

# Solax Mobie™

Redefining Mobility



# Owner's Manual

# Solax Mobie™ Owner's Manual



**SOLAX**  
MOBILITY

2370C Walsh Ave  
Santa Clara, CA 95051  
1-800-983-1306

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# I. Introduction

Congratulations on the purchase of your new Solax Mobie™ Foldable Scooter. The Mobie is engineered and designed to provide great comfort and mobility, in a compact foldable design. It is ideal for travel and an on the go lifestyle.

What makes the Mobie unique is its ability to fold and unfold in less than a minute, while not compromising comfort and functionality. It is designed to provide years of dependable operation, while enabling you to enhance the quality of your life allowing you to experience an active daily lifestyle.

We highly recommend that you thoroughly read and have a good understanding of this owner's manual, and that you follow all of the instructions and recommendations provided before you proceed to operate your Mobie scooter. If for any reason you feel you do not understand the operating instructions or recommendations presented in this manual, or if you have any questions regarding the operation and maintenance of this product, we ask that you contact one of our customer care representatives. A Solax Mobility Customer Care representative can be contact at 800-983-1306.

## **Important Disclaimer**

Solax Technology, its affiliates, and partners, cannot be held responsible for personal injury or property damage that results from the unsafe or the improper operation or maintenance of the Mobie Scooter, and/or other Solax products purchased.

From time to time, our product development and engineering department will make design recommendations for this product. Solax Technology reserves the right to make such changes when deemed necessary to improve on the design or to add value. As a result, there could be minor differences between the product that you have purchased and the photos, illustrations and instructions in this manual. Please check our website at [www.solaxmobility.com](http://www.solaxmobility.com) for revisions to our documentation.

## **Warranty Card**

We strongly recommend that you fill out and mail the enclosed warranty registration card, or register your product on our website. At [www.solaxmobility.com](http://www.solaxmobility.com)

We also recommend that you take the time to review the warranty coverage in section XI on page 41.

# I. Introduction

## Shipping and Delivery

We highly recommend that before you start using your Mobie, you make sure the delivery was complete. If you do not receive a complete delivery, please contact your authorized Solax Mobility dealer. If damage has occurred during transport, either to the packaging or contents, immediately contact the delivery company responsible for the shipment.

The following should be included:

- Owner's Manual (1)
- Battery (1)
- Keys (2)
- Battery Charger (1)
- Allen Wrench (1)
- Instructional DVD (Optional, If not in package, please view the videos at [www.solaxmobility.com](http://www.solaxmobility.com))

**Note:** We highly recommend that you keep the original packing box in the event you need to send you Mobie in for future service, or if you relocate.

## Accessories Available:

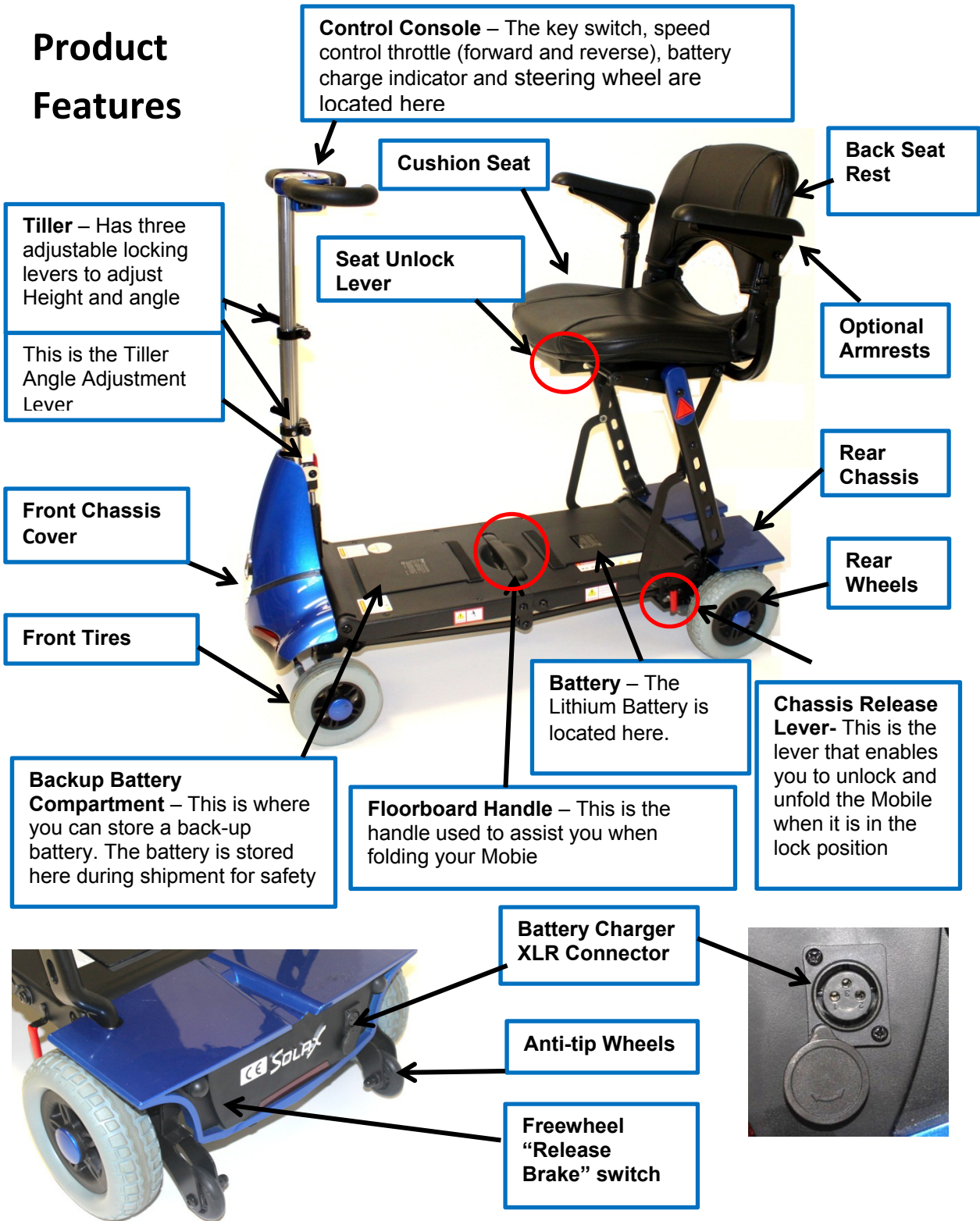
- Armrest
- Hard Shell Travel Case
- Rear Basket
- Cane holder
- CO2 Holder
- In-home Battery Charger
- Electric Lift Kit

# 1. Introduction

<b>Product Specifications</b>	
<b>Length</b>	38.97" (unfolded)
<b>Width</b>	17.21"
<b>Tires (Solid Wheels)</b>	<ul style="list-style-type: none"><li>• 6 inches for front wheel</li><li>• 7 inches for rear wheel</li></ul>
<b>Speed</b>	Speed:6kmh/3.75mph
<b>Safe Gradient</b>	Up to 8°
<b>Maximum Gradient</b>	8°
<b>Travel Range</b>	9.32miles per Charge
<b>Turning Radius</b>	47.2"
<b>Total weight (with battery)</b>	54lbs
<b>Seat</b>	Comfort Rest Cushioned Seat
<b>Brake</b>	Intelligent Regenerative Electromagnetic Brakes
<b>Drive system</b>	Rear Wheel Drive
<b>Steering Handlebar</b>	Three (3) Position
<b>Maximum capacity</b>	300 LBS
<b>Ground clearance</b>	1.6"
<b>Battery</b>	24V/10Ah Lithium battery
<b>Motor</b>	120W
<b>Battery charger</b>	DC24V/2A Off-Board Automatic Protection Charger

# I. Introduction

## Product Features



## II. Safety

It is very important that you understand the safety instructions and recommendations before operating this product.

### **READ AND REVIEW THIS MANUAL AS OFTEN AS NEEDED**

Before operation of this mobility scooter, you, and anyone assisting you, should read the entire contents of this owner's manual and follow all instructions and review all warnings to insure the proper operation of this mobility scooter.

### **WARNINGS**

The word "**WARNING**" refers to a hazard or unsafe practice that may cause severe injury or even death to you or to other persons if the warning is not followed. The "Warnings" are in the following areas:

#### **1. GENERAL WARNINGS**

These provide a safety checklist and a summary of the risks you need to be aware of before operating this mobility scooter.

#### **2. WARNINGS (COMPONENTS & OPTIONS)**

Here you will learn about your scooter. Consult your supplier and your health care professional to help you choose the best set-up and options for your safety.

#### **3. BATTERIES**

Here you will learn about battery and charger safety, and how to avoid injury.

#### **4. EMI**

This covers electromagnetic interference and how it can affect your scooter

**NOTE** – Where they apply, you will also find "**Warnings**" in other sections of this Manual.



## II. Safety

### IMPORATANT SAFTEY TIPS

#### MOTOR VEHICLE SAFETY

As of 2012, the U.S. Department of Transportation has not approved any tie down system for transporting a scooter in a motor vehicle.

1. Never sit in the Mobie while in a moving vehicle. In an accident or sudden stop you may be thrown from the scooter.
2. Never transport the Mobie in the front seat of a vehicle. It may shift and interfere with the driver.
3. Always secure the Mobie so that it cannot roll or shift.

### IMPORTANT NOTICE– READ BEFORE OPERATING YOUR MOBIE

**NOTE** – It is important that you pay close attention to all warnings in this section. If you fail to do so, you may fall, tip-over or lose control resulting in severe injury to you or others.

1. We recommend that you consult with your health care professional, nurse, or therapist to determine the adjustments that should be made to best suit your body type and/or disability. You may also want to consult with the HME dealer or reseller that sold you this product. .
2. Before attempting to ride your Mobie, you should be trained in its safe operation by reading this user manual and/or watching the tutorial videos available on our website. You could also consult with your HME dealer or healthcare professional.
3. The Mobie should be adjusted to fit your needs and/or disability
4. Every scooter is different. Take the time to learn the feel of the Mobie before you begin riding.
5. Be aware that you must take into consideration your own needs and/or your disability so that you can further develop additional methods for the safe use and operation of this Mobie scooter.
6. Have someone help you practice bending, reaching and transferring to the Mobie until you learn how to do these things safely.

## II. Safety

7. Never try a new maneuver on your own unless you are sure it is safe.
8. Get to know the areas where you plan to use your Mobie. Look for hazards and learn how to avoid them.
9. Do not allow additional riders on the scooter, armrests or chassis. Doing so may result in personal injury to you or others, as well as damage to your scooter.

### **NOTICE TO FAMILY, FRIENDS AND /OR ATTENDANTS**

Make sure that you pay careful attention to all warnings and follow all instructions in each section of this manual. (Be aware that warnings that apply to the rider also apply to you).

#### **Important information**

- You need to work with the rider and the rider's doctor, nurse, therapist, or other healthcare professional to develop safe methods best suited to your abilities and those of the rider.
- To manually push the Mobie you must release the motor locks via the "FREE" wheel switch on the rear chassis. Make sure you have full control over the Mobie when you release the motor locks. When you do so the Mobie will not have brakes. Keep in mind that control panel functions will not be operational in freewheel "brake release" mode.
- Propel the Mobie by the armrest supports only. If using a seat frame, propel the Mobie by the push handles on the top of the backrest posts. They provide secure points for you to hold the rear of the Mobie prevent a fall or tip-over.

### **WEIGHT LIMIT**

1. Never exceed a total weight of 300lbs for rider plus items carried.
2. You should not attempt to perform weight training on your Mobie if the total weight (rider plus additional weights) exceeds 300lbs.
3. Exceeding the weight limit is likely to damage the seat, frame, or fasteners and may cause severe injury to you or others from scooter failure.
4. Exceeding the weight limit will void the warranty.

## II. Safety

### CONTROLLER SETTINGS

Be aware that you will need to get familiar with the controller settings and touch sensitivity of the control throttle for speed control, forward and reverse functions, and braking.

### WHEN SEATED IN A PARKED MOBIE

1. Always power-down your Mobie when you are parked, even for a moment. This will prevent:
  - a. Accidental movement from contact with the throttle lever by you or others.
  - b. Unintended brake release or movement from EMI sources.
2. Make sure that persons who help you (for example, store clerks) are aware of the throttle lever and do not touch it. If they do, your Mobie may move suddenly when you do not expect it.

### REACHING OR LEANING

Reaching or leaning affects the center of balance of your scooter. If done improperly, a fall or tip-over is likely. When in doubt, ask for help or use a device to extend your reach. To reduce the Risk of Injury and/or damage to the scooter:

1. Never reach or lean if you must shift your weight sideways or rise up off the seat.
2. Never reach or lean if you must move forward in your seat to do so. Always keep your buttocks in contact with the backrest.
3. Never reach with both hands (you may not be able to catch yourself to prevent a fall if you lose your balance).
4. Never try to pick up an object from the floor by reaching down between your knees.
5. Never put pressure on the foot platform while reaching. This may cause the scooter to tip if you lean too far.
6. Never reach or lean over the top of the seat back. This may damage the backrest and cause you to fall.

IF YOU MUST REACH OR LEAN, DO SO AT YOUR OWN RISK

## II. Safety

### Remember to:

- a. Move your Mobie as close as you can to the object you wish to reach.
- b. Rotate the front casters until they are as far forward as possible. This makes the Mobie more stable.

**NOTE:** To do this, move your Mobie past the object you want to reach, and then back up alongside it. Backing up will rotate the casters forward

- c. Turn off all power to your scooter. If you fail to do so, you may touch the joystick and cause your scooter to move when you do not expect it.
- d. Firmly grasp an armrest with one hand. This will help to prevent a fall if the scooter tips.

### CORNERING INFORMATION

When cornering, make sure you are not operating at a high speed or you will increase the possibility of tipping. Things that will affect the possibility of tipping may include, but are not limited to, the cornering speed, how shapely you are making the turn, uneven road surfaces, and an inclined road surface. Overall, we strongly recommend that you avoid high speed cornering and always operate your Mobie at a safe and cautious speed.

### OBSTACLES

Obstacles you may have to overcome in daily use include door thresholds, lifts, ramps and hazards such as potholes and broken pavement. These can damage your scooter and may cause a fall, tip-over or loss of control.

1. Be aware that thresholds are very dangerous. (Even a small change in height may stop a caster wheel and cause your scooter to tip). You may need to:
  - a. Remove or cover threshold strips between rooms
  - b. Install a ramp at the entry of exit doors
2. Keep your eyes moving when you ride; scan the area well ahead of your scooter.
3. Make sure the floor areas where you use this scooter are level and free of obstacles.
4. To help correct your center of balance:
  - a. Lean your upper body forward slightly as you go up over an obstacle.
  - b. Press your upper body backward as you go down from a higher to a lower level.

## II. Safety

### RAMPS, SLOPES & SIDEHILLS

The center of balance of your scooter changes when you are on a slope. Never use this scooter on a slope unless you are sure it is safe. When in doubt, have someone help you.

**NOTE: “Slope” includes a ramp or side hill. Your Mobie is less stable when it is at an angle**

#### Beware Of:

1. Steep slopes. Do not use your Mobie on a slope steeper than 8%. (An 8° slope means: One foot in elevation for every ten feet of slope length).
2. Wet or slippery surfaces (such as when ice, snow, water or oil film is present). A loss of traction may cause a fall or tip-over.
  1. A change in grade on a slope (or a lip, bump or depression). These may cause a fall or tip-over.
  2. A drop-off at the bottom of a slope. (A drop-off of as small as 3/4 inch can stop a front caster and cause the Mobie to tip forward).

### RAMPS AT HOME & WORK

Make sure ramps meet all Building Codes for your area.

For your safety, have a licensed contractor build or remodel ramp to meet all standards.

#### At A Minimum:

1. Open sides of ramp must have side rails to prevent your Mobie from going over the edge.
2. Slope must not be steeper than one inch in height for every one foot of slope length.
3. Ramp surface must be even, and have a non-skid surface.
4. You may need to add a section at the top or bottom to avoid a lip or drop-off.
5. Ramp must be sturdy. Add bracing if needed so the ramp does not “bow” when you ride on it.

## II. Safety

**NOTE**– The proper design will vary, depending on such things as: the length and height of the ramp; the need for an intermediate platform; landing size; doors and the direction of swing; and whether the ramp includes a turn or angle.

### **CURBS & SINGLE STEPS**

1. Your Mobie is not designed to drive up or down a curb or step more than 1/2 inch high. Doing so may:
  - a. Result in a fall or tip-over.
  - b. Damage the frame, wheels, axles or other scooter parts, or loosen fasteners.
2. To prevent a fall or tip-over, use scooter access ramps or have someone help you.
3. If you must climb or descend a curb or step alone do so at your own risk and use extreme care. Go as straight up or straight down as you can. Never turn or climb or descend at an angle as a fall or tip-over is likely. Proceed slowly, at a steady speed.
4. Make sure that persons who assist you review the “Tips for Attendants” and heed all warnings.
5. Avoid driving along curb edges and drop-offs. A minimum distance of eight inches (“8”) from the curb is recommended.

### **CENTER OF BALANCE**

The point where the Mobie will tip forward, back or to the side depends on its center of balance and stability. The Center Of Balance Is Affected By:

1. The seat height and seat angle.
2. A change in your body position, posture or weight distribution.
3. Using the Mobie on a ramp or slope.
4. The use of a back pack or other options, and the amount of added weight.

### **To Reduce The Risk Of A Fall Or Tip-Over:**

1. Consult your supplier for information on modifications authorized by Solax before you modify or adjust your Mobie.
2. Use extreme care until you know the balance points of your Mobie and how to avoid a fall or tip-over.

## II. Safety

### TRANSFERS

It is dangerous to transfer on your own. It requires good balance and agility. Be aware that there is a point during every transfer when the Mobie seat is not below you. To avoid a fall:

1. Always turn off power before you transfer to or from your scooter. If you fail to do so you may touch the joystick/control lever and cause your scooter to move when you do not expect it.
2. Work with your health care professional to learn safe methods. Learn how to position your body and how to support yourself during a transfer. Have someone help you until you are sure you can do a safe transfer on your own.
3. Move your Mobie as close as you can to the seat you are transferring to. If possible, use a transfer board.
4. Be careful of the foot platform. If you can, remove or swing it out of the way. Never stand on footrests when you transfer. Doing so may damage them or cause your scooter to tip.
5. Transfer as far back onto the seat surface as you can. This will reduce the risk that you will miss the seat or fall.

### STAIRS

Never use your Mobie to go up or down stairs, even with an attendant. Doing so is likely to cause a fall or tip-over

### ESCALATORS

Never take your Mobie on an escalator, even with an attendant. Doing so is likely to cause a fall or tip-over.

#### **To reduce the risk of a fall, tip over or loss of control:**

1. Never use your Mobie on a slope unless you are sure you can do so without losing traction.
2. Go as straight up and as straight down as you can.
  - a. Do not “cut the corner” on a slope or ramp.
  - b. Do not turn or change direction on a slope.
3. Always stay in the center of the ramp. Make sure ramp is wide enough that you are not at risk that a wheel may roll off the side.

## II. Safety

4. Lean or press your body uphill. This will help adjust for a change in the center of balance caused by the slope.
5. Always drive your Mobie moving at a slow steady speed. Keep control over the scooter at all times. On a descent, do not let your scooter accelerate beyond its normal speed, the Mobie picks up speed, center the joystick to slow down or stop.

### ENVIRONMENTAL CONDITIONS

**Your Mobie is not designed for use in a heavy rain storm, or snowy or icy conditions.**

1. Contact with water or excessive moisture can cause an electrical malfunction. The frame, motors and other scooter parts are not waterproof and may rust or corrode from the inside. To avoid failure to your Mobie:
  - a. Minimize exposure of your Mobie to a rain storm or very wet conditions.
  - b. Never take your Mobie into a shower, tub, pool or sauna.
  - c. Do not use your Mobie in fresh or salt water (such as at the edge of a stream, lake, or ocean).
  - d. Make sure shroud cover and deck lid are secure.
  - e. Make sure all electrical connections are secure. Dry the Mobie as soon as you can if it gets wet, or if you use water to clean it.
  - f. Make sure the battery area is kept dry
2. Proceed slowly and use extra care if you must operate your scooter on a wet or slick surface.
  - a. Do so only if you are sure it is safe
  - b. Stop if one or both main wheels lose traction. If this occurs, you may lose control of your Mobie or fall
  - c. Never operate your Mobie on a slope or ramp if there is snow, ice, water or oil film present. When in doubt, have someone help
  - d. When not in use, keep your Mobie in a clean, dry place



## II. Safety

### Controller

The controller which receives the signal from the control panel and transfers to motor and brake is located in the rear section of the Mobie and must not be exposed to moisture at any time as it may cause permanent damage. If exposed to heavy moisture, your Mobie must not be used until it has been thoroughly dried out.

### Braking System

The Mobie is equipped with electromagnetic regenerative brakes. This means that the Mobie will stop when you let go of the throttle lever so that it goes back to the throttle default position (center/stop position)

### Release Brake (Freewheel)

The Mobie is equipped with “Release Brake” freewheel option. The release brake option switch is located on the rear chassis. Enabling this feature will allow you to release the brakes from the “lock” status so that you can push the Mobie in the event your battery runs out of power. You also have the option to fold your Mobie and transport it like a hand-truck or suitcase. Keep I mind that when the “release brake” option (freewheel) is enabled, the control panel functions (speed throttle) will not be operational

## WARNINGS: COMPONENTS & OPTIONS

**NOTE:** Do not use any parts or components unless they have been authorized by Solax. Doing so will automatically void the manufacturer’s warranty.

### ARMRESTS

The Mobie armrests are optional and designed to flip up and fold so that they do not have to be removed. You can adjust the armrest to fit your desired forearm placement. Make sure to never lift this Mobie by its armrests.

## II. Safety

### BATTERIES

1. You can only use batteries approved and supplied by Solax. Solax has designed special lithium batteries for the use with the Mobie. .
2. You must charge the battery for five to six (5-6) hours before attempting to operate your Mobie for the first time. Failure to do so will result in damage to the battery.
3. Read all battery instructions before attempting to change or charge batteries.
4. Always remove batteries using straps or handle provided. Pinched fingers may occur if the batteries are removed by grasping the battery casings.

### CUSHION SEATS

1. The Mobie seat is designed for comfort, not specifically for the relief of pressure.
2. If you suffer from pressure sores, or if you are at risk that they will occur, you may need a special seat system such as can be provided by the Seat Frame, or a device to control your posture. Consult your doctor, nurse or therapist to find out if you need such a device for your well-being.

### FASTENERS

Many of the screws, bolts and nuts on the Mobie are special high-strength fasteners. We have provided a special Allen wrench for tightening the armrest, tiller and other key hardware.

Replacing these fasteners with non-approved parts may cause your scooter to result in faulty operation and may cause harm to you or other people, therefore:

1. Only use fasteners provided by Solax.
2. If fasteners become loose, tighten them as soon as you can.
3. Over or under-tightened fasteners may fail or cause damage to scooter parts.

### Key Ignition

1. Never turn the key to the "Off" position to stop the Mobie except in an emergency. This will result in an abrupt stop and may cause you to fall.
2. To slow your scooter to a stop, return the throttle levers to neutral.

## II. Safety

### SEATING SYSTEM

1. Use of a seating system not approved by Solax may alter the center of balance of the Mobie. This may cause a fall or tip-over.
2. Never change the seating system of the Mobie unless you consult your supplier first.

### CHANGES & ADJUSTMENTS

**Never use non-Solax parts or make changes to your scooter unless authorized by Solax. (Doing so will void the Warranty and may create a safety hazard).**

1. If you modify or adjust this Mobie scooter it may increase the risk of a fall or tip-over.
2. Modifications unauthorized by Solax constitute remanufacturing of the Mobie. This voids the warranty. The rider then assumes all future liability for the Mobie.

### **Before each use of this scooter:**

1. Make sure the Mobie is operating smoothly. Check for noise, vibration, or a change in ease of use. If you detect a problem, make sure to fix the problem and/or make the proper adjustments. Deferring repair or adjustment could increase the risk for injury. Your supplier or a Solax Mobility customer care representative can help you find and correct the problem.
2. Make sure the battery is fully charged before operating your Mobie for the first time. A green light on charge indicator will light up (or charge indicator will indicate a full charge) when charge is full. Yellow lights indicate battery charge level is getting low. Red lights indicate batteries are in immediate need of charging.

### **EMI (Electromagnetic Interference)**

This section provides basic information relating to the problems with EMI, known sources of EMI, and protective measures either lessen the possibility or exposure, or to minimize the degree of exposure. We will also cover some conditions that unexpected or erratic movements may occur.



**IT IS VERY IMPORTANT THAT YOU READ THIS INFORMATION REGARDING THE POSSIBLE EFFECTS OF ELECTROMAGNETIC INTERFERENCE ON YOUR ELECTRICAL SCOOTER.**

## II. Safety

### Electromagnetic interference (EMI) from radio wave sources

A powered vehicle 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 cellular phones. The interference (from radio wave sources) can cause the powered vehicle to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the powered vehicle's control system.

The intensity of the interfering EMI energy can be measured in volts per meter (V/m). Each powered vehicle can resist EMI up to certain intensity. This is called its "immunity level". The higher the immunity level is, the greater the protection is. 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 powered vehicle model as shipped, with no further modification, 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 warning 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, cellular telephones and other personal communication devices.

**NOTE:** Some cellular 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 vehicle.
3. Long-range transmitters and transceivers, such as commercial broadcast transmitter (radio and TV broadcast antenna towers) and amateur (HAM) radios.

## II. Safety

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

### Powered Vehicle Electromagnetic Interference (EMI)

Because EM energy rapidly becomes more intense as one move 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 powered vehicle's control system while using these devices. This can affect powered vehicle movement and braking. Therefore, the warnings listed below are recommended to prevent possible interference with the control system of the powered vehicle.

### WARNING

Radio wave sources may affect powered wheelchair control Electromagnetic interference (EMI) from sources such as radio and TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones can affect powered vehicles and powered wheelchair. Following the warnings listed below should reduce the chance of unintended brake release or powered vehicle movement which could result to serious injuries.

1. Do not operate hand-held transceivers-receivers, such as citizens band (CB) radios, or turn ON personal communication devices, such as cellular phones, while the powered vehicle 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 powered vehicle OFF as soon as it is safe;
4. Be aware that adding accessories or components, or modifying the powered vehicle, may make it more susceptible to EMI (Note: There is no easy way to evaluate their effect on the overall immunity of the powered vehicle).
5. Report all incidents of unintended movement or brake release to the Mobie and note whether there is a source of EMI nearby.

## II. Safety

Once your Mobie is folded out for the first time, you will notice that several labels are located on the floorboard and other areas of the Mobie. These labels are to provide both “SAFETY WARNINGS”.

 **WARNING**

**EMI-RFI** This product has been tested and passed at an immunity level of 20V/M. For more information refer to user's manual.

 **WARNING**

**Before driving please check:**


1. Each folding frame is locked in position.
2. Tiller handle is adjusted and locked in place.
3. Seat is locked in upright position.
4. No other passengers are onboard.
5. Weight capacity does not exceed 300lbs
6. You have read the owners manual.



 **WARNING**

Improper or incomplete folding could result in personal injury or damage to scooter.







 **WARNING**

  
pinch point

 **WARNING**

1. Only use batteries and chargers approved by Solax.
2. Keep out of the reach of children.
3. Always keep battery clean and dry.
4. **Discontinue use if:** Battery gives off odor, generates excessive heat, or becomes discolored.


## II. Safety

**SOLAX** easy life Battery for Solax Mobie


Battery	24V/10Ah(Lithium battery)
Battery charger	DC24V/3A Automatic protection charger

Note:  
1. Battery requires a full charge before operating for the first time.  
2. Battery must be recharged if not operated for three or more months. Must also be kept clean and stored in a cool and dry location.

TB11101892      Made in China



Before operating for the first time, remove battery and swap with battery storage cartridge.



battery      storage cartridge



### III. Folding and Unfolding your Mobie

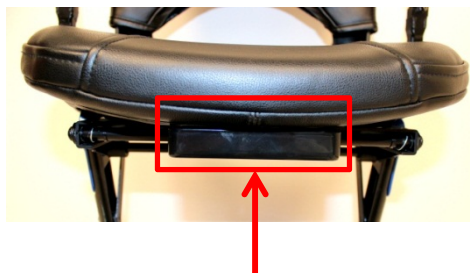
In this section you are going to learn how to unfold and fold your Mobie. Although there are a few ways to do this, we are going to demonstrate one particular way. The key is to first understand how to “release” the Mobie from the “locked” position and safely unfold it. Second, you will need to learn how to safely fold the Mobie back to the locked position. Before we move forward, we want to first show you the two key levers that will enable you to unlock the Mobie, and then unlock and collapse the seat so that you can fold the Mobie.

#### When Unfolding the Mobie

This is the **“RED”** unlock lever. On the next page we will instruct you how to lift this lever to release the Mobie from the “Lock” position



#### When Folding the Mobie



This is the **“Black”** seat unlock lever that enables you to collapse the seat and start the fold process.





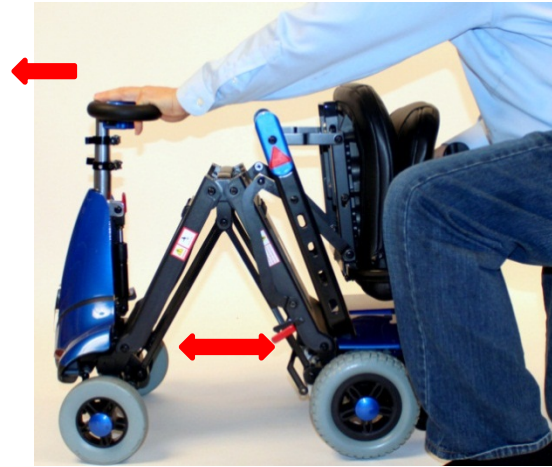
## III. Folding and Unfolding your Mobie

### Unfolding the Mobie

1. Pull up the red release lever located on the left side of the scooter (clockwise). This will take the Mobie out of "Lock" mode.



2. Carefully grab the control panel or tiller handle and push the Mobie forward while holding the seat.



3. Grab the rear of the seat and pull it up while pushing continuing to push the tiller forward.



4. As the scooter unfolds, either push the floorboard down with your hand (avoid pinch point) or place your foot on the floorboard and press down until it locks in place. Do not place your foot in-between the "Pinch" point of your foot may get injured.



### III. Folding and Unfolding your Mobie

#### Unfolding the Mobie (Continued)

5. The Mobie should now be in this position



6. If you have the optional armrests you will need to just flip them up as shown below. If not, proceed to step 7.



7. Pull the back seat up.



8. Your seat should be positioned like this.



## III. Folding and Unfolding your Mobie

### Folding the Mobie

1. Adjust the tiller back to its default position. See page 29, 30 and 31 for instructions.



2. Collapse the seat. Push down the back seat rest until it is rested on the seat bottom.



3. If you have armrests, pull up on the armrest and then fold them inward



4. Push in the "Seat Lock" handle that is located under seat while holding the rear of the seat. This allows the seat to start the accordion like fold.





### III. Folding and Unfolding your Mobie

#### Folding the Mobie (Continued)

5. While pressing the seat release lock, push the seat back as shown



6. Grab the strap that is located in the middle of the floorboard and pull up while pushing the seat down.



7. Push the front and rear chassis together until they lock in place.



8. This is how the Mobie should look when folded.



## IV. Installing the Battery

For safety reasons, the lithium battery does not shipped pre-installed. Instead it is shipped in the battery backup storage compartment, while a “Dummy” battery cartridge is housed in the battery compartment. You will need to swap these two to power-up your Mobile.

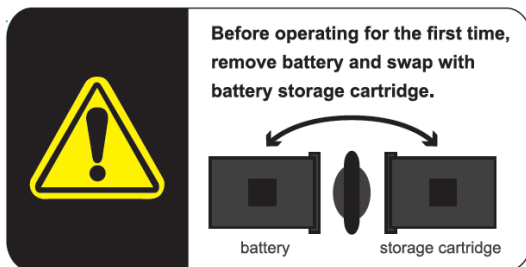
1. You can start by removing the “Dummy” battery cartridge under the seat. Grab the battery strap firmly.



2. Pull up until the cartridge is dislodged. Be careful not to hit your hand on the bottom seat metal bar when pulling up. Repeat the same steps for the battery.



3. Swap the battery with the “dummy” battery cartridge as the label in the middle of the floorboard illustrates.



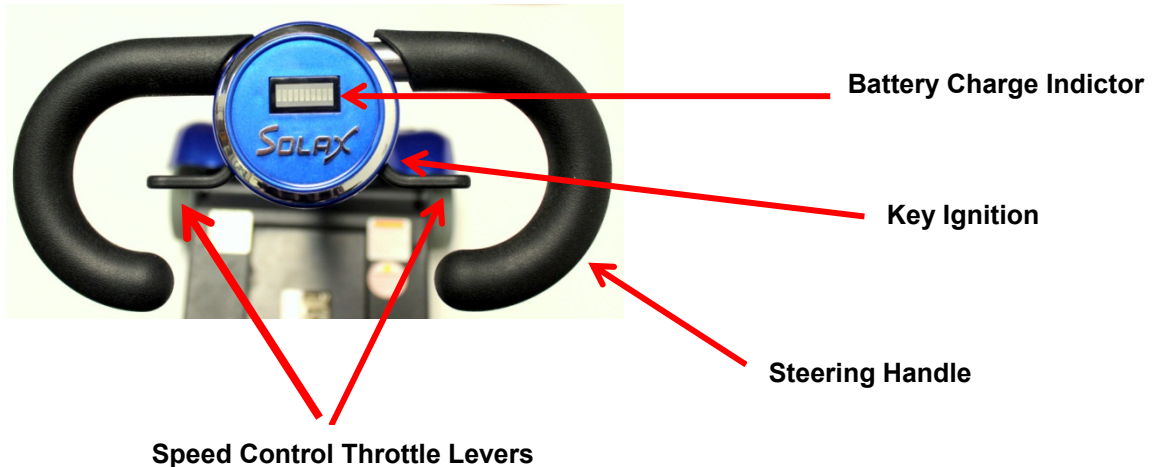
4. Once you swap the units. Make sure the battery is firmly locked in place. You will need to “Fully” charge the battery before operating the Mobie for the first time,



## V. Operating Your Mobie

### The Control Panel

The control panel is the area that controls everything from powering on the Mobie with the key, to accelerating, braking and steering. The control panel also provides an LED indicator to provide a “battery charge” status.



**Key Ignition** - A key is provided to power on and power down your Mobie.

**Power On** - insert the key into the ignition and turn to the right.

**Note:** make sure to always protect the Mobie control panel from humidity and water. If the control panel has been affected by moisture, make sure to dry it completely before operation.

## V. Operating your Mobie

### Steering

To steer the Mobie just hold onto the U-Shaped steering wheel

#### To Move Forward:

You can either move the left throttle lever up or the right throttle lever down.



#### To Move in Reverse:

You can either move the Right throttle lever up or the right throttle lever down.



#### To Stop:

The throttle levers must go back to the default position.



#### Battery Charge Indicator

The LED indicator light shows the status of your battery charge.

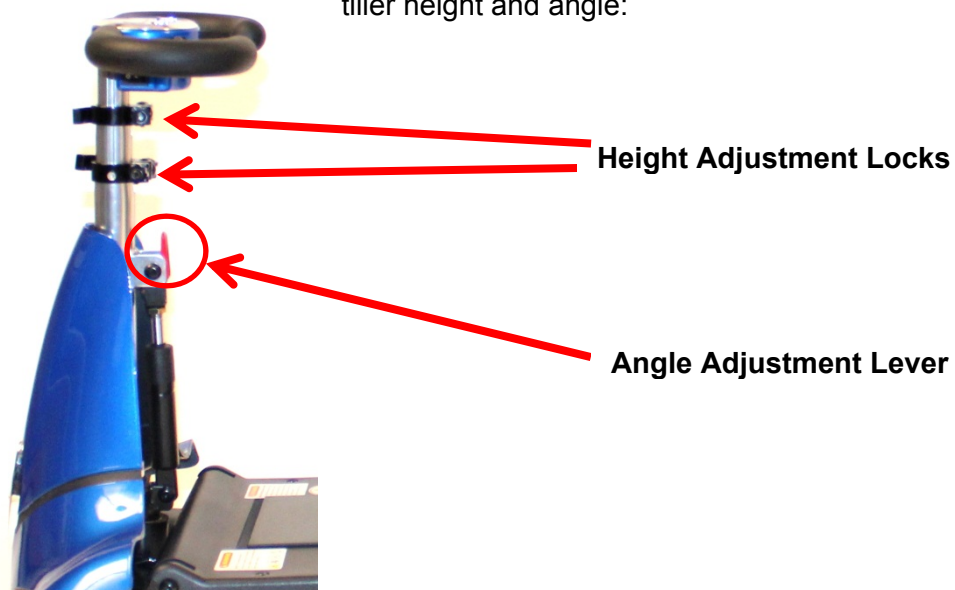




## V. Operating your Mobie

### ADJUSTING THE TILLER

There are three parts of the tiller that are used to adjust the tiller height and angle:



### The Height Locking Lever

You can adjust both the height and the angle of the tiller to fit your disability and/or body type. To adjust the height, you will need to learn how to lock and unlock the height adjustment locking levers.



**Locked Position**



**Unlocking**



**Relocking**



## V. Operating your Mobie

### Adjusting the Height

The Tiller is designed to enable you to adjust the height as well as the angle that the tiller is positioned toward you to match your body type and comfort.



**When you first unfold your Mobie, the tiller will be in the default position. To adjust:**

1. Unlock the bottom height adjustment locking lever and pull up the tiller until you reach the desired height. Lock the lever.
2. Repeat the same procedure for the top locking lever.



**Here is a photo of the tiller height adjusted.**

- You will need to adjust the tiller back to its default position when you fold the scooter.

## V. Operating your Mobie

### Angle Adjustment:

- To adjust the angle of the tiller, you will use the **"RED"** angle adjustment lever



- Press down the **"Red"** angle adjustment lever to release the tiller from the lock position



- While you're holding down the lever, pull the tiller handlebar down until you find the proper adjustment to fit your body type.



- Follow the same procedure to re-adjust to the upright position. You will need to adjust to default position when folding the Mobie



## V. Operating your Mobie

### Brake Release (Freewheel)

The Mobie is equipped with a “Release Brake” feature that enables you to put the Mobie in freewheel mode. This mode removes the brake function and allows you to easily push the Mobie. This may be helpful if you run out of battery power.

**Note:** When the “Release Brake” is enabled, the all control panel functions are disabled.

### Using the Release Brake Feature:

- To enable the “Release Brake” feature, switch the release brake button to on as show below



### Installing and Adjusting the Optional Armrest

The armrests are optional and can be purchased through a Solax Mobility dealer. If you have an armrest, you can adjust both the width of the armrest as well as the position.

### Installing the Armrests

Please review the installation instructions that are provided with the optional armrest. You can also view an online instructional tutorial at [www.solax.mobility.com](http://www.solax.mobility.com)

## VI. Riding your Mobie

### Important information

Make sure you have carefully read the safety section of this manual as we have outlined all the areas that relate to the safe operation of your Mobie.

### **RIDING THE MOBIE FOR THE FIRST TIME**

Before riding your Mobie for the first time, make sure to check the following:

1. Is the seat locked into position
2. Is the tiller adjusted to fit your disability and/or body type
3. Has the key been removed? You want to avoid accidentally touching the throttle when boarding your Mobie which could lead to you falling over.
4. When you are onboard make sure your feet are safely on the floorboard.

### **Get familiar with the controls and throttle lever:**

1. Drive slowing until you get comfortable with the speed control
2. Practice going forward and reverse
3. Get use to stopping. The brakes are regenerative brakes, meaning that the brakes are activated when you stop accelerating.
4. Proactive cornering. You want to make sure you corner at a safe speed to avoid the possibility of accidently tipping.

### **STREET USE**

In most states, power scooters are not legal for use on public roads. Be alert to the danger of motor vehicles on roads or in parking lots.

1. At night, or when it is hard to see, use reflective tape on your scooter and clothing.
2. It may be hard for drivers to see you. Make eye contact with drivers before you proceed. When in doubt, yield until you are sure it is safe.

## VI. Riding your Mobie

### **TERRAIN**

1. This Mobie is designed for use on firm, even surfaces such as concrete, asphalt and indoor flooring.
2. Do not operate your scooter in sand, loose soil or over rough terrain. Doing so may damage wheels, bearings, axles or motors, or loosen fasteners.

### **DRIVING IN REVERSE**

Use extra care when you drive your scooter in reverse. You may lose control or fall if one of the rear wheels hits an object.

1. Operate your scooter slowly and at an even speed.
2. Stop often and check to make sure your path is clear of obstacles.

### **GETTING OFF YOUR MOBIE**

1. Make sure to bring the Mobie to a complete stop
2. Power off the Mobie and remove the key
3. Make sure that the seat is locked into position
4. Carefully and safely get out of the seat

## VII. Battery Maintenance & Charging

Your Mobie is designed to use one (1) maintenance free 24V/10AH Lithium battery. The Mobie comes with an easy use 24V/10mA charger. As stated earlier, the battery must be fully charged before first time use.

- After you have placed the battery in the battery compartment as instructed on page 26, you will proceed to charge your Mobie until it reached a full charge. This can be accomplished in 5-6 hours.
- Not performing a full charge before attempting to operate your Mobie for the first time can cause damage to the battery.

**Before charging your Mobie you should be aware of the following:**

- Do not leave children unsupervised near the Mobie while it is charging
- Do not plug the charger into an extension cord. This could damage the battery. Plug the charger directly in a wall power socket.
- Do not remove the ground plug from the charger plug.
- Do not attempt to open the battery housing

### **Charging your Mobie**

1. Power down your Mobie and remove the key
2. Position the Mobie close to an electrical outlet.
3. Make sure the Freewheel "Release Brake" enable switch is not on.
4. Plug the male XLR socket into the female XLR socket located in the rear chassis. .
5. Plug the charger into a wall socket. Red means the power is on and the unit is charging. Green means the unit is fully charged.
6. When the battery is fully charged, remove the XLR cable from the rear of the chassis. Then take out the DC charging connector and AC input power socket.
7. If the red light is off when the power is on, please check whether the charge socket works normally or not, whether the switch of battery charger is in the "1" position or not. If not, that means check fuse.
8. The average time taken to re-charge workable batteries will vary from 5 to 8 hours.

## VII. Battery Maintenance & Charging

### Guide to Safe and Lasting Batteries

When the battery voltage is low, the battery charger outputs a larger current to charge. When battery voltage is close to full, the battery charger outputs a small current. When battery is full, the battery charger would output very little current which is almost zero. Therefore, the battery would continually charge after connecting the charger, but does not overcharge. It's better to charge for no more than 8 hours.

### How often should the batteries charge?

- If you use your scooter daily, charge it as soon as possible after you use it.
- If you use your Mobie infrequently (once a week or less), charge it at least once per week.
- The goal is to keep your batteries fully charged.

### How can I get the maximum operating time per charge?

Some driving conditions such as hills, uneven and soft surfaces, even temperature and user weight will affect the distance or running time per battery charge. Tips to maintain a longer charge:

- Always fully charge your battery prior to your trip.
- Try to maintain a constant speed when possible.
- Avoid intermittent driving when possible

### Storing your Mobie Battery

- Make sure your battery is fully charged before storing the unit.
- Remove the key, then remove the battery
- Store the battery in a dry and warm place.
- Avoid temperature variation

**Note:** Do not attempt to charge your battery if the Mobie and battery have been frozen



## VIII. Transporting your Mobie

One of the great benefits of the Mobie is its foldable compact and portable design. This enables you to transport your Mobie in a number of ways including

1. Carrying the Mobie on a plane, train or boat
2. Transporting the Mobie in the truck or hatchback of a car, van or sports utility vehicle
3. Shipping it in the optional hard shell travel case
4. You can also roll it like a suitcase or hand-truck



## IX. Basic Troubleshooting

Problem	Recommended Action
No Power	<ul style="list-style-type: none"><li>• Make sure the key is properly inserted and in the on position</li><li>• Make sure the battery is properly inserted</li><li>• Make sure the battery is charged. This is one of the biggest reasons for “No Power”.</li></ul>
Scooter has power but will not drive when I engage the throttle	<ul style="list-style-type: none"><li>• Make sure the Free Wheel switch is not enabled.</li><li>• Make sure the battery is charged</li></ul>
The Speed slows down while driving	<ul style="list-style-type: none"><li>• Battery needs to be charged.</li><li>• Battery could be aging</li></ul>
Tiller will not stay in locked position	<ul style="list-style-type: none"><li>• Tighten the tiller adjustment lever with the Allen wrench provided</li></ul>

Contact one of our technical support specialists if you have any questions or need help with your Mobie.

## X. Care and Maintenance

Your Mobie is designed to provide years of service, provided you take good care and provide the maintenance required to keep your Mobie operating at optimum level.

The following items should be periodically checked and maintained:

### Battery

- Make sure that you keep the battery fully charged.
- Make sure the electrode connections have no corrosion.
- Make sure to store the battery in a dry place
- Do not attempt to charge your battery if it is frozen from extreme weather conditions.

### Tiller

- Make sure to check for loose tiller adjustment levers (there are two). Tighten them as needed with the Allen wrench provided with your Mobie

### Seat

- The seat cover is made of durable leather like material that can be cleaned with a soft non-abrasive cloth. Just dampen the cloth and gently clean the surface.
- **Torn Seat Cover:** If for some reason your seat gets torn by accident you can order a replacement seat cover from the dealer or direct from Solax Mobility.

### Chassis

- The control panel, front cover and back cover are all made of durable ABS plastic with a high quality paint finish. Do not use oil or other chemical liquids to clean or wipe these surfaces.
- To wash and clean the Mobie, take a non-abrasive lint free cloth like a micro fiber cloth and lightly dampen it with water, then proceed to softly clean the surfaces. Do not wash the Mobie with a water hose as this may create an electrical short and cause damage to the electrical.

## X. Care and Maintenance

### Wire Harness

- You should regularly check all wiring connections, wiring insulation, including the charger power cord, for wear or damage.

### Bearings/Motor/Transmission Parts

- These components have been lubricated and sealed at the factory. Therefore, there is no need to lubricate these parts.
- Make sure that electronic components such as the control panel, battery charger, and other electric controlled components avoid moisture. If these components come into contact with moisture, dry before use.

### Maintenance Check List

<b>Tiller</b>	<ul style="list-style-type: none"><li>• Is there any looseness?</li><li>• Can it turn left and right smoothly?</li></ul>
<b>Speed Control Lever</b>	<ul style="list-style-type: none"><li>• Does the scooter move when the lever is pressed up or down?</li><li>• Does the scooter stop when the lever is released to the default position?</li></ul>
<b>Motor</b>	<ul style="list-style-type: none"><li>• Is there an abnormal noise from the motor?</li><li>• Do the electromagnetic brakes work properly?</li></ul>
<b>Freewheel “Release Brake”</b>	<ul style="list-style-type: none"><li>• Does the “Free-wheel “Release brake” switch work?</li></ul>
<b>Battery Indicator</b>	<ul style="list-style-type: none"><li>• Does the battery indicator light-up and work properly</li></ul>
<b>Tires</b>	<ul style="list-style-type: none"><li>• Is there any damage to the tires</li></ul>
<b>Front and Rear Chassis</b>	<ul style="list-style-type: none"><li>• Is there any damage to the ABS plastics</li></ul>
<b>Battery</b>	<ul style="list-style-type: none"><li>• Is the battery charging</li><li>• Is there any corrosion</li></ul>

## XI. Limited Warranty

The Mobie comes with a limited warranty and the following coverage:

- **Mechanical Parts:** One year (1) year parts and labor
- **Battery:** six (6) months

Please make sure to contact us as soon as you discover that there is problem with your Mobie.

### **Cost of Shipping:**

**First 30 days:** We will pay shipping to and from your location. You will need to provide a receipt of purchase with the purchase date visible.

### **After 30 days from purchase:**

- You will pay to have the unit shipped to our service location. You will need to insure the shipment for the value of the purchase price.
- We will pay to have the unit shipped back to your location. Shipping method will be UPS, FEDEX or USPS ground shipping.

### **Warranty Exclusions**

- a) Failure to follow the proper use, operation and maintenance.
- b) The use of non-authorized parts
- c) Mechanical damage caused by an accident or misuse.
- d) Consumables such as the inner core and outer tires as well as bearings are not covered
- e) Any unauthorized changes to vehicle design.
- f) Any damage caused by a natural disaster such as a flood, earthquake or fire will not be covered. .
- g) This limited warranty does not cover normal maintenance service or periodic adjustments required for normal use.
- h) This warranty applies only to the original purchaser of the scooter and is not transferable.

## XII. Product Registration and Warranty

We strongly recommend that you register your Mobie as soon as possible. This is the only way that you will be able to have the unit warranted. You have two ways to do this:

1. Register your Mobie online. You can do this by going to the support section at [www.solaxmobility.com](http://www.solaxmobility.com); There will be a location for online product registration.
2. Fill out the warranty and registration card below and mail it in to the address provided.

### Owner Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### Product Information

Serial Number: \_\_\_\_\_

(Located under the floorboard)

Purchased From: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Date Purchased: \_\_\_\_\_

### Mail Completed Form To:

Solax Mobility  
2370C Walsh Ave  
Santa Clara, CA, 95951

## XIII. Technical Support

If for any reason you have a technical issue or need to talk to one of our customer care representatives, call our toll free number at **800-983-1306**

### Phone Support:

Call us toll free at **800-983-1306** between the hours of 9:00 a.m. to 6:00 p.m. Pacific Standard Time.

### Online Support

You can also submit a support ticket by visiting us at [www.solaxmobility.com](http://www.solaxmobility.com). Just go to our support area. You will find an area to submit an online support ticket. You will first be required to setup a support user account. It is for your benefit as all your technical support history and resolutions will be stored for you to retrieve and view.

## Out Of Service Warranty Repair

If your Mobie is out of warranty coverage, you have the following options:

1. Purchase an extended warranty coverage plan. You can contact your Solax Authorized dealer, or a call us directly and speak to a customer care representative
2. You can call us to discuss the service issue and one of our customer care representatives will provide an estimated repair cost. There will be a \$75 cost to perform a diagnostic test and full component inspection. The \$75 will go toward any repair costs.