SPORT Vertex

by I-GO

USER MANUAL

PRODUCT CODE **MS01077**

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

CONTENTS

1. PREFACE AND INTRODUCTION

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

» This owner's manual includes operation instructions for every aspect of the vehicle, assembly instructions, as well as instructions for how to deal with possible accidents

» The symbols used in this manual are explained below:
Read especially the notes marked with these symbols:

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

» This manual includes a repair and maintenance record chart and warranty information. Please keep it in a safe place or in the scooter.

» If someone else uses the scooter, please make sure that you provide them with the instruction manual for his or her consideration.

» As designs change some illustrations and pictures in the manual may not correspond to the vehicle that you purchased. We reserve the right to make design modifications.

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

🕮 **Suggestion**
To maximize your batteries' efficiency and service life, please fully recharge your new battery before its first time use.

2. SAFETY NOTICE

2.1 BEFORE DRIVING

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

The same traffic rules apply to the use of this vehicle as apply to pedestrians
For your safety, please therefore follow the rules that apply to pedestrians.

- » Ride on the pavement, single carriage roads, or pedestrian areas only. Never ride on motorways or dual carriageways.
- » Please do not drive your scooter after consuming alcohol or when you are tired.
- » Please be careful when driving your scooter in low light. It has not been designed for use at night.
- » Be extremely cautious when driving your scooter on busy streets or in shopping malls.

Practice operating your vehicle
Before using the scooter in busy or potentially dangerous areas, familiarize yourself with the operation of your scooter. Please practice in a wide and open area like a park. In order to avoid accidents with your scooter while driving, please bear in mind driving motions, such as accelerating, stopping, turning, reversing, up-and down ramps.

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

The I-GO Scooter is only to be used by one person at a time

- » Do not carry passengers on your scooter (including children)

Do not use this vehicle to carry or haul goods

- » As the maximum weight can be carried please refer to “MAX USER WEIGHT” in “7. SPECIFICATION”
- » Maximum loading weight for the basket is 3 kg .

Please carry out daily inspections.

- » Refer to the section entitled “DAILY CHECKING”

2. SAFETY NOTICE

2.2 WHILE DRIVING

Please carry out daily inspections. Refer to the section entitled “DAILY CHECKING”

Do not move your body out of the vehicle while moving

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

Do not use your vehicle under the circumstances below.

- » On roads with heavy traffic or roads that are muddy, gravelly, bumpy, narrow, snowed over, icy, or canal towpaths not guarded by any fence or hedge. Keep away from places where you might get the wheels stuck.
- » Do not drive at night or when it is raining, snowing, misty, or windy.
- » Do not drive your vehicle in an “S” pattern or make erratic turnings.
- » Do not take the scooter onto escalators.
- » UNDER NO CIRCUMSTANCES SHOULD THE SCOOTER BE USED AS A SEAT IN A MOTOR VEHICLE (E.G. CARS, BUSES, TRAINS, ETC).

Mobile Phones and other electrical equipment

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

Automatic Power Shut Down

In order to avoid accidental battery run down, your scooter is equipped with an automatic power shut down facility. If the scooter is switched on, after remaining undisturbed for a period of fifty minutes it will automatically turn off. Should this occur, simply switch your scooter off and back on and it will be ready to use once again.

Ramps, inclines and drops

- » Do not drive onto steep ramps greater than the specified gradient. Refer to the section entitled “CLIMBING ANGLE” in “7. SPECIFICATION“
- » Always use a low speed setting when ascending or descending a gradient.
- » Do not drive on roads with large drops or potholes.
- » Please slow down when driving on roads with inclines.
- » Do not make sudden turns when driving on gravel roads or ramps.
- » Always lean forward when climbing a steep gradient.

2. SAFETY NOTICE

Starting and Driving

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

Warning!

» Do not set in freewheel mode when driving on a gradient.

» Always re-engage the anti-freewheel device before use. Failure to do so may result in injury.

» To protect your safety, the power will automatically cut off and electromagnetic brake system will activate while you are driving down a steep gradient. This will limit the speed to a safe level. Turn the power on again to re-start your scooter.

» **Maximum User Weight Limit**
Refer to section entitled “MAX. USER WEIGHT” in “ 8. SPECIFICATION “. Overloading past the weight limit may lead to damage of your scooter or cause it to malfunction and will endanger your safety. The warranty does not cover this type of damage.

2. SAFETY NOTICE

☞ **Attention**

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

Stopping

» Release the speed control lever completely. The vehicle will naturally brake and stop.

» Turn the power switch to (OFF). Then pull out the key.

Driving on the pavement

» Ensure the 6 km/h limit switch is set to the slowest setting when using the scooter on the pavement.

» This will limit the scooter to a maximum speed of 6 km/h. It is an offence to travel at more than 6 km/h on the pavement.

» The limit switch can be set to the fastest setting for use on the road or on private ground.

2. SAFETY NOTICE

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

CE LABEL

TILLER DUMPING WARNING LABEL

FREEWHEEL LABEL

WARNING EMI LABEL

SEAT PINCH WARNING LABEL

3. PARTS INTRODUCTION

Parts Description

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

4. OPERATION

4.1 CONTROL PANEL

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

4.2 HOW TO OPERATE YOUR SCOOTER

Turn the key to power ON or OFF

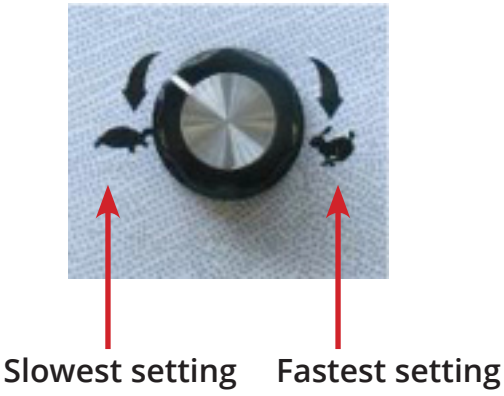
(ON) : Power is turned on
(OFF) : Power is turned off

Speed Dial

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

Forward, Reverse, and Braking

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

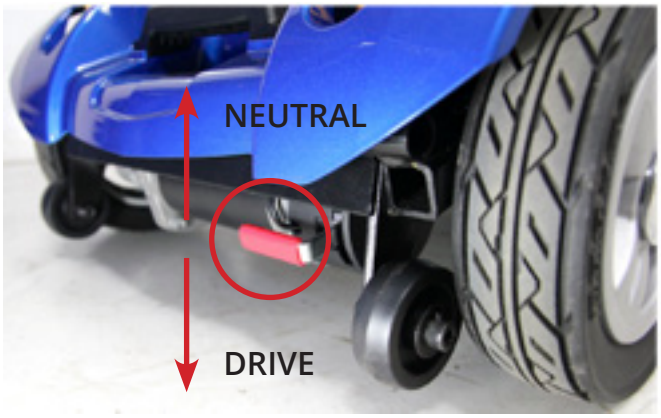


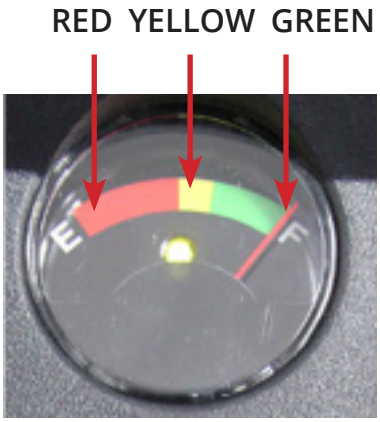
4. OPERATION

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

How To Set Freewheel Mode
The motor on the scooter can be disengaged to allow the scooter to be pushed.

- Drive Mode – To put the scooter in to “drive” mode, push the freewheel lever down completely
- Freewheel Mode – To put the scooter in to “Neutral” mode, pull the freewheel lever up completely and the scooter can be moved manually.
- Please note that this will put the scooter in to freewheel mode, so scooter’s motor and brake will be disengaged.





- **Battery Indicator**

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

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

4. OPERATION

Braking

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

Parking

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

Warning!

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

How to adjust the armrest width

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

Seat

» The seat can be turned to 45 degrees or 90 degrees.

» Pull the seat adjustment lever up and swivel seat.

» Release the lever, then continue swivelling the seat until it locks in position.

Attention

» Return the seat to the forward position before driving.

» Ensure the limit switch is set to the slowest setting when using the scooter on the pavement. It is an offence to drive faster than 4mph on the pavement.

4. OPERATION

How to swivel the seat
The seat can be swivelled to make access on and off scooter easier. To swivel the seat, pull the lever at the front of the seat.

Tiller Adjustment
The tiller can be adjusted in to many different positions to suit each driver.

- Loosen the lever to adjust the tiller to positions you want.
- Once decide the position, tighten the lever to secure the tiller.

Main Circuit Breaker (Reset Button)
When the voltage in your scooter's batteries becomes low or the scooter is heavily strained because of excessive loads or steep inclines ,the main circuit breaker may tip to protect the motor and electronics from damage.

4. OPERATION

How to use the Under-seat storage

To operate under-seat storage

- » Lift up slightly on the latch on the side of the under-seat storage bin and swing the under-seat storage bin out and away from the travel chair.
- » To close the under-seat storage bin, push it towards the center of the travel chair until you hear the latch engage.

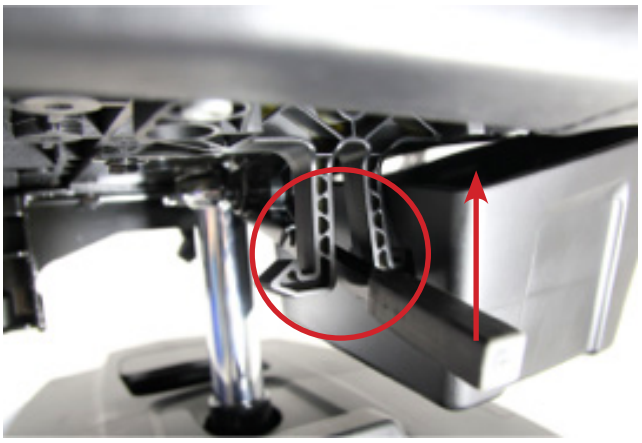
> **Warning!**
>
> Ensure both under-seat storage bins are latched prior to operating your travel chair

To remove the under-seat storage

1. Lift up slightly on the latch on the side of the under-seat storage bin (See figure below) and swing it out and away from the travel chair until it is fully open.
2. Lift the under-seat storage bin up and off the travel chair.

To install the under-seat storage

1. Align the slot on the under-seat storage bin over the securement post.
2. Lower the under-seat storage pin onto the securement post and push the bin towards the center of the travel chair until you hear the latch engage.



4. OPERATION

4.3 ASSEMBLING AND DISASSEMBLING

Assembling The Scooter

No tools are required to disassemble or assemble your scooter.

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

Disassembling The Scooter

The Vertex Sport can be disassembled in to four pieces, the seat (11.5 kg /25.3 lbs), the front section (20.7 kg /45.6 lbs),the rear section (11.8 kg / 26 lbs) and battery pack (13.6 kg / 30 lbs).

Warning!

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

4. OPERATION

Please follow the steps.

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

4. OPERATION

1. Remove the seat by pulling the seat rotate lever.

2. Pull up the wheel lock knob to fix the front wheel.

3. Pick up the battery pack and remove it from the scooter.

4. OPERATION

4. Loosen the tiller adjustment knob and fold down the tiller and re-tighten knob.

5. Pull the connecting device upward to the rear section and stand upright.

5. BATTERY CHARGING AND CARE

5.1 CHARGING THE BATTERY

Follow the procedure below step by step:

1. Turn the power switch to (OFF)
2. Connect the charger's power cord into the power outlet.
3. Open the charging socket cap on the battery pack. Then connect the charger's round plug to the charging socket.
4. Turn on the switch on the charger.
5. The charger's LED will be lit green when the power is on, and will turn red when charging. The charging duration is about 6 hours. To ensure optimum performance a 10-hour charge is recommended. But we do not recommend a charging more than 24 consecutive hours.
6. The charger's LED will be lit RED during the charging process. The LED will turn green when charging is completed.
7. Turn off the charger; disconnect the power cord and the round plug from charger socket on the scooter.

Warning!

» The fan inside the charger will be activated accordingly when you turn on the charger. If the fan does not work when connected to the charger or the green light is not showing, DO NOT use this charger. It may lead to overheating of the charger and cause a fire as a result.

» There is a red LED present on the charger to illustrate operation. If this LED does not illuminate the charger is defective, please contact your dealer.

5. BATTERY CHARGING AND CARE

☞ **Attention**

» While gripping or folding the handle bar, beware of finger or hands caught in the handle area.

» Take care of your hands and fingers when returning the battery pack to it's cavity in the shroud.

☠ **Warning!**

1. Keep away from flammable objects while charging as it may lead to fire or explosion of battery.
2. Do not smoke while charging as the battery may release hydrogen gas. Always charge your battery in a well-ventilated space.
3. Never connect or disconnect the plug or cord with wet hands while charging. Do not connect or disconnect the plug or cord when they are wet, it may lead to electric shock.

NOTE: The immovable function will be activated while your scooter is in charging status, which will make your scooter not run.

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

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

5. BATTERY CHARGING AND CARE

5.2 BATTERY

- Do not expose the battery to temperatures below -10°C or above 50°C when charging or storing the vehicle. Under the above temperature range can cause the battery either to freeze or over heat. This will damage the batteries and shorten their life.
- These batteries are maintenance free and there is no need to refill with water.
- You are required to recharge the batteries on a regular basis. Even if the scooter is stood idle, you should charge the batteries at least once a week.
- The batteries carry a six-month manufacturer's warranty. This warranty only covers issues relating to manufacturing faults, and not faults relating to failure to recharge the batteries as instructed above.

Suggestion - How to maximize your batteries efficiency and service life

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

5. BATTERY CHARGING AND CARE

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

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

Warning!

1. The wiring system and charger are well situated in battery pack while assembled in plant. Do not attempt to re-locate the wiring system by yourself. The improper layout of wiring system may result in the wires getting pinched by battery box, which might cause electronic system failure.
2. Be sure the battery wires are connected to the right battery terminal.

Suggestion
If necessary, ask for help from your dealer for advice about maintaining and replacing the battery.

Suggestion

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

6. INSPECTION & MAINTENANCE

6.1 INSPECTION

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

6.2 REGULAR CHECKING RECORD

To make sure your scooter is correctly serviced, take it to your dealer for regular maintenance checks. The first inspection should be 1 month after purchase, and then every 6 months thereafter. Your dealer may charge a fee for this service.

6.3 BATTERY, FUSE AND TYRE

Battery

- Refer to the section entitled " 5.2 BATTERY" in "5. BATTERY CHARGING AND CARE ".

Fuse

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

6. INSPECTION & MAINTENANCE

REGULAR CHECKING RECORD (6.2)

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

6. INSPECTION & MAINTENANCE

Suggestion
Ask for help from your scooter dealer to inspect or replace the fuse, since the tiller shroud has to be removed first before you can replace the fuse.

Tyres

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

» Inspecting tyre tread

» Please check the tread groove regularly. Replace the tyres when the tread groove is less than 0.5 mm.

Attention
When tread groove is below 0.5mm it can easily lead to vehicle slippage, making braking distances longer. Therefore replace the tyres as early as possible when they do not have insufficient tread depth.

Attention
When conducting maintenance of your vehicle, please turn the power switch to OFF and remove the charger cords.

Suggestion

» Do not splash water directly to wash your scooter as this could lead to malfunction of the system electrics.

» Do not use petrol, solvents or vaporizing solution as these may deform or damage the shrouds.

» Do not use wax.

6. INSPECTION & MAINTENANCE

6.4 STORAGE

Make sure the vehicle is stored under the following circumstances:

- Make sure the seat is set in the “Forward”position
- Make sure the Power switch is turned to OFF

> **Suggestion**
> Please store the scooter in a location where it is away from the direct sunlight, rain, or dew. When storing for a long time, please charge the battery to full power and then disconnect the battery terminal. For details inquire to your scooter dealer.

6.5 MOVING ABOUT

- Turn the power switch “OFF” before moving.
- Lift the scooter by the chassis, and not by the bumpers. Lifting the scooters by the bumper could cause damage or injury.
- For your safety, always ask for help if required. You will need 2 or 3 people when moving or lifting the vehicle.

7. TROUBLESHOOTING & SPECIFICATION

TROUBLE SHOOTING

Symptom	Remedy
The scooter will not switch on	» Try recharging the battery » Check the fuse and circuit breaker in the scooter
The scooter switches on, but the scooter will not move.	» Ensure there is enough power in the batteries. If not, recharge the batteries. » Ensure the freewheel lever is engaged in the 'DRIVE' position.
The scooter appears slow	» Check the battery power level and recharge » Check the speed dial is not set to slow.
Involuntarily horn sounds	» Slowly rotate the seat until it drops in to place and is secure
The handlebar appears loose	» Tighten the height adjustment handle to secure the handlebar
The seat turns when in operation	» Ensure that the wigwag paddle is released. » Switch the scooter off and on. » Recharge the batteries. » If problem persists contact your I-GO dealer.

7. TROUBLESHOOTING & SPECIFICATION

SPECIFICATIONS

Item	Vertex Sport
Dimension (L x W x H mm)	1080x495x940
(L x W x H inch)	42.5x19.5x37
Weight w/i battery	57.5kg /126.7 lbs
Without battery	44kg / 96.8 lbs
Battery	20AH
Controller	Dynamic 50A
Charger	Input AC 100-240V, Output 24V, 2Amp
Front Wheel Size	200x50 mm / 8”x2”
Rear Wheel Size	200x50 mm / 8”x2”
Driving System	Direct drive the rear wheel
Brake System	Electromagnetic brakes
Control Method	By speed control lever
Max Speed Forward	6.4km h /4mph
Slop Grade Ability	8°
Cruising Range	24 km / 15 miles
Max Loading	130kg / 285lbs
Battery Weight	13.6kg
Seat Weight	11.5kg

Remark: The manufacturer reserves the right to modify the specification if necessary. The final specification is subject to the individual scooter you purchase from your dealer.

Note: Maximum driving distance is based on an ambient temperature of 20°C, a 75kg driver and a brand new fully charged battery by a constant driving speed at 6.4 km/h with 70% battery power discharged.

7. TROUBLESHOOTING & SPECIFICATION

FAULT CODES

Flash	Description	Meaning
1	Battery Low	The batteries are running low. » Recharge the batteries
2	Low Battery Fault	The batteries have run out of charge. » Recharge the batteries. » Check the battery and associated connections and wiring.
3	High Battery Fault	Battery voltage is too high. This may occur if overcharged &/or travelling down a long slope. » If travelling down a slope, reduce your speed to minimise the amount of regenerative charging.
4	Current Limit Time-out or Controller too hot	The motor has been exceeding its maximum current rating for too long. » The scooter may have stalled. Turn the controller off, leave for a few minutes and turn back on again. » The motor may be faulty. Check the motor and associated connections and wiring.
5	Park Brake Fault	Either a park brake release switch is active or the park brake is faulty. » Check the park brake and associated connections and wiring. » Ensure any associated switches are in their correct positions.
6	Drive Inhibit	Either a stop function is active or a Charger Inhibit or OONAPU condition has occurred. » Release the Stop condition (seat raised etc.) » Disconnect the Battery Charger » Ensure the throttle is in neutral when turning the controller on. » The throttle may require re-calibration.
7	Speed Pot Fault	The throttle, speed limit pot, SRW or their associated wiring may be faulty. » Check the throttle and speed pot and associated connections and wiring.
8	Motor Voltage Fault	The motor or its associated wiring is faulty. » Check the motor and associated connections and wiring.
9	Other error	The controller may have an internal fault. » Check all connections & wiring.

8. EMI

This section provides the user with basic information that describes the problems with electromagnetic interference (EMI), known sources of EMI, protective measures to either lessen the possibility of exposure or to minimize the degree of exposure, and suggested action should unexpected or erratic movement occur.

> ☞ **Attention**
> It is very important that you read this information regarding the possible effects of electromagnetic interference on your Vertex Sport scooter.

Electromagnetic Interference (EMI) from radio wave sources

Scooters may be susceptible to electromagnetic interference (EMI), which is interfering electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, 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 intensity of the interfering EM energy can be measured in volts per meter (V/m). Each scooter can resist EMI up to certain intensity; this is called its "immunity level". The higher the immunity level, the greater the protection. At this time, current technology is capable of achieving at least a 20 V/m immunity level, which would provide useful protection from the more common sources of radiated EMI. This scooter model has an immunity level of 20 V/m without any accessories.

There are a number of sources of relatively intense electromagnetic fields in the everyday environment. Some of these sources are obvious and easy to avoid. Others are not apparent and exposure is unavoidable. However, we believe that by following the guidelines listed below your risk to EMI will be minimized.

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

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

> ☞ **Attention**
> Some mobile telephones and similar transmit signal 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 scooter.

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

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

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 wave sources (transceivers) are of special concern. It is possible to unintentionally bring high levels of EM energy very close to the control system of the scooter 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.

Warnings

1. Do not operate hand-held transceivers-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 scooter OFF as soon as it is safe;
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 their effect on the overall immunity of the scooter).
5. Report all incidents of unintended movement or brake release to the scooter manufacturer, and note whether there is a source of EMI nearby.

Important Information

1. 20 Volts per meter (V/m) is a generally achievable and useful immunity level against EMI (the higher the level, the greater the protection);
2. This product has an immunity level of 20 V/m without any accessories and connected to it.

9. WARRANTY DECLARATION

Quality / Warranty Declaration

Products are to be fit for purpose and of excellent quality and performance. For valid warranty claims I-GO will, at their discretion, replace / repair / refund items mutually agreed to be defective.

The scooter's warranty is as follows:

» Frame: Two year limited warranty
» Controllers: One year limited warranty
» Electronic Components and Charger: One year limited warranty
» Batteries: 6 month limited warranty
» Warranty Exclusion: The following items are not covered by warranty

- *Motor Brushes / Wheel Tyres / Arm Pads*
- *Seat Cushion / Fuses and Bulbs / Tiller Cover*
- *Rear Shroud / Front Shroud and Consumable Parts*

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

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