



## **ECLIPSE**

### Owner's Manual

CareCo (UK) Ltd  
Hubert Road  
Brentwood  
Essex  
CM14 4JE

**Thank you for purchasing your CareCo Eclipse scooter. We are delighted you have chosen CareCo (UK) Ltd for your mobility needs**

**Standard Packing List:**

1 Owner's Manual

1 Battery Pack

2 Keys

Battery Charger

**DISCLAIMER**

We ask that you read this manual completely before operating your new Eclipse scooter.

CareCo (UK) Ltd cannot be held responsible for any damage or injury incurred due to improper or unsafe use of the CareCo Eclipse scooter.

CareCo (UK) Ltd specifically disclaims responsibility for any bodily injury or property damage that may occur during any use that does not comply with applicable laws.

Congratulations on the purchase of your new **Eclipse** scooter. The **Eclipse** combines cutting edge technology with attractive design and practicality which is highly functional in today's world. We at CareCo (UK) Ltd know that you have chosen a scooter that will give you years of dependable operation and will also enhance the quality of your life by providing you with the mobility to experience an active daily lifestyle.

Even though your new **Eclipse** is both user-friendly and designed for maximum manoeuvrability in the tightest spaces, we ask that you please read, understand and follow all of the instructions and suggestions in this manual before you operate your scooter for the first time. The safe use of your new scooter is very important to us.

If you feel that you do not understand the instructions and suggestions presented in this Owner's Manual, or if, for any reason, you do not feel capable of performing the activities necessary to assemble, disassemble, operate or maintain your **Eclipse** scooter, please contact CareCo Customer Services on 0845 611 8022.

CareCo (UK) Ltd cannot be held responsible for personal injury or property damage resulting from the unsafe or the improper use of any of our broad range of health and personal mobility products. Also, CareCo (UK) Ltd cannot be held responsible for personal injury or property damage resulting from attempts to follow instructions, suggestions, and guidelines presented in this Owner's Manual.

Our Research and Development Department, our Quality Control Department, and our Engineering Departments have used the latest product specifications and the latest product design information to manufacture your **Eclipse** scooter. CareCo (UK) Ltd reserves the right to implement changes into our product lines when those changes become desirable or necessary. If such changes are implemented into our product line, there may be minor differences between the product you purchased and the illustrations and instructions in this Owner's Manual.

We at CareCo (UK) Ltd would appreciate hearing about the dependability of your **Eclipse** scooter and about the convenience of mobility it has provided for you. We would also appreciate hearing about the service you received from our Company.

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[www.careco.co.uk](http://www.careco.co.uk)

For more information about our products and services, or to send us your comments, please visit our website at [www.careco.co.uk](http://www.careco.co.uk) or email: [cs@careco.co.uk](mailto:cs@careco.co.uk)




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# 1. PREFACE AND INTRODUCTION

Please carefully read this owner's manual before using the vehicle to ensure that you get the most from your scooter. Improper use of the vehicle could result in harm, injury or traffic accidents. This owner's manual includes operation instructions for every aspect of the vehicle, together with assembly instructions.

- ◆ The symbols used in this manual are explained below:-

 Warning	Improper usage could result in serious injury or death
 Attention	Improper usage could lead to injury and/or damage to your scooter.
 Suggestion	Follow these instructions to keep your vehicle in a good operating order.

- ◆ This manual includes a copy of repair and maintenance record chart and warranty information. Please keep it in a safe place or in the scooter.
- ◆ If someone else uses the scooter, please make sure that you provide them with this owner's handbook for their information.
- ◆ As designs change some illustrations and pictures in the manual may not correspond to the vehicle that you purchased. We reserve the right to make design modifications.

Our Scooters have been designed and manufactured to provide a comfortable and secure, yet affordable, solution for some mobility requirements.

## 2. SAFETY NOTICE

### 2.1 BEFORE DRIVING

The user needs to be familiar with the operation of this vehicle before driving. Therefore, please follow the recommendations in this safety notice.

#### ■ **The same traffic rules apply to the use of this vehicle as apply to pedestrians**

- ◆ For your safety, please follow and adhere to the same traffic laws as pedestrians.
- ◆ Please do not drive your scooter after consuming alcohol or when you are tired.
- ◆ Please be careful when driving your scooter in low light. It has not been designed for use at night.
- ◆ Be extremely cautious when driving your scooter in busy areas or in shopping malls.
- ◆ Ride on the pavement, single carriage roads, or pedestrian areas only. Never ride on motorways or dual carriageways.
- ◆ Be aware of traffic when crossing or using roads.

#### ■ **Practice operating your vehicle**

Before using the scooter, familiarise yourself with its operation. Practice in a wide open area such as a park. In order to avoid accidents with your scooter whilst driving, please take care when accelerating, stopping, turning, reversing and travelling up and down ramps.

- ◆ Please turn the speed dial to minimum value for your initial practice.
- ◆ Be sure someone accompanies you when driving on the roads for the first time.
- ◆ Only use higher speed setting when you are confident that you can easily operate and control your scooter.

#### ■ **The Scooter is only to be used by one person at a time**

Do not carry passengers on your scooter (including children)

#### ■ **Do not use this vehicle to carry or haul goods**

- ◆ The maximum weight that can be carried is 113kg/250lbs (including occupant and any goods). Refer to 'MAX LOAD WEIGHT' in '9. SPECIFICATION'

## 2. SAFETY NOTICE

### 2.2 WHILE DRIVING

#### ■ Do not use your vehicle under the following circumstances:-

- ◆ On surfaces that are muddy, gravelly, bumpy, narrow, snowed over, icy, or canal towpaths not guarded by any fence or hedge. Keep away from places where the wheels may become stuck.
- ◆ Do not drive at night or in rain, snow, fog or strong winds.
- ◆ Do not drive your vehicle in an 'S' pattern or make erratic turns.
- ◆ Do not take the scooter onto escalators.
- ◆ UNDER NO CIRCUMSTANCES SHOULD THE SCOOTER BE USED AS A SEAT IN A MOTOR VEHICLE (E.G. CARS, BUSES, TRAINS, ETC).

#### ■ Mobile Phones and other electrical equipment

- ◆ Do not use a mobile phone or other wireless communication devices while driving.
- ◆ Always switch off the scooter and remove the ignition key before using a mobile phone.
- ◆ Do not charge a mobile phone or any other electrical device from your scooter's battery.

#### ■ Automatic Power Shut Down

In order to avoid accidentally draining the batteries, your scooter is equipped with an automatic power shut down facility. If the scooter is left switched on, after remaining undisturbed for a period of thirty minutes, it will automatically turn off. When this happens, simply switch your scooter off and back on and it will be ready to use once again.

#### ■ Ramps, inclines and descents

- ◆ Do not drive onto steep ramps greater than the specified gradient. Refer to the section entitled 'CLIMBING ANGLES' in '9. SPECIFICATION'.
- ◆ Always use a low speed setting when ascending or descending a gradient.
- ◆ Do not drive on roads with uneven surfaces or potholes. Refer to the section entitled 'MAX. GROUND CLEARANCE' in '9. SPECIFICATION'.
- ◆ Please slow down when driving uphill.
- ◆ Do not make sudden turns when driving on gravel roads or ramps.
- ◆ Always lean forward when climbing a steep hill.

### 2.3 Labelling

Please carefully read all the labels on the scooter before driving. Leave them affixed for your future reference.

### 3. PARTS INTRODUCTION

#### PARTS DESCRIPTION

1. Control panel
2. Tiller Adjustment Knob
3. Seat
4. Battery Pack
5. Freewheel Lever
6. Anti-tip wheels
7. Seat Post Knob



## 4. OPERATION

### 4.1 CONTROL PANEL

1. Speed Dial
2. Battery Indicator



### 4.2 HOW TO OPERATE YOUR SCOOTER

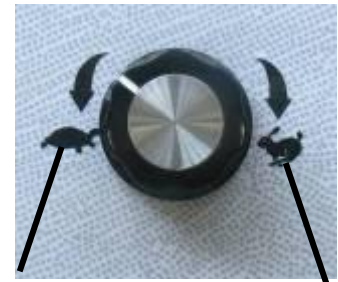
#### ■ Power switch

- ◆ To switch the power on, turn the key clockwise in the ignition. The power eye should illuminate.
- ◆ To switch the power off, turn the key anti-clockwise. The power eye should switch off and the key can be removed if required.

#### ■ Speed Dial

Turn the speed dial to choose the speed of the scooter.

Turn the dial clockwise to increase the speed and anti-clockwise to decrease the speed setting.



Slowest setting

Fastest setting

#### ■ Moving and Braking

- ◆ Push the right-hand side speed control lever forwards with your right thumb and the scooter will move forward.
- ◆ Push the left-hand side speed control lever forwards with your left thumb and the scooter will move backwards.
- ◆ To brake, release the speed control lever which will return to neutral and activate the electromagnetic brake automatically. This will bring the scooter to a prompt stop.
- ◆ The speed control lever allows you to control the speed of the scooter up to a maximum speed determined by the Speed Dial.

#### ■ Braking

Electro-magnetic brake: Release the speed control lever completely (with either hand), and the electromagnetic brake will be activated automatically, and the scooter will stop.

## 4. OPERATION

### **⚠ Warning**

When on a hill or slope NEVER set the vehicle to the freewheel mode as the electromagnetic brakes will not be applied – this could result in injury or damage.

### ■ **Battery Indicator**

The battery indicator on the tiller console uses a colour code to indicate the approximate power remaining in your batteries. Green indicates 40~100% capacity, yellow a low charge (10~30%), and red indicates that an immediate recharge is necessary.

- ◆ The remaining power shown on the battery indicator will vary according to driving time and how you drive. Repeated starting, stopping and climbing will consume the power more quickly.



### ■ **Main Circuit Breaker (Reset Button)**

When the voltage in your scooter's batteries becomes low or the scooter is heavily strained because of excessive loads or steep inclines, the main circuit breaker may trip to protect the motor and electronics from damage.

- ◆ The main circuit breaker reset button pops out when the breaker trips.
- ◆ When the breaker trips, the entire electrical system of your scooter shuts down.
- ◆ Allow a minute or two for your scooter's electronics to 'rest'.
- ◆ Push in the reset button to reset the main circuit breaker.

**Main Circuit Breaker**



## 4. OPERATION

### Suggestion

1. You should recharge the batteries after each time the vehicle is used to ensure maximum range. The batteries should be fully charged at least once a week even if the scooter is not used.
2. After charging or replacing a new battery, drive the vehicle for 2-3 minutes to make sure the battery capacity is sufficient.
3. In winter, the batteries may respond more slowly and the range may be reduced.
4. When driving on a slope or hill, the battery indicator light might move up and down. This is normal and there is no need for concern.
5. Even if the batteries are used properly, their capacity will reduce in time and this results in reduced range compared to brand new batteries. When the batteries' range is approximately 50% of that when they were new, it is time to replace them. Please contact CareCo about replacement batteries. If you continue to use old batteries when they should be replaced, the performance of your scooter may be affected.
6. The battery range will be reduced when frequently driving uphill or on rough ground, as this leads to greater consumption of power.
7. The batteries have a six-month warranty covering manufacturing defects. This warranty does not cover faults due to incorrect battery recharging.

### ■ How to adjust the seat height

1. Remove the seat from your scooter.
2. Remove the lock bolt from the lower seat post.
3. Adjust the seat post to the desired seat height.
4. Move the upper seat post to show the hole to insert the lock bolt.

### 4.3 HOW TO SET TO FREEWHEEL MODE



- ◆ Engaged mode: Push the lever completely and the scooter can be driven by motor power.
- ◆ Freewheel Mode: Switch the scooter off. Pull the lever up and the scooter can be moved manually.

## 4. OPERATION

### **Warning**

Never operate the freewheel lever while seated on the scooter or on a slope or hill!

TO OPERATE THE FREEWHEEL LEVER:

- Always pull UP FIRMLY for freewheel mode
- Always push DOWN FIRMLY for drive mode

### 4.4 TILLER ADJUSTMENT

The tiller can be adjusted into many different positions to suit each driver.

1. Loosen the lever to adjust the tiller to a comfortable position.
2. Tighten the lever to secure the position.



### **Warning**

- ◆ Please hold the tiller before loosening the tiller adjustment knob.
- ◆ Before lifting or driving the scooter make certain the tiller adjustment knob is fully tightened.
- ◆ Never attempt to adjust the tiller while the scooter is motion.

## 4. OPERATION

### 4.5 DISASSEMBLING THE SCOOTER

1. Lift the tiller to stand the scooter in an upright position (Fig. 4.1)
2. Push the front frame and then pull out the connecting pin (Fig. 4.2)
3. Lean the front frame forward to 45 degree (Fig. 4.3)
4. Pull to separate the front frame from the rear frame (Fig. 4.4)

#### **⚠ Warning**

Always unplug the rear section electrical connector before separating the two sections.



Fig. 4.1

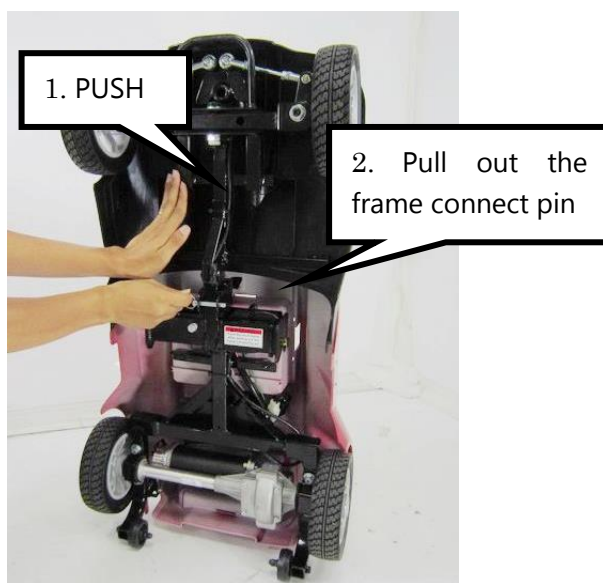


Fig. 4.2



Fig. 4.3



Fig. 4.4

## 5. DRIVING ON THE ROAD

### ■ Starting and Driving

1. Make sure the seat is installed properly.
2. Make sure the tiller has been secured properly.
3. Turn the power switch to 'ON'.
4. Check the battery indicator to ensure there is enough power for your journey. If you have any doubt about the remaining power, please recharge batteries before departure.
5. Set the speed dial to a position you feel safe and comfortable with.
6. Check the forward / reverse speed lever works correctly.
7. Make sure the electromagnetic brake works correctly.
8. Before driving, check your way is clear.

#### ☞ Attention

1. Do not push both RH & LH sides of the speed control lever simultaneously - control of your scooter will be affected.
2. Do not turn the power switch to 'OFF' while driving as this will lead to an emergency stop and possible risk of accident and injury.
3. Do not set to the highest speed whilst driving indoors.
4. Do not adjust the speed dial whilst driving as a sudden change in speed may cause danger to you and others, and may cause damage to your scooter.
5. Do not place magnetic devices near the area of the operation handle as this could affect the safe operation of your scooter.
6. Do be careful whilst driving in heavy traffic or crowded areas.
7. Whilst reversing the vehicle, be aware of people or objects behind you.

### ◆ Stopping

1. Release the speed control lever completely. The vehicle will naturally brake and stop.
2. Turn the power off. Then remove the key.

#### ☞ Attention

1. The stopping distance will vary with your forward / reverse speed. Therefore please begin braking as early as you can.
2. When parking your scooter, be sure to park on flat ground and then turn the power to 'OFF' before you dismount.

## 6. BATTERY CHARGING AND CARE

### 6.1 CHARGING THE BATTERY

#### ■ Off-board Charging (see photograph below)

1. Turn the power switch to 'OFF'
2. Remove the battery pack by lifting out by the handle.
3. Plug the charger's power cord into the mains.
4. Plug the charger's round plug into the charger socket of the battery pack.
5. The charger's orange LED will be lit when beginning to charge. The charging duration is about 8 hours. To ensure optimum performance a 12-hour charge is recommended.
6. The charger's LED will be lit during the charging process.  
The orange LED may turn green after 1-4 hours but charging must continue for stated time.
7. Turn off the charger, disconnect the power cord and the round plug from charger socket on the battery pack.



#### ⚠ Attention

- ◆ When returning the battery pack to the battery pack cavity of the shroud, beware of trapping fingers or hands.

**Note: If there is packing material under the battery pack please remove prior to charging.**

#### ■ Charging Hours

The charging duration is about 6 hours. To ensure optimum performance a 10-hour charge is recommended. We do not recommend charging more than 24 consecutive hours.

## 6. BATTERY CHARGING AND CARE

### ■ Batteries (Inside the Pack)

1. The Scooter is powered by two sealed lead-acid deep-cycle batteries.
2. The batteries supplied with the scooter are 12 V 12AH batteries.

#### ⚠ Warning

1. Keep away from flammable objects while charging due to danger of fire or explosion of batteries.
2. Do not smoke while charging as the batteries may release hydrogen gas. Always charge your battery in a well-ventilated area.
3. Never connect or disconnect the plug or cord with wet hands while charging. Do not connect or disconnect the plug or cord when wet as this may cause an electric shock.

#### 🔧 Attention - Please follow the rules below to avoid accidents while charging:-

1. Please use the certified charger only, and recharge the batteries to their full capacity every time. You may damage the batteries and scooter if you use a charger which is not to the correct specification.
2. Please charge in a well-ventilated area not directly exposed to the sunlight. Do not charge in humid or wet surroundings.
3. Do not charge in temperatures less than  $-10^{\circ}\text{C}$  or higher than  $+50^{\circ}\text{C}$  as the charger may not work well and the batteries may become damaged.

### 6.2 BATTERIES

- ◆ Do not expose the batteries to temperatures below  $10^{\circ}\text{C}$  or above  $50^{\circ}\text{C}$  when charging or storing the vehicle as this could damage the batteries and shorten their life.
- ◆ The batteries are maintenance free and there is no need to refill with water.
- ◆ You are required to recharge the batteries on a regular basis; even if the scooter is not used, the batteries should be charged once a week.
- ◆ The batteries carry a six-month manufacturer's warranty. This warranty only covers issues relating to manufacturing faults, and not faults relating to failure to recharge the batteries as instructed above.

## 6. BATTERY CHARGING AND CARE

### **Suggestion – How to maximise the batteries' efficiency and service life**

1. Fully recharge your new batteries before their first time use.
2. Be sure to charge the batteries fully every time. The life of the batteries will be shortened if the batteries are repeatedly used without being fully charged.
3. Always complete the charging until the orange LED light turns green. NEVER stop charging before it is complete.
4. Keep your batteries fully charged whenever possible.
5. If you do not use your scooter for a long time, charge the batteries once a week to keep them in a fully usable condition.
6. The ambient temperature will affect charging time. Charging time will be longer in the winter.
7. After charging, do not leave the charger socket plugged into the scooter, as this will cause a power drain and temporarily reduce the scooter's range.

### ■ **Cleaning the batteries**

If the batteries are contaminated by water, battery acid, dust or other substances, they will discharge quickly. The batteries supplied with the scooter are sealed and as such are maintenance free with no risk of leakage. Please follow the steps below to clean the batteries:-

1. Turn the scooter power switch to 'OFF'.
2. Follow the procedure in the next section 'Replacing the Batteries'.
3. Use a clean cloth to wipe the soiled area.
4. Take out the batteries.
5. Clean the batteries with a clean cloth. If the terminal is covered by white powder, please wipe clean using warm water.

### **6.3 REPLACING BATTERIES**

Follow the procedure below step by step to replace the batteries:-

1. Remove the battery pack from the scooter.
2. Open the battery pack then disconnect the cables from the four battery terminals.
3. Remove the batteries from the battery pack.
4. Place new batteries inside the pack.
5. Connect the red cable to the positive (+) battery terminal and black cable to the negative(-) on the other battery.
6. Connect up the fused cable between the two batteries and close the battery pack.

## 6. BATTERY CHARGING AND CARE

### **Warning**

1. The wiring system and charger are placed correctly in the battery pack during assembly by the manufacturer. Do not attempt to re-locate the wiring system by yourself. The improper layout of the wiring system may result in the wires being pinched by the battery box, which could result in an electronic system failure.
2. Be sure the battery wires are connected to their correct battery terminal.

### **Suggestions**

1. Make sure the terminals are installed properly and replace the cover.
2. Do not use the battery to charge telecom equipment or other items.
3. Battery efficiency will vary with outside conditions; the driving distances will be shorter in the winter. If the vehicle is not used for a long time, please charge the battery at least every week.
4. Replace both batteries together.

**If necessary, ask for help from CareCo for advice about maintaining and replacing the batteries on 0845 611 8022 or email: [cs@careco.co.uk](mailto:cs@careco.co.uk)**

## 7. INSPECTION AND MAINTENANCE

### 7.1 INSPECTION

- Clean the scooter with a damp cloth and dust down approximately once a week to preserve the appearance of the scooter.
- Adjust the tiller height and return to the original position and swivel the seat once a week to ensure the parts adjust and remove smoothly and easily when required.
- Check for signs of wear and tear on the tyres and the upholstery on a regular basis.
- For optimum performance and to increase the lifespan of your scooter, it is recommended that you have your scooter serviced once a year.

### 7.2 REGULAR CHECKING RECORD

To make sure your scooter is correctly serviced, contact CareCo regarding regular maintenance checks. This should be at intervals of six months following an initial inspection after one month. These checks may be chargeable.

YEAR	1	2	3	4	YEAR	1	2	3	4
Service Dates					Service Dates				
Controller					Upholstery				
On/off switch					Seat				
Control Lever					Back				
Braking					Armrests				
Recharge point					Electrics				
Batteries					Connections condition				
Levels					Harness				
Connections					Test run				
Discharge test					Forwards				
Wheels and Tyres					Reverse				
Wear					Emergency stop				
Pressure					Left turn				
Bearings					Right turn				
Wheel nuts					Slope test				
Motors					Over obstacles				
Wiring					List Items repaired				
Noise									
Connections									
Brake									
Brushes									
Chassis									
Condition									
Steering									

## 7. INSPECTION AND MAINTENANCE

### 7.3 BATTERIES, FUSE AND TYRES

#### ■ Batteries

Refer to the section entitled '6. BATTERY CHARGING AND CARE'.

#### ■ Fuse

If the battery charger is turned on and the LEDs are not lit, check the fuse.

#### Suggestion

Ask for help from CareCo to inspect or replace the fuse, as the tiller shroud has to be removed before you can replace the fuse. Contact Customer Services on 0845 611 8022 or email: [cs@careco.co.uk](mailto:cs@careco.co.uk)

#### ■ Tyres

The condition of the tyres depends on how you drive and use your scooter.

- ◆ Please check the tread depth regularly.
- ◆ Replace the tyres when the tread depth is less than 0.5mm.

#### Attention

1. When tread depth is below 0.5mm the scooter may not grip well making braking distances longer. Therefore replace the tyres as soon as they are found to have insufficient tread depth.
2. The scooter comes with solid tyres, so there is no need to check tyre pressure.

### 7.4 STORAGE

When storing the scooter:-

- Ensure the scooter is switched off
- Ensure the charger is disconnected when not in use

#### Suggestion

Store the scooter out of direct sunlight, rain, and damp conditions. When storing for a length of time, please charge the battery to full power and then disconnect the battery terminal. If you have any queries call 0845 611 8022 or email: [cs@careco.co.uk](mailto:cs@careco.co.uk)

## 7. INSPECTION AND MAINTENANCE

### 7.5 MANUALLY MOVING THE SCOOTER

- ◆ Switch off the power with power key before moving the scooter.  
Always dismount from the scooter before moving.
- ◆ Lift the scooter by the chassis, and not by the shroud.  
Lifting the scooter by the bumper could cause damage or injury.
- ◆ For your safety, always ask for assistance. Two people will be required to move or lift the scooter. If assistance is not available, please disassemble the scooter before lifting. Refer to section '4.5. DISASSEMBLING THE SCOOTER'.

### 7.6 ASSEMBLING THE SCOOTER

#### **Suggestion**

The assembly process is essentially the disassembly process in reverse. First study the text and photographs in '4.5 DISASSEMBLING THE SCOOTER' before re-assembling the scooter.

1. Loosen tiller adjustment knob, raise the tiller to the desired position, and then tighten the tiller adjustment knob.
2. Reinstall the upper seat post at the desired height. Secure with the locking pin and tighten the seat post knob.
3. Reinstall the batteries by lowering the pack into place.
4. Replace the seat and rotate it until it locks into its correct position.

#### **Warning**

After assembling, make absolutely certain the tiller adjustment knob is fully tightened.

## 8. TROUBLESHOOTING

### ■ TROUBLE SHOOTING

If you have problems with your scooter, check the information below.

If you cannot solve the issue, contact CareCo Customer Services on 0845 611 8022 or email: [cs@careco.co.uk](mailto:cs@careco.co.uk)

<b>Problem</b>	<b>Symptom</b>	<b>Remedy</b>
The scooter will not switch on	<ul style="list-style-type: none"> <li>• Batteries not connected</li> <li>• Rear and front sections not connected</li> <li>• Circuit breaker has tripped</li> </ul>	<ul style="list-style-type: none"> <li>• Check plastic has been removed under battery compartment</li> <li>• Check batteries are connected</li> <li>• Check connection on front to rear loom</li> <li>• Push circuit breaker button to reset</li> </ul>
The scooter switches on but will not run	<ul style="list-style-type: none"> <li>• Flat batteries</li> <li>• Charger plugged in</li> <li>• Motor in freewheel mode</li> </ul>	<ul style="list-style-type: none"> <li>• Check battery power</li> <li>• Unplug charger</li> <li>• Re-engage the freewheel lever</li> </ul>
Scooter appears slow	<ul style="list-style-type: none"> <li>• Flat batteries</li> <li>• Speed setting slow</li> </ul>	<ul style="list-style-type: none"> <li>• Check battery power and /or recharge</li> <li>• Check the speed dial is not set at low</li> </ul>
The seat moves whilst in use	<ul style="list-style-type: none"> <li>• Seat not locked in position</li> </ul>	<ul style="list-style-type: none"> <li>• Slowly rotate the seat until it drops into place and is secure</li> </ul>
The tiller appears loose	<ul style="list-style-type: none"> <li>• Tiller adjustment knob loose</li> </ul>	<ul style="list-style-type: none"> <li>• Tighten the tiller adjustment knob</li> </ul>
Involuntary horn sounds	<ul style="list-style-type: none"> <li>• The scooter has a fault</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the control lever is released and switch the scooter on and off / recharge batteries</li> </ul>

## 8. TROUBLESHOOTING

LED lights will appear if there is a problem with your Eclipse scooter. The list below should assist in identifying any possible malfunction.

LED Lights		Explanation	Possible Cause	Possible Resolution
1 & 1	* *	Over / under temperature cutback	1. Temperature +80° or -10° 2. Excessive load on vehicle. 3. Operation in extreme environments. 4. Electromagnetic brake not releasing.	Turn scooter off and allow to cool down to normal operating temperature.
1 & 2	* **	Wig-Wag Lever / Mechanism faulty	1. Throttle input wire open or shorted. 2. Throttle pot defective. 3. Not in centre at start-up.	Ensure the throttle lever is in the centre position before turning the scooter on.
1 & 3	* ***	Speed Selection Dial faulty	1. Speed limit pot wire(s) broken or shorted. 2. Broken speed limit pot.	Try Speed Limit Dial in a different position - either half speed or similar.
1 & 4	* ****	Battery voltage too low	1. Battery voltage under 17 volts. 2. Bad connection at battery or controller.	RE-CHARGE
1 & 5	* *****	Battery voltage too high	1. Battery voltage over 31 volts. 2. Vehicle operating with charger attached. 3. Intermittent battery connection.	Check that the charger is unplugged.
2 & 1	** *	Main contactor driver off fault	Controller faulty	Contact CareCo (cs@careco.co.uk) Tel: 0845 611 8022
2 & 2	** **	Motor blocked / stalled	Motor defective	Contact CareCo
2 & 3	** ***	Main contactor fault	Controller faulty	Contact CareCo
2 & 4	* ****	Main contact driver on fault	Controller faulty	Contact CareCo
3 & 1	*** *	HPD fault present >10 sec	1. Misadjusted throttle. 2. Broken throttle pot or throttle mechanism.	Check condition of throttle lever and ensure that it is in the centre before turning on.
3 & 2	*** **	Brake on fault	1. Electromagnetic brake driver shorted. 2. Electromagnetic brake coil open.	Check the brake / freewheel lever is in the 'Drive' position before turning on.
3 & 3	*** ***	Precharger fault	Controller faulty	Contact CareCo
3 & 4	*** ****	Brake off fault	1. Electromagnetic brake driver open. 2. Electromagnetic brake coil shorted.	Check the brake / freewheel lever is in the 'Drive' position before turning on.
3 & 5	*** *****	HPD (High Pedal Disable)	1. Improper sequence of throttle and KSI, push, or inhibit inputs. 2. Misadjusted throttle pot.	Check condition of throttle lever and ensure that it is in the centre before turning on.
4 & 1	**** *	Current sense out of range	1. Motor / wiring fault. 2. Controller faulty	Contact CareCo
4 & 2	**** **	Motor voltage out of range	1. Motor voltage does not correspond to throttle request. 2. Short in motor or in motor wiring. 3. Controller failure.	Contact CareCo
4 & 3	**** ***	EEPROM fault	EEPROM fault or failure	Contact CareCo
4 & 4	**** ****	Incorrect motor wiring	Motor defective	Contact CareCo
4 & 5	**** *****	Battery disconnected	1. Battery not connected. 2. Poor connection to battery terminals.	Ensure battery box is placed securely in the scooter and that all packaging has been removed.

## 9. SPECIFICATION

Model	CareCo Eclipse
Dimension (L x W x H mm) (L x W x H ins)	940mm x 490mm x 900mm 37" x 19" x 35.5"
Base weight (without battery)	57.2lb / 26kg
Battery weight	22lb / 10kg
Seat weight	16.5lb / 7.5kg
Total weight	95lbs / 43.5kg
Battery	12AH x 2
Charger	2A
Charging time - hours	>6h
Front Wheel	8" x 2" / 200mm x 50mm
Rear Wheel	8" x 2" / 200mm x 50mm
Anti-tip Wheel	2" / 50mm
Driving System	Direct rear wheels (with differential gear)
Top Speed	4 mph / 6.4 kph
Turning radius	35.4" / 900mm
Climbing angle	6 - 8°
Cruising range	6 – 7.5 miles / 10 – 12 km
Max. User weight	250 lbs / 113kg

The manufacturer reserves the right to modify the specification if necessary. The final specification is subject to the individual scooter you purchase from CareCo.

**Note:**

Maximum driving distance is based on an ambient temperature of 20°C, a 75kg driver and brand new fully charged batteries; with a constant driving speed of 4 mph on a flat surface.

## 10. WARRANTY

### WARRANTY

There is a comprehensive twelve-month warranty from the date on which your new CareCo Eclipse scooter is delivered. The warranty covers the scooter for repairs or replacement during this period. For more detail, please see the Warranty Conditions below.

#### Warranty Conditions:

1. Any work or replacement part installation must be carried out by an authorised service agent.
  2. To apply the warranty should your scooter require attention, please contact Careco Customer Service (cs@careco.co.uk).
  3. Should any part of the scooter require repair or full or part replacement, as a result of a manufacturing or material defect within fourteen months of delivery, repairs will be carried out free of charge.
    - a) Frame: 2 year limited warranty
    - b) Battery parts: 12 months limited warranty
- Note: The warranty is not transferable
4. Any repaired or replaced parts will be covered by this warranty for the balance of the warranty period on the scooter.
  5. Parts replaced after the original warranty has expired will be covered by a three months warranty.
  6. Consumable items supplied will not generally be covered during the normal warranty period unless such items require repair or replacement clearly as a direct result of a manufacturing or material defect.

Such items include (among others): upholstery, tyres and batteries.
  7. The above warranty conditions apply to brand new scooters purchased at the full retail price. If you are unsure whether your scooter is covered, check with CareCo Customer Services.
  8. Under normal circumstances, no responsibility will be accepted where the scooter has failed as a direct result of:-
    - a) The scooter part not having been maintained in accordance with the manufacturer's recommendations.
    - b) Failure to use the manufacturer's specified parts
    - c) The scooter or part having been damaged due to neglect, accident or improper use
    - d) The scooter or part having been altered from the manufacturer's specifications or repairs having been attempted before CareCo is notified

Please note CareCo's contact details in the box below. In the event of your scooter requiring attention, contact them and give all relevant details so they can act quickly.

The manufacturer reserves the right to alter, without notice, any weights, measurements or other technical data shown in this manual. All figures, measurements and capacities shown in this manual are approximate and do not constitute specifications.

Name	CareCo Customer Services
Address	CareCo (UK) Ltd Hubert Road Brentwood, Essex
Tel	0845 611 8022
Postcode	CM14 4JE

# 10. WARRANTY

## VIN (VEHICLE IDENTIFICATION NUMBER)

To ensure the correct after sales service and warranty service support, please write down the vehicle identification number that is affixed on the rear right side of the frame.



Model	CareCo Eclipse		
VIN			
Motor serial number:		Key no:	

**Identification Number**

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### ***Warranty Application Form***

Name			
Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female		
Date of Birth	Day:	Month:	Year:
Address			
Model	<input type="checkbox"/> CareCo Eclipse		
VIN	Scooter VIN:		
	Motor Serial No:		Key No: 
Date of Purchase	Day:	Month:	Year:
Purchaser's signature			