



ULTRA-TIM

USER MANUAL

1. General information and safety information

- Read the manual before first use.
- Do not use the scooter until fully assembled.
- Use of the scooter by people who are unable to operate it independently is not recommended.
- Maximum load capacity must not exceed 120 kg.
- The scooter can only be used by one person at a time.
- It is recommended to keep your feet on the footrest when driving.
- Always check the battery level on the control panel before use.
- This scooter should only be used on a flat surface or at low elevations. It should not be ridden on a surface inclined at an angle of more than 9 degrees.
- Do not drive the scooter at maximum speed when going uphill or downhill.
- Do not use the scooter on soft and slippery surfaces such as mud, sand etc.
- Do not ride the scooter sideways on highly elevated areas.
- Do not put any additional load such as a trailer etc. on the scooter.
- Do not repair or modify the construction of the scooter by yourself. Use only original spare parts provided by the manufacturer.
- Do not stand up or sit down on the scooter when the control module is switched on.
- Do not use the scooter without anti-tip wheels.
- Do not lean forward to grab items laying in front, on the side or behind the scooter. Do not stand on the footrest. It might result in the scooter falling over.
- Avoid rapid changes of the direction while driving on elevations.
- Always slow down while driving downhill or making turns.
- Before use check if the wheels are correctly mounted.
- Do not make sudden moves while using the handlebar.
- When storing, protect the scooter from rain and adverse weather conditions.
- Before turning on the scooter, make sure that the lever is set to electric mode and battery is turned on.
- Avoid areas with horizontal gaps.
- If the scooter is not going to be used for a long period of time – remove the battery.

- Do not use the scooter on the road. It might result in a car accident.
- Do not store the scooter in places with high temperatures and humidity.

2. Product description and application

The electric mobility scooter is designed to assist persons with impaired mobility in independent movement during everyday activities. It is recommended for users who have problems with mobility resulting from illness, injury, disability, or age-related conditions.

The scooter is intended to be used for individual transport outdoor and indoor environments on flat and moderately uneven surfaces, such as homes, care facilities, rehabilitation centers, and pedestrian areas. The scooter supports the user in performing daily activities, allowing for greater independence in everyday tasks.

Electric mobility scooter is suitable for patients with:

- disability, who have problems with unassisted movement,
- dysfunctions and reduced movement,
- heart and cardiovascular system diseases,
- weakening body due to advanced age.

2. Safety instructions

A. Medical device incidents

Any serious incident involving a medical device must be reported to the manufacturer and to the competent authority of the European Union member state where the user or patient resides.

B. Safety symbols

SYMBOL	MEANING
	Safety Classification type B
	Warning! Indicates a potentially hazardous condition/situation.
	Prohibited! Performing a prohibited action can cause personal injury and/or equipment damage. Damages caused by prohibited actions are not covered by warranty.

	Mandatory! These actions must be performed before usage. If user fails to perform the mandatory actions, it may result in personal injury or/and equipment damage
IPX4	Protection against water spray from any direction
	Read the manual instruction before operating
	Watch carefully for pedestrians
	Do NOT remove any parts or warning labels of the scooter
	Do NOT put fingers or limbs under covers or between movable parts. It may result in injuries
	Do not overload scooter. The maximum capacity of the scooter cannot exceed 120 kg
	Do NOT use scooter on stairs
	Do not use scooter in extreme weather conditions such as heavy rain, extreme humidity, icing etc. Do not use scooter in temperatures below -20°C or above +40°C
	Warning! Scooter surface temperatures may be high
	Use only authorized importer service for repair in case of accident or/and damage to the parts
	Battery contains caustic substances. Dispose according to the local environment regulations

	Before driving, ensure that backrest is in upright position
	Use only lithium maintenance-free sealed batteries from manufacturer
	Drive carefully Adjust speed according to road conditions Reduce speed while making turns
	Scooter should NOT be drove on surfaces higher recommended safe slop ($\leq 9^\circ$)
	Use scooter flashlight while driving at night or when visibility is reduced
	Watch out for high temperatures of electric parts on scooter Check temperature of it before touching (battery, controller, electromagnetic brakes, motors)
	Do not use electronic devices such as cell phones, walkie-talkie, laptops or other radio transmitters while driving
	Removing the grounding prong may result in an electrical hazard. If the use of a three-pronged electrical outlet is required, ensure that an approved two-prong adapter is properly installed.
	Do NOT use extension cord with the AC/DC converter or the battery charger
	Keep tools and other metal objects away from the battery terminals. Contact with metal objects may cause an electrical shock

	Explosive conditions exists
	Disposal and recycling For more information check “Storage and transportation condition” section
	
	Wear safety glasses
	Contains lithium cobalt oxides
	The battery charger is for indoor use only
	Flammable materials Do not expose to the open flame
	MR Unsafe
	Consult professionals before using scooter in case of mental or physical impairments
	Maintain proper position while driving

	Maintain your focus while driving and avoid distractions
	Fragile
	Protect from humidity and moisture

C. GENERAL INFORMATION



Do not operate scooter without first reading manual instruction and understanding it. Manual instruction provides user with necessary information regarding safety regulations, maintenance and operation of the vehicle.



Do NOT modify, add, remove or dismantle any of the scooter parts or disable functions by yourself. Contact authorized importer service for repairs.



Do NOT lift scooter by grabbing any of its removable parts such as armrests, seat or covers.

Pre-ride safety check

Every time before using the scooter, perform inspection of the wearing parts such as breaks, wheels etc.

Weight limitations



Do NOT exceed weight capacity (120 kg) of scooter as it may result in damages that are no covered by the warranty.

Do NOT carry other passengers on the scooter, it may result in instability of a scooter or/and accident.

Driving on inclines



When on any incline, do NOT switch scooter to manual mode while seated on.

Do NOT drive scooter across an incline or diagonally up or down an incline.

Do NOT drive up or down a potentially hazardous incline (e.g., areas covered with snow, ice, cut grass, or wet leaves).

It is recommended to slightly lean forward while driving incline to increase stability of the scooter (figure 1).



Figure 1. Driving position while on incline

Driving on different surfaces

Scooter construction allows driving on different type of outdoor surfaces (concrete, asphalt, grass, soil, gravel etc.). However it is important to remember about few rules to avoid unnecessary risk of damaging the scooter:

- Reduce speed while driving on uneven surfaces,
- Avoid tall grass or loosely packed gravel or sand,
- Do NOT drive on slippery surfaces such as ice as it may result in accident,
- Do NOT drive on surfaces that are unstable,
- Avoid holes and ditches,
- Do not drive on public roads as it may result in vehicle accident. Drive only on sidewalks or special lanes for bikers.

Driving on curbs



Do NOT drive on curbs higher than 4 cm.

Do NOT reverse/backward drive on curbs.

Stairs and escalators

Scooter is not designed to travel up or down the stairs or escalator. It can be transported via elevator.

Precautions regarding weather conditions

Avoid exposing the scooter to inclement weather conditions such as extreme heat or cold, rain, or snow. If you are caught in such conditions while riding, seek shelter and allow the scooter to dry completely before continuing or before storing or charging it.



Surface temperature can increase when exposed to external source of heat (e.g. sunlight).

Battery protection



Always protect the battery from freezing. Do NOT charge battery that has been frozen. If battery is damaged or cracked, immediately contact the importer service and do not use the battery.



Do NOT change any circuit connections. **Any self-repairs are prohibited and might result damages that are not covered by the warranty.**

Powered Vehicles Electromagnetics Interferences (EMI)



Because electromagnetic (EM) energy increases rapidly as one moves closer to a transmitting antenna, EM fields generated by hand-held radio wave sources (transceivers) are of particular concern. While using such devices, it is possible to unintentionally expose the powered vehicle's control system to high levels of EM energy. This may affect vehicle movement and braking.

Therefore, the warnings listed below are provided to help prevent possible interference with the powered vehicle's control system:

1. **Do not operate hand-held transceivers** (transmitter-receivers), such as citizen band (CB) radios, or **turn on personal communication devices**, such as cell phones, while the powered vehicle is switched on.
2. **Be aware of nearby transmitters**, such as radio or television stations, and avoid approaching them.
3. **If unintended movement or brake release occurs**, switch the powered vehicle off as soon as it is safe to do so.
4. **Do NOT add accessories or components** or modifying the scooter. It may increase its susceptibility to EMI, as there is no easy way to evaluate the effect of such changes on the overall immunity level of the vehicle.
5. **Report all incidents of unintended movement or brake release** to the importer and note whether a source of EMI was present nearby.

2. Product information and operation

A. ELEMENTS OF THE SCOOTER

1. Backrest
2. Seat with cushion
3. Armrest
4. Controller (LCD control panel)
5. Steering mechanism (handle)
6. Height adjustment
7. Lights (flashlight)
8. Extra battery storage (right side)
9. Folding handle
10. Charging port
11. Battery lithium
12. Battery slot (left side)
13. Front 6" solid wheels
14. Rear 8" solid wheels



B. PRODUCT CHARACTERISTICS

- Lightweight, aluminium folding frame with securing strap
- Comfortable and soft cushion
- Solid rear 8" and front 6" wheels
- Controller with LCD screen display
- Safe and reliable electromagnetic brakes
- Fully closed, maintenance-free battery
- Brushless engine
- Additional slot under footrest for storing extra battery
- Anti-tip wheels and flip-up armrests
- Two modes of operation: electric and manual
- Safety protector for batteries

- Handlebar height adjustment

C. TECHNICAL PARAMETERS

1. Product type: for indoor and outdoor use
2. Maximum speed: ≤ 7 [km/h]
3. Maximum capacity: 120 [kg]
4. Braking distance on horizontal surface: $\leq 0,8$ [m]
5. Max. range: 16 [km]
6. Battery: lithium, 24 [V] x 10,4 [Ah]
7. Max. angle of elevation: $\leq 9^\circ$
8. Min. turning radius: 1,3 [m]
9. Wheelchair weight: 18,20 kg (without battery)
10. Battery weight: 1,70 kg
11. Battery charging time: 6-8 hours

Note! Some parameters might vary depending on user weight, road conditions and battery usage.

- Safety Classification: type B
- Ingress protection level for engine: IPX4
- Engine power level: 270 [W]
- Scooter cannot be used in areas with flammable gas mixed with air, oxygen or nitrous oxide.

D. ASSEMBLY AND ADJUSTMENT

- **Unfolding:** Remove the scooter from the box. Place it on the ground. Grab the scooter by the handle and backrest and then unfold. Press down on the seat so that all the elements fit together. Lift the backrest and unfold. Attach the cushion and mount battery in left slot on the bottom of the scooter (make sure that battery power switch is turned ON).
- **Folding:** To fold the wheelchair, repeat the steps from **Unfolding** in reverse order.

Note! Remove battery and turn it OFF on switch button before transportation.

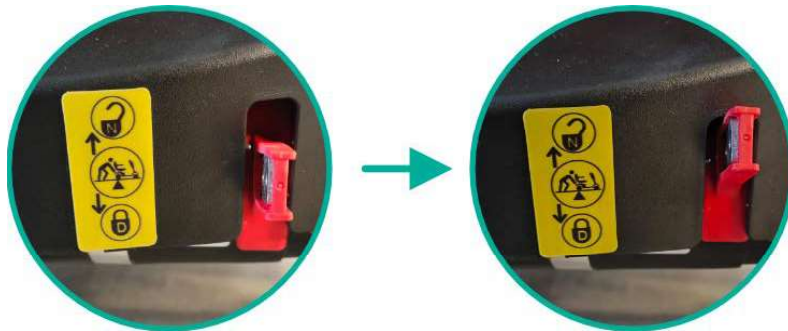
- **Starting engine:** Insert vehicle key ignition slot and turn it right to power ON scooter.
- **Handlebar adjustment:** Adjustment should be done while seated. Untighten the safety buckle and select desired height of the handles, locking buckle afterwards.
- **Armrest tilting:** Grab armrest and flip-up while getting on the scooter.

- **Removing the battery:** To remove the battery, put hand under scooter footrest and push up the battery.
- **Attaching bag:** Use velcros to attach bag to the front of the scooter.

E. ELECTRIC AND MANUAL MODE

To use the scooter in electric mode, move down engine lever located at the back. To use it in manual mode, move the lever up.

Electric mode → Manual mode



F. CHARGER

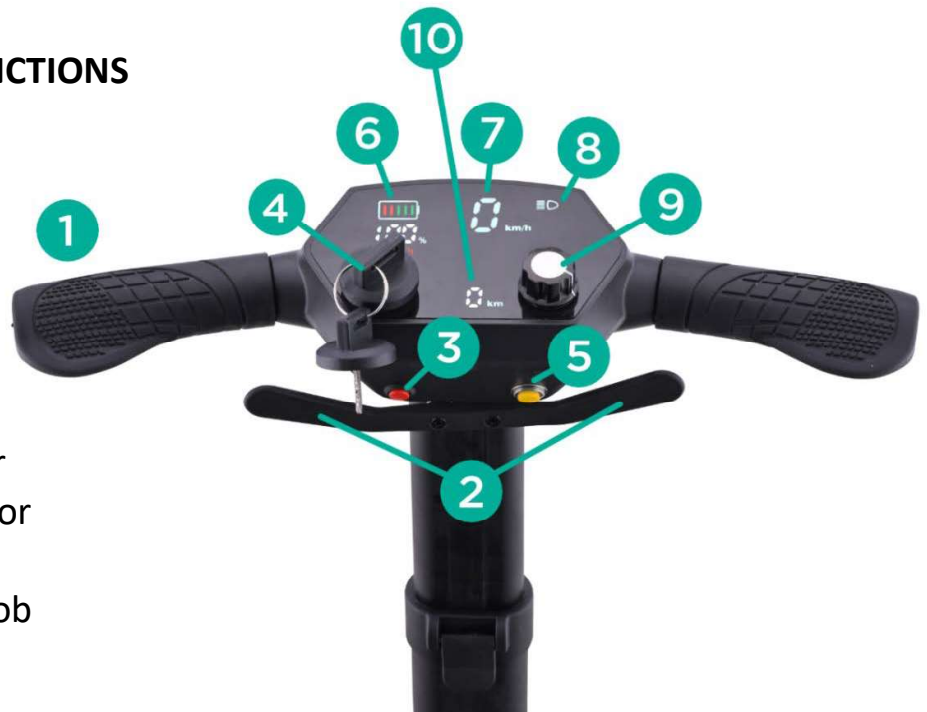
- Set includes a charger dedicated to the battery.
- Battery charging time is around 6-8 hours.
- Plug the charger into the charging port located under the seat (in front of battery slot) or on the battery.

NOTE: Before plugging the charger in, turn off the control panel.

- Connect the charger to power supply.
- Check the connection.
- Red light indicates that the battery is being charged, while green light informs that it is fully charged/disconnected. After the charging is finished, the charger turns off to avoid overcharging.
- To avoid the risk of fire, do not modify or disconnect the circuit while charging the battery.
- To check the current battery level on control module, plug off the charger first.

G. CONTROL PANEL FUNCTIONS

1. Handle
2. Steering mechanism (handle)
3. Warning/Horn
4. Ignition keys
5. Flashlight on/off
6. Battery level indicator
7. Current speed indicator
8. Flashlight icon
9. Speed adjustment knob
10. Drive distance



- **Steering mechanism (2)** – used to control the speed and direction. The further the steering handle is pushed away from the user, the faster the scooter will move. It will lose speed automatically after the handle is released.



Right side of the handle: when pushed further from user – scooter moves forward. When pushed closer – scooter moves backwards.

Left side of the handle: When pushed further from user – scooter moves backwards. When pushed closer – scooter moves forward.

- **Ignition key (4)** – put key into ignition slot and turn right to turn ON scooter. Turn it back to the vertical position to turn it OFF.
- **Driving distance (10)** – shows traveled distance when scooter is turned on. It resets after turning off the control module.
- **Speed adjustment knob (9)** – turn knob into right direction to increase speed (up to 7 km/h), turn left to decrease.

H. DIRECTIONS FOR USE

- Sit on the scooter and turn the control panel on. The LCD panel will light up. Steering mechanism should be in neutral position.
- Take caution when using for the first time. Control the speed and direction carefully. The electromagnetic brake will get released only after pushing the steering handles (electric mode). To speed up, push the handle further away from its neutral position. To slow down – do the opposite.
- To stop the scooter, release the steering handle.

- Using dedicated knob on the control panel, adjust the scooter's speed according to users physical state and road conditions.
- Scooter should only be used on flat surfaces. Driving on muddy or uneven surfaces can cause control system damage.

I. TECHNICAL DATA

Product code	ULTRA-TIM
Overall height	88 cm
Overall width	51 cm
Overall length	95 cm
Seat height from the ground*	48 cm (51 cm with pillow)
Backrest height**	39 cm
Seat cushion dimensions	31 x 38 x 3 cm
Battery weight	1,70 kg
Maximum capacity	120 kg
Wheelchair weight	18,20 kg
Wheels	front: 6" solid rear: 8" solid

* measured from the ground; not scooter footrest

** measured from tube under the backrest

3. Cleaning and components maintenance

A. CLEANING

- Use only a damp cloth and commercial mild detergents for cleaning frame. For additional security, use clean cloth to wipe off the excess of the detergent/water.
- **Do NOT** use pressure washing or water hose on the scooter. It might damage electrical components.
- Scooter can be only cleanse with water and approved mild detergents in temperature 0°C or above.

B. BATTERY MAINTENANCE:

- 1) Regularly check the battery level displayed. If the level is very low, charge it immediately to avoid a voltage drop (which may affect battery life).
- 2) If scooter won't be used for longer period of time, charge battery at least once a month.
- 3) Battery has a certain lifespan. Exchange your battery if it wears out.
- 4) Battery should be kept clean and away from kids. Avoid causing any shock or damage to the battery.
- 5) Charge it regularly to expand its lifespan.
- 6) Used batteries should be utilized according to local environmental regulations.

C. PERIODIC MAINTENANCE

Any used or damaged scooter parts need to be replaced (in such case, please contact the Seller).

Check the scooter components are not loosen/damaged/require service according to the tab below:

Components	Frequency of checking
Handlebar	Every week
Speed controller knob	Every week
Steering handle	Every week
Control panel (buttons, LED, knob, etc.)	Every day
Electromagnetic brakes	Every week
Driving (turns, backing, etc.)	Every month
Missing parts	After receiving scooter or after storing it for longer period of time
Screws, connecting parts, cables etc.	At least once a year; recommended every month
Battery	In case of battery wearing out (contact Seller service) or if battery has been damaged

4. Storage and transportation conditions

A. TRANSPORTATION

- Take caution during transportation. Do not throw, turn over or put pressure on the product and its packaging.
- For scooter folding, check „Assembly and adjustment” subsection.

B. STORAGE

Scooter should be kept in dry and well-ventilated space. Cover the scooter in case of longer storage to avoid dust.

Avoid: extremely high/low temperature and its rapid changes, acids, alkalis and corrosive chemicals.

C. STORING CONDITIONS

Temperature: -40[°C] ~ +55[°C]

Humidity: ≤80%

Air pressure: 86 ~ 106 kPa

D. TROUBLESHOOTING

In the event of a malfunction, the control module will indicate it warning appearing on the screen.

Icon indicator on the control module	Cause	Cause and solution
	Brake failure Faulty controller	1. Scooter is on manual mode. Switch brake from manual mode to electric mode. 2. Controller issues, contact Importer service.
	Controller malfunction	Loose cable connection or controller issues, Contact Importer service.
	Potentiometer malfunction	PCB board, damaged potentiometer or loosen cables. Contact Importer service.

	Battery malfunction	1. Battery is wrongly placed. Check if battery is in left slot (right slot is only for battery storing). 2. Battery is wearing out or is damaged. Contact Importer service.
	Connection failure	Screen, PCB board or loose cable issue. Contact the Importer service.
	Motor malfunction	Motor or loose cable issue. Contact Importer service.

E. OTHER POSSIBLE ISSUES

1. **Wobble wheels** – worn out wheel or damaged wheel. Contact service.
2. **Scooter cannot be folded/unfolded** – latch pin is damaged. Contact service.
3. **Scooter takes more than 3 meters to stop** – contact service.
4. **Scooter does not move:**
 - ignition key is OFF – turn it on,
 - charger is still connected to the scooter – remove it,
 - electric mode is OFF – switch from manual to electric mode,
 - other issue – contact the service.
5. **Flashlight or other lights are not working** – contact service.
6. **When turning scooter with ignition key, the scooter doesn't turn on or screen doesn't turn on** – battery not properly installed. If scooter still doesn't turn ON, contact service.
7. **Control issues with handlebar or wheels; tires are wearing out unevenly on both sides** – contact service.

F. UTILITY

Dispose of the scooter in accordance with applicable local and national statutory regulations. For information on the proper disposal of packaging, frame components, plastic parts, electronics, batteries, neoprene, silicone, and polyurethane materials, contact the local waste disposal authority or an authorized service provider.

G. WARRANTY INFORMATION

- All products distributed by our company are covered by a warranty, the terms of which are described in the warranty card available on our website. Please contact the retailer from whom you purchased the product. Please, keep in mind that for warranty purposes, the proof of purchase (receipt or invoice) should be retained. As a user-friendly company, we provide only tested products – in terms of material, quality and functionality. If you have any questions regarding service procedures, please contact us.
- **Warranty does not cover:**
 - **wearable parts:** upholstery, tires, armrests, battery etc.
 - **damages resulting from:** self-repairs, changes in product construction, dropping, transportation, inappropriate usage, failure to follow instructions, natural disasters (fire, earthquake, flood).



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