PRODUCT INSERT

LITHIUM-ION BATTERY INFORMATION

NOTE: The following information replaces the Batteries and Charging section in the owner's manual provided with your mobility product. It contains all information on the Lithium-Ion battery supplied with your mobility product. You must read the owner's manual and all supplemental information before use. Please retain this information for your records, and contact your authorized Provider/Dealer with any questions.

Batteries and Charging

Your mobility product requires one Lithium-Ion battery box that is sealed and maintenance-free. It is recharged by the supplied off-board charging system.

- **Charge your mobility product's battery prior to using it for the first time. Fully charge your mobility product's battery using the charger supplied with the mobility product. Plug the charger into your mobility product first and then plug the charger into electrical outlet.**

NOTE: If you're charging a Go-Go® Endurance Li battery box for the very first time or after 25 days of storage, your battery will be in shut down mode. In shutdown mode, the battery MUST be charged off of your scooter.

- Keep the battery fully charged to keep your mobility product running smoothly.

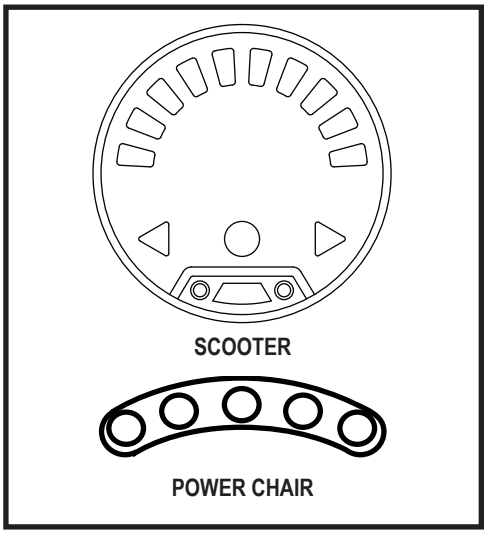


Figure 1. Battery Condition Meter

Reading your Battery Voltage

The battery condition meter on the tiller console or controller indicates the approximate strength of your battery using a color code. From right to left on the meter, green indicates fully charged batteries, yellow a draining charge, and red indicates that an immediate recharge is necessary. **See figure 1.** To ensure the highest accuracy, the battery condition meter should be checked while operating your mobility product at full speed on a dry, level surface.

NOTE: Scooters are equipped with an ambient light sensing battery condition meter that automatically adjust brightness based on environment lighting.

Charging your Batteries

NOTE: With some models, the battery can be charged on or off of the mobility product. For scooters, see the product Features Table in the front of your owner's manual.



PROHIBITED! Removal of grounding prong can create electrical hazard. If necessary, properly install an approved 3-pronged adapter to an electrical outlet having 2-pronged plug access.



PROHIBITED! Never use an extension cord to plug in your battery charger. Plug the charger directly into a properly wired standard electrical outlet.



PROHIBITED! Do not allow unsupervised children to play near the mobility product while the battery is charging. We recommend that you do not charge the battery while the mobility product is occupied.



MANDATORY! Read the battery charging instructions in this manual and in the manual supplied with the battery charger before charging the battery.



WARNING! Explosive gases may be generated while charging the battery. Keep the mobility product and battery charger away from sources of ignition such as flames or sparks and provide adequate ventilation when charging the battery.

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PRODUCT INSERT

LITHIUM-ION BATTERY INFORMATION

WARNING! You must recharge your mobility product's battery with the supplied off-board charger. Do not use another battery charger.

WARNING! Inspect the battery charger, wiring, and connectors for damage before each use. Contact your authorized Provider/Dealer if damage is found or suspected to be damaged.



WARNING! Do not attempt to open the battery charger case. If the battery charger does not appear to be working correctly, contact your authorized Provider/Dealer.

WARNING! If the battery charger is equipped with cooling slots, then do not attempt to insert objects through these slots.

WARNING! Be aware that the battery charger case may become hot during charging. Avoid skin contact and do not place on surfaces that may be affected by heat.

WARNING! Do not attempt to operate your mobility product with depleted batteries, as you may become stranded.



WARNING! Battery chargers are not suitable to be used by children.





WARNING! If your battery charger has not been tested and approved for outdoor use, then do not expose it to adverse or extreme weather conditions. If the battery charger is exposed to adverse or extreme weather conditions, then it must be allowed to adjust to the difference in environmental conditions before use indoors. Refer to the manual supplied with the battery charger for more information.

To safely charge your Lithium-Ion battery:

NOTE: If you're charging a Go-Go® Endurance Li battery box for the very first time or after 25 days of storage, your battery will be in shut down mode. In shutdown mode the battery MUST be charged off scooter. Remove the battery from the scooter, then follow below charging steps four through eight.

1. Place your mobility product next to an electrical outlet.
2. Remove the key (scooter) or turn off power to the controller (power chair).
3. Ensure that the mobility product is in drive mode. Refer to the owner's manual supplied with your mobility product.
4. Connect the suppiled 3-pin XLR Lithium-Ion charger into the 3-pin charging port on the scooter or power chair.
5. Plug the charger power cord into the wall electrical outlet.
6. Wait two (2) minutes. Two (2) red LED lights on the charger signify that charging has begun.
7. The batteries are fully charged when the LED on the battery charger is green.

NOTE: If the steps above were not performed in the correct order, unplug the charger cord from both the wall electrical outlet and the scooter, wait one (1) minute, and then repeat the steps above in the order shown.

8. Unplug the battery charger from the mobility device and electrical outlet.



WARNING! Do not touch hot surface. Persons who have sensitivity challenges must take additional precautions to prevent touching hot surfaces of the charger.



WARNING! The battery charger may have indicator lights that illuminate under certain conditions. Refer to the operating instructions supplied with the charger for a complete explanation of these indicators.

NOTE: There is a charger inhibit function on your mobility product. The mobility product will not run and the battery condition meter will not operate while the battery is charging (when the battery pack is being charged on the mobility product).

FREQUENTLY ASKED QUESTIONS

How does the charger work?
Refer to the manual supplied with the battery charger for charging instructions.

Can I use a different charger?
No. Any charging method using any other charger than the one supplied with your mobility product is especially prohibited.

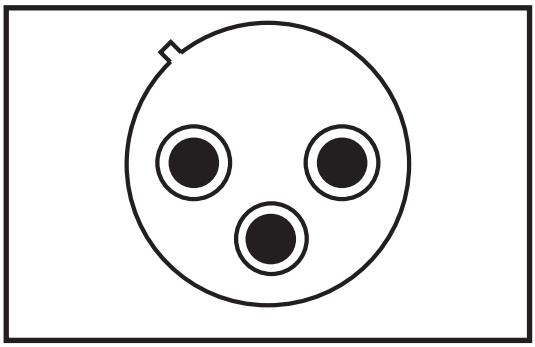


Figure 3. 3-pin Off-Board Charging Socket

What if my mobility product's battery will not charge?
- Ensure that the 3-pin XLR charger is plugged into the 3-pin charging port on the scooter or power chair first. Then plug the power cord into the wall electrical outlet.
- Ensure that the fuse on the battery is in working condition.
- Ensure both ends of the charger power cord are inserted fully.
- Ensure the charge LED, located on the charger, is operating as indicated in the charger manual.

How often must I charge the battery?
Two major factors must be considered when deciding how often to charge your mobility product's battery:
- All day use on a daily basis.
- Infrequent or sporadic use.

With these considerations in mind, you can determine how often and for how long you should charge your mobility product's batteries. You may encounter some problems if you do not charge your battery often enough and if you do not charge them on a regular basis. Following the guidelines below will provide safe and reliable battery operation and charging.
- If you use your mobility product daily, charge its battery as soon as you finish using it for the day.
- If you use your mobility product once a week or less, charge its battery at least once a week.
- Never store your mobility product with a fully discharged battery.

NOTE: Your mobility product's battery should only be charged at room temperature. Avoid charging the battery in extreme temperature environments such as hot cars, windowsills, hot or cold garages. Avoid heat-generating environments. Refer to the manual supplied with the battery charger for charging instructions.

How can I ensure maximum battery life?
Lithium-Ion batteries perform best with short or interval charging and partial discharges. Protect your mobility product and battery from extreme heat or cold. A battery that is regularly and deeply discharged, infrequently charged, stored in extreme temperatures, or stored without a full charge may be permanently damaged, causing unreliable performance and limited service life. The following are temperature suggestions for operation, storage, and charging of your Lithium-Ion battery.

Recommended operational temperature range:
- -4°F/-20°C to 122°F/50°C (optimal range is 59°F/15°C to 77°F/25°C)

Recommended storage temperature range:
- 23°F/-5°C to 77°F/25°C (optimal range is 59°F/15°C to 77°F/25°C)

Recommended charging temperature range:
- 32°F/0°C to 104°F/40°C (optimal temperature is 68°F/20°C)

NOTE: To extend battery life, always turn off the mobility product and remove the key when not in use.

How can I get maximum range or distance per charge?
Rarely will you have ideal driving conditions—smooth, flat, hard driving surfaces with no wind or curves. Often, you will face hills, sidewalk cracks, uneven and loosely packed surfaces, curves, and wind, all of which affect the distance or running time per battery charge. Below are a few suggestions for obtaining the maximum range per battery charge.

- Lithium-Ion batteries perform best with short or interval charging and partial discharges.
- Plan your route ahead to avoid as many hills, cracked, broken, or soft surfaces as possible.
- Limit your baggage weight to essential items.
- Try to maintain an even speed while your mobility product is in motion.
- Avoid stop-and-go driving.
- If storing your battery for more than thirty (30) days, we recommend charging your battery once per month to improve battery performance and battery life. Follow the charging instruction as recommended in the manual supplied with the battery charger.
- Make sure all harness connections are secured properly.
- Operating your mobility product at a reduced speed will improve range.

What type and size of battery should I use?
Your mobility product requires one Lithium-Ion battery box. Refer to the product specification insert supplied with your owner's manual in the owner's package.



WARNING! Corrosive chemicals are contained in batteries. Replace an original Lithium-Ion battery box with an approved replacement Lithium-Ion battery box to reduce the risk of leakage or explosive conditions.

NOTE: Sealed battery boxes are not serviceable.

Why do my new batteries seem weak?
Lithium-Ion batteries employ a different chemical technology than that used in car batteries, nickel-cadmium batteries (nicads), and other common battery types. Lithium-Ion batteries are specifically designed to provide power, drain down their charge, and then accept a relatively quick recharge.

We work closely with our battery manufacturer to provide batteries that best suit your mobility product's specific electrical demands. During shipping, the batteries may encounter temperature extremes that can influence their initial performance. Heat diminishes the charge on the battery; cold slows the available power and extends the time needed to recharge the battery.

It may take a few days for the temperature of your mobility product's battery to stabilize and adjust to their new room or ambient temperature. More importantly, it takes a few charging cycles (partial draining followed by full recharging) to establish the critical chemical balance that is essential to a Lithium-Ion battery's peak performance and long life.

Follow these steps to properly break in your mobility product's new battery for maximum efficiency and service life.
1. Lithium-Ion batteries perform best with short or interval charging and partial discharges.
2. Operate your new mobility product in familiar and safe areas. Drive slowly at first, and do not travel too far from your home or familiar surroundings until you have become accustomed to your mobility product's controls, then fully recharge the battery.
3. After four or five charging cycles, the battery is able to receive a charge of 100% of peak performance level and are able to last for an extended period of time.

What about public transportation?
Lithium-Ion batteries are designed for application in mobility products and other mobility vehicles. The battery is labeled to indicate that it has been tested and certified to the United Nations Transport Regulations standard UN38.3 for safe transport, allowing safe transportation on buses and trains.

What about air travel?
Lithium-Ion batteries are made in a variety of sizes and ratings for different uses. Not all Lithium-Ion batteries are rated for air travel. Your mobility product is labeled to indicate if the batteries are tested and comply with United Nations Transport Regulation standard UN38.3. Refer to the battery box of your mobility product to determine if the battery is rated for air travel. Transport of the item on commercial aircraft is subject to federal regulations and airline policy. We suggest you contact the carrier's ticket counter in advance to determine that carrier's specific requirements, and to ensure your mobility product and its battery are permitted.



Indicates that the battery in your mobility product has been tested and complies with United Nations Transport Regulations standard UN38.3. We suggest you contact the carrier's ticket counter in advance to determine that carrier's specific requirements, and to ensure your mobility product and its battery are permitted.



Indicates that the battery in your mobility product exceeds the maximum allowable Watt-hour requirement for air travel.

How do I replace a battery in my mobility product?

WARNING! Always ensure that the replacement battery box contains a battery of the same specifications and rating of the one being replaced.

WARNING! Contact your authorized Provider/Dealer if you have any questions regarding the battery in your mobility product.

WARNING! Do not replace the battery box while the mobility product is occupied.



WARNING! The battery box on your mobility product should only be replaced by an authorized Provider/Dealer or a qualified technician.

WARNING! Do not open or attempt to disassemble the battery box or attempt to replace the Lithium-ion battery within the battery box. Failure to heed may result in personal injury and/or property damage. Contact your authorized Provider/Dealer for a complete replacement battery box.

WARNING! Do not lift beyond your physical capability. Ask for assistance when necessary while disassembling or assembling your mobility product.

WARNING! Do not pull on electrical harness wires directly to detach them from the mobility product. Always grasp the connector itself when disconnecting the harness to prevent wire damage.



PROHIBITED! Keep tools and other metal objects away from the battery box. Contact with tools can cause electrical shock.

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LITHIUM-ION BATTERY INFORMATION

To replace your scooter battery:

1. Request a new battery box from your authorized Provider/Dealer.
2. Ensure the mobility product is turned off prior to replacing the battery box.
3. Make sure that the scooter is in drive mode.
4. Remove the existing battery box from the mobility product by grasping the handle and pulling the existing battery box away from the mobility product, noting the placement and orientation for the next step.
5. Install the new battery box with the same placement and orientation as noted in step 3 until you hear a “click.”

To replace your power chair battery:

1. Request a new battery box from your authorized Provider/Dealer.
2. Turn off power to the controller.
3. Make sure that the power chair is in drive mode.
4. Remove the top shroud.
5. Loosen the thumbscrews and remove the rear shroud.
6. Disconnect the battery harnesses and remove the battery.
7. Remove the battery harnesses from the old battery and install them onto the new battery. Make sure that the hardware is facing the correct direction.



WARNING! Make sure you tighten the fasteners so that the connections are secure.

8. Place the battery into the power base. Make sure that the terminals are facing the rear of the power base. Connect the rear battery harness to the power base.
9. Reinstall the rear cover.
10. Reinstall the top cover.

NOTE: You may have multiple options when replacing your mobility product’s battery pack. Please check with your authorized Provider/Dealer to ensure you order the replacement battery to fit your specific needs.



MANDATORY! The battery box and batteries within it may contain heavy metals that may be toxic. Wear goggles and gloves when handling the battery box and wash hands after handling.



MANDATORY! Contact your local waste disposal agency or authorized Provider/Dealer for instructions on disposal and battery recycling information.

MANDATORY! If you encounter a damaged or cracked battery box, immediately enclose it in a plastic bag. Wear goggles and gloves when handling the battery box and wash hands after handling.



WARNING! If you notice smoke or a smell emitting from the battery box, immediately move the battery box or your entire mobility product to a well-ventilated area. Failure to heed may result in personal injury and/or property damage.