



eMETRO

PORTABLE MOBILITY SCOOTER

IKSSE

Edition 1



USER MANUAL

Please read and keep these instructions

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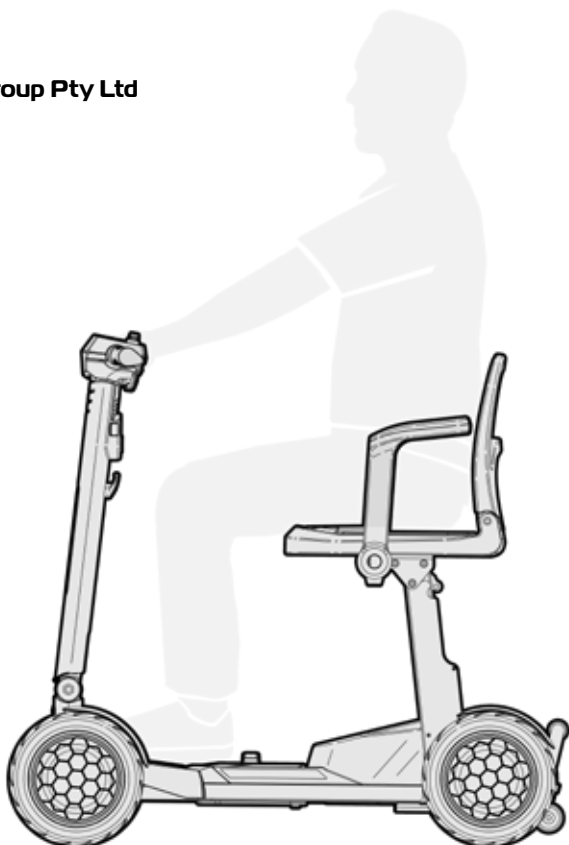
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INTRODUCTION

Thank you for purchasing this IKON Mobility product.

Please read this user manual prior to using the scooter for the first time.

If you have any issues or questions about the eMETRO Portable Mobility Scooter please contact your supplier or IKON Mobility direct:

T: +61 8 9248 4180

E: orders@for-de.com.au

A: 1 Business Way, Malaga, Western Australia 6090

INTENDED USE

This product has limitations and should be used in accordance to these guidelines. Failure to follow these guidelines may result in damage to the product and injury to the user.

This equipment **MUST** be set up and used by a competent person. It is the responsibility of the user to ensure the suitability of this product for its intended use. The user should consult their appropriate healthcare professional if unsure of the correct product usage for their unique circumstances.



IMPORTANT NOTE

If you are ever unsure about any aspect of the eMETRO Portable Mobility Scooter please do not use and contact your supplier for support.

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FEATURES

- Folds up for transport and storage
- Comfortable padded seat
- Under seat storage
- Removable carry bag
- Mesh backrest
- Width adjustable drop down armrests
- Angle adjustable tiller
- Onboard controller with LCD display and fingertip controls
- Battery power indicator
- Variable speed setting
- Ergonomic hand grips
- Rear wheel drive
- Automatically slows when turning
- Front wheel suspension
- Electromagnetic brake
- Rechargeable Lithium-ion battery
- Aeroplane safe battery
- Anti-tip wheels
- Horn



SPECIFICATIONS

Note: All dimensions shown are nominal

- Overall: **970mm (L) x 540mm (W) x 900mm (H)**
- Overall Folded: **970mm (L) x 540mm (W) x 310mm (H)**
- Seat: **400mm (W) x 325mm (D) x 405mm (H from footrest)**
- Backrest: **400mm (W) x 310mm (H from seat)**
- Push Handle Height: **865mm (Angle adjustable)**
- Turning Circle: **1100mm**
- Speed: **0 - 8km/h**
- Maximum range: **Up to 12km***
- Safe climb angle range: **0 - 9°**
- Maximum climb angle: **9°**
- Motor: **24v 250w Brushless motor**
- Battery: **10.4Ah Lithium-Ion (supplied)**
- Charger: **2Amp Lithium-Ion (Supplied)**
- Tyres (Pneumatic): **Ø230mm**
- Product Weight: **18.6kg without battery
2kg battery**
- Maximum User Weight: **120kg (on flat ground)**

* Maximum range is based on an ambient temperature of 20°C, 75kg user, brand new fully charged battery and constant driving speed of 5km/h on flat level ground.

Please contact IKON Mobility if you would like any further information on the ENDURO POWERLITE PRO Power Wheelchair.

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SAFETY ADVICE

For your own safety, please read this user manual before using the eMETRO Portable Mobility Scooter. Failure to follow these guidelines may result in damage to the product and put the user at risk. If in any doubt, contact your supplier directly for advice.

- The eMETRO Portable Mobility Scooter is supplied with a rechargeable maintenance free Lithium-Ion battery which **MUST BE** charged using the supplied battery charger.

**WARNING! - FAILURE TO USE CORRECT AND SPECIFIED CHARGER
MAY RESULT IN DEATH, DAMAGE OR CANCELLATION
OF WARRANTY AND STATUTORY PROTECTIONS.**

- Please make sure that you are physically capable to operate this unit.
Consult your dealer/appropriate healthcare professional for advice prior to use.
- eMETRO Portable Mobility Scooter maximum user weight is 120kg.
- Designed for single person use only (Do not carry passengers)
- Do not travel up inclines over 9 degrees.
- Reduce speed when turning.
- Do not get on or off the scooter unless the unit is switched off.
- Do not switch off the scooter while it is moving.
- Do not drive the scooter where you can not safely or legally walk.
- Do not attempt to drive over curbs over 4cm in height. Doing so could cause your scooter to turn over, causing personal injury or damage to the scooter. For curbs less than 4cm, always approach them at an angle of 90 degrees and at low speed.
- Do not drink or use a mobile phone when operating the scooter.
- Always keep your feet on the scooter footrest when moving.
- Always slow down and proceed carefully when traveling over rough or uneven ground.
- Do not drive the scooter on an incline that has oil, water or ice film on it.
- Do not use parts or accessories that are not authorised by the original manufacturer of the scooter.
- Do not connect any foreign device to the scooter battery or charging port.
This could cause failure of the device, the scooter and personal injury.

SAFETY ADVICE (CONTINUED)

- It is not allowed to have any person sitting in the scooter when transported by a vehicle.
- Do not use the scooter in the rain, near a shower or in a damp bathroom. Direct exposure to rain or dampness could cause the wheelchair to electronically malfunction.
- Do not operate the scooter while charging.
- Charge battery daily after use.
- Ensure the charging cable is removed from the scooter after charging.
- Always check the battery charge remaining before operating the unit to ensure you have sufficient for your journey.
- Always charge the battery in a well ventilated area.
- Do not operate the unit in the way of exceeding to the product's specification listed in this owner's manual. Otherwise, injury and/or damage to the unit or surrounding property may occur. Doing so may also void your warranty.
- Ensure the scooter is serviced every 12 months by an authorised IKON Mobility service provider to ensure it remains in safe working order. Failure to do so may cause catastrophic failure with possible injury and damage to surrounding property.

If you are ever unsure about any aspect of the eMETRO Portable Mobility Scooter please do not issue or use and contact your supplier for support.



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EMI WARNING

Mobility scooters may be susceptible to electromagnetic interference (EMI), which is a kind of interfering electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radio and mobile phones. The interference (from radio wave sources) can cause the scooter to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the scooter's control system.

The sources of radiated EMI can be broadly classified into three types:

1. Hand-held portable transceivers (transmitters-receivers) with the antenna mounted directly on the transmitting unit. Examples include: citizens band (CB) radios, "walkie talkie", security, fire and police transceivers, cellular telephones, and other personal communication devices.

NOTE! Some mobile phones and similar devices transmit signals while they are ON, even when not being used.

2. Medium-range mobile transceivers, such as those used in police cars, fire trucks, ambulances, and taxis. These usually have the antenna mounted on the outside of the vehicle.

3. Long-range transmitters and transceivers, such as commercial broadcast transmitters (radio and TV broadcast antenna towers) and amateur (HAM) radios.

NOTE! Other types of hand-held devices, such as cordless phones, laptop computers, AM/FM radios, TV sets, CD players, and cassette players, and small appliances, such as electric shavers and hair dryers, so far as we know, are not likely to cause problems to the scooter.

Mobility Scooter Electromagnetic Interference (EMI)

Because EM energy rapidly becomes more intense as one moves closer to the transmitting antenna (source), the EM fields from hand-held radio sources (transceivers) are of special concern. It is possible to unintentionally bring high levels of EM energy very close to the scooters's control system while using these devices. This can affect scooter movement and braking. Therefore, the warnings listed below are recommended to prevent possible interference with the control system of the scooter.

EMI WARNING (CONTINUED)

WARNINGS

1. Do not operate hand-held transceivers (transmitters-receivers), such as citizens band (CB) radios, or turn ON personal communication devices, such as mobile phones, while the scooter is turned ON.
2. Be aware of nearby transmitters, such as radio or TV stations, and try to avoid coming close to them.
3. If unintended movement or brake release occurs, turn the wheelchair OFF as soon as it is safe to do so.
4. Be aware that adding accessories or components, or modifying the scooter may make it more susceptible to EMI.

NOTE! There is no easy way to evaluate the overall immunity of the scooter.

5. Report all incidents of unintended movement or braking to your dealer, and note whether there are sources of EMI nearby.

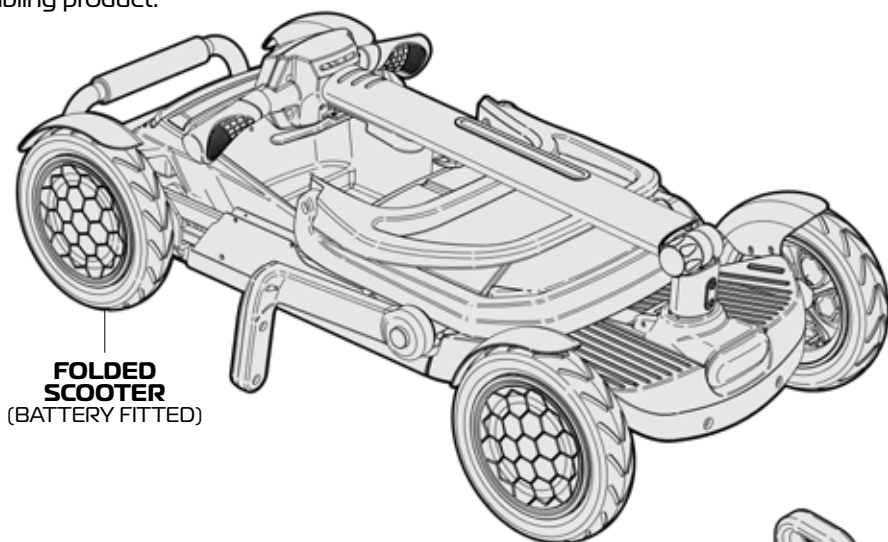
WARNING: The original manufacturer and the importer of the scooter is not responsible for damage or injury incurred due to improper and unsafe use of our scooter.

IMPORTANT NOTE

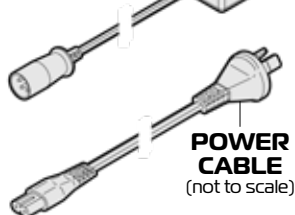
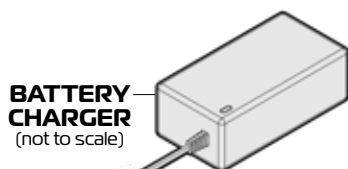
If you are ever unsure about any aspect of the eMETRO Portable Mobility Scooter please do not issue or use and contact your supplier for support.

UNPACK and INSPECT SUPPLIED PARTS

We recommend that you thoroughly inspect all the supplied parts prior to assembling product.

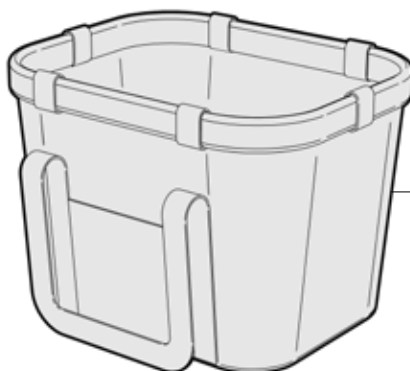
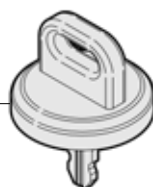


FOLDED SCOOTER
(BATTERY FITTED)



POWER CABLE
(not to scale)

KEY x2
(not to scale)

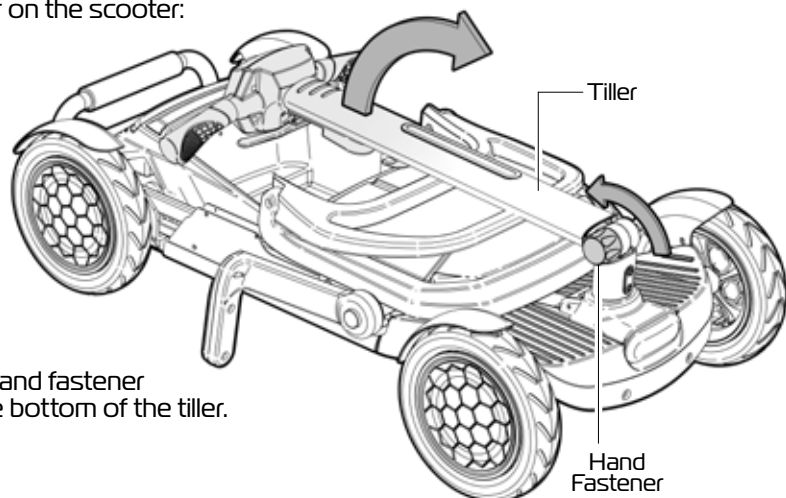


BAG
(not to scale)

Please take care when unpacking the product and removing the protective packing materials. If you see any damage or suspect a fault, **DO NOT USE THE PRODUCT** and contact your supplier for support.

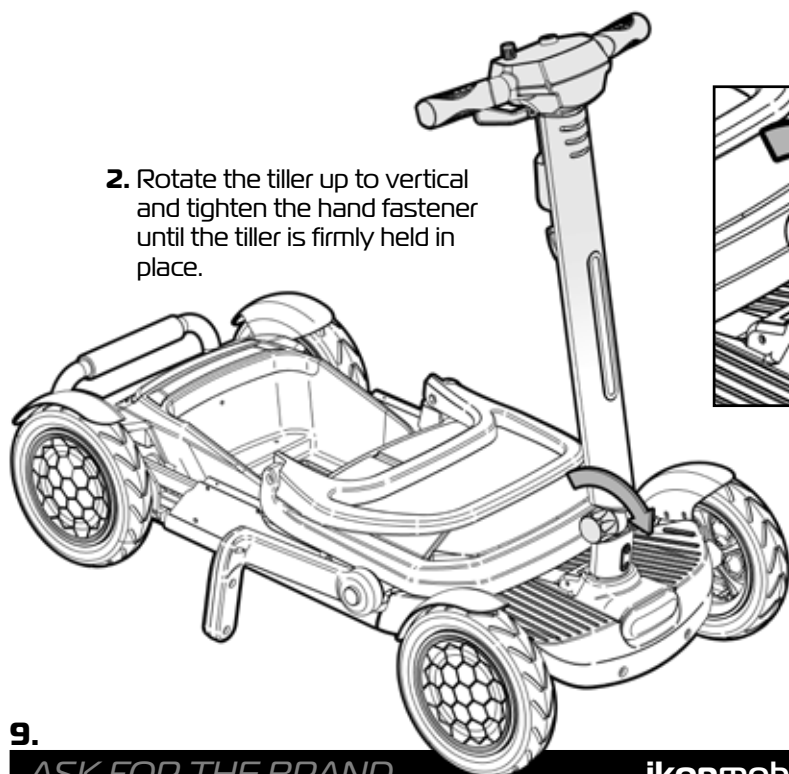
SET UP - RAISE TILLER

Please follow these instructions to raise the tiller on the scooter:



1. Loosen the hand fastener located at the bottom of the tiller.

2. Rotate the tiller up to vertical and tighten the hand fastener until the tiller is firmly held in place.



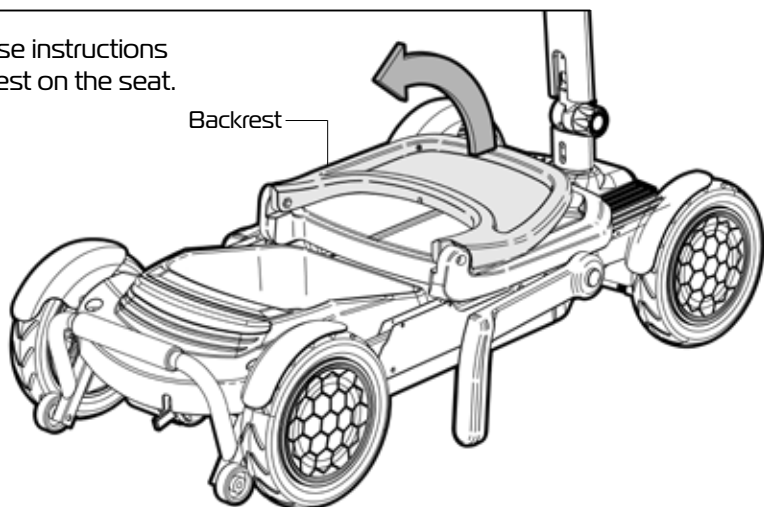
9.

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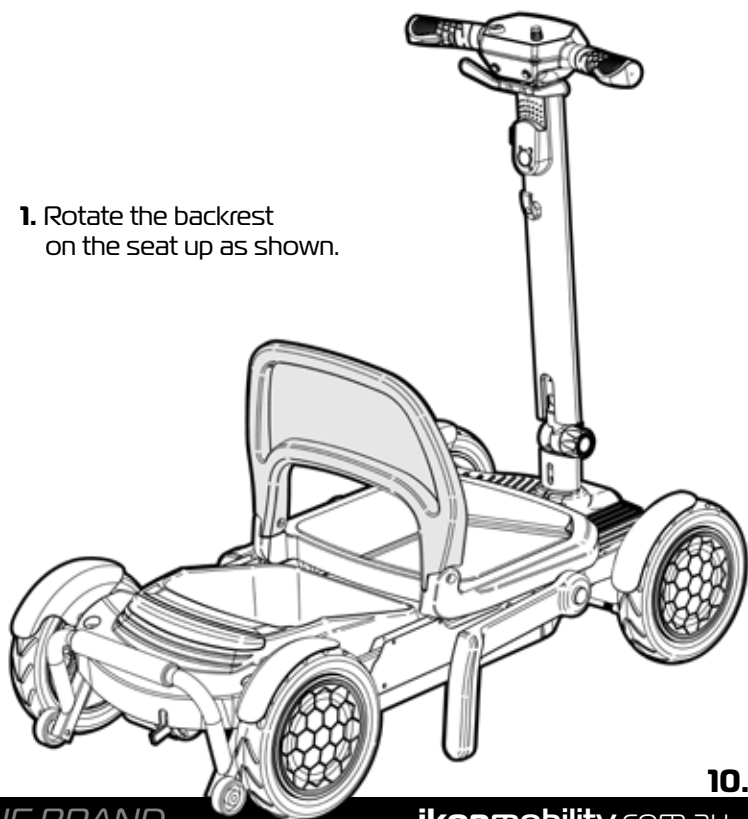
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SET UP - RAISE BACKREST

Please follow these instructions to raise the backrest on the seat.



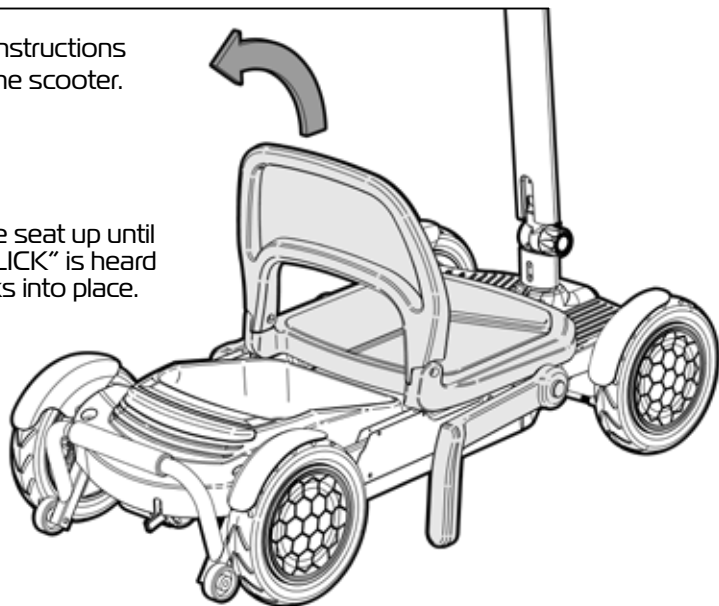
1. Rotate the backrest on the seat up as shown.



SET UP - RAISE SEAT

Please follow these instructions to raise the seat on the scooter.

1. Rotate the seat up until a loud "CLICK" is heard and it locks into place.



Important Note:

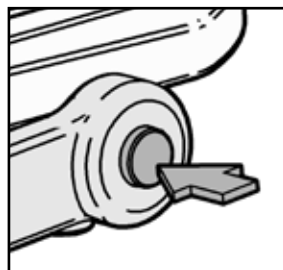
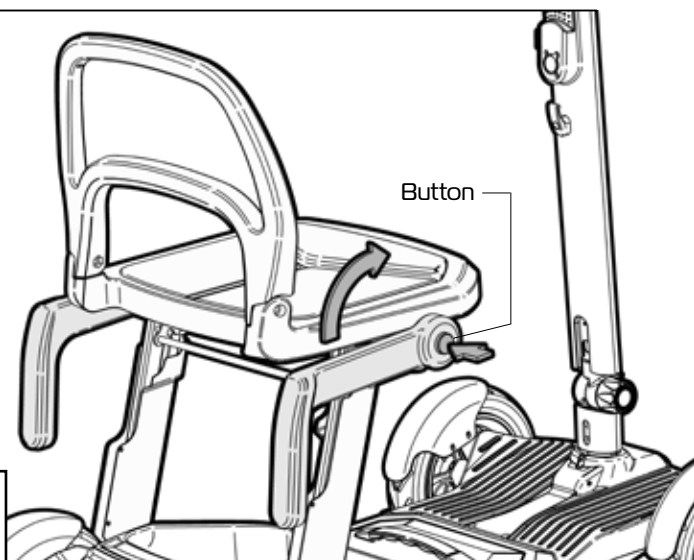
Check to ensure the seat is locked into position prior to use.



SET UP - ARMRESTS

Please follow these instructions to raise the armrests on the scooter if required.

1. Press in the button on the armrest pivot and rotate the armrest up until a loud "CLICK" is heard and it locks into place.

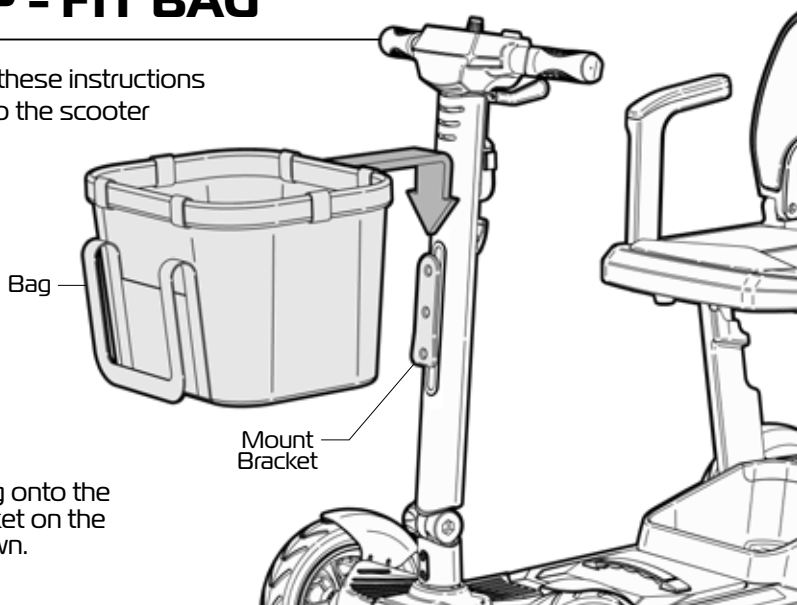


2. Repeat the process to raise the other armrest.



SET UP - FIT BAG

Please follow these instructions to fit the bag to the scooter if required.



1. Slide the bag onto the mount bracket on the tiller as shown.

Important Note:

Do not overload the bag
Max. load: 5kg



BATTERY CHARGING

Please follow these instructions to charge the battery used on the scooter.
The eMETRO Portable Mobility Scooter is supplied with a rechargeable maintenance free Lithium-Ion battery which **MUST BE** charged using the supplied battery charger.



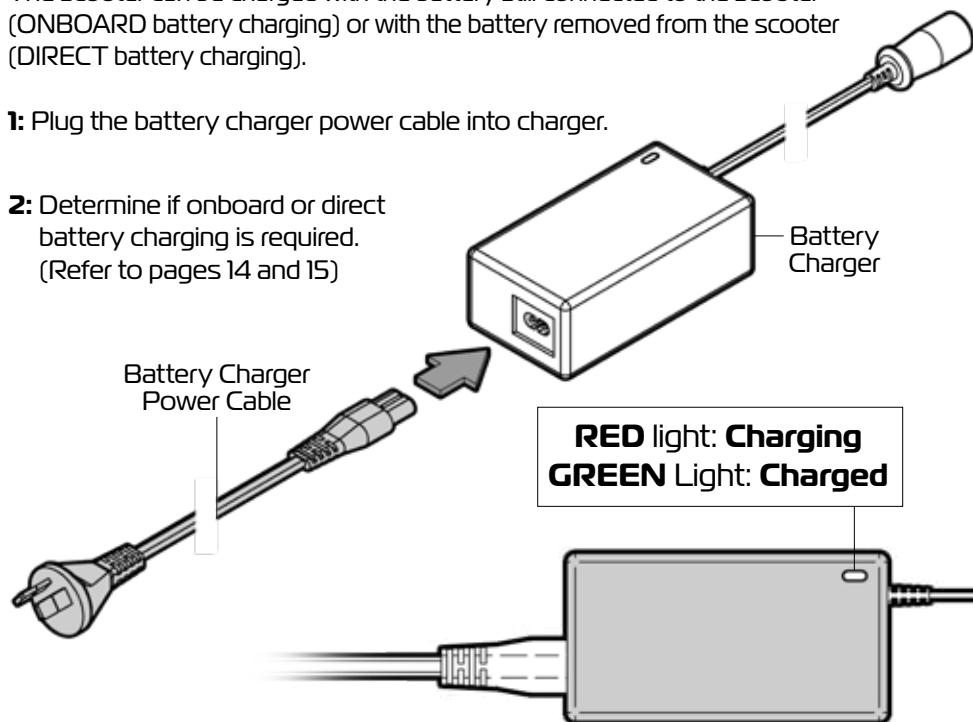
WARNING!

FAILURE TO USE CORRECT AND SPECIFIED CHARGER MAY RESULT IN DEATH, DAMAGE OR CANCELLATION OF WARRANTY AND STATUTORY PROTECTIONS.

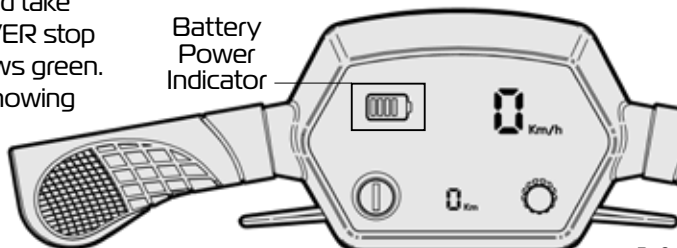
The scooter can be charged with the battery still connected to the scooter (ONBOARD battery charging) or with the battery removed from the scooter (DIRECT battery charging).

1: Plug the battery charger power cable into charger.

2: Determine if onboard or direct battery charging is required.
(Refer to pages 14 and 15)



3. Battery charging should take approx. **4 -6 hours.** NEVER stop charging before light shows green. Once the green light is showing remove the cable from the battery.

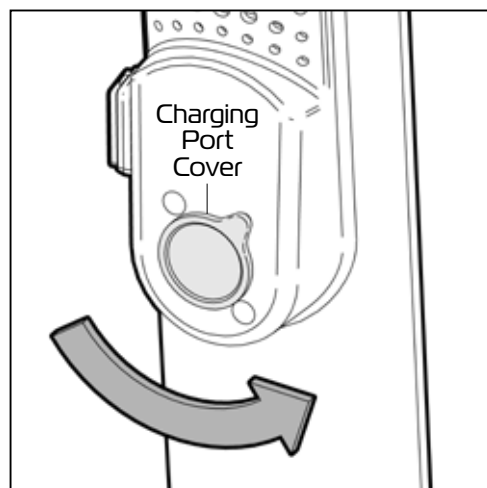
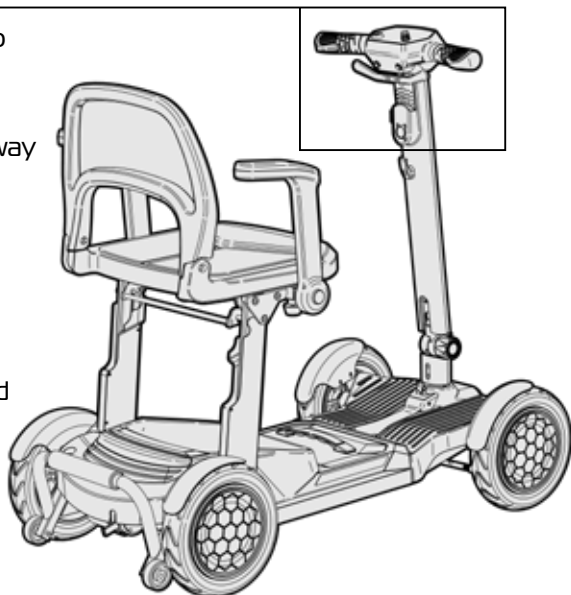


14.

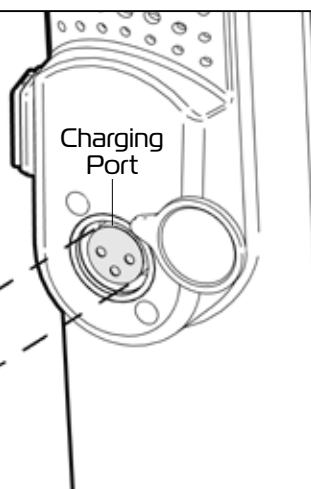
ONBOARD BATTERY CHARGING

Please follow these instructions to charge the battery whilst it is still fitted to the scooter.

- 1.** Rotate the charging port cover away to uncover the charging port.
- 2.** Align the pins on the battery charge cable with the holes in the charging port and plug the cable in.
- 3.** Once the battery is fully charged remove the battery cable prior to using the scooter.



Battery Charge Cable



15.

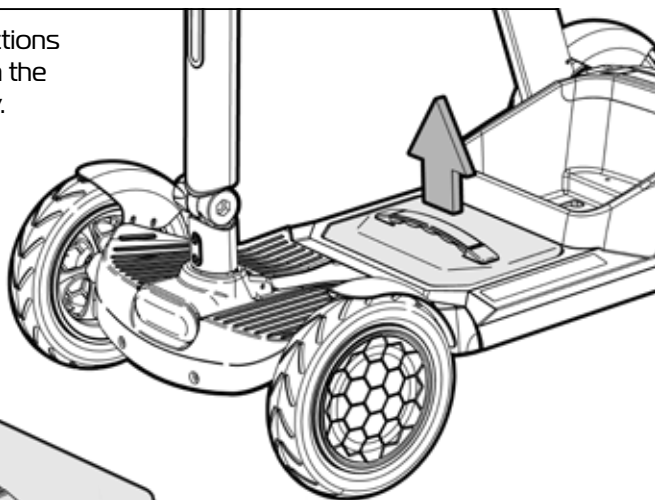
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DIRECT BATTERY CHARGING

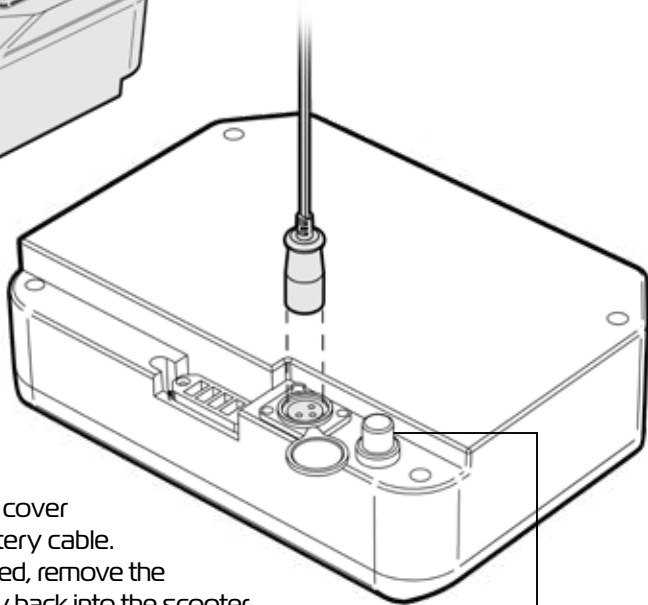
Please follow these instructions to remove the battery from the scooter and charge directly.

1. Pull up on the strap to remove the battery from the scooter.



2. Turn the battery over to access the charging port.

3. Rotate the charging port cover away and plug in the battery cable. When the battery is charged, remove the cable and place the battery back into the scooter.



The battery has an integrated fuse system to protect the battery from overload.

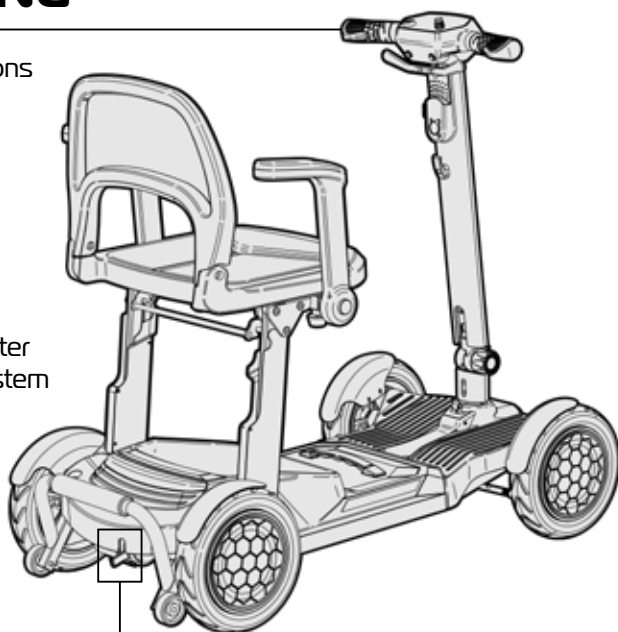
FREEWHEELING

Please follow these instructions to disengage the drive motor on the scooter so it can be pushed around if required. (If battery runs out of charge mid journey)

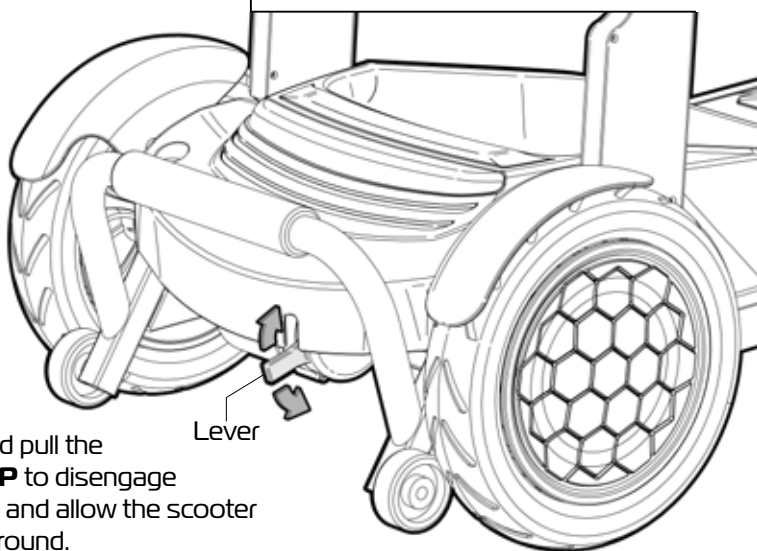
IMPORTANT NOTE

When the motor on the scooter is disengaged the braking system is also disengaged.

- 1:** Turn the power off on the wheelchair.



- 2:** Using your hand pull the **RED LEVER UP** to disengage the drive motor and allow the scooter to be pushed around.



- 3:** As soon as you have finished freewheeling the scooter push the **RED LEVER DOWN** to re-engage the motor.

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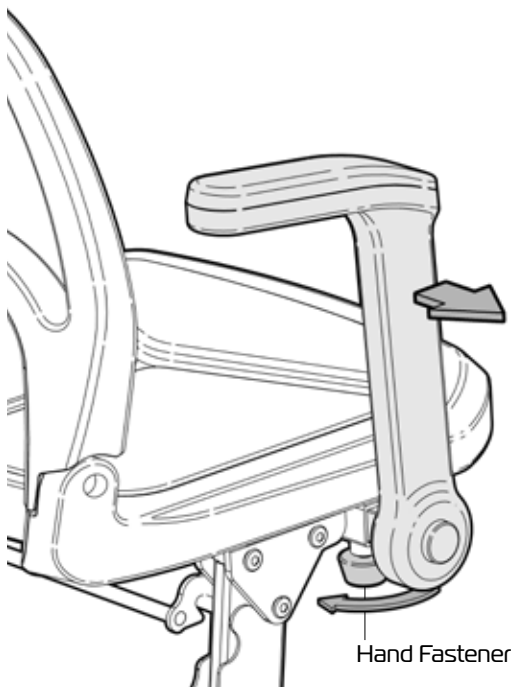
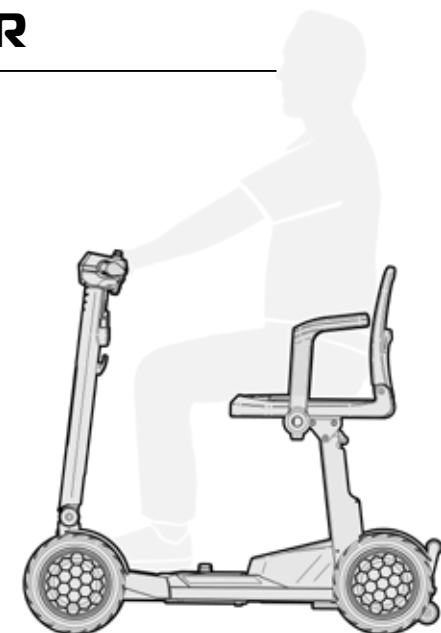
OPERATING SCOOTER

Getting Started

- Check the battery charge remaining before operating the unit to ensure you have sufficient power for your journey.
- Select a level area with plenty of space.

Getting on or off the scooter

- Ensure the ignition is off before getting onto the scooter to prevent any accidental movement.
- Ensure the armrests are in the up position if being used.
- Only drop down the armrest on the transfer side if side transferring.



The armrests can be adjusted in width or removed entirely from the scooter.

To adjust the armrest width:

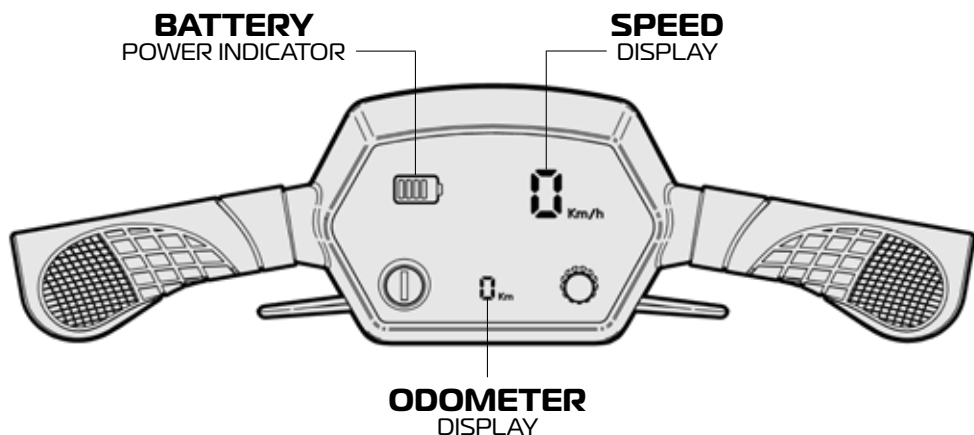
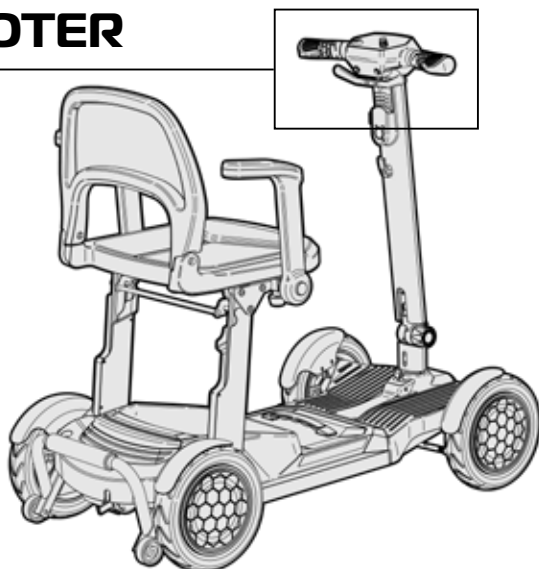
1. Undo the hand fastener and slide the armrest to the required position.
2. Tighten the hand fastener until the armrest is firmly held in place.

OPERATING SCOOTER

The eMETRO Portable Scooter comes with a interactive onboard controller that can be used by the occupant to operate the scooter.

Ensure that you familiarise yourself with the controller prior to operating the scooter.

Refer to page 21 for information on how to operate the wheelchair in a safe manner.



Battery Power Indicator

Shows battery power levels. If only RED lights are showing - recharge battery. (Refer to page 14 for charging information.)

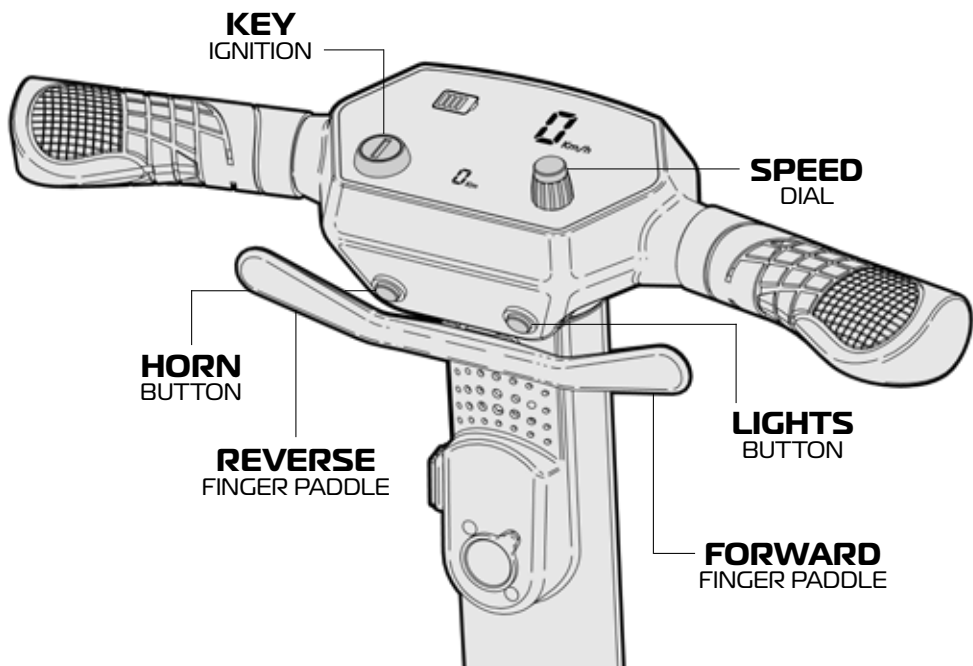
Speed Display

Shows the speed the scooter is travelling.

Odometer Display

Shows the amount of kilometres the scooter has travelled.

OPERATING SCOOTER



Key Ignition

Insert the key and turn clockwise to turn the scooter on.

Forward / Reverse Finger Paddles

Push the paddle forward with your thumb to make the scooter move. Speed varies depending on how far the paddle is pushed in. Scooter will stop if the paddle is not pushed.

Speed Dial

Turn dial anti-clockwise to go slower and clockwise to go faster. Max. speed: 8kmph

Horn Button

Press to sound horn.

Lights Button

Press to turn lights on / off.

OPERATING SCOOTER

Scooter Movement

- Always have both feet on the footrest when the scooter is in use.
- Insert the key into the ignition and turn to start the scooter.
- Rotate the speed button anti clockwise to only allow slow movement to start with.
- Slowly push the relevant finger paddle to move the scooter. The more you push the paddle the faster the movement of the scooter.
- Return the finger paddle to its resting position and the scooter will slowly come to a stop and the electromagnetic brake will automatically be applied.

Steering

- Steer the scooter with both hands. Ensure when starting off you give a wide clearance when turning so that the rear wheels clear any obstacle you are passing.
IMPORTANT: Always slow down prior to and during turning.

Reversing

- Before reversing ensure that the area behind is free from any hazards or obstructions.
- Adjust your speed setting to a low setting before you reverse.

Inclines

- Safe climb angle: 9°
- When approaching an incline, do so directly and not at an angle and whenever possible avoid making turns.
- When going down a incline keep the speed settings to slow for a controlled descent.

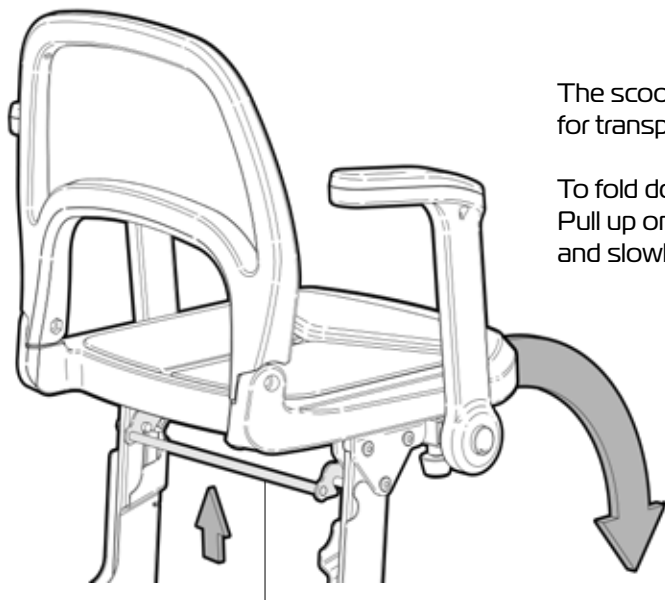
Ground

- Only use the scooter on hard surfaces.
- Do not go offroad or on grass.
- Ensure all 4 wheels remain on the ground when the scooter is in motion.

Weather conditions

- Avoid using the scooter in the rain.
- Avoid driving through puddles where possible.

FOLDING SCOOTER



The scooter folds down flat for transport and storage.

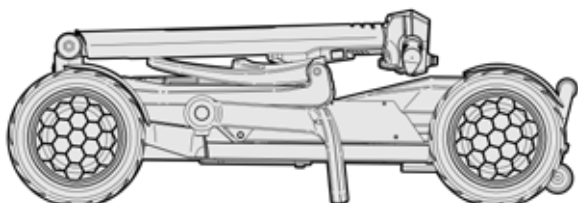
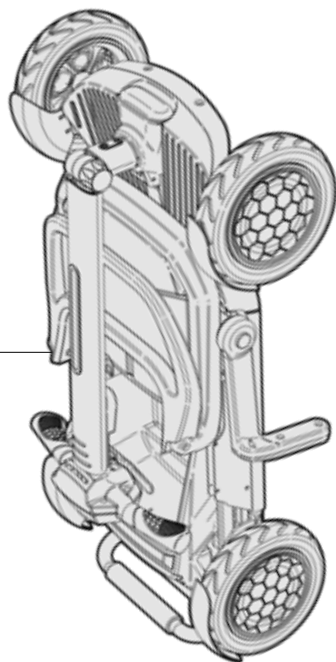
To fold down the seat:
Pull up on the seat release lever
and slowly rotate the seat down.

Seat release lever

Remove battery from scooter
to make it lighter to lift.

Remove bag, drop down backrest,
armrests and tiller to make the scooter
as small as possible and take up less room.

The scooter can be stood up when folded



TROUBLESHOOTING

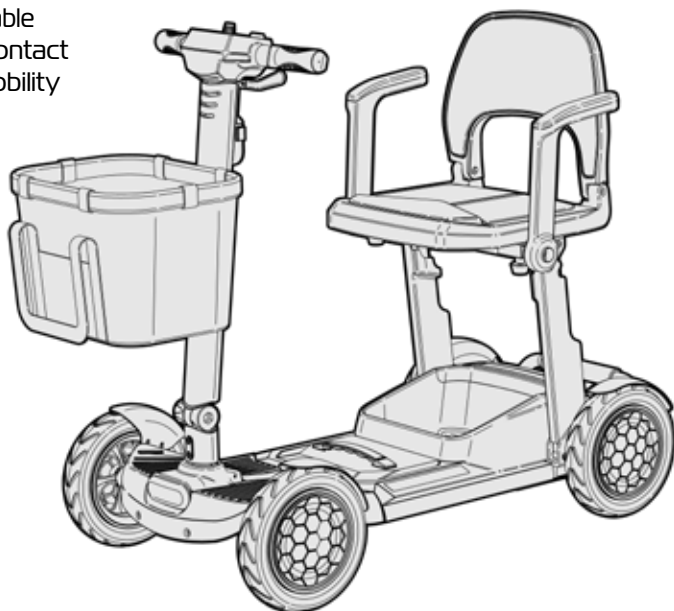
If the eMETRO Portable Mobility Scooter fails to operate please check the following:

- Unit is switched on.
- Battery has been fitted.
- All plugs and cable connections are firmly fitted.
- Battery level shows some charge.
- Drive motor has been engaged (not freewheeling).

If these troubleshooting tips do not fix the issue with the wheelchair please contact your supplier or IKON Mobility direct for support.

Do not attempt to unless you are a certified technician and have been trained to service the eMETRO Portable Mobility Scooter.

If you have any questions about the eMETRO Portable Mobility Scooter please contact your supplier or IKON Mobility direct for advice.



TROUBLESHOOTING

Please see below for screen warnings that may appear and what they mean:



BRAKE FAILURE

- Scooter is in freewheel mode:
- Electromagnetic brake system failure:
- Faulty controller:
- Engage drive motor
- Remove the back cover
Check all cable connections
- Contact after sales service



CONTROLLER MALFUNCTION

- Loose or disconnected wiring
- Faulty controller
- Remove the back cover
Check all cable connections
- Contact after sales service



POTENTIOMETER MALFUNCTION

- Loose or disconnected wiring
- Faulty potentiometer
- PCB board failure
- Remove the tiller control cover
Check all cable connections
- Replace PCB board
- Contact after sales service



BATTERY MALFUNCTION

- Battery not properly installed
- Faulty battery
- Remove, check and reinstall battery
- Contact after sales service



COMMUNICATION FAILURE

- Loose or disconnected wiring
- Screen failure
- PCB board failure
- Remove the back cover
Check all cable connections
- Replace screen
- Replace PCB board
- Contact after sales service



MOTOR MALFUNCTION

- Loose or disconnected wiring
- Faulty motor
- Faulty controller
- Remove the back cover
Check all cable connections
- Replace controller
- Replace motor
- Contact after sales service

If you have any questions about the operating the ENDURO POWERLITE PRO Wheelchair please contact your supplier or IKON Mobility direct for advice.

INSPECT / MAINTAIN / SERVICE

INSPECTIONS

Visually and physically look over the scooter for signs of damage or wear prior and during use. Inspect the entire scooter and particular attention to the following areas:

Tyres / Seat / Backrest / Controller / Fixings etc

Check to ensure that all parts work and scooter can be controlled as required.

IMPORTANT NOTE

If you suspect damage or any fault DO NOT USE the scooter and contact your supplier for service support.

MAINTENANCE

The eMETRO Portable Mobility Scooter is designed to be maintenance free and most components are sealed.

Inspect and tighten any loose wheel bolts, seat and arm tightening bolts, and other nuts and bolts on a regular basis.

It is recommended that the driving axles (inside the drive wheel assembly) be checked and cleaned occasionally for hair and debris build-up, which will hinder the performance of the scooter.

Check the battery on a regular basis. For extended battery life, it is highly recommended that the battery be fully charged after each use. If the battery is weak, severely discharged or old, a variety of problems may occur with the unit including charging problems, reduced speed, loss of range, and others. Please contact your scooter supplier for battery replacement.

SERVICING

Ensure the eMETRO Portable Mobility Scooter is serviced every 12 months by an authorised dealer / service technician to ensure it remains in safe working order. Failure to do so may cause catastrophic failure with possible injury and damage to surrounding property. Regular servicing will ensure trouble free operation.

If you have any questions about the inspecting, maintaining or service requirements of the eMETRO Portable Mobility Scooter please contact your supplier or IKON Mobility direct.

CLEANING / DISPOSAL

Clean the eMETRO Portable Mobility Scooter on a regular basis.

You must take extreme care when cleaning any electrical aspect of the wheelchair as water or fluid of any kind can cause severe damage.

- Remove the battery from the scooter prior to cleaning.
- Use anti bacterial wipes to clean all the surfaces on the scooter.
- Abrasive cleaners or abrasive cleaning pads could damage the wheelchair and should not be used.
- Do not use petrol / solvents / vapourising solutions as a cleaning agent as they may damage to the scooter.

IMPORTANT NOTE: NEVER use a hose to wash the scooter.

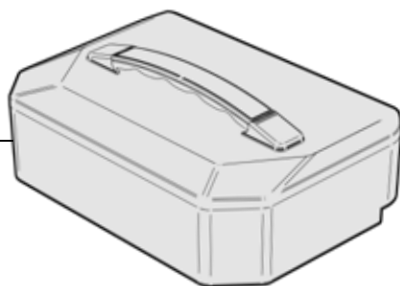
DISPOSAL OF SCOOTER / BATTERY

Always dispose of the scooter if required in the appropriate manner.

Recycle parts when possible.

Always remove the battery from the scooter and follow these guidelines when dealing with an obsolete battery:

- DO NOT CRUSH BATTERY
- DO NOT HEAT OR INCINERATE
- DO NOT SHORT CIRCUIT
- DO NOT DISMANTLE
- DO NOT IMMERSE IN ANY LIQUID
- DISPOSE OF BATTERY APPROPRIATELY



If you have any questions about the cleaning or disposal of the eMETRO Portable Mobility Scooter please contact your supplier or IKON Mobility direct.

WARRANTY

The IKON Mobility **eMETRO PORTABLE MOBILITY SCOOTER** (IK5SE) is covered by the following warranty from the date of purchase:

The warranty terms and conditions noted below provide your IKON Mobility scooter with excellent coverage against possible defective parts or possible faulty workmanship. If at anytime you have a warranty issue YOU MUST contact the selling IKON Mobility dealer as they are required to undertake the diagnosis and labour content of the warranty. IKON Mobility will as noted below supply spare parts as required as part of this agreement.

Note: Warranty is not transferable.

STRUCTURAL FRAME: 5 YEARS **(Main frame, Seat assembly)**

IKON Mobility warrants that the frame will be free from defects under normal use, for a period of five (5) years from the date of purchase by the original customer.

DRIVE TRAIN ASSEMBLY: 2 YEARS **(Drive Motor)**

IKON Mobility warrants that the drive motor assemblies will be free from defects under normal use, for a period of two (2) years from the date of purchase by the original customer.

OTHER PARTS: 1 YEAR **(Control system, Battery, Battery charger, Other misc parts)**

IKON Mobility warrants that the control system, battery, battery charger and other misc parts will be free from defects under normal use, for a period of one (1) year from the date of purchase by the original customer.

IKON Mobility will repair or replace, at our option free of charge any part found on examination by IKON Mobility to be defective in material and or workmanship within the warranty period. All parts claimed under warrant must be returned to IKON Mobility in their present condition. Only an authorised "Warranty Dealer" of IKON Mobility can undertake warranty work. Always contact the selling IKON Mobility dealer to arrange all work and assess if warranty applies.

WARRANTY (CONTINUED)

Exclusions

- Normal wear items are not covered under warranty. These items include such items as brushes, tyres, tubes, brake pads, upholstery, seating and armrests.
- Damage caused by excessive, abusive, misuse, negligence, accident or water exposure.
- Improper maintenance, maintenance carried out by a non approved "Warranty Dealer".
- Improper operation /storage.
- Any commercial use what so ever.
- Where an authorised dealer has not lodged all required documentation at the appropriate time, the warranty is void.
- All warranties provided do not extend to purchasers of used or secondhand equipment.
- All transportation cost associated with the submission and return of the repair or replacement under warranty (as determined by IKON Mobility) are the responsibility of the original customer.

During the guarantee period, if the company is satisfied there is a genuine fault, we will repair or replace the product at our earliest convenience.

In order for this guarantee to be valid, you must:

- Be the original purchaser
- Provide a copy of the original invoice.
- Comply with manufacturer care and maintenance instructions.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement part for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to major failure.

Do not modify the scooter in any way or fit any parts or accessories that are not specified as an option for the product. To do so will void your warranty and may seriously compromise your safety.

If you have any issues or questions about the eMETRO Portable Mobility Scooter warranty please contact your supplier or IKON Mobility direct.

DISTRIBUTOR:



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ikonmobility.com.au