight and hearing to perceive danger in time, and can at all times operate the scooter safely in the expected conditions. If in doubt we suggest you consult a healthcare professional or your nearest dealer for advice on the most suitable scooter for your particular condition. Users should regularly assess their ability to operate their vehicle safely.

**Modifications**

Any modifications must be approved by Electric Mobility. Any alterations to the specification will result in disqualification of the warranty and may render the vehicle dangerous.

**Note on fitting a full weather cover**

If a full weather cover is fitted caution must be given on windy days. Electric Mobility does not recommend the use of all weather covers in adverse weather conditions such as high winds.

This section is to be filled out by the Dealer and sent to Electric Mobility Euro Ltd.

Dealer: \_\_\_\_\_

Product Description: \_\_\_\_\_

Serial No: \_\_\_\_\_ Invoice No: \_\_\_\_\_

Customer Name & Address: \_\_\_\_\_  
\_\_\_\_\_

County: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Date Received at Dealers: \_\_\_\_\_

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## Safety Information

page 5.1

Information regarding Electromagnetic Interference (EMI)

This section contains information on the possible effects of electromagnetic interference to your vehicle.

EMI refers to the effects electromagnetic energy might have on the control systems of your vehicle. The interference could cause the brakes to release, the vehicle to move by itself or damage the electronics.

There are broadly three types of sources of electromagnetic energy:

1. Hand Held, Short Range Portable Transceivers. Examples include: CB radios, walkie-talkies, security, fire and police transceivers, mobile phones and other devices that transmit a signal even when not in use.
2. Medium Range Mobile Transceivers. Examples include: police, fire, ambulance and taxi transceivers.
3. Long Range Transmitters and Receivers. Examples include: radio and television towers and amateur (HAM) radios.

There is an immunity level that has to be met by law and your scooter has been tested to the required level. For a full technical explanation see Page 34.1 in this document.

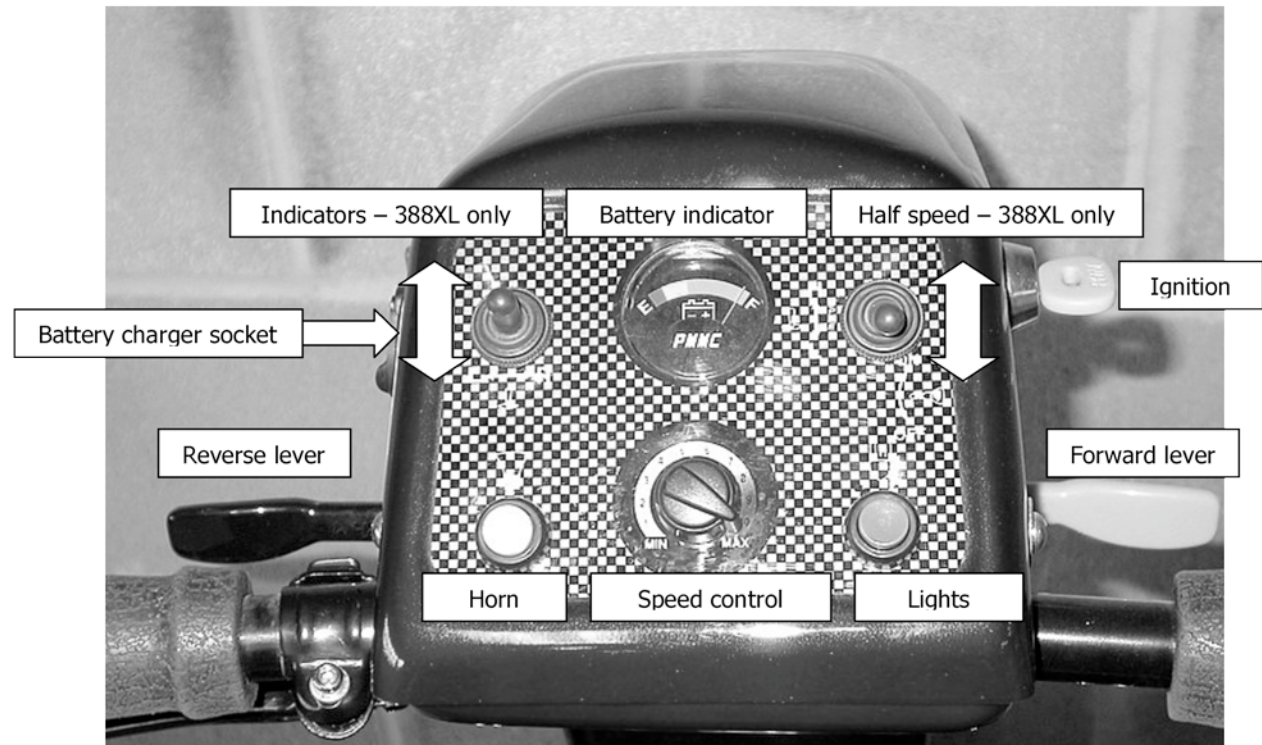
### **WARNING**

Even though your vehicle meets the requirements it is recommended that you follow certain precautions.

1. Do not operate hand held transceivers such as CB radios or mobile phones while the vehicle is switched on.
2. Be aware of transmitter masts, such as television and radio stations. Avoid getting close to them.

If your vehicle starts to operate by itself switch it off and call your Dealer.  
Report all faults of this type to the Dealer.

Before driving your vehicle it is important to familiarise yourself with the controls.  
**Do not attempt to drive the vehicle before reading the rest of this Handbook.**



Do you have a friend or colleague that would be interested in an Electric Mobility product?  
If so cut out this page and send it to the address shown on the back of the manual.

My Dealer's Company name is: \_\_\_\_\_

☐ Please can I have a free no-obligation Home Demonstration.

☐ Please send me a brochure of the range of products.

My friend's name is: \_\_\_\_\_

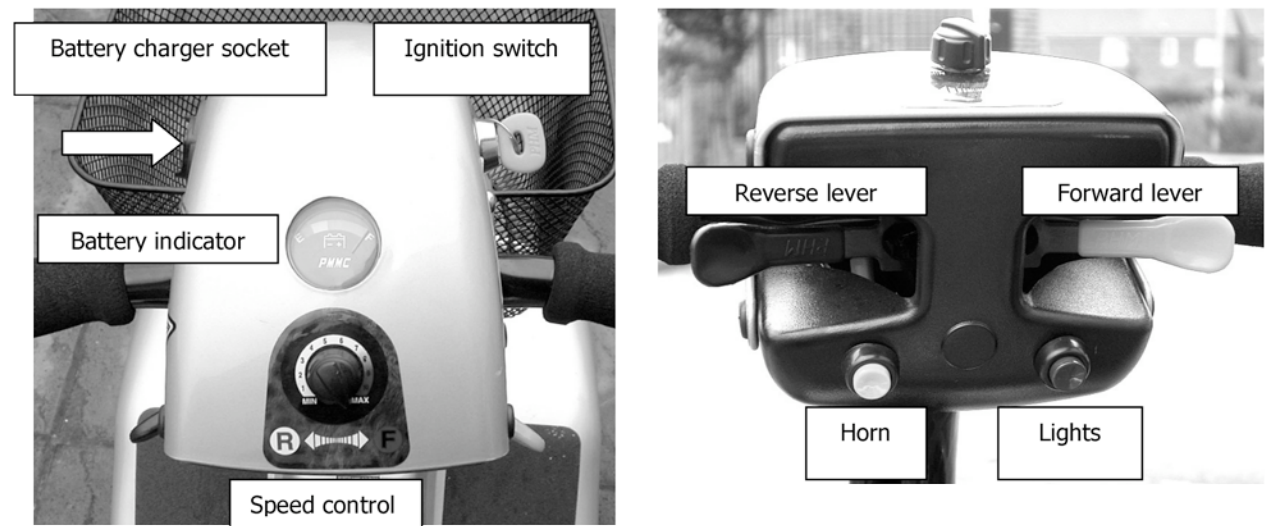
My friend's address is: \_\_\_\_\_

County: \_\_\_\_\_ Postcode: \_\_\_\_\_

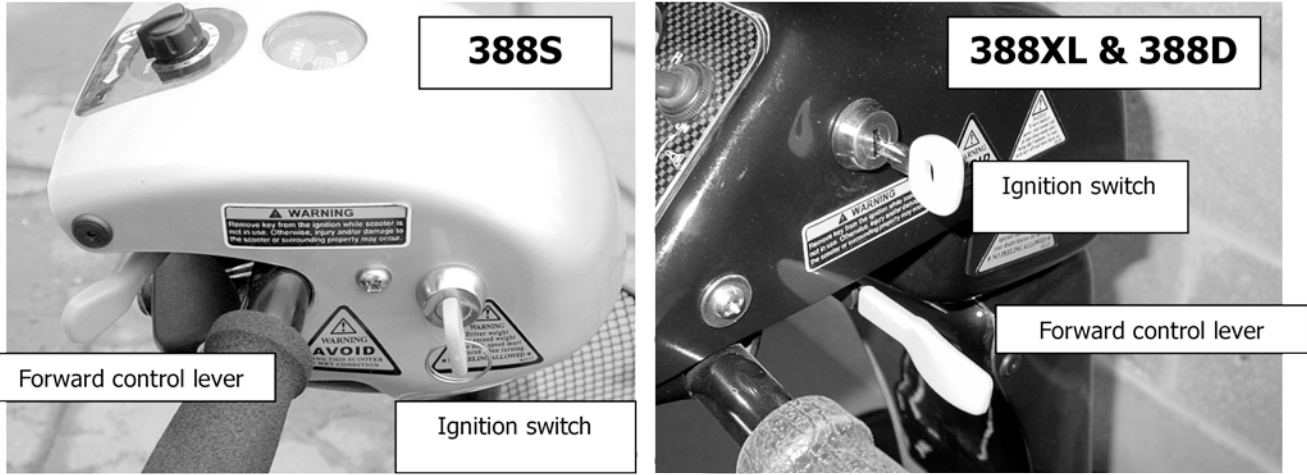
My friend's telephone number is: \_\_\_\_\_

My friend's details are:

Before driving your vehicle it is important to familiarise yourself with the controls.  
**Do not attempt to drive the vehicle before reading the rest of this Handbook.**







**Do not operate the machine until you have read this Handbook.**

**To operate:** turn on the ignition.  
**Finger Control:** pull in the right hand lever and the machine moves forward. The more you pull the lever the faster the scooter goes. To brake, release the lever. Again the faster the lever is released the quicker you will stop. To reverse, pull in the left lever.  
**Do not pull both levers at once.**  
When the vehicle comes to a stop the automatic handbrake will engage.  
**Do not turn off the ignition when the vehicle is moving.** It will damage the braking system.

Description of Information Provided	Type of information	Information
Wheelchair Type Class & Department of Transport Class	Class A, B or C, Class 1, 2 or 3	C3
Overall Dimensions fully assembled	Length x Width x Height in mm Ins in ( )	1250 (49) x 540 (21) x 1100 (43)
Dimensions Seat removed tiller folded	Length x Width x Height in mm Ins in ( )	1250 (49) x 540 (21) x 640 (25)
Maximum carry capacity	Kg, lb( )	136 kg (300 lbs)
Mass (Weight) including batteries 388D / 388S	Kg, lb( )	85 kg (187 lbs)
Battery Voltage and Capacity	Volts and ampere hours	Two 12V 33 Ah
Mass (Weight) of Battery Pack	Kg, lb( )	21.8 kg (48lbs)
Type of Seat		Adjustable swivel and adjustable height
Mass (Weight) of Seat 388D / 388S	Kg, lb( )	14.8 kgs (32.6 lbs)
Mass (Weight) of Drive train	Kg, lb( )	12.6 kgs (27.8 lbs)
Mass (Weight) of front section	Kg, lb( )	22.6 kg (49.8 lbs)
Mass (Weight) of rear section	Kg, lb( )	19 kgs (41.8 lbs)
Wheel Size	Front/Rear mm Ins in ( )	280 x 70 (11" x 2.75")
Type of Tyres	Type	Pneumatic
Tyre Pressures normal	Front/Rear p.s.i. (bar)	43 p.s.i. (3 bar)
Tyre Pressures maximum - not to be exceeded	Front/Rear p.s.i. (bar)	50 p.s.i. (3.5 bar)
Maximum Speed	In km/h & (m.p.h.)	9.8 kph (6 mph)
Minimum braking distance from maximum speed	In Metres	1.5 m
Range on full charge and flat ground	Km (miles)	32 km (20 miles)
The turn-around width	In m and ft	2.87 m (9 ft 5 ins)
The maximum safe slope - Do not exceed the scooter may topple	Degrees	8°
The maximum climbing ability facing upwards (Rider weight less than 85kg or 189lbs)	Degrees of slope	8°
Ground Clearance	In mm Ins in ( )	130 mm (4")
The maximum obstacle climbing ability	In mm Ins in ( )	50 mm (2")
The maximum height of kerb which vehicle can descend safely	In mm Ins in ( )	50 mm (2")



Description of Information Provided	Type of information	Information
Wheelchair Type Class & Department of Transport Class	Class A, B or C, Class 1, 2 or 3	B2
Overall Dimensions fully assembled	Length x Width x Height in mm Ins in ( )	1250 (49) x 540 (21) x 1040 (41)
Dimensions Seat removed tiller folded	Length x Width x Height in mm Ins in ( )	1250 (49) x 540 (21) x 570 (22)
Maximum carry capacity	Kg, lb( )	136 kg (300 lbs)
Mass (Weight) including batteries 388D / 388S	Kg, lb( )	87 kg (192 lbs) / 83 kg (183 lbs)
Battery Voltage and Capacity	Volts and ampere hours	Two 12V 33 Ah
Mass (Weight) of Battery Pack	Kg, lb( )	21.8 kg (48lbs)
Type of Seat		Adjustable swivel and adjustable height
Mass (Weight) of Seat 388D / 388S	Kg, lb( )	14.8 kgs (32.6 lbs) / 10.9 kgs (24 lbs)
Mass (Weight) of Drive train	Kg, lb( )	12.6 kgs (27.8 lbs)
Mass (Weight) of front section	Kg, lb( )	20.3 kg (44.8 lbs)
Mass (Weight) of rear section	Kg, lb( )	17.7 kgs (39lbs)
Wheel Size	Front/Rear mm Ins in ( )	255 x 77.5 (10" x 3")
Type of Tyres	Type	Pneumatic
Tyre Pressures normal	Front/Rear p.s.i. (bar)	43 p.s.i. (3 bar)
Tyre Pressures maximum - not to be exceeded	Front/Rear p.s.i. (bar)	50 p.s.i. (3.5 bar)
Maximum Speed	In km/h & (m.p.h.)	6.4 kph (4 mph)
Minimum braking distance from maximum speed	In Metres	1.5 m
Range on full charge and flat ground	Km (miles)	32 km (20 miles)
The turn-around width	In m and ft	2.87 m (9 ft 5 ins)
The maximum safe slope - Do not exceed the scooter may topple	Degrees	8°
The maximum climbing ability facing upwards (Rider weight less than 85kg or 189lbs)	Degrees of slope	8°
Ground Clearance	In mm Ins in ( )	100 mm (4")
The maximum obstacle climbing ability	In mm Ins in ( )	50 mm (2")
The maximum height of kerb which vehicle can descend safely	In mm Ins in ( )	50 mm (2")

Description of Dashboard Controls

**Battery Indicator:** When the ignition is switched on the needle will move from left to right. This instrument shows the level of charge in the batteries. When in the green area the batteries are fully charged. When in the yellow area the batteries need recharging and when in the red area the batteries **urgently** need recharging. Note: When the vehicle is climbing a steep incline or starting off, the level may drop momentarily, this is normal.

**Warning buzzer.** This will sound if the battery charger is left in or the freewheel is not engaged. The vehicle will not operate. If you have checked both points turn off the ignition and turn it on again, the buzzer should stop and the vehicle work correctly. If the buzzer continues to sound you have a problem with the vehicle. Contact your dealer.

**Speed Control Dial:** This controls the top speed of your scooter. When the dial is turned to the left, this is its slowest speed. As the dial is turned to the right the speed will increase to a maximum, which is the highest speed. Set the speed before you move off. Do not adjust when the vehicle is moving.

**Horn:** Press the button and the horn will sound. Release and the horn will stop.

**Ignition Switch:** Always remember to remove key **when not in use**. Do not leave the ignition on when not in use especially when charging the vehicle.

**388 XL only -Indicators:** When the switch is in the central position it is off. When turning to the right move the switch to the right and the right indicators will activate with a buzzer sound. When turning left move the switch to the left for the same effect.

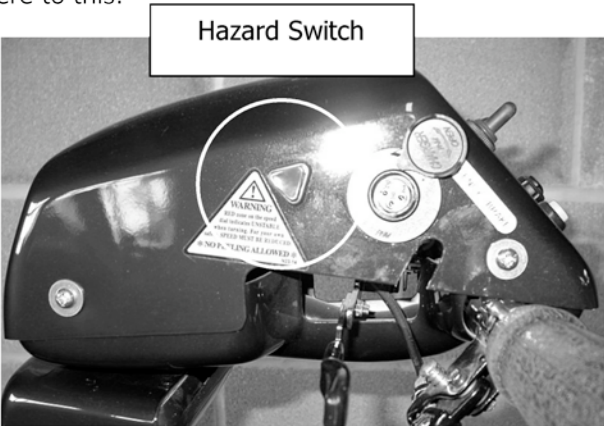
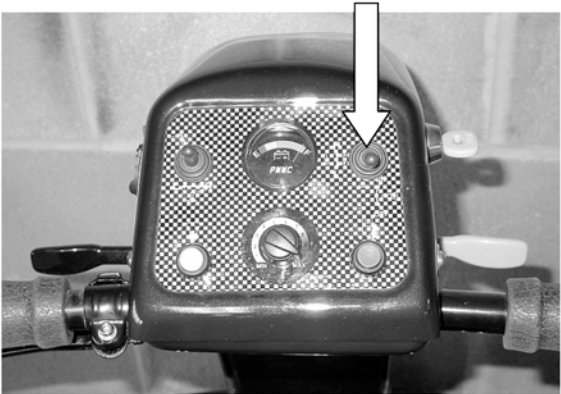
Continued.....

**Lights:** To switch on the lights press the button and release. To switch off press again.

**388 XL only - Hazard Lamps:** To activate the hazard lights locate the triangular switch on the side of the tiller (Orange colour). Press for on. Press again for off.

**Important Safety Point**

**388XL only - Half speed switch Marked "H" or "L":** This is a very important feature. When travelling on a pavement the "L" must be engaged. This restricts the speed to 4 mph with the speed control dial at 10. When travelling on the road full power can be used. Switch to "H" with the speed control dial at 10 and the vehicle will move at its top speed. This is the law and you must adhere to this.



Important Technical Information regarding Electromagnetic Interference (EMI)

The intensity of interference from electromagnetic energy is measured in volts per meter (v/m), which refers to the strength of the electrical source (voltage) as it relates to the distance away from the object being considered (in meters). Resistance of a scooter/wheelchair to certain EMI intensity is commonly called its "immunity level". 20 volts/meter is a generally achievable and useful immunity level against interference from radio wave sources (the higher the immunity level, the greater protection).

Your scooter has been tested and found to meet the required immunity level from Electromagnetic Interference (20v/m): the intensity of interference from electromagnetic energy.

**WARNING:** Even with the immunity level of 20 volts/meter, certain precautions must be followed to ensure your scooter/wheelchair will not be affected by outside electromagnetic sources.  
See page 5.1 of this manual for additional information.

Notice for the Service Engineer.  
Please make sure this part is stamped and dated after each service.

<b>Dealer stamp – 5<sup>th</sup> service</b>	<b>Dealer stamp – 7<sup>th</sup> service</b>
<b>Dealer stamp 6<sup>th</sup> service</b>	<b>Dealer stamp – 8<sup>th</sup> service</b>

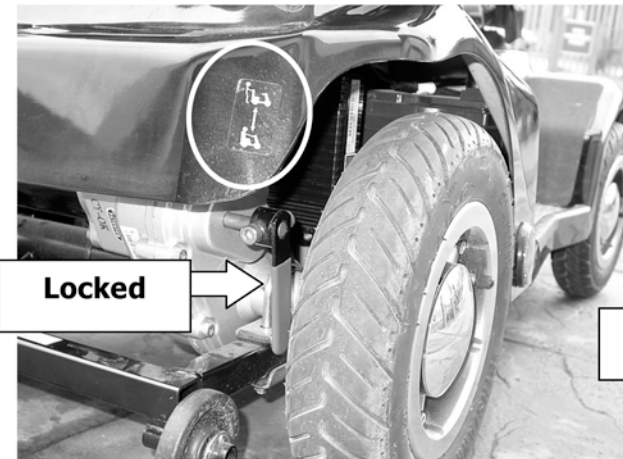
**SAFETY INFORMATION**

**When the vehicle is switched off the brakes are automatically engaged. This is called "Failsafe Braking". If the batteries are flat, the same thing happens.**

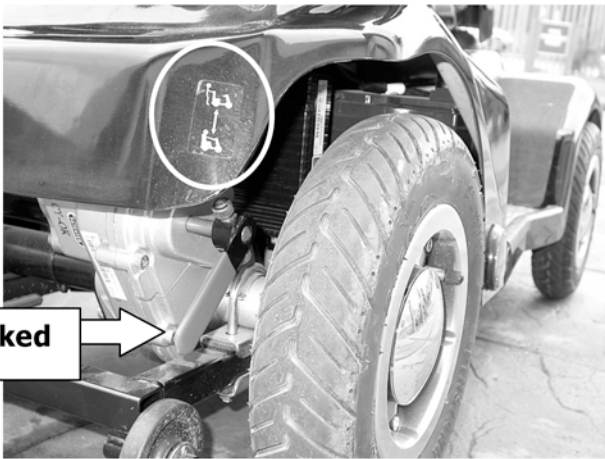
**There may be occasions where you may wish to move the vehicle without power. To do this there is a Freewheel Device fitted.**

**The Freewheel device allows the vehicle to be pushed without power. To activate, first locate the lever. It is located on the left hand side of the rear of the vehicle when standing behind it. (Yellow lever)**

- **Switched off the ignition and remove the key.**
- **Move the lever to the up position. The vehicle can now be pushed in Freewheel.**
- **Move the lever down to engage. The vehicle is now braked – This is the normal operating position.**
- **IF YOU ARE NOT COMPLETELY SURE OF THIS FEATURE CONTACT YOUR DEALER BEFORE OPERATING THE SCOOTER.**
- **DO NOT SIT ON THE MACHINE AT ANY TIME WHEN THE BRAKE IS DISENGAGED**



The lever (Yellow lever) is in the **locked** position. Read the warning label (Circled)



Pull the lever up and the brake **disengages**. When the vehicle has been moved immediately push the lever down into the **locked** position

**Brakes**

There are 2 braking systems. The first works with the accelerator. When the accelerator is released the scooter will automatically brake and bring the scooter to a stop. When the scooter stops the automatic handbrake will engage. This will stop the vehicle rolling forward or backward. When you start the brake will automatically disengage. If the battery should go flat the brakes automatically engage.

Notice for the Service Engineer.  
Please make sure this part is stamped and dated after each service.

<b>Dealer stamp – 1<sup>st</sup> service</b>	<b>Dealer stamp – 3<sup>rd</sup> service</b>
<b>Dealer stamp 2<sup>nd</sup> service</b>	<b>Dealer stamp – 4<sup>th</sup> service</b>



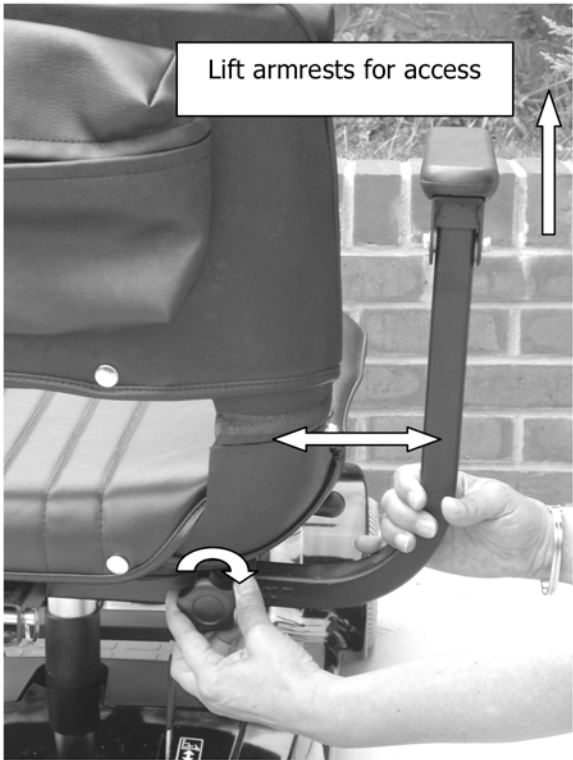
CHECKLIST

- Initial diagnostic road test
- Wheel bearings wear and lubricate
- Wheel alignment
- Wear or damage to tyres or wheels
- Inflate the tyres to 30 psi all round
- Bodywork fixtures
- Throttle play and adjustment
- Battery box contacts & Velcro fitting
- Steering bearing for wear
- Seat mounting
- Transaxle mountings are tight
- Handlebar alignment
- Motor brush wear
- Motor speed check
- Transaxle play
- Electromagnetic brake operation
- Freewheel operation
- Frame for damage or cracks
- General corrosion
- All operational controls work correctly
- Battery condition and charger operation
- Tighten all nuts & bolts
- Final road test
- Clean vehicle
- Customer road test



Critical Safety Components

- Frame locking pin is undamaged and is attached to the retaining chain
- Revolving seat mechanism locates correctly
- Free wheel device operates correctly and brake holds on 1 in 4 hill with maximum load.
- Lights/switches operate ok – check bulbs.



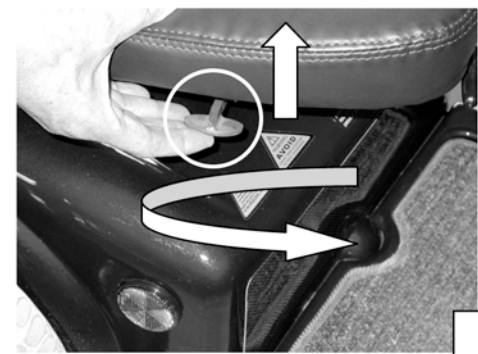
Armrest Adjustment

When getting seated on the scooter lift the armrest up. When riding always have the armrest in the down position.

If you require more room in the width of the seat undo the black knobs as shown. Slide the armrests in or out to suit. Tighten both knobs to clamp. (One on each armrest) To ensure that the user is sitting centrally, the armrests should always be adjusted to be equidistant from the centre of the seat.

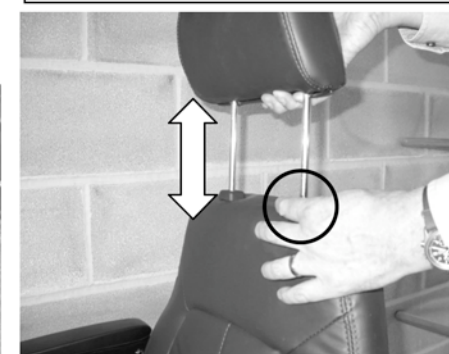
**Check the knobs are tight twice a week.**

**CAUTION:** Make sure the seat is locked in the forward position before driving the vehicle.



**Revolving Seat**  
To aid access a revolving seat is fitted. To access the seat pull the red lever up at the base of the seat and turn so the seat is facing you and is locked (This is automatic). Sit on the seat, pull the lever up and turn to the forward position.

**Not fitted to the 388S Model**



**Headrest**  
To adjust the headrest push in the button located at the base of the headrest. Pull or push the headrest to the desired position. Release the button and the headrest will lock.

**It is recommended that this adjustment is carried out by your dealer.**



**Seat Height Adjustment**  
Remove the seat by lifting the revolving seat adjusting lever, turn the seat and lift off. Undo the height adjustment knob (Circled) until the mounting can be lifted. Move the seat into the desired position and tighten the knob.

**Additional note (Height Adjustment)**  
Ensure the adjustment knob locates in the mounting hole when tightening.  
**CAUTION**

This section covers maintenance.

This vehicle is designed for minimum maintenance. However, it is recommended that your vehicle is serviced at least once a year by an approved Electric Mobility Dealer. If the vehicle is used constantly we recommend a twice-yearly maintenance.

Make sure the engineer stamps this Handbook on completion for all servicing carried out on this vehicle. Keep all receipts for servicing and repairs with this handbook. This may add value when selling the vehicle.

When the vehicle is due for its annual service make sure you report any concerns you have preferably when you book the service (See points to look out for below).

On completion of the service, test the vehicle before the engineer leaves and make sure you are satisfied with the work carried out.

- Points to look out for:
- Are there any strange noises from the wheels or does the frame creak when going over rough ground?
  - Are the batteries charging up correctly?
  - Is the steering tight or is it loose when turning? Is there any play in the steering?
  - Has anything come loose?
  - Does the vehicle perform as well as it did when it was new?
  - Are there noises or rattles that were not there before?



Lifetime Frame Guarantee



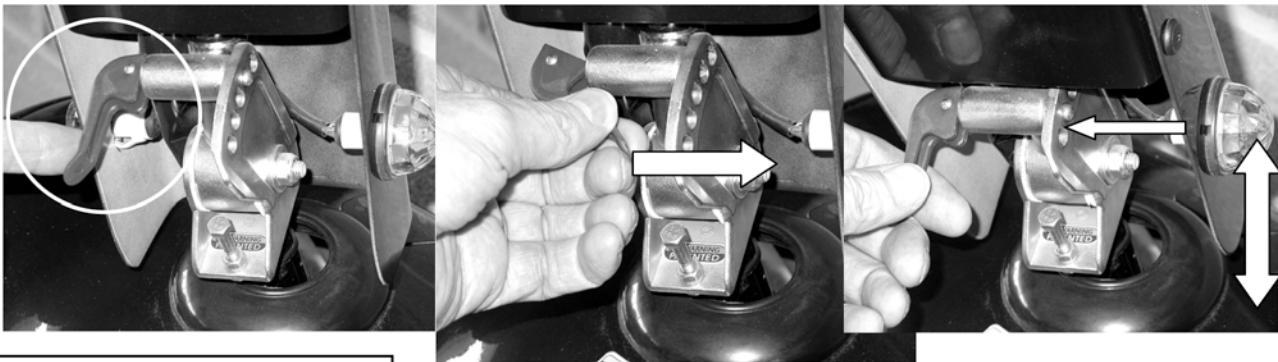
Electric Mobility Euro Ltd guarantees the frame of its vehicles to be free from defect in materials and workmanship under normal use as described in this document for the lifetime of the vehicle. Should a defect in materials or workmanship appear, Electric Mobility Euro Ltd, will repair, or at its option, replace the frame to the original owner.

One Year Limited Warranty



Electric Mobility Euro Ltd warrants its products against defects in material and workmanship for a period of one year, providing the products are properly assembled, operated and maintained in accordance with the vehicle Owners Manual. This limited warranty is limited to the original purchaser. This limited warranty commences on the date of the original retail purchase or original use, whichever occurs first, providing the warranty card is fully and correctly filled out and returned to Electric Mobility Euro Ltd Customer Service Department within 15 days from receipt of product. If a defective part appears within the stated limited warranty period and the purchaser has given Electric Mobility Euro Limited immediate notice the Company will repair the part or at its option replace the part with a similar part. No allowance will be made for repairs to any equipment without the expressed written or verbal approval of Electric Mobility Euro Limited. Any description, specifications, samples, models, bulletins or similar materials used in connection with the sales of Electric Mobility Euro Limited products are for the sole purpose of identifying the equipment and are not to be construed as expressed warranties. This limited warranty applies only to the original purchaser of the equipment and is not transferable. Electric Mobility Euro Ltd shall not be liable for special, indirect or consequential damage. Electric Mobility Euro Ltd's liability on any claim of any kind including negligence for any loss or damage arising out of, connected to, or resulting from the order of the performance thereof the design, manufacture, sale, delivery, resale, direction and instructions, inspection, repair or use of any equipment covered by or furnished by, under this order, shall in no case exceed the price paid by the purchaser for the equipment. This limited warranty does not cover normal maintenance service, or periodic adjustments necessitated by use of wear. Under no circumstances will charges for labour, consequential damage or repair expense be allowed after 30 days from receipt of product.

The tiller adjustment sometimes known as the handlebar adjustment allows you to alter the angle of the tiller to suit your driving style or to fold the tiller down for transporting.

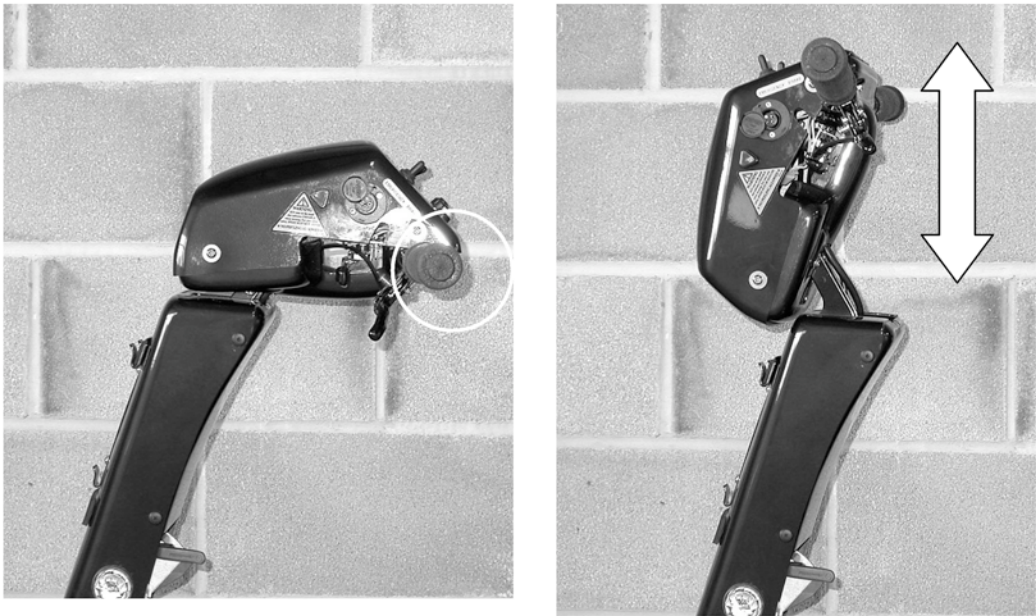


Locate the red lever at the base of the steering column or Tiller. (Circled)

Push the lever in to release the lock.

Pull the tiller back to the desired angle and release the lever.

**Make sure the pin (Arrowed) is located in one of the 5 holes before driving the vehicle**



**Passenger Access**

When accessing the vehicle the tiller can be raised to maximise space. Pull the handlebars up to the position shown and lower when seated on the vehicle.  
**DONOT DRIVE THE VEHICLE WITH THE TILLER IN THE UP POSITION.**

If you lose your Owners Manual replacement copies are available from:  
Electric Mobility Euro Ltd.  
Canal Way, Ilminster  
Somerset, TA19 9DL  
Telephone: 01460 258100

Each vehicle comes with a copy of the BHTA Highway Code. Please make sure you read it.  
Telephone BHTA on 01732 458 868 for a new copy.

Important note on the BHTA Highway Code:  
On page 3 of the Code under "Consider Investing in a mobile phone"  
Read the section of this manual under "Safety Information" before purchasing this item.  
If in doubt contact the dealer.

For Information regarding other Electric Mobility products contact your dealer or log on to the  
Electric Mobility Website [www.electricmobility.co.uk](http://www.electricmobility.co.uk)

**Visual Impairment**

**If you are visually impaired, please contact the Company to discuss your requirements.**  
**However, you should not drive a vehicle in a public place if you cannot see well enough to ensure your own, and others safety.**

*How long will my batteries last and what range can I expect?*

This is a very difficult question and not one that has a straight answer. It depends on many things but a rough guide to batteries are:

- Keep them charged, do not let the batteries run completely flat. If they are flat charge them up.
- The life of a battery depends upon the number of cycles the battery goes through.
- If you carry out these simple instructions your batteries will have a longer life.

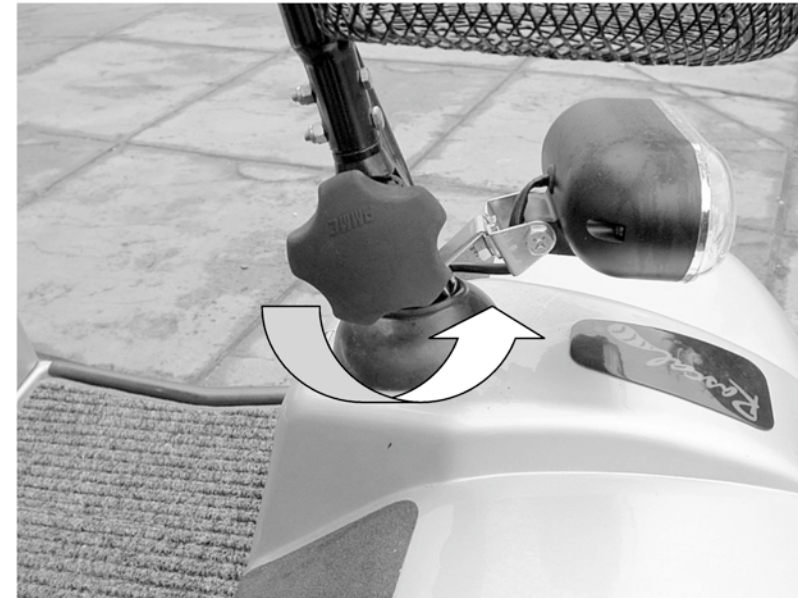
Range can be affected by many things such as:

- Temperature.
- Faulty batteries.
- Faulty charger.
- Type of terrain.
- Weight of the person.

Important Rule: Always use the correct charger with the correct batteries.

*How long should I keep my vehicle before I change it?*

Keep it as long as it suits your needs. Remember vehicles of any type become more expensive to maintain the older they get.

**Tiller Adjustment**

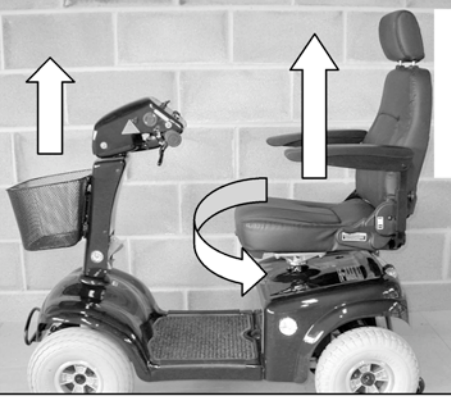
To adjust the tiller undo the black knob as shown. Move the tiller to the desired position and tighten the knob.

**CAUTION**


**Check the tiller knob is tight daily before using the vehicle**




If you need to transport your vehicle follow these instructions. **Note:** This machine is heavy and you will need assistance when removing the batteries and loading it into a vehicle. Weights are given in the Technical Specification; consider if you need help in handling parts before you try to lift them.




Model shown is 850 – instructions identical



Remove knob  
Page 13.1



The rear cover is held on with Velcro. Pull upwards to remove



Lights applicable to 388XL & D

**Preparation**  
Turn off the ignition & remove key.  
Remove the front basket – lift off. (When new it may be stiff)  
Press down the revolving seat lever. Turn the seat slightly and lift off the seat upwards and it will release.  
**Caution: it's heavy!**  
When assembling the seat make sure it is located correctly then turn until it locks. Relocate the seat height adjustment knob. (See page 13.1)

**Step 2: Rear Cover**  
Remove cover. Caution, as the cable for the lights must be disconnected before complete removal. Locate the connector and separate. The cover can now be completely removed

*How do I clean the vehicle?*

Use a sponge and soapy water. Rinse off with water. Do not use a hose.

*What happens if I have a problem with the vehicle?*

With any problem you will have to call your dealer. They are there to help you but they can only do this if you give them as much information as possible. Remember correct information will get the problem fixed quicker and save you money.

Phone the dealer and explain exactly what the problem is. Remember small points help the engineer to identify the problem before he calls to fix it.

*I want to transport my vehicle but the boot lip is too high for me to lift the vehicle.*

There are various techniques to loading the vehicle into a car. It depends on what type of vehicle you own. Make sure your dealer has demonstrated the easiest way of doing this.

*Can I fit weatherproofing such as a canopy?*

Yes, but remember if you alter the vehicle in any way it will void your guarantee. Be aware that enclosed canopies can affect the handling of the vehicle in strong winds.

**Getting on and off the vehicle:** When getting on make sure that the vehicle is on level ground, and not in freewheel mode. Ensure that the armrests are secure. When getting off, park on level ground, turn off the ignition and remove the key before leaving your seat. Make sure you get off the vehicle in a safe area.

**Handlebar Position:** Before driving, the handlebars should always be lowered into the driving position. This correctly positions the headlight and ensures all the controls are in the right position for comfortable operation.

**Tiller Position:** Never drive with the tiller in the unlocked position, as injury could result from unintended tiller movement whilst driving.

**Curbs and Obstacles:** Do not ride up curbs or obstructions higher than that in the Technical Specification Sheets. Always tackle curbs and obstacles head on. The sprung anti-tip rollers at the rear of the scooter may contact the curb as you descend; this may cause a loud click. This is normal. Always try to avoid crossing a slope. If you have to cross a slope, take great care to avoid tipping. Never make sharp turns on slopes.

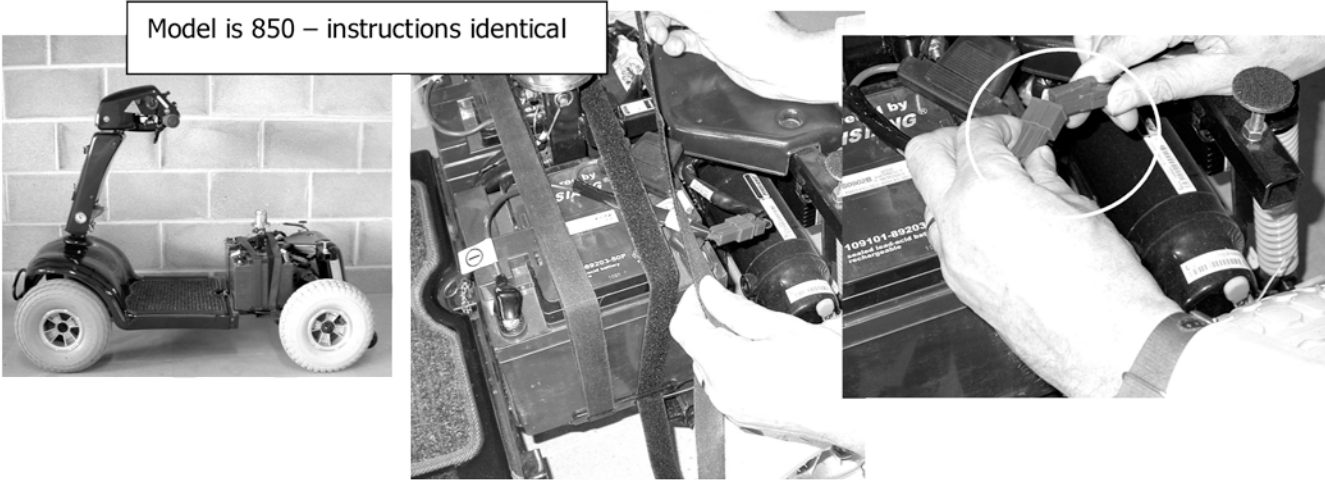
**Hills and slopes: Going up hill:** Lean forward when going up. Make sure you have enough speed to climb the slope. Do not stop or turn the vehicle around. If you have to turn while climbing an incline, keep going until you reach a level area. If you have to start on an incline, lean forward and apply power slowly – do not start and stop. If you are not comfortable with the hill gradient, consider adjusting your seat position forward to go uphill. Alternatively, consider an alternative route. Note: Always check that the battery level is high; going up hill takes a lot of energy. If the level drops too low the vehicle will automatically cut-out.

**Hills and slopes: Going down hill:** Lean back in the seat when going down, and turn the speed control dial to low. If you are not comfortable with the hill gradient, consider adjusting your seat position further back when going downhill. Alternatively, consider an alternative route. **Try to avoid crossing slopes – always try to drive straight up and down the slope – NEVER BACK DOWN A SLOPE!**

**Turning:** Slow down and look in the direction you are travelling – If there is a blind corner sound the horn.

**Bad Weather:** If it is snowing or icy stay at home! Remember that ice, snow and slippery surfaces such as manhole covers, wet grass and drains could affect braking and steering. Use caution at all times.

**Pneumatic Tyres:** Your vehicle is fitted with pneumatic tyres to give you a smooth comfortable ride over uneven ground. Repair of tyres or wheels should be by your local dealer. If you are particularly concerned about punctures consult your local dealer for advice on puncture proofing products.



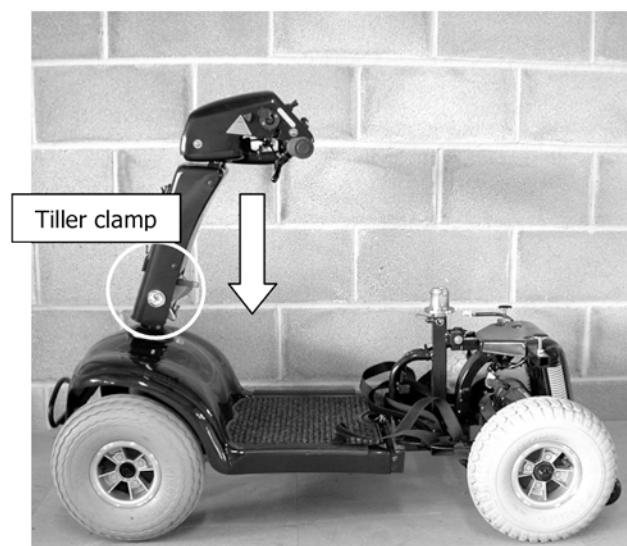
**Step 3 – Battery Retaining Strap**  
Pull the Velcro retaining strap apart to release the batteries.

**When assembling the vehicle make sure these straps are secure.**

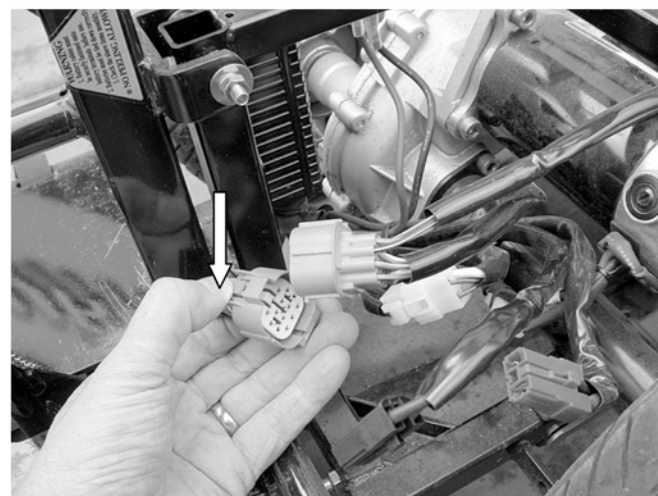
**Step 4: Remove the Battery**  
Disconnect the batteries before removal. There is a red connector and a black connector. Both of these must be disconnected before removal.

**Caution: These parts are heavy.**





Fold down the tiller. Release the tiller clamp and pull the tiller down to its lowest position



Split the main connector. This is coloured orange. Hold both parts of the connector and press down on the plastic lock (Arrowed). Pull the connector apart.

### Read This Before Driving the Vehicle!

Whether or not this is your first mobility vehicle, read these guidelines as all vehicles differ. Failure to do this may cause damage to your self, a third party or the vehicle.

1. Check the weather. Make sure you are wearing suitable clothing, whether your journey is long or short.
2. If you are taking medication check with your doctor or physician that your ability to control the vehicle will not be impaired.
3. Do not drink alcohol and drive – It's the law!
4. Only use the vehicle for the purpose its intended for. Do not drive through deep water; transport more than one person; tow other vehicles or carry excess weight. Do not modify the vehicle as this will render your warranty void.
5. Make sure the battery charger is disconnected.
6. Make sure you have adjusted the seat as instructed in this manual – get comfortable – set the speed control dial to a low setting.
7. Make sure the road ahead is clear.
8. Switch on the vehicle. Check the battery level indicator is in the green area.
9. Pull in right hand lever slowly. The vehicle will now move off. The more you pull the lever in the faster the vehicle will go.
10. To brake, release the lever. If you become unsure or feel unsafe release the lever immediately.
11. As you get accustomed to the power you can increase the speed.



Carrying Weight on the Vehicle

Front Basket – The basket mounted on the front has a weight limit of 10lbs (5kgs). Do not exceed this as it could effect the steering.

Handlebars – Do not carry or attach anything to the handlebars. Anything attached to the handlebars will affect the control of the vehicle.

Floor Area – Do not use the floor area.

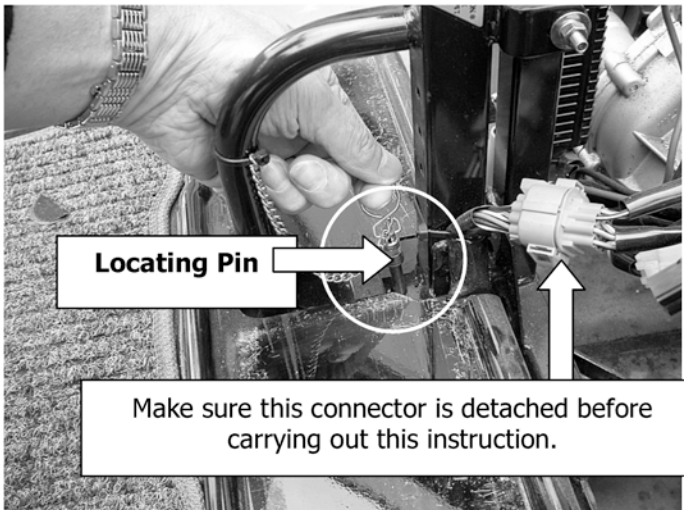
Other Items – Only fit approved products or Accessories.

Child Safety

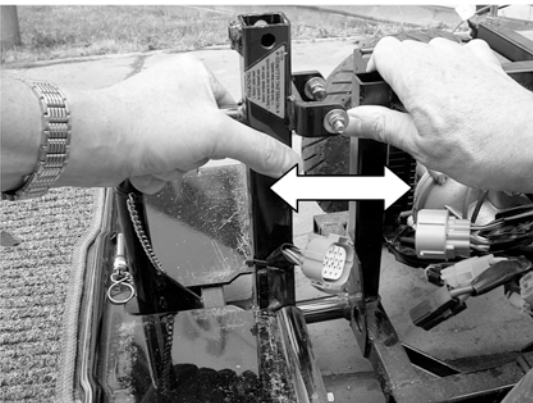
This product is designed to be operated by adults. Children should not be allowed to tamper with the controls or play on the vehicle.

**Do not carry children as passengers.**  
The product is designed for single person use only.

Keep all packaging well away from children.

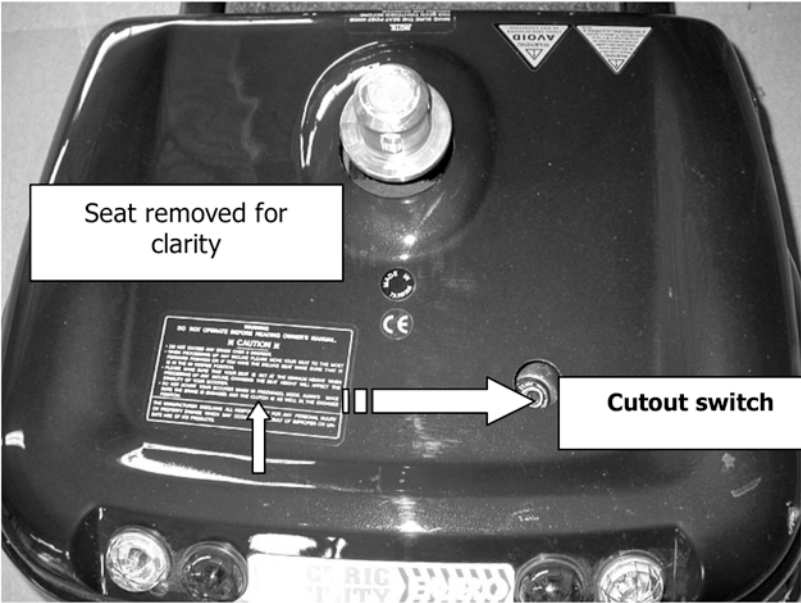


Remove the locating pin. This holds the two halves of the frame together



To separate the frame hold the frame at the top and pull apart. Move the two halves of the frame up and down as you pull apart.

**Locating pin – When reassembling the frames make sure the locating pin is inserted fully. If in doubt contact your dealer – This is a safety critical component.**



**Labels (Small arrow)**

The vehicle has labels fixed on the machine for your attention. Please read these, as they will affect your safety of the use and operation of the vehicle.

Located under the seat is the overload switch. It acts as a resettable fuse should the power requirement be too large. If the vehicle is being used under high load conditions such as a long hill with a heavy load, hilly areas of grass or soft ground the power requirements may be too high and the cutout will activate. This will activate the brakes and the vehicle will stop. Wait for a few minutes and push the button in (Arrowed). The vehicle will now start. If it will not engage or constantly pops out contact your dealer.

**This table is a guide to fault finding. The fault may be a simple fix. If you have any doubts phone your dealer.**

Symptom	Solution
<ul style="list-style-type: none"><li>Unit does not move. Check: Does the battery level indicator work when the ignition is switched on?</li></ul>	<ul style="list-style-type: none"><li>Freewheel is engaged.</li><li>Batteries flat – check level.</li></ul>
<ul style="list-style-type: none"><li>Steering is loose or wobbly when driven. Check: Have you hit a kerb or obstacle hard? Are the handlebars straight when riding in a straight line?</li></ul>	<ul style="list-style-type: none"><li>Check for tyre damage.</li><li>Damaged steering - contact dealer.</li><li>Loose seat - contact dealer.</li></ul>
<ul style="list-style-type: none"><li>Vehicle behaves erratically when driven. Check: Does the vehicle judder or cutout.</li></ul>	<ul style="list-style-type: none"><li>Possible electronic problems - contact dealer.</li></ul>
<ul style="list-style-type: none"><li>Short Range Check: If the red charging lamp is blinking after all night charging it could be a defective battery.</li></ul>	<ul style="list-style-type: none"><li>Binding front wheels.</li><li>Binding rear wheel - Emergency brake. Switch into freewheel and the vehicle should move easily. If not contact dealer.</li></ul>

Maintenance should be carried out by a qualified engineer.

Unfortunately they cannot be there at all times. Items you should check on a daily/weekly basis:

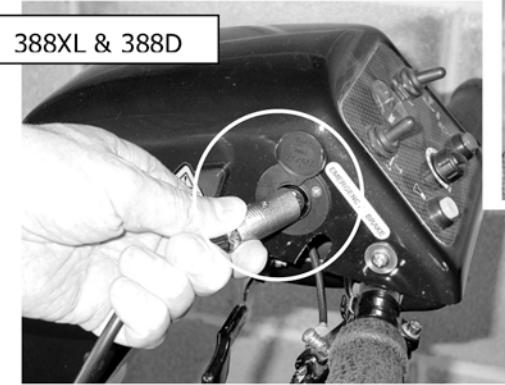
#### Daily

1. Visually check the machine for damage.
2. Visually check the tyres for damage. Check the tyre pressures. They should be 30 psi all round. **Caution** – Not maintaining your tyre pressures will affect stability and range
3. Check the steering moves freely.
4. Tiller clamp is tight.
5. Seat is located correctly and locked.
6. Check the armrests are tight.
7. Batteries should be fully charged.
8. Front basket is secure.

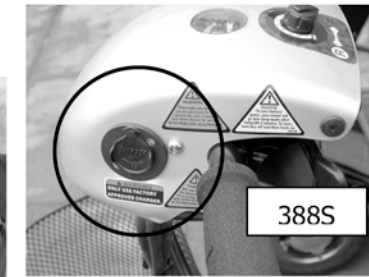
#### Important – Possible faults

As you get used to your vehicle you will get a feel for how it behaves. If something feels unusual, for instance the vehicle does not accelerate or brake smoothly; the brakes are not holding on a slope or the steering feels different, contact your dealer immediately and explain to the engineer exactly what the problem is. This will help diagnose the problem.

388XL & 388D



388S



The charging socket is located on the left side of the tiller head. Slide round the protective cover and push in the round silver plug.

**Caution:** Make sure the 3 pins are lined up. Do not force the plug into the socket.  
Always close the protective cover when not in use

The battery charger has small lamps (Arrowed). When the charger is connected and switched on the power lamp will indicate a steady red. The green lamp will blink to indicate charging.

*If the red lamp blinks there is a fault – contact your dealer.*

When the batteries are charged the green lamp will change to steady green.



Correct battery charging prolongs the life of your batteries.

**Connection Instructions**

When you receive your vehicle the batteries are only partially charged – fully charge before use.

1. Place your machine in an area that is dry and well ventilated. Make sure a power point is nearby.
2. Make sure the vehicle is **switched off and the key removed**.
3. Make sure the mains switch is off.
4. **Never connect or disconnect the charger with the mains on.**
5. Connect the charger to the scooter.
6. Connect the mains plug and switch on the charger.
7. The power illuminates steady red when switched on. The charger lamp changes to steady green when charged.
8. **Switch off the mains** and remove the plug from the battery when fully charged. Do not leave the charger plugged in with the power off. This will discharge your battery.
9. If you leave the charger connected to the vehicle and you try to drive off the machine will not operate and a warning buzzer will sound.

The batteries are the lifeblood of your vehicle. Their characteristics can change depending on charging, temperature, usage and other factors. Listed below are guidelines to prolong their life.

**Charging your Batteries**

1. After using your vehicle always charge it at the end of the day even after a short journey.
2. If you do not use your vehicle for a prolonged period, place it on charge once a week, overnight.
3. Always use the correct charger with the correct batteries.
4. If the batteries have been flat for a long time (about 2 months) it is recommended you contact your dealer before charging.  
**If one or both batteries are damaged they could heat up when charging or in an extreme case explode.**
5. Do not charge the vehicle in the open – it may rain and the battery charger is not waterproof.
6. Keep the vehicle in a well-ventilated area and away from any naked flame.
7. Do not force the plug into the charging point (Page 18.1). Push it lightly in and turn the plug until the pins line up, then push in fully.
8. Do not part charge the batteries. Allow the charger to complete its cycle.

These items are expensive to replace – look after them.