

# Monarch

OWNER OPERATING MANUAL FOR THE

## Mobie +



## Introduction

Thank you for choosing the Monarch Mobie Plus folding mobility scooter.

Please read this manual carefully before using your Mobie Plus scooter. If you do not understand all the content completely or you need assistance, please contact your dealer directly.

This manual covers the Mobie Plus characteristics, components, functions, safety requirements and instructions, battery procedures, maintenance and warranty.

For any further assistance please contact Monarch Mobility via telephone on 0800 953 0201 or alternatively via email on [info@monarchmobility.com](mailto:info@monarchmobility.com)

The following symbols used in this manual are to indicate warning, please give all warnings your full attention.



**WARNING: Failure to note the warnings included within this manual may cause personal injury, injury to others or damage to the scooter.**

Please note that all information and photos in this manual are for reference only and are subject to factory changes, modifications and improvements.

Before using your Mobie Plus mobility scooter please ensure that you have had a full demonstration prior to use from your dealer. Your delivery should include the owner operation manual, 2x keys, 2x Allen keys, battery charger, battery and your Mobie Plus scooter. If you did not receive a complete delivery, please contact your dealer directly.

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**WARNING:** Children should not operate the scooter without the supervision of a parent or guardian.



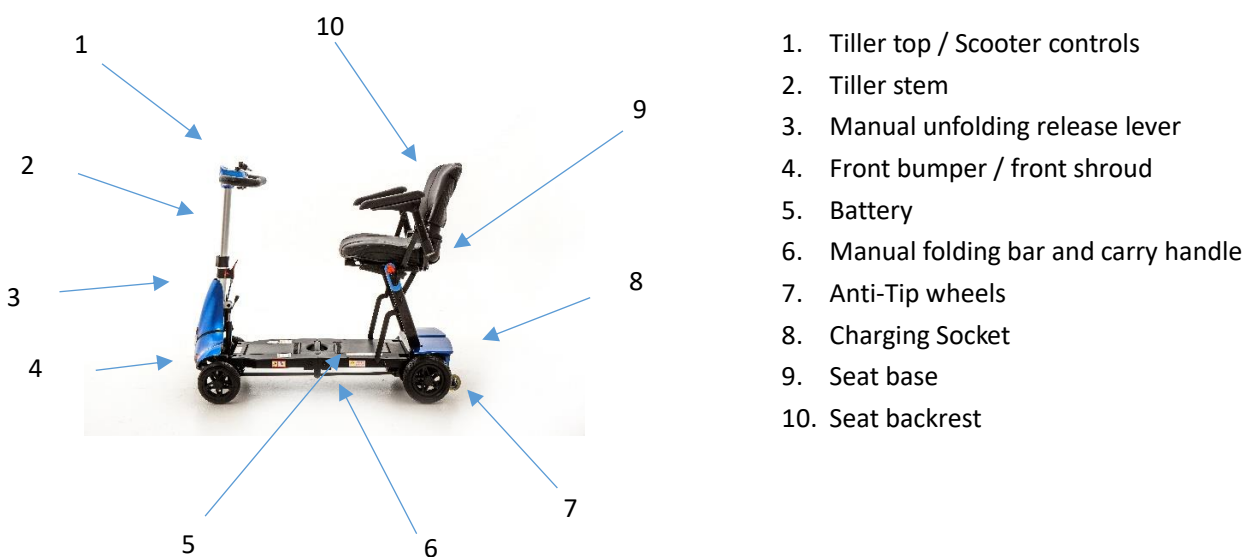
**WARNING:** The use of a mobility aid such as the Mobie Plus scooter should only happen after a full demonstration, assessment by a mobility specialist and test drive.

## Monarch Mobie Plus – Key Feature Guide

The Mobie Plus is a safe and comfortable, easy to operate, lightweight folding mobility scooter.

It has the following main features:

- Aluminium alloy frame; light, strong and durable.
- Height adjustable ergonomic tiller design.
- Easy operation. Fold and unfold.
- Solid puncture-proof tyres all-round.
- Automatic electro-magnetic braking system for your safety.
- Lightweight advanced technology in the Lithium-Ion battery.
- Anti-tip stability system for your safety.
- Comfortable padded seat.



## Product Specifications

Model	Monarch Mobie Plus
Folded dimensions	43cm (L) x 46cm (W) x 58cm (H)
Unfolded dimensions	99cm (L) x 46cm (W) x 88cm (H)
Seat height	65cm
Ground clearance	9cm
Turning Radius	120cm
Maximum scooter range	9miles
Tyres	Solid Wheels (6" front, 7" rear)
Maximum Speed	4mph
Safe Gradient	0-15 degrees
Colours	Red or Blue
Weight of heaviest part	23.7kg
Maximum Weight Capacity	135kg / 21stone
Battery Type	Lithium Ion (UN Number 3480)
Charging	On-board and Off-board available
Charger	29.4v 2A Lithium Charger
Key or Switch Operation	Key

# Key Components & Instructions

## Control Panel

The control panel is used to power the scooter on and off, control the direction and speed, sound the horn and also indicates the battery charge level.



NOTICE: Make sure to protect the Mobie Plus control panel from humidity and water. If the control panel has been affected by moisture, please ensure it is dry before use.

### 1. Key Switch

- Turn the key switch clockwise to ON to operate.
- Turn the key switch anticlockwise to turn OFF

Please turn the power off when you stop

Key Switch



**WARNING:** If the key is removed, the electromagnetic brake will be locked and your scooter will stop suddenly.

### **Speed Controller**

The speed controller is used for controlling the speed when operating the Mobie Plus. You can set the speed from 0 Km/h to 6 Km/h. When you adjust the controller to the left (towards the tortoise), that is the minimum speed; when you adjust the controller to the right (towards the hare), that is the maximum speed.

**WARNING:** Please do not adjust the speed to the maximum when turning or reversing.



### **Power Indicator**

When the Mobie Plus is powered on the battery level indicator will highlight the battery level. When Green, Yellow and Red are showing the battery is fully charged, when yellow and red are showing the battery is half charged and if red is showing the battery needs recharging.



## Direction Control Lever

The direction control lever is used to control the Mobie Plus moving forward and reversing.

- Hold the handlebar with both hands.
- Pull the control lever on the right, the scooter will go forward.
- Pull the control lever on the left, the scooter will go into reverse.
- When the scooter is reversing, the reverse horn will start beeping.
- When the control lever is returned to the center position when released, the brake will be locked.



## Horn Button

When you press the button, the horn will sound.

In order to prevent accidents and injury.





## Mobie Plus Tiller Damper

On the Mobie Plus scooter there is a tiller damper which allows the handle bar and tiller to be adjusted and tilted closer to you, for easier reach of the controls.

To adjust:



Tiller Damper Lever.



Press the Tiller Damper Lever inward.



Whilst pressing the Tiller Damper Lever inward then push/pull the tiller towards the seat.



To put the tiller back to the upright position, press the Tiller Damper Lever inward then push/pull the tiller back straight.

**Warning: The Tiller must be put back to the upright position before the Mobie Plus scooter is folded up as this could cause damage to the scooter.**

## Telescopic Handle

Unlock the height adjustment lever and pull up the tiller until it reaches the desired height. Then lock the adjustment lever to secure the tiller in place.



## Folding and Unfolding your Mobie Plus

### Mobie Plus unfolding Operation:



Release Switch.



Press the release switch inward.

(open the release switch)



1. Use one hand to hold the steering column whilst still holding the release switch inwards.

2. Place the other hand on the back of the seat

3. With both hands pull the Mobie Plus open.



Pull seat back until it is in the correct position and the scooter should click into place.

## Mobie Plus folding operation:



Push Lever bar under seat using the palm of your hand inwards.



Push the seat base upwards which will start to fold the scooter together.



Push the front and rear chassis together until the Mobie Plus locks in place

**Notice: You will hear a “click” after the scooter has completely folded.**

## Safety Requirements

### Driving Surface

The Mobie Plus has the best stability under the normal driving conditions (dry, level ground with concrete or asphalt). Care must be taken when riding on other surfaces (grass and gravel).

- Check your Mobie Plus scooter before driving.
- The Mobie Plus can be used in the park and grass safely with caution.
- Avoid driving in the loose gravel, covered soil and sandstone.
- Do not drive the scooter if you don't know the road conditions.
- The Mobie Plus scooter can ride over small obstacles of a certain height, but you must minimise the speed and slowly drive over the obstacle.



Warning: Do not exceed the specified climbing angle (0-15°).

## Safety precautions

- Make sure you fully read and understand this manual before operating your Mobie Plus.
- Do not carry additional passengers on the scooter.
- Ensure the seat is securely fastened.
- Slow down when operating on uneven or soft ground.
- Slow down before turning.
- Do not park on slopes.
- Changing initial setting or refitting your scooter is forbidden.
- Use caution when operating in busy areas and be aware of your surroundings. Please consult local authorities about the traffic rules for scooters.
- Hold the handle with both hands and put both feet on the footboard when operating.
- Never sit on the Mobie Plus seat in a moving vehicle.
- Operating along the edges of roads is forbidden.
- Do not exceed the maximum gradient when operating.
- Do not exceed the maximum weight capacity of the Mobie Plus (including rider and accessories).
- Do not reverse on uneven slopes or uneven ground; be careful when passing over slopes.
- Never use the Mobie Plus to use stairs or an escalator.

Warning: The battery should be protected from freezing temperatures. Do not charge the frozen battery otherwise as it will cause damage.

Warning: Do not drive on freezing, slippery or salty ground as this could cause a serious accident.

## Battery and Battery Charging

This scooter is designed to use one maintenance free 25.9V/10AH lithium ion battery. It comes with an easy to use 29.4V/2A charger.

- **The battery needs to be charged fully before the first operation. Not charging the battery properly before first use can cause damage to the battery.**
- Make sure the Mobie Plus is turned off whilst charging the scooter.
- Make sure the battery is fully charged and taken out of the Mobie Plus before storing away for a long period.

### Charging your Mobie Plus:

1. Turn off the Mobie Plus (removing the key), open the bottom charger cap at the back of the scooter and insert the plug into the charge socket.



Turn off the Mobie Plus



Then open the rear charging socket and insert the plug

**Warning: Match the charger socket and plug properly. Do not force.**

2. Plug the AC power outlet into the household power socket. The red light on the charging block indicates power on and the unit is charging. When fully charge the light will go green.



3. Turn off the power supply and unplug the charger when scooter is full charged.

**Note: If the red light is off when the power is on, please check whether the power plug is properly inserted.**

**Note: The scooter has a self-locking function to prevent driving when the battery is charging.**



## **Guide to a safe and lasting battery**

### **How does the charger work?**

When the battery voltage is low, the battery charger outputs a large current to charge the battery. When battery is full, the battery charger will output very little current which is almost zero. Therefore, the battery will continually charge after connecting the charger, but will not overcharge. It is better to charge for no more than 24 hours.

### **How does the indicator light(LED) on the charger display?**

There are two LED indicator lights on the charger. The red light indicates that the scooter is charging. The green light indicates that the battery is fully charged.

### **Can other chargers be used?**

No, in order to charge safely and efficiently, use the charger supplied by the original manufacturer only.

### **How often should you charge the battery?**

The charge time depend on the use:

- If you are using the scooter every day, then the battery needs to be charged each day so it will have a full charge for the following day. Charging the battery should be done overnight.
- If you are using the scooter once a week, then the battery needs to be charged 3 times a week. Charging the battery should vary from 12 up to 14 hours.
- Make sure your battery is fully charged before operating.

## **What will affect maximum operating distance?**

Some driving conditions such as hills, uneven or soft surfaces, temperature and user weight will affect the driving distance and battery life.

## **Several methods for obtaining the maximum driving distance**

- Ensure the battery is fully charged before operation.
- Avoid hills, uneven or soft surfaces.
- Only carry necessities to reduce any extra weight.
- Keep a constant speed where possible.
- Avoid intermittent driving.

## **Can other batteries be used?**

No, in order to operate safely and efficiently, use the Lithium battery supplied by the original manufacturer.

Warning: Please do not dismantle the Lithium battery or add water. As this will invalidate the warranty, and damage the battery and scooter.

## **Why the power of the new battery is weak?**

Deep-cycle batteries use unique chemical technology and design. They can be charged quickly and used for a long time after being fully charged. The battery is fully charged before leaving the factory, but transportation can change its initial performance due to the temperature. The battery power will reduce in high temperature and in low temperatures the battery will take longer to charge. The battery requires a few days to adapt to the surrounding environment before it can work to its full potential.

More importantly, deep-cycle batteries will get a higher performance after using for several times of charging-discharging cycles. (Fully charging the battery and using until flat then re charging back full)

**Please follow the steps to improve the battery performance:**

1. The new battery must be fully charged before using.
2. Low speeds are recommended when first using. Do not travel too far until you are familiar with the operation of the scooter and the battery.
3. Fully charge the battery after operating the Mobie Plus for the second time.
4. The battery capacity will reach 100% and extend the driving time after four to five charging and discharging cycles.

**How to ensure the battery life?**

A fully charged battery will provide a better performance and extend battery life. It will affect performance and shorten battery life if you rarely charge or do not fully charge.

**If you don't operate your scooter, please follow the instructions:**

- Charge your battery fully before you store it.
- Remove the battery from your Mobie Plus.
- Store your battery and Mobie Plus in a dry and warm place.
- Avoid storing scooter in an area where the temperature changes.

Warning: If the battery is frozen, warm for several days before charging

# Operational Instruction

## Inspection before operating:

- Make sure the battery is fully charged.
- Check that the key is inserted into the key switch and is turned on.
- Please check the horn is working.
- Please check the tiller quick release is locked.
- Please make sure you know the route well and avoid uneven surfaces.

## Driving

### Please follow the instructions after you have chosen your route:

- Please unfold the scooter fully according to the instructions
- Unfold the seat to right position and pull the tiller up to the suitable position, then lock it.
- Please sit on the seat and turn on the power switch.
- Place both hands on the handle bar.
- Push the direction control lever gently with your right thumb.
- The brake will release automatically and the scooter will move forward. (Note: do not press the lever too fast)
- Push the direction control lever gently with your left thumb and the scooter will start reversing.
- Keep the handle bar central and the scooter will move forward in a straight line.
- Push right handlebar moves scooter turn left when operating.
- Push left handlebar moves scooter turn right when operating.

- Release the speed control lever, the scooter will slow down and fully stop.
- The brake will automatically lock.

### **Finish operating**

1. When the scooter has fully stopped, turn the scooter off with the key.
2. Get off the scooter safely.
3. Fold the scooter according to the instructions

# Basic Troubleshooting

## **If the power stops during operation**

- Make sure the key is in the ON position
- Check that the battery is fully charged
- Check that the battery is fully inserted
- If the battery capacity is insufficient, please increase the charging time/ cycles.
- If the issue continues, then battery capacity testing is needed.

## **If your scooter isn't operating continually**

- The battery line may be loose.
- The motor carton bush may be damaged.

## **If your speed suddenly slows down when driving**

- The battery capacity may be insufficient.
- The battery may be ageing.

**If you continue to have trouble with your Mobie Plus, contact your supplier.**

# Maintenance

Looking after and maintaining your Mobie Plus is important in order to provide years of use.

The care of the following items will keep your Mobie Plus running at optimum levels.

## The connection of the battery and electrodes

- Ensure the electrode connections are tight and there is no corrosion.
- The battery should be placed flat inside the battery holder.

## Wire Connector

- Check all the wire connectors regularly.

- Check the condition of the wiring insulation, including the plug of the charger regularly

- Contact the dealer if you need to repair or change the damaged connector and connector joint.

## ABS Plastic Cover

- The control panel, front cover, footboard and back cover are made of durable ABS plastic with a high quality paint finish. Do not use oil or other chemical liquids to clean the scooter.
- Do not put the scooter under a direct water source.
- A damp cloth works best to wipe the scooter down.

## Bearings and Motor/Transmission Parts

- These components have been lubricated and sealed by the factory therefore do not need lubricating.
- Store in a dry environment, if components become damp ensure they are dry before use.