



MOBILITY DEVICE TROUBLESHOOTING

All units inspected & fully charged prior to delivery. Questions? Call/Text 772-356-4578 | gorollingwaves@gmail.com

ASSEMBLY & DISASSEMBLY

Watch our step-by-step video for assembly and disassembly instructions: <https://youtu.be/RBiKsVv8oZQ>

TROUBLESHOOTING TIPS

1. Battery Seating

Ensure batteries are firmly seated in the scooter base. For clip-type batteries, verify both clips are fully connected to their terminals. A loose connection is among the most common causes of power issues.

2. Rear Drive Connection

Check the rear drive connection. If the scooter was disassembled for transport or storage, confirm the rear drive unit is properly reconnected during reassembly.

3. Charge the Batteries

Connect the charger to the charging port, plug into a standard outlet, and allow batteries to charge fully. Remove the key while charging.

Note: *The unit must be charged nightly to maximize battery life and ensure full performance each day.*

4. Insert and Turn the Key

Insert the key and turn to the ON position. The charger must be fully unplugged before the scooter will operate.

5. Check the Free-Wheeling Lever

Ensure the free-wheeling lever is in the LOCKED position when operating. This lever disengages the motor and brakes for manual pushing — it must be locked for powered use.

Note: *The free-wheel lever is located above the rear wheels.*

6. Turn Off Power-Save Mode

If the scooter is unresponsive after sitting idle, it may have entered power-save mode. Remove the key, wait 30 seconds, then reinsert to reset.

7. Reduced Speed on Slopes or Heavy Load

Scooters may slow on inclines or when near maximum weight capacity. Allow the unit to rest if the breaker trips.

8. Reset the Circuit Breaker

If the scooter loses power unexpectedly, locate the reset button — the small raised bubble on the battery pack — and press it firmly to restore power.

Note: *Excessive heat and humidity can cause the unit to slow and trip the circuit breaker. Move the scooter to a cool, shaded area and allow it to rest before resetting.*

Still need help? Call or text Go Rolling Waves at 772-356-4578 — we want your experience to be smooth and enjoyable.