
Rascal 309 / 329LE Scooter

Owners Manual & Service Record



Rascal 309



Rascal 329LE

ELECTRIC MOBILITY EURO

Rascal

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309



329LE

Electric Mobility Euro Ltd has designed these powerful, durable long range, road-capable scooters for comfort during outdoor use. So long as they are maintained and operated in accordance with this manual they should last for many years, and provide you with freedom and independence.

Please read this manual thoroughly before using your scooter. If you have any doubts about warnings or instructions, ask your dealer for an explanation.

If you think the scooter may be damaged, do not drive it but contact your dealer for advice.

We suggest that you keep this manual in a safe place. It contains essential information on the operation of the scooter and includes the maintenance records. If at any time you feel you may not be able to control the vehicle safely, do not drive, but consult your dealer for a solution.

Notice

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



Warning!

This manual contains important safety notices. Please take time to read and understand them. Ignoring them may endanger you or others.

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Dealer Information

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

Dealer Stamp

Telephone:

Email:

Product Model Number

Serial Number

Date of Purchase

Owner

For product information see serial number plate on the seat post under the seat.

Manufacturer

**ELECTRIC
MOBILITY EURO**

Electric Mobility Euro Limited

Canal Way, Ilminster, Somerset TA19 9DL

Company Registration in England No. 2419231

Features and Layout

The photo shows the Model 329 LE model scooter. The Model 309 is similar but has a slightly shorter chassis smaller wheels and is limited to 6 mph. See Technical Specification Sheet for detail.



Safety Information



**Read this manual thoroughly before driving or operating the vehicle.
This handbook is applicable for all Rascal 309 and 329LE scooters.**

If you have any doubt about the content of this manual phone your dealer to resolve the problem. Please read this manual, and ensure your scooter is serviced regularly.



Within this manual there are important safety notices. They are clearly marked with the sign (left) Make sure that you understand all these notices. If you have any doubt, contact your dealer.

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Intended use of the vehicle

The 309 and 329 LE scooters are designed for use by adults with a disability (up to the maximum recommended weight) who require a robust, comfortable scooter that is ideal for shopping and other visits. The 309 is lighter and with a better turning radius, but is limited to 6 mph. The 329 LE is a medium range 8 mph scooter which is suited for travel on public roads when this is required. Both scooters have lighting to enable them to operate in the dark.

The scooters are intended for use on pavements and roads and other reasonably paved areas. They can mount kerbs and obstacles up to that specified in the Technical Specification Sheet and, with careful driving, can tackle moderately difficult terrain, but high kerbs should be avoided.

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 Electric Mobility 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 also regularly assess their ability to operate their vehicle safely.

The 329LE scooter has larger wheels to enable it to negotiate uneven surfaces, but rutted or soft, slippery grassy areas should always be avoided.



Safety Information

General Warnings

- Warning !** The operation of scooters can endanger the life of the driver or third parties. Any driver should always be fully capable of operating this vehicle safely.
- Warning !** Sitting for long periods may increase the chance of thromboses or pressure sores. Users prone to such conditions are advised to take medical advice.
- Warning !** The Rascal 309 and 329LE scooters have been designed and tested for drivers with weights up to those in the Technical Specification Sheet. These weights should **never** be exceeded.
- Warning !** Front Basket. The basket mounted on the front has a weight limit of 10 lbs or 4.5 kgs. Do not exceed this as it could affect steering. Do not carry or attach anything to the handlebars or controls as this could affect the driving safety.
- Warning !** Passengers, even children, should never be carried.
- Warning !** Electromagnetic interference may affect the driving of this scooter:
- Do not operate devices such as CB radios or mobile phones while the vehicle is switched on.
 - Avoid getting close to transmitter masts, such as television and radio stations.
- If your vehicle ever starts to operate by itself switch it off and report this to your Dealer.
- Warning !** The operation of any scooter may affect sensitive electronic circuits such as alarm systems or automatic doors in shops.

Driving

- Warning ! Freewheel device** Before getting on the scooter, always check that the freewheel lever is in the "Drive" Position (see page 8). When the lever is in the Freewheel position there is **no** braking and the scooter could run down a slope and cause injury or even death.
- NEVER SIT ON THE SCOOTER WHEN IN FREEWHEEL.**
- Warning ! Tiller Lock** Before driving off, always check that the tiller is locked and cannot move forward or back.
- Warning ! Damage** Before driving off check the scooter for damage, particularly that which might affect the steering, or the attachment of the rear part to the front of the scooter.
- Warning ! Battery Charge** Before driving off always check the battery indicator. If you are in any doubt, ensure the batteries are fully charged before starting on a journey.
- Warning ! Slopes** On steep slopes the scooter could topple over. Never exceed the Maximum Safe Slope in the Technical Specification Sheet. 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. Never drive on slippery or icy slopes. Never back down a slope as your scooter could tip over backwards. If you are not comfortable with the hill gradient, consider an alternative route.
- Warning ! Kerbs** Wherever possible try and avoid kerbs and use access ramps. Never tackle kerbs greater than permitted in the Technical Specification Always tackle kerbs straight on.
- Warning ! Speed** Turning at maximum speed might cause the scooter to topple over. **Always** slow down for turns. When expecting tight turns select the Lo speed setting and reduce speed on the control dial.
- Warning ! Hi Speed Selection** Only select the Hi setting for travel on roads. Do not use this setting on pavements. If you expect to travel over uneven ground do not use the Hi setting as the risk of toppling is increased.

Warning ! Stopping If the scooter stops suddenly when turning, the scooter might topple. Try not to brake when turning.



Warning ! Leaning Over Do not lean sideways, as this could cause the scooter to topple.

Warning ! Escalators Never drive this scooter onto an escalator as this could cause toppling and severe injury.

Warning ! Roads Cross roads at designated places where access and exit is ramped.

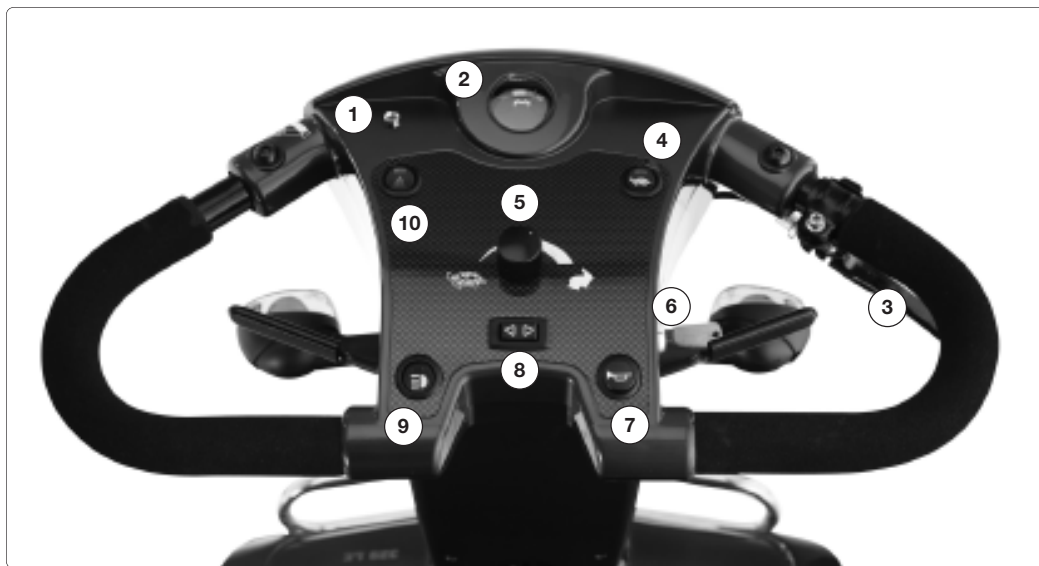
Warning ! Driving in poor visibility, Scooters are not easily seen. Always turn your lights on in poor visibility or when travelling on roads. Consider wearing a high visibility jacket to warn others of your presence.

Warning ! If the vehicle is left out in the sun, surfaces could become extremely hot. Always try to park the vehicle in the shade.

Warning ! This vehicle is not suitable for use as a seat for an occupant when in a motor vehicle.

Controls - Dashboard

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.



Dashboard Description

- 1. Power Indicator Lamp.** The lamp illuminates when the ignition is on. If there is a fault it will flash.
- 2. Battery Indicator:** 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.
- 3. Parking Brake.** A hand operated parking brake is on the right hand handlebar. NB: Only available on the 329LE model.
- 4. Speed Selection.** The speed selector (Hi – Lo Switch). When Hi is selected the maximum speed is 12.8 k.p.h. or 8m.p.h (6 m.p.h. in the case of the 309) and when Lo is selected is restricted to 4 m.p.h. The Lo setting should always be used on pavements.

5. **Rotary Speed Control:** This controls the top speed of your scooter. When the knob is turned anticlockwise to the left, the scooter is limited to the slowest speed, marked by a tortoise. As the knob is turned to the right the speed will increase to a maximum, marked by a hare. Set the speed before you move off. Do not adjust the speed control dial when the vehicle is moving.
6. **Ignition Switch:** The ignition switch is rotated to provide power to the vehicle. Remember to remove key **when not in use**. Do not leave the ignition on when not in use, especially when charging the vehicle.
7. **Horn:** Press the button on the lower right hand side and the horn will sound, if power is on. Release and the horn will cease.
8. **Direction Indicators.** A rocker switch at the bottom centre of the panel controls the directions indicators.
9. **Lights.** The headlight and side lights are controlled by the switch on the bottom left hand side of the dashboard.
10. **Emergency flashing indicators.** The switch on the left hand side of the rotary speed controller operates the emergency flashing indicators, which should be used to indicate you need help or to warn others of your position.

Controls - Driving Controls/Accelerator

Finger control - To operate, turn on the ignition.

Pull the right hand lever towards you 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 the left lever towards you. **Do not** pull both levers at once.

Note. The controls can be changed for customers with a left-hand bias.

Please contact your local dealer for information.



Freewheel Device

When the vehicle is switched off the brakes are automatically engaged. This is called "Failsafe Braking". Also, if the batteries are flat, the brakes are applied. 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. When standing behind the scooter, it is located on the right hand side of the rear of the vehicle - See Illustration.

- Make sure the ignition is switched off.
- Move the lever **UP** The vehicle can now be pushed in Freewheel.
- Move the lever **DOWN** to engage drive. 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.**

Pull the lever **UP** to enable the vehicle to be moved without power. Braking is disabled. **NEVER** sit on the vehicle with the lever in this position. Push the lever **DOWN**. This is the normal operating position. The brakes are enabled, and the vehicle can only operate with the lever in this position.



Brakes

There are 3 braking systems. The first works with the finger controls. When the finger control is released the scooter will automatically brake and bring the scooter smartly to a stop. When the scooter stops an automatic brake will engage. This will stop the vehicle rolling forward or backward. When you start this brake will automatically disengage.

If the battery should go flat the brakes automatically engage. Note that even when freewheel is selected, a secondary braking system is applied automatically to limit the maximum speed. You may notice this system when moving the scooter in freewheel. The Model 329 LE Scooters are also provided with a hand operated parking brake mounted on the right handlebar. This should be used to prevent any movement when the scooter is parked and could be used in an emergency to slow the vehicle.

Warning! If the freewheel device is in "freewheel" the automatic braking is disabled. Never select the freewheel device if the scooter is on a slope or could be pushed onto a slope.



Arm rest adjustment

When getting seated on the scooter lift the armrest up. When riding always have the armrest in the down position. Avoid pinching fingers as you lower the armrest.

If you require more room in the width of the seat undo the knobs at the rear of the seat. Slide the armrests in or out to suit. Tighten both knobs to clamp. To ensure that the user is sitting centrally, the armrests should always be adjusted to be equidistant from the centre of the seat.



Warning! Never drive with the armrest up or with the armrest knob loose.



Swivel seat

This allows easy access

- 1. To operate**, locate the release lever under the seat.
- 3. Pull the lever up** and the seat will release allowing it to rotate.
- 4. Release the lever** and the seat should lock automatically, but always check it has.

NB. Only available on the 329LE model.



Warning! Do not use this device if the vehicle is on a slope. Always check the seat is locked in the forward position before driving the vehicle.



Seat Back Adjustment

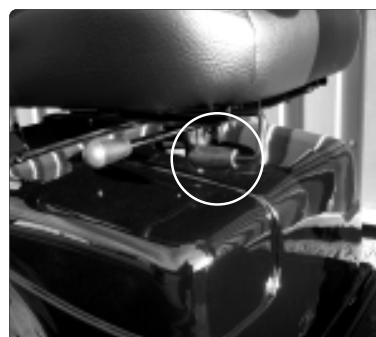
By operating the lever on the right hand side at the base of the seat back, the seat back folds down. Be careful, as the spring is quite strong, so hold the back and ease it down into the horizontal position rather than letting it go.

The 309 model has a standard seat that will fold forward, the 329LE has a Captain's Seat with spring lever.



Seat Position Adjustment

By operating the lever under the seat on the right hand side at the front, the seat can slide back or forwards so that you can get a comfortable driving position. Unsure the seat is locked in place after adjustment and before driving. NB: Only available on the 329LE model.



Tiller Folding

The tiller can be folded down for transporting. Take care when lowering the tiller not to pinch your fingers at the base of the tiller. Locate the lever below the dash on the tiller.

Push the lever down and the tiller will be free to move. The tiller can then be moved to the horizontal position. Once in position, ensure it is locked.

The tiller angle can be adjusted to achieve a comfortable driving position. Locate below the dash on the tiller. Pull the lever down and the tiller will be free to move. The tiller can then be moved to the most comfortable driving position. Once in position, ensure the tiller is locked.

The tiller dash angle adjusts as the tiller is moved back and forward so that the controls are easily operated and viewed.



Warning! Before driving, always check that the tiller is securely in the most comfortable position and cannot move forwards or backwards.

Warning! Do not hang anything on the tiller levers.

Driving the Vehicle

Warning! Read this before driving the vehicle! Whether or not this is your first mobility vehicle, please read these guidelines as all vehicles differ. Failure to do this may cause damage to you, a third party or the vehicle.



1. **Before you set out**, do check the weather forecast. We suggest that you 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 and do not drink alcohol and drive.
3. **Only use the vehicle for the purpose its intended for.** Do not drive through water or on slippery surfaces; do not transport more than one person; do not tow other vehicles or carry excess weight.
4. **Before getting onto your scooter**, check the freewheel lever is **not** in the Freewheel position.
5. **Check the battery charger lead is disconnected.**
6. **Check the tiller is securely locked** (see tiller folding instructions).
7. **Check you have adjusted the seat** as instructed in this manual, and it is locked – get comfortable.
8. **Speed Control** set the rotary speed control knob to a low setting.
9. **Speed Selector** set the speed selector to “Lo”.
10. **Make sure the way ahead is clear.**
11. **Switch on the vehicle** by rotating the ignition key. Check the ignition light illuminates steadily and the battery level indicator is in the green area.
12. **Lighting and Indicators** switch on lights and indicate your intention to turn.
13. **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.
14. **To brake, release the lever** if you become unsure or feel unsafe release the lever immediately.
15. **As you get accustomed to the power** you can increase the speed.

Driving the vehicle - hazards

Warning! Before driving the scooter you should be aware that, under certain circumstances it could become unstable and tip over. Your scooter has been designed to operate on paved, even surfaces and should not be used on rough or rutted terrain. Do not exceed the maximum safe slope recorded in the Technical Specifications.



1. **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.
2. **Tiller Position:** Drive with the tiller in an upright position that feels comfortable with the controls in easy reach.

-
3. **Kerbs and Obstacles:** Try to avoid kerbs and obstacles. Never ride up or down kerbs or obstructions higher than that in the Technical Specification Sheet. Always tackle obstacles head on. 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. Note that the anti-tip rollers at the rear of the scooter may contact the kerb as you descend; this is normal
 4. **Hills & 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 – try not to start and stop. If you are not comfortable about tackling a gradient, 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 cut out leaving you stranded.
 5. **Hills & Slopes: Going Down Hill. Lean back in the seat when going down,** select the Lo setting, and turn the speed control dial to low. If you are not comfortable about tackling a gradient, consider an alternative route.
**Try to avoid crossing slopes – always drive straight up or down the slope.
NEVER BACK DOWN A SLOPE!**
 6. **Terrain:** Do not drive your vehicle across deep, soft or slippery terrain (for example, soft dirt, sand, or loose gravel).You could get stuck. Also avoid rutted bumpy ground and keep to well prepared paths.
 7. **Turning:** Always Slow down before a turn; turning at speed can cause the scooter to topple. Look in the direction you are travelling – If there is a blind corner sound the horn.
 8. **Turning Circle:** Practice manoeuvring your scooter so you can judge the turning circle. This is important to avoid tipping off kerbs or for negotiating in tight spaces.
 9. **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.
 10. **Pneumatic Tyres:** To give you a smooth comfortable ride over uneven ground your vehicle is fitted with pneumatic tyres. Make sure they are at the correct pressure; see the Specification Sheet. Should they become damaged they should be replaced or repaired by your dealer. If you are particularly concerned about punctures consult your dealer for advice on puncture proofing products.
 11. **Pavements:** It is illegal to drive at more than 4 m.p.h. on the pavement. Never select the “Hi” setting if you are to drive on a pavement or in an area where you could collide with pedestrians.
-

Transporting your Scooter



Warning! Dismantling the scooter involves lifting and handling heavy parts. Weights are given in the Technical Specification; consider if you need help in handling parts before you try to lift them. These Scooters are best transported in Estate cars and MPVs using ramps. Contact your dealer for advice on how best to transport you scooter in your vehicle. They can provide and demonstrate the use of suitable ramps.

Warning! Pinching or Crushing. Be careful to avoid being pinched or having your hands crushed when lifting or handling parts. Wear gloves whenever possible.

Warning! This vehicle is not suitable for use as a seat for an occupant in a motor vehicle.

To transport your scooter you may need to remove the seat lower and the tiller in order to reduce the overall height. You are advised to wear gloves during this operation .

1. **Lift off the front basket.**
2. **Remove the seat** by lifting it off the seat post while lifting the seat lever. A small rotation is sometimes necessary to free the seat. Warning, the seat is heavy and two persons may be needed.
3. **Lower the tiller to its horizontal position** and lock using the tiller locking lever.
4. **Secure the tiller with a strap** to prevent the tiller moving.
5. **Make sure that the ramps are secure.**
6. **Drive the scooter up the ramps** and into the vehicle.
7. **Ensure that all parts are secure** so that they cannot move while driving.



Warning! Only use ramps to position the scooter into the back of a vehicle. Do not try and lift it - back injury may result!



Assembling your Scooter following Transportation

Warning! Assembling the scooter involves lifting and handling heavy parts. Your dealer should advise you on the best way to assemble your scooter.

Warning! Pinching or Crushing. Be careful to avoid being pinched or having your hands crushed when lifting or handling parts. Wear gloves whenever possible.

Warning! Never unload your scooter on sloping or uneven ground. It could run down the slope and injure someone.



Unload your scooter from the vehicle, using ramps and position it on level ground. Check it is undamaged before starting to assemble it as follows:

1. **Operate the tiller unlocking lever** by pushing it down towards the tiller base. The tiller is now free to be raised to the upright position. Re-lock the tiller by pulling the lever upwards.



- 2. Lift the seat and, while lifting the seat lever,** insert the seat pin into the seat post on the rear chassis. Ensure it is fully engaged, the seat does not rock or rotate, and the seat lever has engaged so locking the seat in the forward position (see photo). Note that two people may be needed for this operation
- 3. Finally check the scooter is not damaged and it is properly assembled.** You are now ready to drive the scooter away.

Battery Charging



Warning! When charging batteries **NEVER** smoke, or do this in a place where there are naked flames such as gas-fired heaters as, under exceptional circumstances, batteries may give off gases that could ignite and explode. Always make sure that batteries are not damaged.

Warning! When charging batteries **NEVER** connect or disconnect the charger while it is still connected to the mains. Always use a three-pin connector with an earth. Charging without correct earthing could result in an electric shock.

Warning! Batteries are heavy and if you have to replace them, contact your dealer

The inbuilt battery charger is under the rear cover

- 1. Remove the cover** and locate the charging cord (as shown).
- 2. Connect the charging cord to the mains** with the mains switched off.
- 3. Switch on the mains** and charging will commence.
- 4. When the vehicle is charged switch off at the mains,** remove the plug, and refit rear cover.

The battery charger has two small indicating lamps. When the charger is connected and switched on one lamp will show red.

When the battery is charging the other lamp shows yellow and when charging is complete it shows green. Do not disconnect the charger or switch it off before this lamp goes green. Note the fuse on the charger is there to protect against a severe battery fault.



Connection Instructions

When you receive your vehicle the batteries are only partially charged – always fully charge them before use preferably over-night. Always fit the full set of batteries before charging and always use an earthed connection.

1. **Place your scooter in an area that is dry and well ventilated.** Make sure a power point is nearby.
2. **Check the vehicle is switched off** and the key removed.
3. **Check the mains switch is off.** Never connect or disconnect the charger with the mains on.
4. **Connect the charger to the charging point as above.**
5. **Switch on at the mains.**
6. **The power illuminates red when charging.** The charger lamps change to green when both batteries are fully charged.
7. **When fully charged, switch off the mains and remove the mains plug.** Do not leave the charger plugged in with the power off. This will gradually discharge your battery.
8. **Replace the charging cable into the pouch** and stow next to the charger.
9. **Finally replace the back cover and ensure it is secure.**

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 battery life.

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
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 part charge the batteries.** Allow the charger to complete its cycle for every battery fitted.

Batteries are expensive to replace – it is wise to look after them. Batteries are heavy – make sure you always lift them correctly.

Warning! Never disconnect a battery or the charger while the charger is connected to the mains



Warning! If one or both batteries are damaged they could heat up when charging and, in an extreme case, explode.

Notice Return your unserviceable batteries to your supplier or ensure they are disposed of in accordance with the environmental regulations applicable at the time.

User Maintenance

It is important for safety that you carry out the following checks before use.

1. **Visually check the machine** for damage.
2. **Visually check the tyres** for damage.
3. **Check the steering moves freely.**
4. **Check that the Tiller is secure and that the tiller lock is effective.**
5. **Check that the Seat is located correctly** and locked.
6. **Check the armrests are secure**
7. **The Battery should be fully charged.**
8. **Check that all the lights work.**
9. **Ensure the front basket is secure** (if fitted).
10. **Keep your vehicle clean by using a damp cloth and soapy water** – never use a hose.

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 handbrake is not effective, or 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. If you are in any doubt do not drive the vehicle but get help.

Disposal

Contact your dealer for advice before you consider disposing of your scooter. They will be aware of the environmental regulations in force at the time and will assist you to meet the applicable environmental legislation.

Additional Safety Information

Carrying Weight on the Vehicle

Front Basket	The basket mounted on the front has a weight limit of 10lbs (4.5kgs). 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.
Tiller lock handle	Do not hang anything on the tiller locking handle; the tiller might become loose and make driving difficult.
Floor Area	Do not use the floor area to carry things. They might fall off, or obstruct your movement.
Modifications	Unauthorised modifications could result in injury or permanent damage. Such modifications will invalidate any guarantees.
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. They could be harmed.

Troubleshooting Guide

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"> • Scooter does not move. when power is switched on. 	<ul style="list-style-type: none"> • Batteries flat - check level. • Is the charger connected? Has it fused? • Has the battery cut-out operated? • Is Freewheel engaged? • Freewheel has been selected while power is on Ensure freewheel is not selected; switch off and on NB the power indicator may flash indicating that freewheel has been selected..
<ul style="list-style-type: none"> • Steering is loose or wobbly when driven. 	<ul style="list-style-type: none"> • Check for tyre damage or punctures. • Damaged steering - contact dealer. • Loose seat - contact dealer.
<ul style="list-style-type: none"> • Vehicle behaves erratically when driven. or judders or cuts out ? 	<ul style="list-style-type: none"> • Possible electronic problems - contact dealer.
<ul style="list-style-type: none"> • Short Range 	<ul style="list-style-type: none"> • Check tyres for damage. • Check batteries are fully charging. • Check vehicle moves easily in Freewheel • Check handbrake adjustment

To save the batteries, the scooter controller has a sleep mode, which is activated if the scooter is not used but left switched on for some time. To reset, switch the scooter off and then on again.

Diagnostic Table

Your scooter controller provides diagnostic information by flashes. If there is no problem when you switch on, the power lamp should come on. Should a fault be detected the light will flash as below:

Flashes of Power Indicator

One Flash

Two or Three Flashes

Four Flashes

Five Flashes

Six Flashes

More than 6 flashes

Indicated Fault and Corrective Action

Battery needs charging

Battery voltage incorrect - change battery

Electrical overload - switch off, wait 5 minutes

Brake fault or switched on when in freewheel

Switched on when finger control pressed

Errors detected - contact your dealer

If in doubt switch off and switch on – if this does not cure the fault contact your dealer. Your dealer is 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, recounting as much detail as possible including the indicated faults.

Frequently Asked Questions

I want to transport my vehicle in a car.

These scooters are not designed to be dismantled. If you need to regularly transport a scooter in a vehicle, then your dealer will advise you on specialist vehicles which are designed to fold and dismantle to make it easier to load them into a car. Your scooter can be loaded into an estate car or an MPV using ramps. Make sure your dealer has demonstrated the easiest way of doing this.

Can I fit weatherproofing such as a canopy ?

Yes, but remember that canopies can adversely affect stability and handling. Ask your dealer for advice.

How long will my batteries last ?

This is a difficult question as it depends on many factors. The life of a battery depends upon the number of cycles the battery goes through, the peak loads and on the conditions of use. Some general advice about battery care:

- Keep it charged, and do not let the battery run completely flat.
- Ensure all your battery is fully charged at the end of the charging cycle
- Batteries may not perform as well in very cold weather.
- Change your battery if you find it is not performing as well as new.

Care can prolong the life of the batteries but remember that, in time, all batteries will fail to perform to specification.

What range can I expect ?

The generally expected range is recorded in the Technical Specification sheet. Remember, range can be affected by many things such as:

- Temperature. Cold weather can reduce the output of the batteries.
- Type of terrain. Obviously climbing hills takes more energy than driving on the flat.
- Weight of the person.
- The condition and charge of the batteries.
- Faulty or old batteries or a faulty charger.

NB. Always use the correct charger with the correct batteries and ensure all batteries are charged before you start out.

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

It is important that the vehicle you have suits your needs and abilities. Your scooter should serve you well for many years but change it if at any time you feel it no longer meets your needs. Consult your dealer on the condition of your vehicle and remember vehicles of any type become more expensive to maintain the older they get.

Additional Information

Owners Manual: Replacement copies are available from: Electric Mobility Euro Ltd. Canal Way, Ilminster, Somerset, TA19 9DL Telephone: 01460 258100.

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. Each vehicle comes with a copy of the BHTA Highway Code. Please make sure you read it. Telephone BHTA on 02077 022 141 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”. If in doubt contact your dealer. For Information regarding other Electric Mobility products contact your dealer or log on to the Electric Mobility Website www.electricmobility.co.uk

Servicing and Maintenance

- 1. 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.
- 2. Ensure the engineer stamps the Service Log** (page 27) on completion of all servicing. Keep all receipts for servicing and repairs with this handbook. This may add value when selling the vehicle.
- 3. 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).
- 4. On completion of the service, always 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?
- Is the battery charged up correctly – is the “full” charge green light on after charging?
- Is the steering tight or is it loose when turning? Is there any play in the steering?
- Are the brakes, including the handbrake, effective ?
- 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?
- Are there any signs of damage, corrosion or cracking?

Engineer's Checklist for 309 & 329LE Models

Obtain all comments from the customer on the condition and serviceability of the scooter and then complete an Initial diagnostic road test. Record all defects to be corrected. Now check, test and complete the following:

- Wheel bearings wear and lubricate
- Wheel alignment and tracking
- Speed dial works correctly
- Speed Hi Lo selection (if fitted) operates correctly
- Wear or damage to tyres or wheels
- Bodywork fixtures for damage, or cracking
- Throttle play and adjustment
- Battery box contacts & signs of corrosion
- Check all cables for damage, abrasion, corrosion and that screening is intact. Replace as necessary
- Steering bearing, adjust as required
- Tiller adjustment - functioning, wear and damage
- Tiller lock – functioning, wear and damage
- Seat mounting for wear or damage
- Revolving seat mechanism locates correctly and spring lever engages. Lubricate as necessary.
- Seat position adjustment, Does the seat move frontwards and backwards smoothly? Does the seat lock?
- Handlebar alignment
- Motor brush wear
- Motor speed check
- Freewheel operation
- Electromagnetic brake operation - does the scooter slow when the hand control is released? Does the brake engage when the scooter is pushed when in freewheel ?
- Hand Brake. – does the handbrake prevent the vehicle from moving? Does it need adjustment?
- Frame for damage or cracks
- Front and rear chassis attachment points for corrosion, wear or damage
- General check for corrosion, repair/protect as necessary
- All operational controls work correctly
- Battery condition and charger operation
- Tighten all nuts & bolts
- Check all vehicle lights operate correctly and the horn functions
- Correct all defects found and determine if the vehicle is roadworthy.
- Final road test
- Clean vehicle
- Customer road test

Important Note for the Engineer

Enquire if the customer is satisfied with the product. Please report all points good or bad directly to: Electric Mobility 01460 258100 If you have any comments please include them.

Guarantee and Warranty

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.

Technical Information Regarding EMI

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 recommended density 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.



- Do not operate devices such as CB radios or mobile phones while the vehicle is switched on.
 - Avoid getting close to transmitter masts, such as television and radio masts.
 - Note you may experience interference when close to ambulance or fire stations.
- If your vehicle starts to operate by itself switch it off and report this to your Dealer.

Technical Specification - Rascal 309 Scooter

Wheelchair type Class	Class A, B or C	Class B
Department of Transport Class	Class 1 2 or 3	Class 3
Overall dimensions fully assembled	length x width x height mm (in)	1430 (56) x 650 (26) x 1020 (40)
Dimensions seat removed tiller folded	length x width x height mm (in)	1430 (56) x 650 (26) x 730 (29)
Maximum carrying capacity	kg (lb)	136 (300)
Mass (weight) including batteries	kg (lb)	42 (93)
Battery voltage and capacity	volts and ampere hours	12V 33Ah x 2
Type of seat	Standard	Adjustable armrest and height
Mass (weight) of seat	kg (lb)	12.5 (28)
Wheel size	front/rear mm (in)	Front wheel 260 x 76 (10 x 3) Rear wheel 305 x 76 (12 x 3)
Type of tyres	type	Pneumatic
Tyre Pressures normal	front/rear p.s.i. (bar)	35 (2) / 35 (2)
Tyre Pressures maximum - not to be exceeded	front/rear p.s.i. (bar)	50 (3.5) / 50 (3.5)
Maximum speed	km/h (m.p.h.)	9.6 (6)
Minimum braking distance from maximum speed	metres	2.3
Range on full charge and flat ground	km (miles)	Up to 40 (25)
The turn-around width	m (ft)	1.4 (4.6)
The maximum safe slope	degrees of slope	10° - Do not exceed the scooter may topple
The maximum climbing ability facing upwards	degrees of slope	10°
Ground clearance	mm (in)	100 (4)
Maximum obstacle climbing ability	mm (in)	90 (3.5)
Maximum safe descendable kerb height	mm (in)	90 (3.5)

Technical Specification - Rascal 329LE Scooter

Wheelchair type Class	Class A, B or C	Class B
Department of Transport Class	Class 1 2 or 3	Class 3
Overall dimensions fully assembled	length x width x height mm (in)	1470 (58) x 645 (25) x 1300 (51)
Dimensions seat removed tiller folded	length x width x height mm (in)	1470 (58) x 645 (25) x 730 (29)
Maximum carrying capacity	kg (lb)	159 (350)
Mass (weight) including batteries	kg (lb)	74 (163)
Battery voltage and capacity	volts and ampere hours	12V 73Ah x 2
Type of seat	Captain	Adjustable armrest and height
Mass (weight) of seat	kg (lb)	19.5 (43)
Wheel size	front/rear mm (in)	305 x 76 (12 x 3) / 305 x 76 (12 x 3)
Type of tyres	type	Pneumatic
Tyre Pressures normal	front/rear p.s.i. (bar)	35 (2) / 35 (2)
Tyre Pressures maximum - not to be exceeded	front/rear p.s.i. (bar)	50 (3.5) / 50 (3.5)
Maximum speed	km/h (m.p.h.)	12.9 (8)
Minimum braking distance from maximum speed	metres	2.6
Range on full charge and flat ground	km (miles)	Up to 56 (35)
The turn-around width	m (ft)	1.8 (5.8)
The maximum safe slope	degrees of slope	10° - Do not exceed the scooter may topple
The maximum climbing ability facing upwards	degrees of slope	10°
Ground clearance	mm (in)	115 (4.5)
Maximum obstacle climbing ability	mm (in)	90 (3.5)
Maximum safe descendable kerb height	mm (in)	90 (3.5)

Notes

Brochure Request

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

My Dealer's Company name is:	
<hr/>	
<input type="checkbox"/>	Please can I have a free no-obligation home demonstration.
<input type="checkbox"/>	Please send me a brochure of the range of products.
My friend's name is:	
<hr/>	
My friend's address is:	
<hr/>	
<hr/>	
County:	Postcode:
<hr/>	
My friend's telephone number is:	
<hr/>	

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.

Postage will be paid by: Electric Mobility Euro Ltd., FREEPOST (SWBI 1045), Ilminster, Somerset, TA19 9ZA



Dealer Information - Warranty Card

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

Dealer:	
<hr/>	
Product Description:	
<hr/>	
Serial No.:	Invoice No.:
<hr/>	
Customer Name & Address:	
<hr/>	
<hr/>	
County:	Postcode:
<hr/>	
Telephone No.:	
<hr/>	
Date received at Dealers:	
<hr/>	

Postage will be paid by: Electric Mobility Euro Ltd., FREEPOST (SWBI 1045), Ilminster, Somerset, TA19 9ZA



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

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

Service Log

Notice for the Service Engineer.

Please make sure this part is stamped and dated after each service.

Dealer stamp - 1st Service

Dealer stamp - 2nd Service

Dealer stamp - 3rd Service

Dealer stamp - 4th Service

Dealer stamp - 5th Service

Dealer stamp - 6th Service

Dealer stamp - 7th Service

Dealer stamp - 8th Service

Rascal 309 / 329LE Scooter

Manufactured by

**ELECTRIC
MOBILITY** EURO

Rascal

Electric Mobility Euro Limited, Canal Way, Ilminster, Somerset TA19 9DL
Telephone: 01460 258100 www.electricmobility.co.uk

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