

Zoom Mobility Scooter - MS01033



Zoom | Zoom+

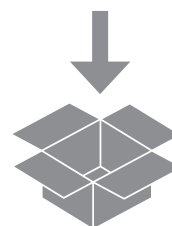
Product Code: MS01033

Product Code: MS01050

Thank you for purchasing your ZOOM Scooter.
We are delighted you have chosen CareCo (UK) Ltd for your mobility needs.

Standard Packing List:

- 1 Owner's Manual
- 1 Battery Pack
- 1 Seat with Armrests
- 2 Keys
- Battery Charger
- Seat Post Nut and Bolt or Detent Pin



Disclaimer

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

CareCo (UK) Ltd cannot be held responsible for any damage or injury incurred due to improper or unsafe use of the CareCo ZOOM 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 ZOOM scooter. The ZOOM combines cutting edge technology with attractive design 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 ZOOM 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 ZOOM, 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 Department have used the latest product specifications and the latest product design information to manufacture your ZOOM 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 ZOOM 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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CM14 4JE

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

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1. Preface and introduction

Please carefully read this owner’s manual before using the vehicle. Improper use of the vehicle could result in harm, injury or traffic accidents. Therefore, for maximum benefit while using the vehicle, please read this owner’s manual.

- This owner’s manual includes operation instructions for every aspect of the vehicle and assembly instructions.
- The symbols used in this manual are explained below:-
Read especially the notes marked with these symbols:

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 the instruction manual for their consideration.
- 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.



Suggestion

To maximise the efficiency and service life of your batteries, please fully charge before their first use.

2. Safety notice

2.1 Before driving

The user needs to be familiar with the usage and operation of this vehicle before driving. Please always keep the following safety notices in mind:-

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

For your safety, please therefore follow the rules that apply to pedestrians.

- Ride on the pavement, single carriage roads, or pedestrian areas only. Never ride on motorways or dual carriageways.
- 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 on busy streets or in shopping malls.

Practice operating your vehicle

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

- Please turn the speed dial to the low speed position for your initial practice.
- Be sure someone accompanies you for safety when driving 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

- As the maximum weight can be carried please refer to '**Max user weight**' in '**7. Specification**'
- Maximum loading weight for the basket is 3 kg (7lbs).

2.2 While driving

Do not alight from the vehicle while moving

- Such action may cause you to lose balance and risk injury from falling.
- Ensure that your clothes do not tangle in the wheels.

Do not use your vehicle under the following conditions:-

- On surfaces that are muddy, gravelly, bumpy, narrow, snowed over, icy, or canal towpaths not guarded by a fence or hedge. Keep away from places where the wheels may get 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).

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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 the mobile phone or any other electrical devices 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, but remains undisturbed for a period of 30 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 ramps greater than the specified gradient. Refer to the section entitled '**Climbing angle**' in '**7. Specification**'.
- Always use a low speed setting when ascending or descending a gradient.
- Do not drive on roads with uneven surfaces or potholes.
- 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.

Starting and Driving

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



Warning !

- Do not set in the freewheel mode when driving on a gradient.
- Always re-engage the anti-freewheel device before use. Failure to do so may result in injury.
- To protect your safety, the power will automatically cut off and the electromagnetic brake system will activate while you are driving down a steep slope. This will limit the speed to a safe level. Turn the power on again to re-start your scooter.
- **Maximum User Weight Limit**
Refer to section entitled '**Max. user weight**' in '**7. Specification**'. Overloading past the weight limit may lead to damage of your scooter or cause it to malfunction which could endanger your safety. The warranty does not cover this type of damage.



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 speeds while driving indoors.
4. Do not adjust the speed dial while driving - 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. When reversing the vehicle, beware 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 switch to OFF. Then pull out the key.

Driving on the pavement

- Ensure the 4 mph limit switch is set to the slowest setting when using the scooter on the pavement.
- This will limit the scooter to a maximum speed of 4 mph. It is an offence to travel at more than 4 mph on the pavement.
- The limit switch can be set to the fastest setting for use on the road or on private ground.

2.3 Labelling

Please carefully read all labels on the scooter before driving it. For your future reference, do not remove them.



CE label



Warning EMI Label



Freewheel Label

3. Parts information

3.1 Parts description

- | | | |
|-------------------------|-----------------------------------|-----------------------|
| 1. Power Switch | 5. Wheel Lock Knob | 9. Circuit Breaker |
| 2. Charger Socket Cover | 6. Seat Rotate Lever | 10. Freewheel Lever |
| 3. Basket Bracket | 7. Armrest | 11. Anti-tip Wheel |
| 4. Tiller Adjust Lever | 8. Width Adjustable Armrests Knob | 12. Connecting device |



4. Operation

4.1 Control panel

1. Battery Level Indicator
2. Speed Dial
3. Horn
4. Wigwag Paddle



4.2 How to operate your scooter

Power switch

Turn the key to power ON or OFF

On: Power is turned on

Off: Power is turned off



Speed dial

Press the slowest or fastest setting to determine the maximum speed of the scooter.

Slowest Setting



Fastest Setting

Forward, Reverse, and Braking

- Pull the speed control lever forwards with your right fingers and the vehicle will move forward.
- Pull the speed control lever forwards with your left fingers and the vehicle will move backward.
- The horn will beep when the vehicle is in reverse.
- Release the speed control lever freely while either going forward or reverse, and the electromagnetic brake in the motor will be activated, and the vehicle will stop.

Horn Button

Press the horn button to sound the horn. Release the button to stop the horn.

How To Set Freewheel Mode

The motor on the scooter can be disengaged to allow the scooter to be pushed.

- Drive Mode
To put the scooter into "drive" mode, push the freewheel lever up completely.
- Freewheel Mode
To put the scooter into "freewheel mode", push the freewheel lever down completely and the scooter can be moved manually.
- Please note that this will put the scooter into freewheel mode, so the scooter's motor and brake will be disengaged.



Light Button

Push the light button to switch the front and rear lights on.
Push the button again to turn the lights off.

Battery Indicator

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

- The remaining power suggested by the battery indicator will vary by the actual driving time incurred and how you drive. Repeated starting, stopping, or climbing will consume the power more quickly.



Braking

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

Manual Handbrake :

Emergency braking is possible using the manual handbrake. Squeeze the handbrake and use the button to lock it (use it for parking).

Parking

After stopping, turn the main key to OFF and remove the key. The lights will turn OFF. The electromagnetic brake is engaged (locked).

The handbrake lever can be locked by pushing the button while squeezing the handbrake lever. To release the handbrake – squeeze lever gently.



Warning

When on a gradient NEVER switch the vehicle to the freewheel mode. The electromagnetic brakes will NOT be applied and this may result in injury.

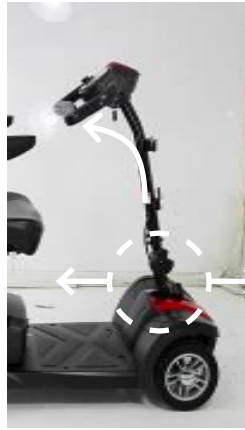
How to adjust the armrest width

Loosen the knobs at the back of the seat frame first, then adjust the armrest width by sliding the armrest. Once satisfied with the width, tighten the knob.



Attention

- Return the seat to the forward position before driving.
- Ensure the limit switch is set to the slowest setting when using the scooter on the pavement. It is an offence to exceed 4mph on the pavement.



Tiller Adjustment

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

1. Loosen the lever to adjust the tiller to the position you require.
2. Once position is chosen, tighten the lever to secure the tiller.

Main Circuit Breaker (Reset Button)

When the voltage in your scooter's battery 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.



4.3 Assembling and disassembling

Assembling the scooter

1. Place the freewheel mode lever in the drive position.
2. Set the rear section in the up position and make sure the hook for the front section is connected to the axle of the rear section.
3. Put down the front and rear sections until the scooter is locked.
4. Set down the battery pack on the scooter, and make sure it is in the correct position.
5. Set down the seat on the seat post until the swivel lock engages and you hear a click.
6. Turn key switch to 'ON'. Make sure the battery gauge indicates sufficient power.

Disassembling The Scooter

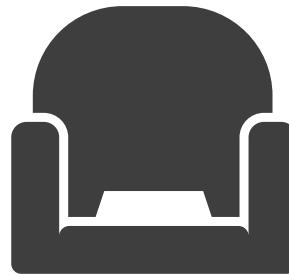
The Zoom can be disassembled into four pieces, the seat (7.21 kg / 15.9 lbs), the front section (15.74 kg / 34.7 lbs), the rear section (10.69 kg / 23.5 lbs) and battery pack 9.18 kg (Zoom Plus – 13.38 kg / 29.5 lbs).



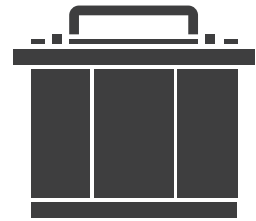
15.74kg
34.7lbs



10.69kg
23.5lbs



7.21kg
15.9lbs



9.18kg
20.23lbs



Warning

To avoid personal injury, ask for assistance, if necessary, while disassembling or assembling your scooter.



Please follow the steps:

1. Make sure the tiller is raised before reassembling the scooter.
2. Turn key switch to 'OFF'.
3. Place the freewheel mode lever in the drive position.
4. Take off the basket.
5. Push the Seat Rotate Lever whilst pulling up on the seat to remove.
6. Unlock the battery lock part and rotate the battery lock part.
7. Pick up the battery pack and remove it from the scooter.
8. Loosen the tiller adjustment knob and fold down the tiller and retighten knob.
9. Lock the front wheel and tiller by turning and pulling the wheel lock catch down.
10. Pull the connecting device upward to the rear section and stand upright.
11. Take off the front section with both hands and lower the shaft.

4.4 Changing colour panels

Your scooter features interchangeable panels which allow you to change the colour of your scooter. These instructions will guide you through the process of changing the panels. The panels that can be changed are indicated in the image on the right.

To replace the tiller colour panel

Use a screwdriver to unlock tiller colour panel.

Replacing the front and rear shroud colour panel

Please disassemble the scooter before changing the front and rear shroud colour panel. Unscrew the colour panel by using a screwdriver. The screw is underneath the panel.



5. Battery charging and care

5.1 Charging the battery

Follow the procedure below step by step:

1. Turn the power switch to OFF.
2. Connect the charger's power cord into the power outlet.
3. Open the charging socket cap on the scooter's tiller; then connect the charger's round plug to the charging socket.
4. Turn on the switch on the charger.
5. Both the charger's red and orange LEDs will be illuminated when beginning to charge. The recommended charging duration is about 12 - 14 hours, to ensure optimum performance. We do not recommend a charge of more than 24 consecutive hours.
6. Both the charger's LEDs will be illuminated during the charging process. The orange LED will turn green when charging is complete.
7. Turn off the charger; disconnect the power cord and the round plug from charger socket on the scooter.



Warning

- The fan inside the charger will be activated accordingly when you turn on the charger. If the fan does not work when connected to the charger or the green light is not showing, DO NOT use this charger. The charger may overheat and cause a fire as a result.
- There is a red LED present on the charger to illustrate operation. If this LED does not illuminate the charger is defective - please contact CareCo Customer Service on 0845 611 8022 or email: cs@careco.co.uk



Attention

- While gripping or folding the handle bar, beware of fingers or hands caught in the handle area.
- While returning the battery pack to the battery pack cavity in the shroud, beware of trapping fingers or hands.



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 batteries 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 they are wet as this may cause an electric shock.

NOTE: The immovable function will be activated when your scooter is in charging status; this will prevent the scooter operating.



Attention- Please follow the rules below to avoid accidents while charging.

1. Please use the CareCo charger only, and recharge the battery to its full capacity every time. You may damage the battery and scooter if you use a charger, which is not to the correct specification.
2. Please charge in a well-ventilated space where it is not directly exposed to the sunlight. Do not charge in humid, damp or wet surroundings.
3. Do not charge in temperatures less than -10°C or higher than +50°C as the charger may operate correctly and the batteries may become damaged.

5.2 Battery

- Do not expose the batteries to temperatures below 10°C or above 50°C when charging or storing the vehicle. Under or above temperature range can cause the battery either to freeze or over heat. This will damage the batteries and shorten their life.
- These 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 stands idle, you should charge the batteries at least 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 as instructed above.



Suggestion – How to maximise your 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 battery life will be seriously shortened or decayed if the battery is repeatedly used without being fully charged.
3. Always complete the charging – the orange LED light may turn green after 1-4 hours but continue charging for the specified time. 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, the batteries should be charged at least 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 in to the scooter - this will cause a power drain on the scooter and temporarily reduce its range.

Cleaning the battery

If the battery is contaminated by water, battery acid, dust or other substances, it will discharge quickly. The battery supplied with the CareCo scooter is sealed and is maintenance free with no risk of battery leakage. Please follow the steps below to clean the battery.

1. Turn the scooter power switch to 'OFF'.
2. Remove the seat and dust cover.
3. Remove the shroud and unplug the terminal of the tail-light and signal lights.
4. Use a clean cloth to wipe off the soiled area.
5. Take out the battery.
6. Clean the battery with a clean cloth. If the terminal is covered by white powder, please wipe it clean using warm water.



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 wiring system may result in the wires pinched by battery box, which could result in an electronic system failure.
2. Be sure the battery wires are connected to their correct battery terminal.



Suggestion

If necessary, ask for help from CareCo for advice about maintaining and replacing the battery. Contact Customer Services on 0845 611 8022 or email: cs@careco.co.uk



Suggestion

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 batteries at least once a week.
4. Replace both batteries together.

6. Inspection and maintenance

6.1 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.

6.2 Regular checking record

To make sure your scooter is correctly serviced, take it to CareCo for regular maintenance checks. This should be at intervals of six months following the first inspection after one month. There may be a fee for this service.

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					Lights				
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									
Chasis									
Condition									
Steering									

6.3 Battery, fuse and tyres

Battery

Refer to the section entitled '5.2 Battery' in '5. Battery charging and care'.

Fuse

If the battery charger is turned on and no LEDs are lit, check the fuse.



Suggestions

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

Tyres

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

- Inspecting tyre tread
- Please check the tread groove regularly. Replace the tyres when the tread groove is less than 0.5 mm.



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 tyre pressure should be kept at about 26 PSI (approx. 1.8KG/cm) for the best ride and handling.



Attention

When carrying out maintenance of your vehicle, please turn the power switch to OFF and remove the charger leads.



Suggestions

- Do not splash water directly onto your scooter when washing as this could lead to malfunction of the system electrics.
- Do not use petrol or solvents as these may damage the shrouds.
- Do not use wax.

6.4 Storage

Make sure the vehicle is stored as follows:-

- The seat is set in the 'Forward' position
- The Power switch is turned to 'OFF'



Suggestions

Store the scooter out of direct sunlight, rain, and damp conditions. When storing for a length of time, please charge the batteries to full power and then disconnect the battery terminal. For details contact CareCo Customer Services on 0845 611 8022 or email: cs@careco.co.uk

6.5 Manually moving the scooter

- Turn the power switch to **off** before moving.
- Lift the scooter by the chassis, and not by the bumpers. Lifting the scooters by the bumpers could cause damage or injury.
- For your safety, always ask for help. 2 or 3 persons will be needed when moving or lifting the vehicle.



































































































7. Trouble shooting and Specification

Symptom	Remedy
The scooter will not switch on:	<ul style="list-style-type: none"> • Try recharging the batteries. • Check the fuse and circuit breaker in the scooter.
The scooter switches on, but the scooter will not move:	<ul style="list-style-type: none"> • Ensure there is enough power in the batteries; if not, recharge. • Ensure the freewheel lever is engaged in the 'DRIVE' position.
The scooter appears slow:	<ul style="list-style-type: none"> • Check the battery power level and recharge. • Check the speed dial is not set to slow.
The seat turns when in operation:	<ul style="list-style-type: none"> • Slowly rotate the seat until it drops into place and is secure.
The handlebar appears loose:	<ul style="list-style-type: none"> • Tighten the height adjustment handle to secure the handlebar.
Horn sounds involuntarily:	<ul style="list-style-type: none"> • Ensure that the wigwag paddle is released. • Switch the scooter off and on. • Recharge the batteries. • If problem persists contact CareCo.


If you experience any technical problems, it is recommended that you check with CareCo before attempting to resolve any issues.

The following symptoms could indicate a serious problem with your power scooter. Contact CareCo if any of the following arise:-

1. Motor noise
2. Frayed harnesses
3. Cracked or broken connectors
4. Uneven wear on any tyre
5. Jerky motion
6. Pulling to one side
7. Bent or broken wheel assemblies
8. Scooter does not power up
9. Powers up, but does not move

Fault Codes*	Description	Meaning
 	Over / Under-temperature cutback	1. Temperature >80°C or <-10°C. 2. Excessive load on vehicle. 3. Operation in extreme environments. 4. Electromagnetic brake not releasing.
  	PotLow and/or Pot Wiper out of range	1. Throttle input wire open shorted. 2. Throttle pot defective. 3. Wrong throttle type selected.
   	Speed limit pot wiper out of range	1. Speed limit pot wire(s) broken or shorted. 2. Broken speed limit pot.
    	Battery voltage too low	1. Battery voltage <17 volts. 2. Bad connection at battery or controller.
     	Battery voltage too high	1. Battery voltage >31 volts. 2. Operating with charger attached. 3. Intermittent battery connection.
  	Main contactor drive off fault	Main contactor driver failed open.
   	Motor blocked/ stalled	Motor defective
    	Main contactor fault	1. Main contactor welded or stuck open. 2. Main contactor driver fault.
     	Main contactor driver on fault	Main contactor driver failed closed.
    	HPD fault present > 10sec	1. Misadjusted throttle. 2. Broken throttle pot or throttle mechanism.
    	Brake on fault	1. Electromagnetic brake driver shorted. 2. Electromagnetic brake coil open.
     	Precharger fault	1. Brake driver shorted. 2. Precharge circuit damaged. 3. MOSFET failure.
     	Brake off fault	1. Electromagnetic brake driver open. 2. Electromagnetic brake coil shorted.
      	HPD(High Pedal Disable)	1. Improper sequence of throttle and KSI, push or inhibit inputs. 2. Misadjusted throttle pot.
     	Current sens out of range	1. Short in motor or in motor wiring. 2. Controller failure.
     	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.
     	EEPROM fault	EEPROM failure or fault.
     	Incorrect Motor wiring.	Motor defective.
      	Battery disconnected	1. Battery not connected. 2. Poor connection to battery terminals.

Key

 *Represents flashes displayed on the tiller.

Specification

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

Specification	
Model Reference	Zoom
Dimension (L x W x H mm)	108 x 48 cm
Total Weight	43 kg (Zoom Plus: 47 kg)
Battery	12 AH (Zoom Plus: 18AH)
Charger	1.8A Off-Board
Front Tyre	200X50 PU TYRE
Rear Tyre	200X50 PU TYRE
Driving System	Direct drive the rear wheels (with differential gear)
Brake System	Electromagnetic brakes
Control Method	By speed control lever
Top Speed	4 mph / 6.4 kph
Climbing angle	8°
Maximum range	8 miles/16 km /(Zoom Plus: 13 miles/20 km)
Max. user weight	127 kg

Note:

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

8. Warranty declaration

Quality / Warranty Declaration

Products are to be fit for purpose and of excellent quality and performance. For valid warranty claims CareCo (UK) Ltd will, at their discretion, replace / repair / refund items mutually agreed to be defective.

The scooter's warranty is as follows:-

- Frame: Two year limited warranty
- Controllers: One and a half year limited warranty
- Electronic Components and Charger: One year limited warranty
- Warranty Exclusion: The following items are not covered by warranty:-

Motor Brushes / Wheel Tyres / Arm Pads

Seat Cushion / Fuses and Bulbs / Tiller Cover

Rear Shroud / Front Shroud Batteries and Consumable Parts

Any damage or defect of any nature occurring from the misuse, abuse of the product, improper operation or improper storage is not covered. The warranty starts from the date of arrival of our products.