

✂ CUT HERE ✂



## MOBILITY DEVICE TROUBLESHOOTING GUIDE

All units inspected & fully charged prior to delivery.  
Call/Text 772-356-4578 | rollingwavesmobility@outlook.com

### ASSEMBLY & DISASSEMBLY

Assembly/disassembly video: <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.

#### 2. Rear Drive Connection

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

#### 3. Charge the Batteries

Connect charger to the charging port and plug into a standard outlet. Charge fully before use. Remove 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 ON. 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. Must be locked for powered use.

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

#### 6. Turn Off Power-Save Mode

If unresponsive after sitting idle, remove the key, wait 30 seconds, then reinsert to reset.

#### 7. Reduced Speed on Slopes or Heavy Load

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

#### 8. Reset the Circuit Breaker

Locate the reset button — the small raised bubble on the battery pack — and press firmly to restore power.

**Note:** Excessive heat and humidity can cause the unit to slow and trip the circuit breaker. Move to a cool 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.



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