

BEST AIRS

ACCESSIBILITY & WELL-BEING

Mid-Size Mobility Scooter



Model – COMPANION USER MANUAL

Please ensure that this user manual is read and understood before using the scooter

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Introduction

Congratulations on your purchase of the COMPANION Mobility Scooter. This scooter incorporates the latest innovative designs to guarantee a comfortable ride. The COMPANION Scooter can be used in confined spaces both indoors and out. Equipped with a direct drive rear transaxle and electromagnetic brake, the COMPANION provides a safe and efficient experience.

Intended use

The COMPANION is intended for indoor or outdoor use in pedestrian areas by a single individual with limited mobility up to a maximum weight of 136kg (300 lbs). It's precise maneuverability prohibits the use by persons experiencing balance difficulties. Your assessor / healthcare professional will determine the suitability of the scooter for each individual's intended use.

Note:

Persons with lower body amputations should not use this device unless evaluated with artificial limbs fitted, as stability may be compromised due to an irregular centre of gravity.

Technical specifications

Class 1 Medical Device (93/42/EEC as amended by 2007/47/EC)

Class 2 Indoor/Outdoor Vehicle (Use of Invalid Carriages on Highways Act)

Overall Size

Length	1280 mm (50")
Width (Arms)	600 mm (23.6")
Width (Mirrors)	730 mm (28.7")
Width (Wheels)	630 mm (24.8")
Max Height (with mirrors)	1170 mm (46.06")
Battery	38 Ah
Maximum user weight	136 kg / 300 lbs
Range	32Km/20 miles
Battery Charger	3 Ah
Height Seat to Floor	560 mm (22.0")
Turning Radius	1550 mm (61")
Safe working slope	8°
Overall Weight	94 kg (207 lbs)
Max. Speed	6.4 km/h (4mph)

Seat Dimensions

Seat Width	480 mm (18.9")
Backrest Height	530 mm (20.8")
Seat Depth	410 mm (16")

Component Weights

Seat	18.5 kg (40.7 lbs)
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***Passenger weight, rough ground conditions, low temperatures and battery condition can affect maximum range

Feature guide

COMPANION



1	Shopping Basket
2	Wing Mirrors
3	Padded seat and fold down backrest
4	Flip up adjustable arms rests
5	Seat swivel adjustment & seat depth slider
6	Rear Shock Absorbers
7	Solid tires
8	Front LED light
9	Tiller adjustment hand knob

Safety advice

Do:

- Read this manual carefully before using your scooter.
- Turn the power off when transferring to and from the scooter.
- Select a slow speed when going down gradients (max 8°) or over uneven ground.
- Keep your feet on the scooter whilst driving.
- Ensure the seat is in a fixed position facing forwards before driving.
- Ensure the tiller is secure.
- Ensure the batteries are fully charged before your journey.
- Avoid rough or soft terrain and long grass wherever possible.
- Be aware of other road users and pedestrians.
- Turn the power off when not in use.
- Follow the maintenance guide to ensure safe operation of the scooter.
- Always remove the keys if leaving the scooter unattended. Unauthorized persons/ children may use the scooter resulting in injury.

Do not:

- Carry passengers.
- Exceed inclines over 8°.
- Traverse inclines.
- Attempt inclines if the surface is slippery.
- Turn sharply at full speed.
- Exit or enter the scooter unless the power is switched off.
- Switch off the power whilst driving - this will cause the scooter to stop abruptly (see emergency procedures -page 16).
- Use the scooter where you cannot safely or legally walk.
- Attempt to climb or descend kerbs except drop down kerbs.
- Use the scooter if under the influence of alcohol or any medication.
- Use a mobile phone whilst driving.
- Attempt to negotiate steps or escalators.
- Sit on the scooter if being transported in a vehicle.
- Attempt to tow any other devices.
- Exceed the stated weight limit.
- Connect any other devices to the batteries as this could cause permanent damage and void your warranty.
- Use any other batteries/charger other than those supplied by BEST AIRS.
- Travel through water or over soft terrain (mud, sand etc.)
- Lift the scooter by the shroud assembly or any plastic part.
- Sharply shift your centre of gravity as this could make the scooter unstable.
- Freewheel down hills. This will damage the motor and brake and void the warranty,
- Tow the scooter with any other vehicle in the event of a breakdown.

Every care has been taken to ensure that your scooter will give you safe, reliable service provided you adhere to the advice given above.

Adjustments

Tiller Angle Adjustment

At the bottom right hand side of the scooter you will find the tiller angle adjustment hand wheel. To adjust the angle, loosen the handwheel by turning anti-clockwise. Once the desired angle is achieved, tighten by rotating clockwise. Ensure the tiller is fully secure before using the scooter.



Seat Swivel

The seat has a lockable swivel base to allow easier transfers. Simply push the lever circled forward and rotate the seat at the same time. Releasing the lever will allow the seat to lock in position. The seat locks at 45-degree intervals. Always ensure the seat is in a locked position before mounting or dismounting the scooter. The seat should always be locked facing forward while driving.



Seat Removal

To remove the seat, fold down the back of the seat and simply lift the seat away from the chassis while lifting the seat swivel lever.

Caution:

Do not hang baggage or other objects on the back of the seat as this may affect stability.

Seat Height Adjustment

Remove the seat as previously described. Undo the locking bolt from the frame and set the seat to the desired height. Re-fit the locking pin. Re-fit the seat as described above in seat removal section.


Caution:

The higher the seat is adjusted; stability may be affected due to the higher centre of gravity.

Tiller Control




1. **Battery Gauge:** This gauge gives you a guide to the amount of charge left in the scooter's batteries. This will give the truest reading when the scooter is in motion.

 **Note:** Always fully charge the batteries before driving your scooter and never let the batteries become completely drained, as this may cause permanent damage to the batteries.

2. **Horn:** The button operates the scooters horn. This should only be used to warn others of your presence and not as a rebuke of any form.


 **Note:** This should only be used to warn others of your presence and not as a rebuke of any form

3. **Maximum Speed Knob:** The speed control enables you to set the maximum speed of the scooter. Turn clockwise to increase the maximum speed and anti-clockwise to decrease.

 **Note:** Always start at a slow speed until accustomed with the characteristics of your scooter. Do not put excessive pressure on the dial. Only turn as far as the stops

4. **Front Lights:** This button operates the LED headlight.

5. **On/OffKey:** The key switch is located on the right side of the tiller. Simply insert the key and turn clockwise to switch the power on. The display will light up to indicate the power is on. There may be a slight delay before the thumb levers operate as the controller checks the scooter's circuits.

 **Note:** Never leave the key in the switch unattended to prevent unauthorized use. Do not switch the power off to stop the scooter unless it is an emergency. The scooter will stop very abruptly if stopped in this way.

Brake Release / Free Wheel Operation

The brake release lever is situated at the right rear of the scooter. This lever allows you to disengage the drive mechanism and push the scooter in 'freewheel' mode.

1. **Disengage the drive:** Push the lever forward until you reach the stop position (indicated by the 'N' direction.)
2. **Re-engage the drive:** Simply push the lever toward the back of the scooter the Drive position- 'D' position. The scooter will not operate when the lever is in the disengaged position. The scooter must be turned off and on by the key switch to reset the circuits before it will resume normal operation. The scooter will beep continually if the brake is disengaged when it is switched on.



Caution:

Never leave the scooter unattended whilst in free wheel mode as it will roll away down an incline. 'Free wheel' mode should only be used in an emergency to move the scooter due to power failure. NEVER move the scooter in this mode whilst it is occupied. NEVER tow the scooter.

Note:

When in free wheel mode the scooter may be pushed on level ground at a walking pace. The scooter will 'auto-brake' if this speed is exceeded.

Caution:

Never sit on the scooter and free wheel down a hill as this can cause permanent damage to the motor, brake and controller due to excessive regenerative braking. As above the scooter can only be moved at a walking pace when in freewheel mode.

Starting to Drive



Getting Started

Check list

Please check the following before moving

- *You* must fully charge the batteries prior to first use. ('See Batteries and Charging')
- Select a space.
- Mount the scooter by lifting the arm and sliding into the seat.
- Ensure the seat is securely locked in the forward position before driving.
- Adjust the tiller and seat if necessary. (See 'Adjustments')
- Do not use the tiller to fully support you during transfer.

The scooter's speed and direction are controlled by the 'wig-wag' lever. The arrows shown in the image above show the direction in which the scooter will move when the lever is operated as indicated

Moving Off

Insert the key and switch on the power. Start by setting the speed control to a low setting. The further you pull the lever the faster the scooter will travel, but only to the maximum speed that has been selected. Release the lever and the scooter will come to a smooth, controlled stop.

Caution:

DO NOT switch off the power to stop the scooter as this will cause the transmission to lock and the scooter will come to a sharp stop, which could possibly cause injury. This procedure should only be used in an emergency.

Steering

Steering the scooter is light and easy. Ensure you give obstacles a wide clearance to avoid the rear wheels catching. When steering through limited spaces, turn the tiller in the direction that you wish to go and apply power gently. The scooter can turn very tightly with complete stability at slow speeds.

Caution:

NEVER turn sharply at high speeds as it can make the scooter unstable. The maximum speed should be set at 50%.

Reversing

Before reversing ensure the area behind the scooter is free from any obstacles or hazards. Adjust the speed setting to low before you reverse. Steer wide of all corners and obstacles.

Caution:

Do not reverse onto a main thoroughfare

Ramps / Slopes

The stability of your scooter depends on several factors such as seat height, angle of gradient and the user's height and weight. When approaching an incline, do so directly and not at an angle and avoid making turns where possible

Surfaces

Your scooter will perform well over many surfaces. However, avoid long grass, loose gravel, sand, mud and ice.

Transferring

Lift up the armrest from the side you wish to leave or sit on the scooter. Use an aid for balance if required. DO NOT use the tiller or armrests to support your full weight during transfers.

Storage

Your scooter should be stored in a dry environment, preferably a garage or shed. Tarpaulins and covers may create condensation during certain weather conditions.

If your scooter is to be stored for prolonged periods, fully charge the batteries and disconnect the battery plugs.

Very cold weather can severely deplete battery condition (up to 40%). If left for any period during cold weather, it is very important that the scooter be fully charged before use

Batteries and Battery Charger

Batteries

Charge the batteries completely (8-12 hours) prior to first use.

The COMPANION uses two 38 Amp, 12 Volt sealed lead acid batteries. The batteries are located in a battery pack under the front of the seat. They can be easily removed by simply lifting by the handle on the top. Always make sure the batteries are correctly relocated before use.

Low temperatures, rough terrain and the weight of the user can affect battery performance. Your battery gauge is a guide only to the level of charge remaining in your batteries and will give its best indication while the scooter is moving.

Note: Batteries recommended by BEST AIRS MUST be used if they need to be replaced. An authorized BEST AIRS dealer must carry out battery replacement.

Battery Charger

The battery charger is a 3-amp switch mode type off board. The battery charging port is located on the front of the battery box (see image below). Before using your scooter for the first time be sure to fully charge the batteries, this may take up to 12 hours.

To charge the batteries connect the 3-pin male charger plug into the charging socket on the front of the battery pack. Plug the 3-pin mains plug into a wall socket and switch on. A constant red light will show when the battery charger is connected and charging is underway.

The red light indicates that the charger is switched on and connected to the batteries. The green LED will light when the charging cycle is complete. Always turn off main power to the charger before disconnecting the plug from the battery box.

Caution: Do not charge the batteries for longer than 12 hours. Always charge the batteries in a well-ventilated indoor area.

You must still maintain charging the batteries even if the scooter is not to be used for a prolonged period of time (2 to 3 weeks). Failure to do so could result in permanent damage and render the batteries unusable.

Wherever possible do not interrupt the charge cycle until the batteries are fully charged. Continual interruption can permanently damage the batteries. If the charging lead should get damaged discontinue use immediately and seek a replacement from your dealer.

ONLY USE THE CHARGER SUPPLIED WITH YOUR SCOOTER. Do not leave the charger plugged into to the charger port after the charge is complete. **ALWAYS** remove the keys from the scooter when charging.

Batteries and Battery Chargers (Continued)

Disposing and recycling of used battery



Batteries must always be recycled correctly. Do not dispose of them with your domestic refuse.



For further information regarding your nearest recycling facility please contact your local authority.

Maintenance

Product Life Expectancy

Your scooter has been designed to provide the user with a long, reliable life provided it is correctly maintained and regularly serviced by an authorized dealer. However, due to inevitable wear and tear and technological improvements it is recommended that the average usable life of this scooter is five years.

General Cleaning

The shrouds and seat of the scooter should be cleaned using a damp cloth and gentle detergent. Do not use abrasive cleaners or solvents, as this will damage the plastic components. Do not spray water (hose or pressure washer) onto the scooter as this may cause damage to the electronics.

General Maintenance

We suggest that your scooter should undergo a full service at least once a year by an authorized BEST AIRS dealer.

Check list

Please check the following;

- Tires are in good condition.
- Front wheels spin freely.
- Moving parts, pivots and frame fixing are not damaged or worn.
- All hand knobs and levers are secure.

Troubleshooting

Best airs scooter is fitted with the latest in electronic controls that are programmed to protect the electrical system from abnormal overloads.

Fuses

There are two fuses on the battery cables to give protection against possible overload on the wiring.

Check list

If your scooter fails to operate, please check the following:

- The unit is switched on.
- All plugs and connections are firmly fixed.
- Battery level shows full charge.
- Freewheeling device is in the drive position.
- Circuit breaker has not tripped

Troubleshooting

If the freewheel device has been operated with the scooter switched on, the scooter will not operate until the key switch has been turned off and on again.

Should a fault occur, the fault will be identified by a beeping sequence which relates to the fault in the table below.

Beep Code	Description	Scooter Condition	Action
1	Low Batteries	Scooter may run slowly	Batteries less than 23.3v. Charge as soon as possible.
2	Low Batteries	Scooter will not run	Recharge as soon as possible.
3	High Battery Fault	Scooter will not run	Check all connections between the motor and the battery. Possible over-regeneration. Reduce speed if travelling downhill.
4	Current time-out.		Excessive current draw on control unit. Switch off, leave for a few minutes and switch back on again.
5	Freewheel activated.		Check position of freewheel lever. Possible brake fault.
6	Inhibit circuit activated. Wig Wag Fault.	Scooter will not run	Check charger is not still connected or a controller fault. Wig-wag pot either at fault or not in the neutral position.
7	Speed pot error	Scooter will not run	Possible wiring fault with the speed potentiometer.
8	Motor fault	Scooter will not run	Check all connections are secure. Switch scooter on and off, this may clear the code.
9	Other error	Scooter will not run	Possible controller fault. Check all connections.

Note:

Should your scooter fail to operate after checking these possible problems, consult your local BEST AIRS dealer immediately.

If the scooter is switched on and not operated for a period of time (approx 10 minutes) it may enter 'sleep' mode. This is indicated by the spanner flashing on / off continuously. Simply switch the scooter off and on to reset the controller.

Further information

Safety Information Regarding Electromagnetic Interference (EMI)

Mobility Scooters are designed to operate under certain conditions. However, radio waves or electromagnetic fields may affect the operation of the scooter. The source of EMI could be radio or television transmitters or portable devices such as mobile phones, portable CB radios etc. Should any unintentional movement occur turn the mobility scooter off as soon as safely possible.

Solar Energy

During periods of sunny weather, it is possible that surfaces of your scooter may reach high temperatures (as with motor vehicles). Please take precautions if leaving the scooter in direct sunlight for any period of time. Seek shade or cover the seat and hand controls to keep any temperature increases to a minimum.

Health Factors

Suitability for this product must be assessed on the user's current state of health. It is essential that the user regularly monitor their ability to use the scooter safely.

General Use

Take heed of the information given in this manual regarding safety and the maintenance of your scooter. If adhered to, your scooter should give you years of reliable mobility.

Storage and General Care

We recommend that the scooter is always stored in a dry environment such as a garage or shed to protect the chassis and other components from corrosion. Do not leave the scooter outside during rainstorms. If the scooter is wet, wipe with a dry cloth to ensure there is no ingress of water into the internal components of the scooter.

During everyday use, do not use in rain showers or travel through puddles. Avoid use in areas where the scooter could become contaminated with sand or abrasive materials.

Emergency Procedures

Should your scooter behave erratically or become unresponsive while driving, release the wig-wag lever so it may return to its neutral position and switch off the power at the key / switch. Use the emergency handbrake if required. These procedures will stop the scooter and activate the braking system, preventing any further uncontrolled maneuvers.

Note: Switching the power off at the key / switch can cause the scooter to stop abruptly and should only be used to stop the scooter during an emergency as this can damage the drive unit.

Product Stability

Mobility Sooters are designed to allow the user flexibility of movement in restricted areas. Driving at maximum speed and attempting sharp turns can create a situation where the product becomes unstable. Therefore, it is essential that the user pay attention to the guidance set out in this manual.

The main factors affecting stability are:

- Maximum speed setting
- Seat height
- User movement
- User's maneuvers
- Gradients or slopes

Warning:

Please keep your speed to a level where you can safely stop without having to make any erratic turns.

Do not load bags etc. on the back of the seat as this will affect the center of gravity and could cause instability.

Do not lean outside of the 'footprint' of the product, especially while moving. Avoid making turns on gradients or slopes.

Driving in Pedestrian Areas

As mentioned previously, when using the scooter in pedestrian areas always lower your maximum speed to that of the pedestrians around you. Remember the stopping distance of your scooter and always allow enough space to stop safely to avoid collisions with pedestrians or other objects.

Warranty Terms and Conditions

This document certifies that this BEST AIRS Mobility product is covered by warranty terms as follows:

- The frame is covered by a limited lifetime warranty
- Electronic components and controllers are covered by a 24-month warranty
- Batteries are covered by a 12-month warranty

All warranties are valid from original date of purchase and are **NOT** transferable.

Should a defect or operating fault arise within this period the Dealer from where the product was originally purchased should be notified immediately. Failure to register the fault may invalidate the warranty. The Dealer from where the product was purchased is responsible for any warranty repairs.

BEST AIRS Mobility warrants that if a fault occurs within this period due to faulty workmanship or materials that the product will be repaired (or replaced at the Company's discretion) free of charge.

Any unauthorized modifications will invalidate the warranty.

Parts which are subjected to normal wear and tear, accidental damage, neglect or misuse are excluded from this warranty. Normal wear and tear include tires, chassis covers, bulbs, seat coverings etc.

Component parts replaced outside this period carry a six-month warranty. (Standard terms and conditions apply).

Model: COMPANION

Serial No:

Purchase Date:

Dealer Stamp

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