



# Excel Galaxy II *User Manual*



# Contents

<b>1. Introduction</b>	<b>Page 1</b>
1.1 Dealer Information	Page 2
<b>2. Product Identification</b>	<b>Page 3</b>
2.1 Scooter Components	Page 4
2.2 About The Excel Galaxy II	Page 4
<b>3. General Safety</b>	<b>Page 5</b>
3.1 Warnings	Page 5
<b>4. User Instructions</b>	<b>Page 7</b>
4.1 Before Driving	Page 7
4.2 Getting On The Scooter	Page 7
4.3 Getting Off The Scooter	Page 8
4.4 Whilst Driving	Page 8
4.4.1 Driving Up Inclines	Page 8
4.4.2 Driving Down Inclines	Page 9
4.5 Steering	Page 9
4.5.1 Steering Backwards	Page 9
4.6 EMI / RFI	Page 10
4.6.1 EMI / RFI Recommendations	Page 10
<b>5. Scooter Specifications</b>	<b>Page 11</b>
<b>6. Scooter Components</b>	<b>Page 12</b>
6.1 Dashboard Specifications	Page 13
6.2 Tiller	Page 14
6.3 Ignition	Page 15
6.4 Armrests	Page 15



6.4.1 Armrest Height Adjustment	Page 16
6.4.2 Armrest Width Adjustment	Page 16
6.5 Seat	Page 17
6.6 Freewheel	Page 18
6.7 Frame	Page 18
6.8 Battery	Page 19
6.8.1 Charging Batteries	Page 19
6.9 Wheels	Page 19
6.9.1 Anti-tip Wheels	Page 20
<b>7. Maintenance</b>	<b>Page 20</b>
7.1 Tyres	Page 20
7.1.1 Air Tyres	Page 20
7.1.2 PU Tyres	Page 21
7.2 Bodywork	Page 21
<b>8. Service Checklist</b>	<b>Page 21</b>
8.1 Service Checklist Form	Page 22
<b>8.2 Error Codes</b>	<b>Page 23</b>
<b>9. Warranty Application</b>	<b>Page 24</b>
9.1 Warranty Conditions	Page 24
<b>Conformity Declaration Certificate</b>	<b>Page 26</b>



## 1. Introduction

Before you use your new Excel Galaxy II, you must fully read and understand this user manual. Once you have read this user manual, you agree to the conditions mentioned in this user manual. We want to thank you for your confidence in our Excel ® products.

The policy of Van Os Medical is focused on continuously improving the quality and reliability of our products. We therefore reserve the right without further notice to make any changes to this user manual.

It is important you read this user manual very carefully, before you use your scooter. This user manual contains important information about the safe use and maintenance of your scooter. We recommend you keep this user manual safe because it is also your proof of warranty.

The safety instructions in this user manual are general guidelines, which must be seen as overall guidelines. It is possible that you develop your own way to make common movements. However we always advise you to consult a professional for assistance in developing safe and effective techniques; regarding your daily activities within your physical capabilities, for operating your product safely.

Your new scooter requires frequent general maintenance to prolong the life of your scooter, most of which you can do yourself. We advise you to take your scooter to a professional for a check at least once a year. You will find a maintenance schedule further on in this user manual.

### Attention!

In this user manual you will find helpful tips and warnings. These are clearly identified by symbols and display of the text (see examples below).



The tips mentioned in this user manual are intended to make better use of your Excel Galaxy II scooter.



### Warning

The warnings mentioned in this user manual must always be followed, in order to prevent damage to your Excel Galaxy II scooter or and injury to yourself.



### 1.1 Enter Your Authorised Dealer Information

Company Name : .....

Dealer Address : .....

Telephone Number : .....

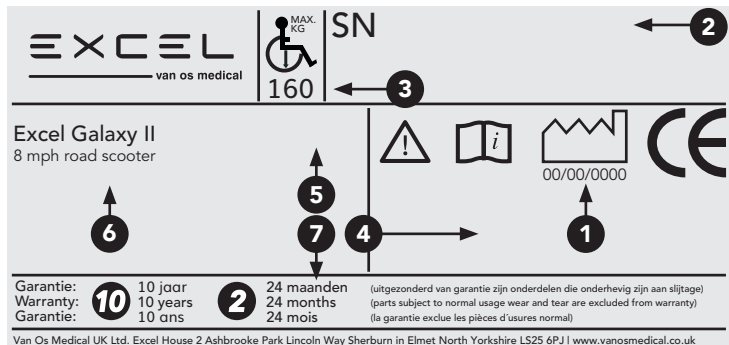
Email Address : .....

Website Address : .....



## 2. Product Identification

Your scooter is equipped with a unique serial number. You will find this number on the frame of your scooter. Please see below for an example of the frame label sticker. Here you will find details of all the information on the frame label along with an explanation listed below.



### 1. Production Date

The date of manufacture.

### 2. Serial Number

Every scooter has its own unique serial number. You need this number if you have any technical questions or if you want to order any parts under warranty for the scooter.

### 3. Maximum Weight

The maximum weight allowed on the scooter.

### 4. Model Number

This number indicates which model of scooter you have. You need this number when you have any technical questions or if you want to order any parts for the scooter.

### 5. Model Name

The model name of your scooter starts with the brand name Excel. The brand name Excel, followed by the additional model description forms the model name of the scooter. You need the model name if you have any technical questions or if you want to order any parts for the scooter, in this case Excel Galaxy II.

### 6. Description

The intended use of your scooter is described here.

### 7. Warranty

Here, the warranty period of your scooter is reflected. Section 9 describes the warranty conditions in further detail.



## 2.1 Scooter Components

Your scooter is equipped with various components and parts. You should know these components and parts before proceeding to use the Excel Galaxy II scooter.

1. Headrest
2. Armrests
3. Dashboard
4. Tiller
5. Basket
6. Seat Adjustment Levers
7. Freewheel Lever
8. Rear Wheels
9. Anti-tip Wheels
10. Front Wheels



## 2.2 About The Excel Galaxy II

The Excel Galaxy II is the ultimate modern road scooter available in 7 colours, including 2 new and exclusive limited edition matte silk finishes. This scooter comes with a range of features including a new improved multi-function LCD display screen, angle adjustable tiller, rotating Captain seat chair with adjustable seat height and backrest angle. Suitable for users up to 25 Stone in weight. The Excel Galaxy II is a scooter that comes standard with;

- Non-slip foot mat
- Angle adjustable tiller
- Height adjustable headrest
- Multi-function LCD tiller display
- Full LED lighting system and design
- Adjustable seat height and backrest angle
- 360 degree rotating Captain seat chair
- Front shopping basket with carry handle
- Height and width adjustable flip-back removable armrests
- Looped tiller for finger or thumb steering
- Available colours: Shiraz Red, Gun Metal Grey, Emerald Green, Lightning Blue, Midnight Black, Dark Storm\* and Rapid Ocean\* (Limited Edition Colours)\*



## 3. General Safety

Van Os Medical will not take responsibility for any injuries or property damage, in the unlikely event of an accident when the recommendations and warnings described in this user manual are not followed. The Excel Galaxy II is a very safe product when used correctly and if operated incorrectly may cause injuries or damage.

Protect your scooter by checking it regularly. When any part of your Excel Galaxy II doesn't function correctly, a dangerous situation could occur. Therefore, you must keep your scooter in perfect condition, to ensure safe use. Periodical inspection, a correct adjustment and replacement of broken or worn parts in quick time will result in use for years without any problems. An authorised Excel dealer, who will only use Excel replacement parts, will take care of your scooter and make sure you can use your scooter for years without problems.

To prevent any damage to your property, the scooter or the user of the scooter, you must read the following warnings. Failure to follow all the instructions in this user manual may result in damage to the scooter or serious injury.

### 3.1 Warnings!

- Always operate your scooter with thought, care and safety.
- Do not drive into kerbs.
- It is important that the maximum user weight is not exceeded. The maximum user weight is the weight of the person including luggage etc.
- Unauthorised modification and or use of parts not supplied by Excel will invalidate the scooter warranty which may lead to user injury or and damage to the scooter.
- Do not let children play with or on your scooter and allow any children to sit on your lap
- To avoid a tipping hazard, do not make sharp turns at full speed.
- All wheels must be in contact with the floor at all times during use. This will ensure the scooter is properly balanced.
- Do not use your scooter when it is damaged or has any malfunction.
- Do not attempt to use your scooter on an escalator. Always use an elevator.
- Do not carry passengers under any circumstances.
- Always make sure the scooter is off before mounting or dismantling.
- Do not drive backwards or across on an incline or across an uneven surface.
- Always make sure the seat is locked forward before operating your scooter.
- Always come to a full stop before charging direction from forward to reverse or from reverse to forward.
- Do not use your scooter if you are under the influence of alcohol, drugs or medication an offence under The Road Traffic Act 1998.
- Do not climb ramps or kerbs that exceed your scooters capacity.
- Always approach inclines straight on.
- Always be aware of and careful near mechanical pinch points especially when assembling and disassembling to your scooter.





- Never sit on your scooter when it is being transported.
- If you need to transport the scooter by car, you should always do this with the right system.
- Always keep extra care when driving on soft or uneven surfaces such as grass and gravel.
- Always cross streets at intersections and use crosswalks or the most direct route, making sure that your path is clear and that you are visible to motor traffic.
- Never drive backwards off a kerb.
- Never drive a kerb or step up or down if it is higher than one third of the diameter of the wheels in cm.
- Do not drive your scooter in icy or salted conditions.
- Always check with your doctor to determine if any of the medications you are taking may affect your judgment and/or your ability to operate your scooter. Also check with your physician concerning your physical ability to operate a scooter.
- Do not tow any type of load with the scooter.
- When driving outside, use pavements or bicycle lanes. Never drive in car lanes.
- Do not drive beside a river, port, or lake without a fence or railing.
- If possible, avoid driving in the rain or at night.
- Keep your arms on or inside the armrests and feet on the footplate or footrests at all times.
- Do not attempt to cross over a gap greater than 4"/10 cm.
- Be aware of traffic and other road users when crossing or using roads.
- Never ride on motorways or dual carriageways.



## Warning

Any changes to the Roadster DX8 Deluxe scooter, which are structural changes, are always at the expense of the warranty.



## 4. User Instructions

It is very important that you teach yourself the correct user instructions. Therefore, you need to know all the components of the scooter as described in this user manual. Always check with an expert about developing safe methods regarding your physical abilities to use your scooter.

### 4.1 Before Driving

Please ensure you have familiarised yourself with how to operate this scooter safely before driving. This scooter may only be driven on pavement in pedestrian areas up to a max speed of up to 4 mph (6.4 kph). Use the High/Low button on the lower setting to ensure you do not exceed this speed. The scooter may be driven on single carriage way roads with the button set to high. This will allow speeds up to 8 mph (12.8 kph).

Before using the scooter in busy or hazardous environments, familiarise yourself with the operation of the scooter. Practice operating the scooter in a safe open environment. Practice operating your scooter on the lower speed setting (up to 4 mph) until you are confident that you can easily operate and control the scooter at the higher speed (up to 8 mph).

### 4.2 Getting On The Scooter

- Before getting on the scooter make sure it is on a flat surface.
- The scooter should always be in the drive gear before getting on the scooter.
- Always check if the scooter is turned off before getting on.
- You can do this by checking the LED lights on the dashboard, these should be off (no light).
- If the scooter is off, you eliminate the chance of accidentally touching the levers, possibly causing injury to yourself or others. The tiller should always be upright.
- You can rotate the chair 90 degrees with the lever on the bottom right side of the chair. This way you can easily get on and turn the chair back into driving position. You can also do this with the armrests raised up.
- Put your foot in the middle of the footrest when getting in the scooter to ensure stability.
- If there is a seatbelt present, attach this before driving. For assuming the correct driving posture you can adjust the tiller to a desired angle.
- Put the key into the ignition and turn one quarter to the right. The LEDs on the dashboard will now light up and you will be ready to go.



### 4.3 Getting Off The Scooter

- When getting off the scooter you should follow the same steps for getting on in reverse order.
- Put the tiller back into the upright position if not already.
- Make sure the scooter is always off and the key is removed from the ignition when getting off the scooter.
- You can rotate the chair 90 degrees with the lever on the bottom right side of the chair. This way you can easily get off and turn the chair back into driving position. You can also do this with the armrests raised up.

### 4.4 Whilst Driving

- Do not move any part of your body out of the scooter whilst travelling.
- Ensure your clothing and other garments including accessories do not get tangled or caught on the scooter handles or in the wheels.
- Plan your journey ahead and ensure you have enough power (miles) to take you to your final destination to avoid any unplanned routes which could result in injury to yourself and or damage to your scooter.

#### 4.4.1 Driving Up Inclines

- When driving up any incline always do so by going in a forwards direction and perpendicular to the ramp or slope.
- Ensure you keep control when going up the incline by driving at a controlled average speed.
- Always keep the scooter in the drive gear and driving whilst going up an incline.
- In the event you stop on an incline, restart and increase speed slowly (The scooter may roll backward slightly before continuing forward).



#### Warning

- Do not get on or off the scooter whilst driving or and on an incline.
- Do not carry extra weight that exceeds the maximum user weight as the anti-tip wheels are designed to keep the centre of gravity on the back of the scooter; as this may cause unintended damage.
- Do not attempt to drive across a sloping surface greater than 3 degrees, this may cause the scooter to tip over.
- Do not attempt to drive up an incline greater than 10 degrees.
- Do not go backwards down or up an incline.



### 4.4.2 Driving Down Inclines

- When driving down an incline always do so by going in a forwards direction.
- Ensure you keep control when going down the incline by driving at a controlled average speed and ready to brake if necessary.
- Always keep the scooter in the drive gear and driving whilst going down an incline.



#### Warning

- Never go up or down an incline that is covered with snow, ice, leaves, pebbles/stones, wet grass or recently mowed grass. Avoid any ground that may be dangerous to drive on.
- In the event your scooter builds momentum faster than you can control when going down an incline, always slowly release the gas lever. By feeding less power the scooter will automatically brake and cause the scooter to slow.

### 4.5 Steering

- Turn scooter speed down to the lower setting.
- Steer in the desired direction.
- Slowly pull the throttle lever.

#### 4.5.1 Steering Backwards

- Turn scooter speed down to the lower setting.
- Observe surroundings and pay attention to behind your scooter using your mirrors.
- Pull the left throttle lever.
- Turn the handlebar to the left to go left.
- Turn the handlebar to the right to go right.



#### Tip

The most important action on a scooter is steering. For driving comfort always drive with arms slightly bent and hands on the handlebar.



## 4.6 EMI / RFI

The fast development of electronics, mostly in the area of communication, has flooded our world with electromagnetic (radio) waves transmitted by TV, radio, laptops, microwaves and pacemakers. These electromagnetic waves are invisible and get stronger the closer one gets to a source. If these electromagnetic waves cause electrical appliances to stop functioning correctly or even completely stop working, this is called Electromagnetic Interference (EMI) or Radio Frequency Interference (RFI).

All electrical vehicles, including scooters, are susceptible for Electromagnetic Interference / Radio Frequency Interference (RFI). This can result in unexpected movements of your scooter. Should any unintended movements occur, or the brakes don't work as normal, turn off your scooter immediately. The FDA has ruled that every scooter should be able to resist EMI / RFI up to a certain level. The higher the level of interference it can withstand, the better the protection against EMI / RFI is. This is measured in volts per meter (V/m). The minimum resistance level against EMI / RFI should be 20 V/m. This product has been tested and found to have a resistance level of 20 V/m.

### 4.6.1 EMI / RFI Recommendations

- Do not use personal electronic communication devices like a mobile phone, when using your scooter.
- Be extra careful when in the neighbourhood of radio and TV towers.
- Turn off your scooter when you are standing still for a longer time.
- If unintended movement or brake release occurs, turn off the scooter as soon as it is safe to do so.
- Report all incidents of unintended movement or brake release to the manufacturer and note whether there is a radio wave source nearby.
- Be aware that adding accessories or components, modifying the scooter may make it more susceptible to interference from radio wave sources. (Note: there is no easy way to evaluate their effect on the overall immunity of the scooter).



## 5. Scooter Specifications

Below you find the specifications for The Excel Galaxy II.

Total length	146 cm
Total width	65 cm
Total height	130 cm
Total weight	127 kg
Max User weight	160 kg
Seat width	51 cm
Seat depth	46 cm
Seat height	65 cm (from ground)
Turning radius	161 cm
Ground clearance	13 cm
Max. speed	8 mph
Battery	2 x 12V / 90Ah
Charger	24V / 8Ah
Range	56 km (measured under ideal circumstances)
Available colours	Shiraz Red, Gun Metal Grey, Emerald Green, Lightning Blue, Midnight Black, Dark Storm* and Rapid Ocean* (Limited Edition Colours)*



## 6. Scooter Components

In this Section the different components of the Excel Galaxy II are described. On the scooter are a number of components present which are adjustable. If you want to add or remove any of its components, make any adjustments or replace components, you should always follow the instructions described in this user manual.

The Excel Galaxy II is equipped with a clear dashboard. The dashboard consists of different components that all have a different function. Below, several components are explained further:



Photo 1 Dashboard display



## 6.1 Dashboard Specifications

### 1. Speed Dial

With this dial, you can adjust the speed. By turning the dial to the right, the speed will increase and when turning it to the left, speed is decreased.

### 2. Horn

By pressing this button, you can sound the horn. When used you will hear a beeping sound used as the horn.

### 3. Hazard Lights

### 4. Control Levers

To ride forwards with you scooter, pull the right lever. Of course riding backwards is also possible with the Excel Galaxy II. You can do this by pulling the left lever. The Excel Galaxy II is equipped with automatic brakes. This makes the scooter brake automatically when the gas lever is released.

### 5. Indicators

When you want take a right or left turn, you should always indicate that you are going to change direction. This way, other traffic members know you are about to change direction. To use the indicators, press the left or right button, depending on what direction you are going to turn.

### 6. Battery Indicator

The battery indicator shows the level of power in the battery. Green means the battery is fully charged and red means the power is running low and it is time to charge the battery.

*Please Note:* It is important to avoid completely running out of power. By recharging the battery when it hits 20 percent, you can extend the battery life.

### 7. Lighting

This button turns on the lights of your scooter. The most important purpose of the lights is to be seen by other traffic members, preventing dangerous situations. By pressing the button again, the lights go off.

### 8. Half Speed Button

This is the green button located on the top right side of the tiller dashboard. By pressing the half speed button, the speed of your scooter will be halved immediately. This button is very useful when riding the scooter indoors. With this button you are in better control of your driving.

### 9. Tiller Adjustment Lever

This lever is used to adjust and set the tiller angle.

### 10. Handbrake Lever

This lever is the brake, squeeze this gently to slow down the scooter or to bring the scooter to a standstill.





## 6.2 Tiller

The Excel Galaxy II tiller can be adjusted in angle very easily. By adjusting the tiller to the desired angle, your riding comfort will be increased. You can adjust the tiller angle by following the steps below;

- Photo 2 shows the tiller in a upright position.
- On the tiller you will find a black lever on the left located underneath the left wing mirror (see photo 1). By squeezing this lever, you can pull the tiller either towards yourself or away from yourself to adjust the tiller angle (see photo 3).
- Once the desired position has been achieved, release the lever to set the adjustment.
- To put the tiller back into its most upright position, squeeze the lever and push the tiller forwards away from yourself and release the lever to set this adjustment. You should always put the tiller back in the upright position before getting off the scooter (see photo 2).



Photo 2 Upright tiller position

Photo 3 Angled tiller position



## 6.3. Ignition

The Excel Galaxy II comes standard with theft prevention, by means of an ignition key. The ignition is located under the dashboard on the tiller.

The key should always be in the ignition when you use your scooter. To turn on the scooter, turn the key clockwise and turn the key counter-clockwise to turn off the scooter.

## 6.4. Armrests

The Excel Galaxy II is equipped with height and width adjustable flip-back removable armrests. To flip the armrests up, simply pull the armrests upwards. This makes getting on and off your scooter easier to do.



Photo 4 Down armrest



## 6.4.1 Armrest Height Adjustment

Not only can the armrests of the Excel Galaxy II be flipped up, they can also be adjusted in height. To adjust the height of the armrests, unscrew the star knob on the back of each armrest (see photo 5) until the arms have loosened. Then pull or push each arm up or down to adjust the armrest height. When the desired armrest height has been achieved, re-screw the star knobs until the armrests are fixed in position.



Photo 5 Armrest height adjustment

## 6.4.2 Armrest Width Adjustment

The Excel Galaxy II armrests can also be adjusted in width. To adjust the width of the armrests, unscrew the star knob under each armrest until the arms have loosened (see photo 6). Then pull or push each armrest out or in to adjust the armrest width. The armrests should slide outwards, widening the gap between the armrest and chair seat (see photo 7). When the desired armrest width has been achieved, rescrew the star knobs until the armrests are fixed in position.

The armrests can also be removed completely. To remove the armrests, after loosening the star knob, slide out the armrests all the way.



Photo 6 Width adjustment  
Star knob

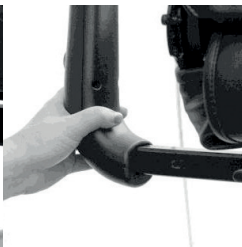


Photo 7 Width adjustment



## 6.5 Seat

The Excel Galaxy II is fitted with a height adjustable, 360 degree rotatable Captain seat chair with adjustable headrest. Additionally, the backrest can be folded forward and adjusted in angle. The 360 degree rotatable chair makes getting in and out of the scooter easier. Located underneath the right side of the seat is a lever that allows the seat to rotate in 45 degrees. By pulling the lever upward, the mechanism unlocks and the chair can be rotated. By releasing the lever, the chair locks into position.

You can also move the seat of the Excel Galaxy II backwards and forwards. You can do this using the other lever located underneath the right side of the seat. Pull this lever towards yourself and slide the chair backwards or forwards. When the desired position has been achieved, let go of the lever to set this adjustment.

The backrest of the seat can be adjusted in angle. On the right side of the chair, between the seat and the armrest, is a lever. To adjust the angle of the backrest, pull this lever towards yourself. You can now adjust the angle of the backrest. When the desired backrest angle has been achieved, let go of the lever.

It is possible to adjust the height of your Captain seat chair however you should never do this yourself and always contact your local Excel dealer, to do carry out this adjustment for you.



Photo 8 Seat adjustment levers



Photo 9 Side seat position



Photo 10 Angled seat position



Photo 11 Rotated seat position



## 6.6 Freewheel

The Excel Galaxy II has two settings, namely the drive setting and freewheel setting (see photos 12 and 13). The scooter should always be in drive when you want to use it. The freewheel setting allows you to move the scooter without turning it on. When the scooter is put in freewheel mode, it can be pushed without the motor giving resistance.



Photo 12 Drive position

Photo 13 Freewheel position



### Warning

Never put the scooter in freewheel setting when it is on an incline. This way you prevent the scooter from rolling downwards unexpectedly.

## 6.7 Frame

The frame of the Excel Galaxy II is fitted with impact resistant covers and bumpers on the front and back. The advantage of the impact resistant covers is that these do not damage or break as soon as you hit something with your scooter.



## 6.8 Battery

The Excel Galaxy II is equipped with two closed, maintenance free batteries. Van Os Medical recommends to charge the batteries fully before first use. We advise you to charge them for at least 12 continuous hours. The charger port is located on the tiller (see photo 14). The batteries of the Excel Galaxy II can not be removed for the purpose of charging.



Photo 14 Charging port

### 6.8.1 Charging Batteries

To increase battery life, you should charge the batteries as follows;

- Turn off the scooter.
- Flip the charging port cover up and plug the charger into the the port on the side of the tiller.
- Plug the charger into the power outlet.
- Do not turn on the charger before all plugs are plugged in correctly.
- The LED light of the battery charger will be a amber colour during charging.
- When the batteries are fully charged, the LED light will turn green.



- If you do not use the scooter for longer than a week you should always disconnect the battery pack after fully charging, to avoid unnecessary battery drainage.
- When the scooter is not used, keep the batteries in a frost free environment of at least +6 degrees Celsius.

## 6.9 Wheels

The Excel Galaxy II has four air tyres and two anti-tip wheels as standard.



### 6.9.1 Anti-tip Wheels

The Excel Galaxy II is fitted with anti-tip wheels. The anti-tip wheels are attached to the back of the scooter. The wheels will roll and move when riding over obstacles and provide additional safety.

## 7. Maintenance

Your Excel Galaxy II scooter needs periodical maintenance. This is necessary for long and optimum comfort for the user of the scooter. A badly maintained scooter will create technical problems, make it harder to steer and will not be covered by the warranty. Preventative maintenance is very important. We advise your scooter is checked by a qualified Van Os Medical dealer at least once a year. This dealer will replace where necessary only Excel parts. These annual inspections will make sure your scooter will function correctly for years.

There are a lot of things you can do yourself to keep your scooter in optimum condition. If you regularly check the scooter and perform (small) maintenance tasks, this will extend the lifetime of your scooter and increase the ease of use. In the following paragraphs these steps maintenance are further described.

### 7.1 Tyres

You need to check the tyres of the scooter regularly, because the tyres will wear out. If the wear is at an advanced stage, then you should replace the tyres.

#### 7.1.1 Air Tyres

Air tyres should be checked weekly for correct tyre pressure. You will find the recommended tyre pressure on the rear wheels and, you can check it with a standard car or bicycle tyre pressure gauge. If the tyres of the scooter do not have the correct pressure it will lean to the side where the lower pressure is. It will also affect the ride and it will mean you have to exert more effort to move the scooter. We recommend a tyre pressure of 30-35 psi.

Clean the tyres with car shampoo and a moist cloth. Do not use solvents on the tyres. These can damage or soften the tyres material.



### 7.1.2 PU Tyres

The Excel Galaxy II is compatible his scooter is equipped with four polyurethane tyres. Polyurethane (PU) tyres are leak-proof tyres. These are increasingly being used on scooters as standard. An advantage of PU tyres is that they do not need not be pumped up and can not be punctured.

PU tyres should also be checked as a precautionary measure, although they are maintenance free and require no regular maintenance it is important to check they are in good condition to ensure they are safe to use.

Clean PU tyres with car shampoo and a moist cloth. Do not use solvents on the tyres. These can damage or soften the tyres material.

### 7.2 Bodywork

Taking good care of the bodywork is very important, because well maintained bodywork also protects the mechanical parts or your scooter. The main reason for taking care of the bodywork is to prevent it from rusting. To care for your bodywork, check the following aspects;

- Washing your scooter is useful for preventing dirt to stick to the material and eat away at it.
- Van Os Medical recommends you to wash your scooter weekly.
- Keep the bodywork of your scooter clean with car shampoo and a moist cloth. Do not hose down your scooter! You can dry the bodywork using a soft cloth.
- Use cold water and a mild soap to remove grease and dirt.

## 8. Service Checklist

To maximise the lifetime of your product, we recommend you get your scooter checked at least once a year, by an authorised Van Os Medical Dealer. The form on page 21 can be used for this check. It is important to continue the maintenance of your product, especially if you use your product regularly as this is more likely to cause wear and tear; which is not covered under warranty.



Maintenance is not covered under warranty. Your dealer may deviate from the maintenance interval.





### 8.1 Service Checklist Form

Year	1	2	3	4	5	Year	1	2	3	4	5
Service Dates						<b>Electrics</b>					
<b>Controller</b>						Connections Conditions					
On/Off Switch						Lights					
Control Lever						<b>Test Run</b>					
Braking						Forward					
Recharge Point						Reverse					
<b>Batteries</b>						Emergency Stop					
Levels						Left Turn					
Connections						Right Turn					
Discharge Test						Slope Test					
<b>Wheels and Tyres</b>						Over Obstacles					
Wear											
Pressure						<b>Checked By</b>					
Bearings											
Wheel Nuts											
<b>Motors</b>											
Wiring											
Noise											
Connections											
Brake											
Brushes											
<b>Chassis</b>											
Condition											
Steering											
<b>Upholstery</b>											
Seat											
Back											
Armrests											



### 8.2 Error codes

It is possible that some problems may occur during the use of your Excel Galaxy II. Please see below for possible error codes. If you experience problems you can not find in this form, we advise you to contact an official Van Os Medical dealer.

#### 1. Low Battery

The batteries need to be charged. This error code may appear as a spanner icon to indicate this.

#### 2. Battery Voltage Too Low

Indicates that the battery voltage is too low or one or both of the batteries may be defect. Charge the batteries. If the fault still occurs after charging, it is possible that the charger is defect.

#### 3. Contact Authorised Dealer

#### 4. Overheated Motor

Indicates that the motor is overloaded or overheated. Turn the scooter power off and allow the scooter to rest for 10 minutes.

#### 5. Brake

Indicates a brake or brake wiring problem. The freewheel lever may be in the disengaged position. Make certain that the freewheel lever is in the engaged position. Turn the key switch to the off position to stop the flash code. Set the freewheel lever to the engaged position. Turn the key back to the on position. If the above remedies do not solve the problem, contact your authorised dealer.

#### 6. Throttle

Indicates that the throttle control lever was not in the neutral position when the key switch was turned to the on position. Turn the key switch to the off position. Make certain that the throttle control lever is in the neutral position. Turn the key switch to the on position.

#### 7. Speed Potentiometer

Indicates a problem with the throttle control lever or the speed potentiometer. Make certain that all electrical connections are firmly and correctly joined. If the problem is not solved contact your authorised dealer.

#### 8. Motor Voltage

Indicates a motor voltage problem.

#### 9. Internal Errors

Indicates other internal errors or faults. Contact a authorised dealer.



## 9. Warranty Application

On your scooter is a factory warranty label. It could also be possible that your dealer offers an additional warranty. However, in this user manual we are assuming the only warranty is the one given by Van Os Medical.

This warranty is only granted to you as the consumer. It is not intended to be used commercially (hire or institutional use). The warranty is limited to defects to materials and possible hidden shortages. Van Os Medical guarantees the following components on your Excel Galaxy II scooter.

- Warranty period on chassis; 10 years;
- Warranty period on battery and charger; 6 months;
- Warranty period on all other items; 12 months (excluding general wear and tear and consumables).

### 9.1 Warranty Conditions

The warranty period starts upon the date of purchase of your scooter . If within the warranty period, your scooter develops a defect, it will be repaired or replaced. However you do need to provide to Van Os Medical a complete warranty registration form or a copy of the bill with date of purchase. Without a warranty registration form or a proof of the purchase, the warranty will start at the date when you purchased the chair from the dealer.

Repairs and replacements must be fitted by an authorised Van Os Medical service agent. To qualify for the warranty, your scooter must have an up to date service schedule. Furthermore, if a problem occurs, you need to inform the Van Os Medical service agent immediately.

When parts of the scooter fail within the warranty period of purchasing, the part or parts will be repaired or replaced free of charge, if the problem is a manufactory or material error and only if the scooter is with its original owner, our warranties are non-transferable between shops or persons.

This warranty does not include any labour charges incurred by replacements. Replaced or repaired parts fall under the same warranty conditions as the original scooter . Worn parts are not guaranteed, unless these parts are worn as a direct result of an original manufacturer defect. These parts are for example upholstery, tyres, inner tubes and similar kinds of parts. The warranty conditions above describe all scooter parts, and are applied for the models bought at the normal price.



Under normal circumstances no responsibility is accepted when the scooter needs replacement or repairs as a direct result from:

- Not maintaining the scooter and parts according to the recommendations of the manufacturer, or not using the specific original parts.
- Damaging the scooter or parts by inattentive use, accident or wrong use.
- Adjusting the scooter or parts, different from the specifications of the manufacturer, or reparations done before the service agent is warned.
- If the product is not equipped with an original factory frame number and identification label as described in the manual (see section 2, page 3).

The scooter which is described and shown in this user manual can differ from your own model in details. However, all instructions are relevant, independent of slightly different details. We reserve the right to change the product in this user manual without further notice. All drawings, measures and capacities showed in this manual, are approximations and may be slightly different to your scooters specifications.

For warranty service, contact your authorised dealer from where you bought your scooter. In the event they are unable to help or satisfied, Van Os Medical welcomes you to contact us in writing.



### Warning

Van Os Medical UK Limited cannot be liable for any consequent or individual damage whatsoever. While this manual is created with care, it is not exclusive. If your scooter does not comply with the rules contained in this user manual, you should always go to an authorised Van Os Medical dealer or the dealer who sold you the product to discuss the problem. The warranty is only valid during the indicated period. If adjustments are made to the Travelux Tiempo scooter, which have structural impact on the product, the warranty will become void.

# CERTIFICATE



## Product identification

Product: *Electrically powered wheelchairs, scootmobiels and their chargers*  
Brand: *Excel*  
Model/type: *Galaxy II*  
Version:

## Manufacturer:

Name *Van Os Medical B.V.*  
Address *Koperslagerij 3*  
*4651 SK Steenbergen*  
Country *The Netherlands*

## EU Representative:

Name *W. van Os*  
Address *Koperslagerij 3*  
*4651 SK Steenbergen*  
Country *The Netherlands*  
Function *Director*

## Technical constructed file

Prepared by: Name *J.M.J. Brouwer BBA*  
Function: *Research & Development*  
Issue date: *01-10-2014*  
TCF date: *01-10-2014*  
Recertification date:

## Means of conformity

The product is in conformity with Directive 93/42/EEC based on the use of a Technical construction file in accordance with Article 9 (Class I products) of the Directive

Signature of EU representative:

Place : Steenbergen

Date : 01-10-2014

Number : VOS.TCF.EX.0973/0974



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