



—2-4—

User Manual / Warranty

COMFYGO
mobility

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For all your spare parts needs, please visit
www.ComfyGoMobility.com

Don't forget to register your product to activate your warranty, detailed information can be found **on page 33**.

If you need technical support, please contact our customer support team. Detailed information is on the back of the user manual and is found **on page 33**.


IMPORTANT NOTICE! BEFORE THE FIRST USE
Make sure battery is connected, and charge the battery at least 6 hours

Simply scan the QR code with your smartphone camera

Register & Activate
Your Warranty



Download
the User Manual





Preface

Please read the user manual carefully before using this product.

- ***This manual contains the operation, assembly methods, and simple faults solutions.*** The manual applies to our model: **Z-4**
- This manual contains scooter maintenance information and self-checking methods. Please be sure to keep this manual in a safe location for future reference.
- The annotations and illustrations in this manual may vary slightly from your actual model because we continuously improve and upgrade our components and design.
- Please provide this manual to all users of this scooter and make sure all users understand how to operate this scooter.
- Please contact with your dealer if there is any ambiguity or questions about this produce or manual.
- Improper use of any vehicle may lead to injury. Unsafe driving could harm yourselves and others.
- The electric scooter is intended to comfortably transport those with walking difficulties or those with limited or no walking abilities.
- This electric scooter is designed to transport only one person.



Warning symbol

Follow the instructions next to his symbol closely.

Please pay attention to these instructions, otherwise, it may result in physical harm or damage to the user, scooter, or the environment.

1. Product Performance

- This series of electric scooter is powered by a Li-Ion battery that supplies power to a DC drive motor(s). Users control the direction and adjust the speed by using an analog speed controller. This scooter is suitable for use at low speeds, on good road conditions, and moderate slopes.

Performance Parameters and Technical Specs, Z-4

Overall size	43" x 20.5" x 38" (1100x520x970mm)
Fold size	43" x 20.5" x 20" (1100x520x510mm)
Seat size*	16.5" x 15" (420x380mm)
Net Weight	90 lbs (40.8 kg) without battery
Net Weight	98 lbs (44.5 kg) with battery
Speed	(0.62 mph - 3.7 mph (1 - 8km/h) Max 5 mph
Seat height	18.5" (460mm) from ground
Armrest height	9" (230mm), from cushion
Backrest height	15.5" (395mm)
Max loading weight	330 lbs (150 kg)
Front wheel diameter	7.5 inch (190 mm)
Rear wheel diameter	8.5 inch (216 mm)
Battery	12AH Li-ion
Motor	DC 24V / 250W
Battery charge	AC 220 (110V) ±10% 50-60HZ, 1.5 - 5A
Controller	DC 18.5V-30.5V 25A MAX
Max distance**	13 miles (20 km)
Degree of protection	IPX3
Max safe slope	10°
Turning radius	≤47 inches (≤1.2m)
Static stability	10°
Reversing width	≤59 inches (≤1.5m)
Climbing angle	12v°
Ground clearance	2 inches (50mm)
Obstacle climbing	2 inches (50mm)

* seat width is the distance between armrests
** varies based on weight, incline, speed factors



1. Product Performance

Main Structure

This series of electric scooter is composed of two main parts:

- 1) The Frame: Frame, Wheels, Footrest, Armrests, Seat, Steering Column, Steering Handlebar etc.
- 2) The Electrical: Controller, Motor, Battery, Electrical Wires, etc.

Application Range

This electric scooter is designed for individuals who have physical disabilities that limits their mobility. This scooter is designed to carry individuals weighing less than 150 kg (330 lbs.). This scooter is intended to be used as substitution to walking and is not intended to be used a substitution of a motorized vehicle. This scooter is intended to be used indoors and outdoors in a safe and suitable location.



WARNING

People with the following conditions should not operate this wheelchair:

- Unresponsive upper limbs
- Suffering from senility or dementia
- Unable to take care of themselves
- Use restricted by a medical professional

2. Safety Instructions

2.1 Main Security Features

- Classified based on the type of protection: Against electric shock, Internal power.
- Classified based on the type of protection: Against electric shock, Type B application.
- Classified based on the degree of inlet liquid protection: IPX3
- Classified based on the safe use of in a flammable anesthetic mixture with air or gas mixed with oxygen or nitrous oxide flammable a esthetic gases occurs: Non-AP/APG type.
- Classified based on operation mode: Continuous operation.
- Rating voltage: DC 24V.
- Have no protective effect on the application of defibrillator discharge section.
- No signal output or input part.
- Safety of any non-permanent equipment installed.

2.2 Driving Notice

General Riding Cautions

- Please keep your arms and hands on the direction bar at all times to properly control the scooter.
- To avoid injury, first practice using this scooter in a safe and open environment, such as a park. Practice moving forward, backward, stopping, and turning. As you gain skill and become comfortable with the controls, you can begin to use this scooter in other suitable environments.
- Before riding on any roads, be sure to have a caregiver with you and be sure to always ride safely.
- Please follow all pedestrian traffic rules, the scooter is not considered an automobile.
- Please ride on the sidewalk and the zebra crossings only. Do not ride on vehicle lanes.
- Ride at steady speeds and avoid sharp turns or zig zagging.
- If your model comes equipped with a seat belt, please fasten it while in use
- Please maintain proper tire pressure. The lower or higher than recommended pressures may cause unsafe conditions or excessive power loss.



2. Safety Instructions

Avoid Riding in These Conditions Unless Accompanied by a Caretaker

- Riding in inclement weather such as rain, heavy fog, strong winds, snow, etc. If your scooter gets wet, electronic functions may be damaged so please wipe off all water immediately.
- Riding in sub optimal conditions such as muddy areas, trails, sand, gravel, etc.
- Riding in crowded areas, riding on unfenced roads, near ditches, near bodies of water, or near any other dangerous areas.
- Riding over railroad tracks. If you must cross a railroad track, inspect the tracks to confirm it is safe to cross. Turn the scooter off and disengage the wheels from the motor so that you or your caregiver can freely push the scooter across the tracks. Cross at an angle that ensures your tires will not get stuck in the track.
- Carrying people or cargo. This electric scooter is designed to be used by only one person. It is not designed to carry additional people or cargo.

Precautions for Uphill and Downhill

- Avoid riding on steep hills, uneven surfaces, high steps, channels or any other steep areas.
- Avoid riding on steep slopes, the slope range should be less than 9 degrees.
- If possible, please keep the scooter moving forward during uphill climbs. It may be difficult to restart an uphill climb from a stand still.
- Use slow speeds during downhill descent.
- Avoid driving sideways on steep areas.
- Avoid riding on or nearby stairs.
- Avoid crossing ditches.
- If you must cross a ditch, try to cross at a 90° angle.



Do not set the scooter to manual mode during uphill or downhill use. If the scooter malfunctions at traffic crossing, please immediately ask passersby for help. Set scooter to manual mode by disengaging the wheels from the motor, then push scooter to a safe location.

2. Safety Instructions

Precautions for Caregivers

- Caregivers should confirm that the users' feet are in the proper position on the footrest.
- Caregivers should make sure the user is in the seat properly and that the user is properly secured
- Caregivers should confirm that there are no loose clothing articles that can get tangled by the wheels or drive motor.
- Caregivers should use caution while pushing the scooter and be always mindful of the surrounding environment to avoid injury.

2.3 Other Important Notices

Repair and Refit

Repair and Reform: If a repair or modification is necessary, please contact your dealer. Do not modify this scooter yourself, it may lead to injury or malfunction.

Protect Environment: In order to protect environment, do not casually discard the wheelchair and/or discard the battery. If necessary, please contact your local dealer for replacement battery.

Keep the Storage Environment Dry: Do not store the scooter in damp conditions, such as near a bathroom. If the scooter gets wet, wipe the water off immediately.

Pushing Someone Else in the scooter: When user is sitting on the scooter, make sure the scooter is set to manual mode by disengaging the motors. Do not push the scooter if the motors are engaged.



Do not replace parts or material randomly.

Do not add weight randomly, as it may cause an imbalance.

Do not use other vehicles to pull or push the scooter when somebody is sitting on the scooter.

If there are abnormal sounds coming from the scooter, contact service immediately.

2.4 Service Lifetime

- The service lifetime is 5 years from date of manufacture. To avoid injury or accidents, users should not use this scooter for more than the service lifetime.



2. Safety Instructions

2.5 Electromagnetic Compatibility

- The scooter should away from strong magnetic fields and large inductive electrical equipment, such as radio station, TV stations, underground radio stations, or cell phone transmitting radio stations. Please avoid any strong electromagnetic fields. The electric scooter should always avoid electromagnetic interference.

2.6 Compatibility with Other Devices

- Electric scooters should not be used together in conjunction with any other devices. If you need to connect a device to it, please contact ComfyGO Mobility, so that we may confirm that the scooter will not be adversely affected.



When using the scooter, please do not exceed the rated obstacle height. When crossing obstacles, please remain a low speed and the angle between the vehicle body and obstacles is 90°.



When using the scooter on the uneven ground, please slow down. The scooter cannot wade into the water. If the water level submerges the controller, electric motor or circuit, it may lead to short circuit and damage the electrical appliance.

3. Usage and Operation

Please visit YouTube channel for a detailed Usage and Operations explanation. Simply search "**ComfyGO Mobility Electric Scooter (Model # Z-4)**" on YouTube.



www.youtube.com/c/ComfyGO



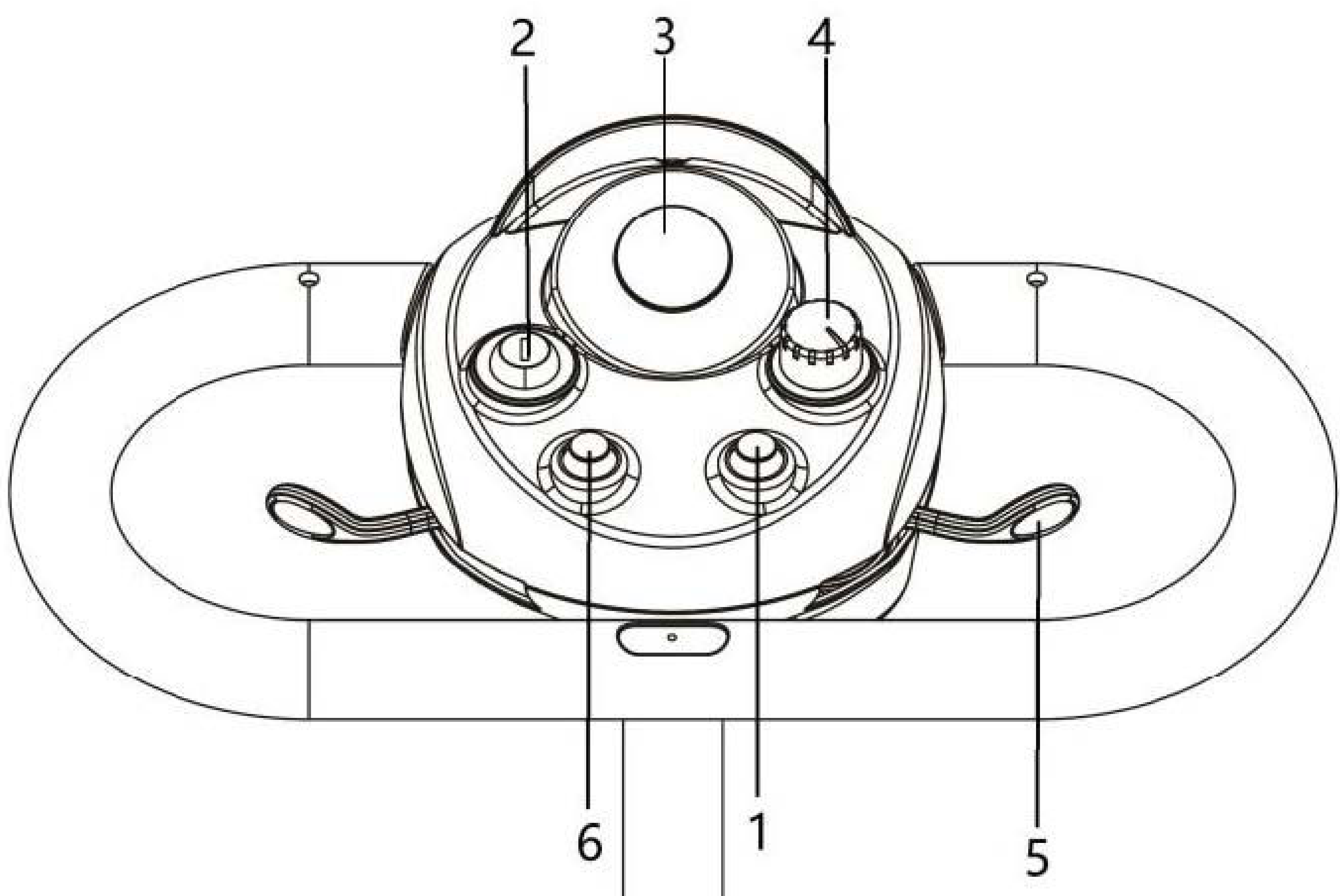
3. Usage and Operation

Direction Bar

Direction Bar includes: Key switch, throttle control, horn button, speed regulation knob and indicator of battery power (Picture 1).



The console of the direction cannot be exposed to moisture or a humid environment. If it is exposed to moisture or a humid environment, do not operate the scooter until the direction bar console is completely dry.



Picture 1

1. Horn button
2. Key switch
3. Indicator of battery power
4. Speed regulation knob
5. Throttle control
6. Light switch

3. Usage and Operation

Horn button

Press this button to activate the horn. In order to prevent accidents or injuries, please use the warning horn as necessary.

Key switch

Insert the key to the key switch and rotate it clockwise. The scooter is now ready for use. Rotate the key counterclockwise to turn off the scooter.



Always come to a complete stop before turning off the scooter. If the scooter is turned off while in motion, the electronic brake will engage causing the scooter to stop suddenly.

Indicator of battery power

When the power is on, the indicator of battery power will show the remaining battery power.

Speed regulation knob

You can select the speed of the scooter by using the speed regulation dial. Turn the dial counterclockwise for slower speeds and clockwise for higher speeds.

Throttle control

You may control the forward and reverse speed of the scooter by using the throttle control on the direction bar. To move forward, pull the right side of the throttle control down with your right hand. To reverse, pull the left side of the throttle control down with your left hand. To stop the scooter, release the throttle control and allow the throttle to return to the middle position.

Light switch

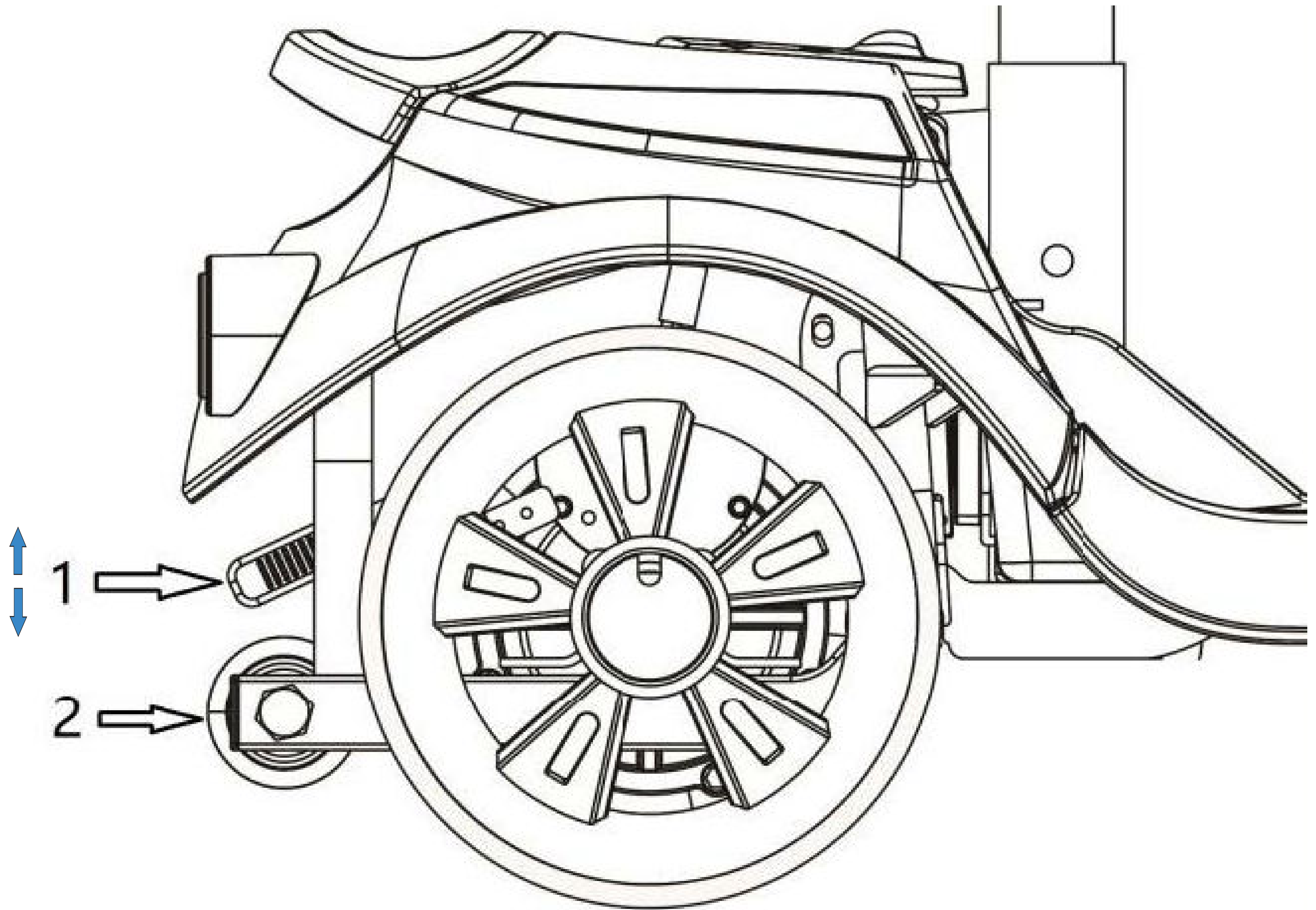
You may control the lighting system of the scooter by pressing the light switch



3. Usage and Operation

Rear components

The rear components include manual free bar, anti-rollover wheel and motor (Picture 2).



Picture 2

- 1. Manual free bar
- 2. Anti-rollover wheel

Manual free bar

Lift the manual free bar to adjust the scooter to the freewheel mode. While in freewheel mode you can push the scooter freely. In freewheel mode, the drive system and braking system are disengaged. Push the manual free bar down to reengage the drive system and the braking system.

3. Usage and Operation

Before entering the scooter into freewheel mode, please turn off the scooter and remove the key. When entering or exiting freewheel mode, do not sit on the scooter. While in freewheel mode, do not sit on the scooter. Do not enter in to freewheel mode if the scooter is on a slope. Freewheel mode allows the user to push the scooter freely. Once the scooter is placed in the desired location, please reengage the drive and brake system.

Anti-rollover wheel

The anti-rollover wheel is an important safety device of the scooter.



Users must not dismantle the anti-rollover wheel nor modify the scooter in any way.

Adjustment of the direction bar angle (Picture 3)

To adjust the angle of the direction bar, loosen the round dial near the base of the direction bar where it connects to the scooter platform. Loosen the dial by turning it counterclockwise then adjust the direction bar to your desired location. Tighten the dial by turning it clockwise and make sure that the direction bar is locked in place.

Chair rotation adjustment

To rotate the chair, lift the rotation rod handle located under the chair on the right side. Rotate the chair to a desired location and release the rotation rod handle. The seat will be in a fixed position (Picture 4).

Step 1: Pull rotation rod up to rotate the chair.

Step 2: Rotate the chair to the ideal position.

Step 3: Release the rotation rod to lock the chair in position.



3. Usage and Operation

Adjustment of handrail width

The handrail width may be adjusted inward or outward.

Step 1. Loosen the adjusting knob of the handrail (Picture 4)

Step 2: Pull the ring remove the location pin.

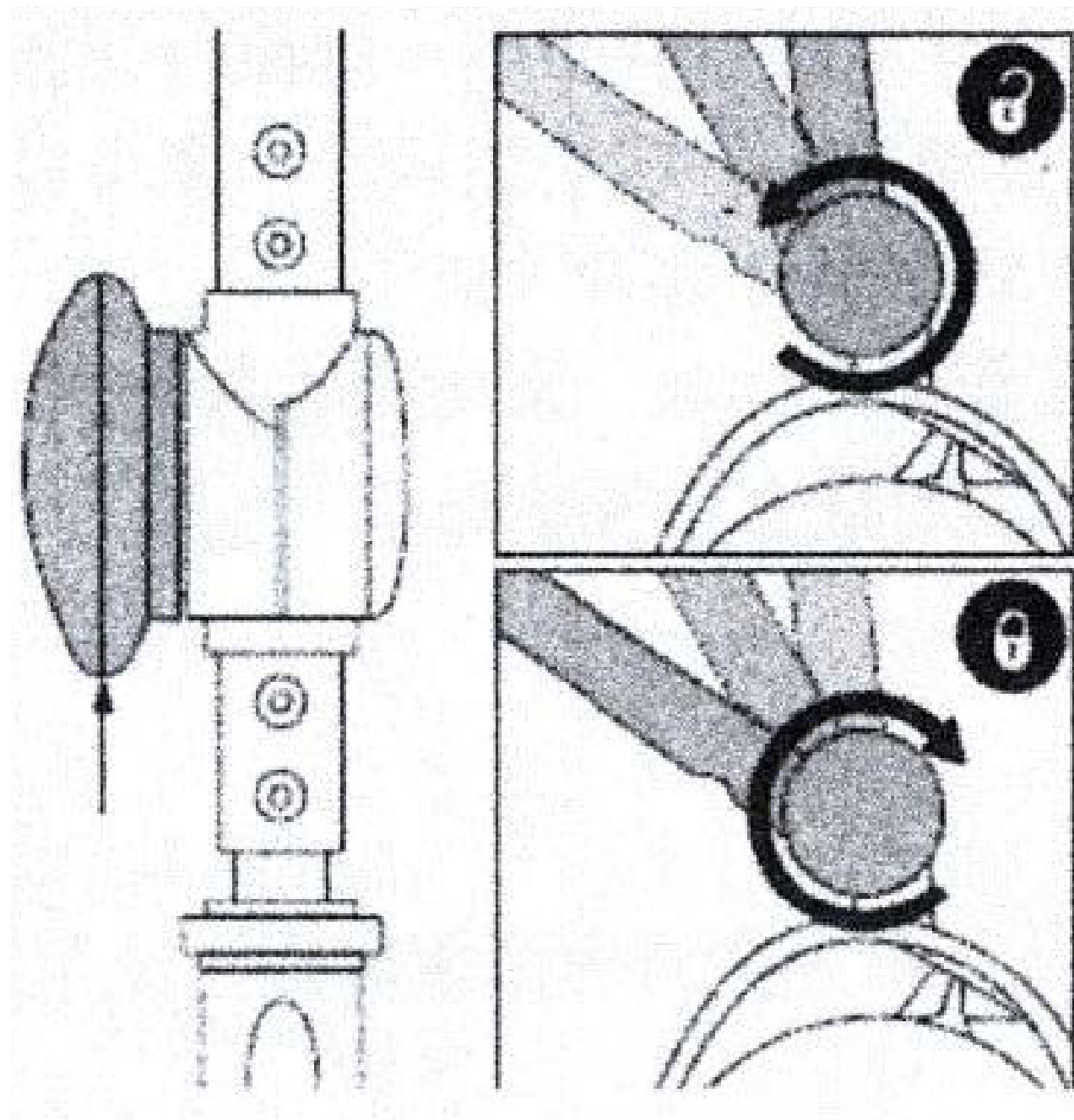
Step 3: Slide the handrail inward or outward to your ideal width.

Step 4: Insert the location pin back into the regulation hole.

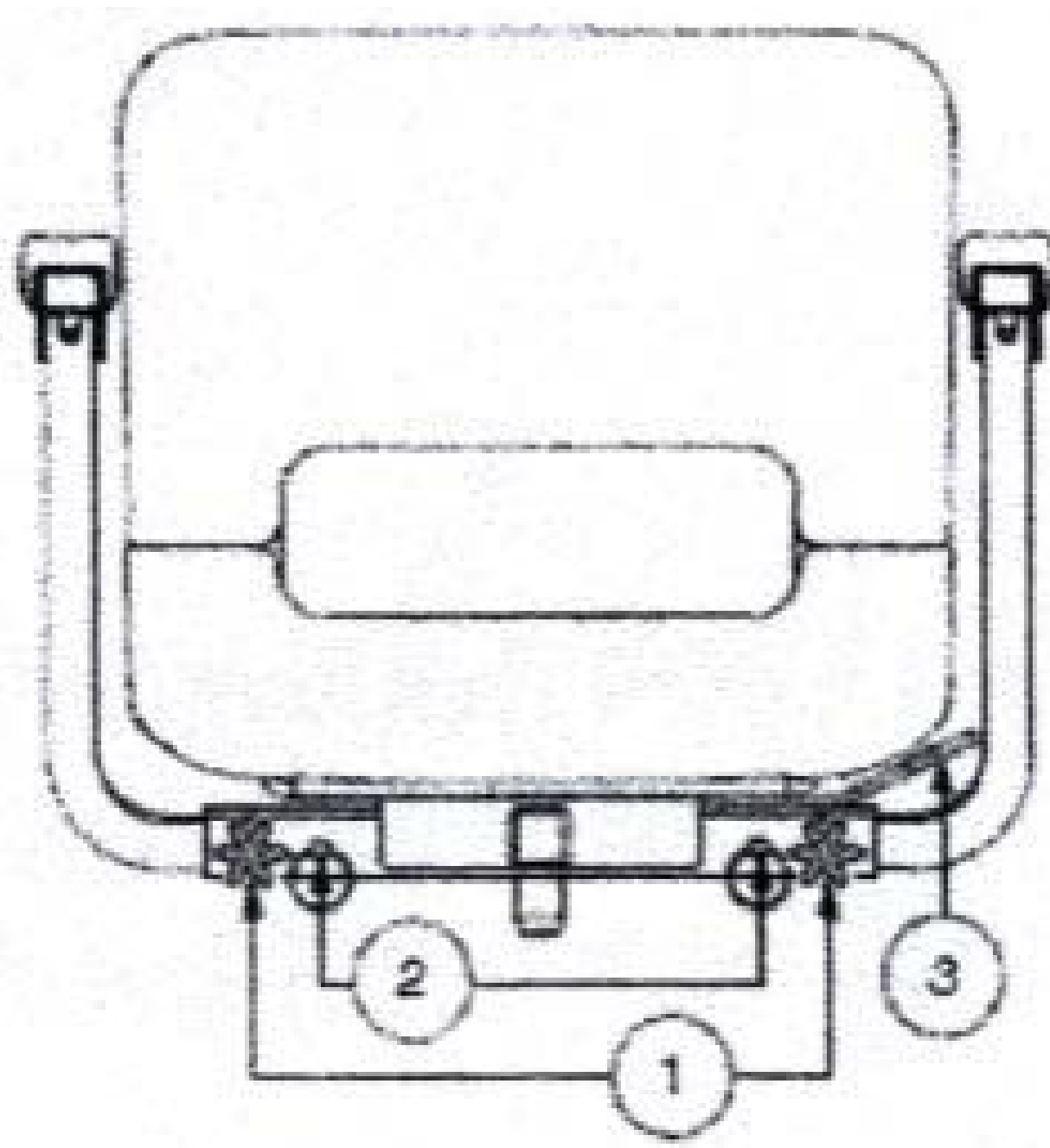
Step 5: Tighten the adjustment knob.



Lift the handrails up to help you get on or off the chair



Picture 3



Picture 4

- 1. Adjusting knob of the handrail
- 2. Location pin
- 3. Rotating rod of the chair

Height adjustment of the chair (Picture 5)

Step 1: Remove the battery pack on the travel scooter.

Step 2: Loosen and remove the bolt at the base of the seat post.

Step 3: Adjust the seat post up or down to your ideal seat height.

Step 4: After selecting your ideal height, target at the regulation hole and insert the bolt and tighten.

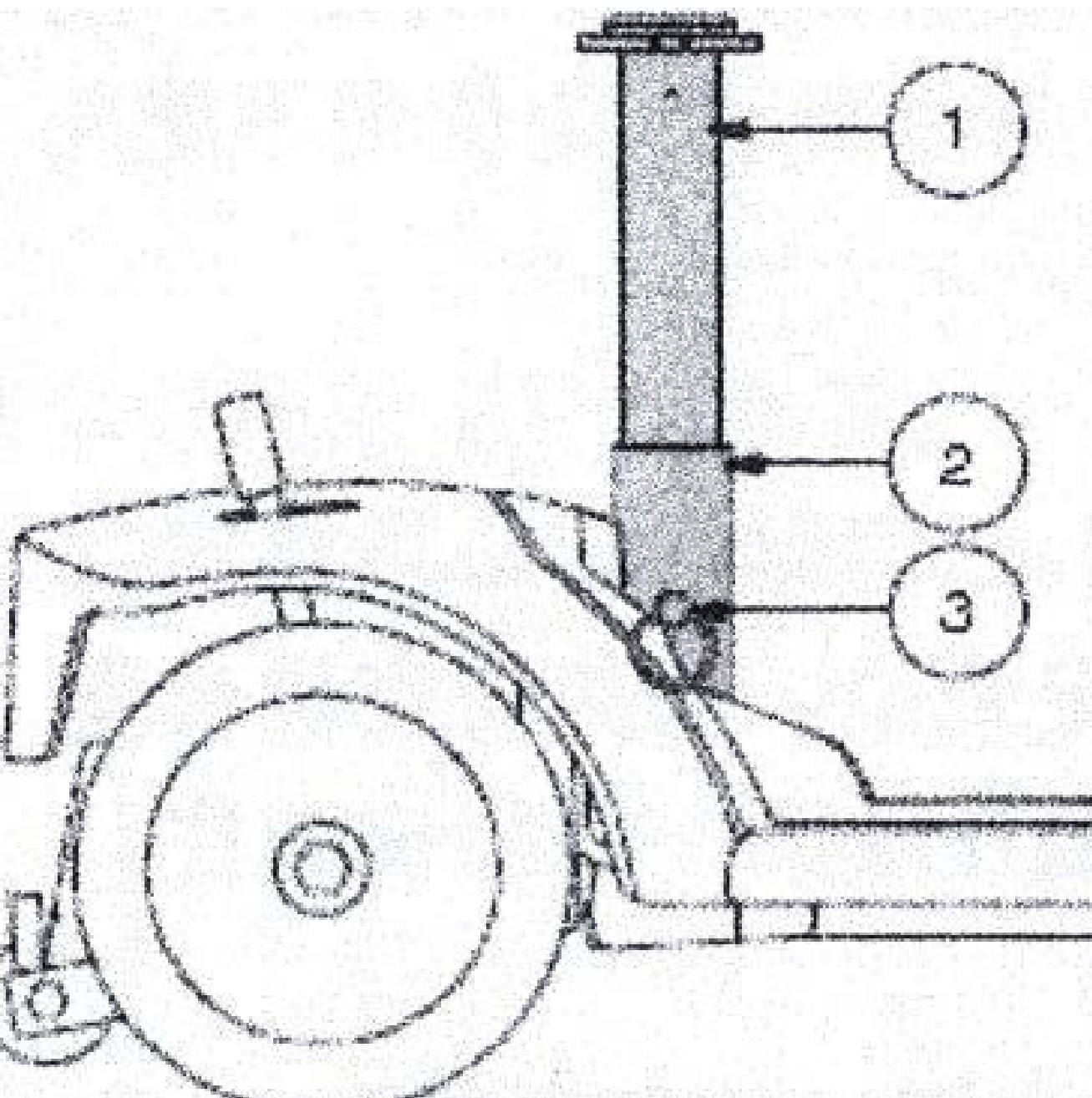
Step 5: Reinsert the battery pack.

3. Usage and Operation

Fixed point

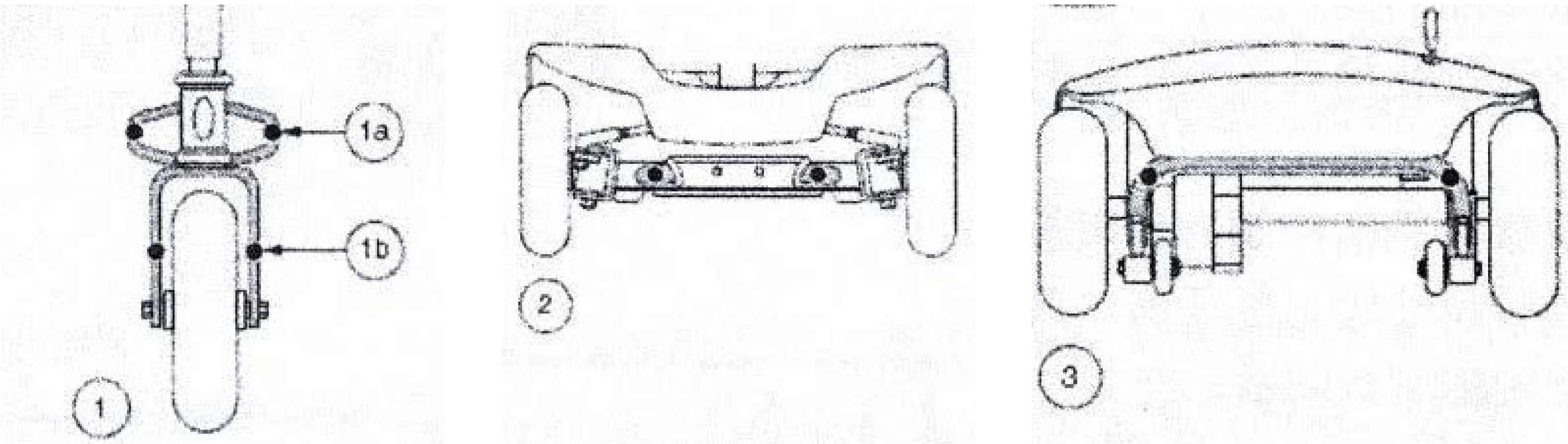
When transporting the travel scooter in a vehicle, the scooter must be in a fixed location and facing forward in the vehicle. Please tie the four fastening belts to designated fixed points (Picture 6). The fastening belts needs to be fully fastened, without any slack in the belts. Do not tie any fastening belts to any adjustable, movable, detachable or washable component of the scooter. The fixed points of the rear fastening belts are located on the rear of the travel scooter near the rear wheels. The fixed points of the front fastening belts are located on the front of the travel scooter near the front wheels.

In the process of folding the scooter for transportation, please ensure that the scooter is correctly fixed within the motor vehicle. If improperly fixed, the travel scooter may turn over or slide out its original position which may cause a danger while driving.



- 1. Upper seat post
- 2. Lower seat post
- 3. Location pin

Picture 5



Picture 6

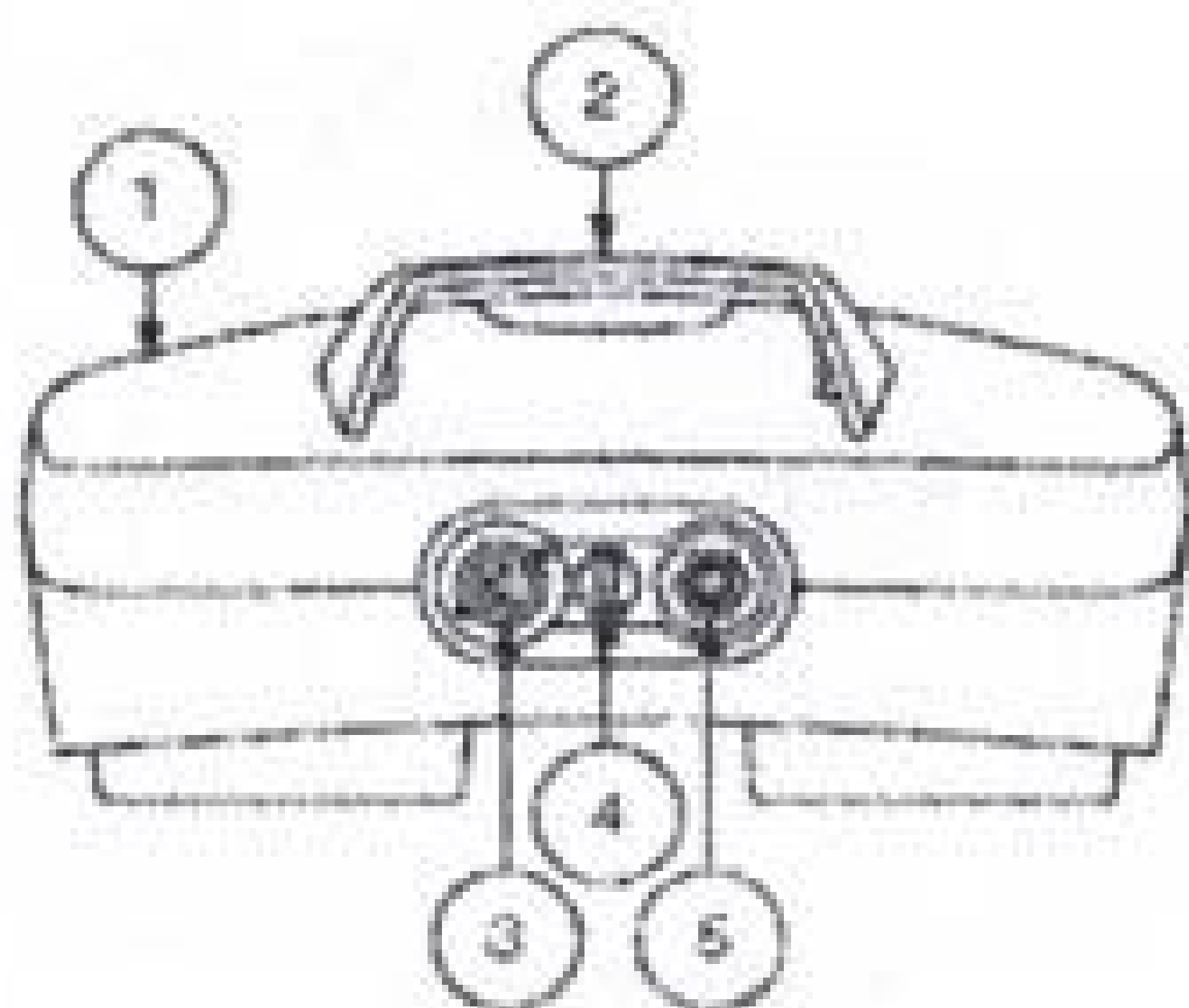
- 1. Front fixed point (four-wheel vehicle)
- 2. Rear fixed point



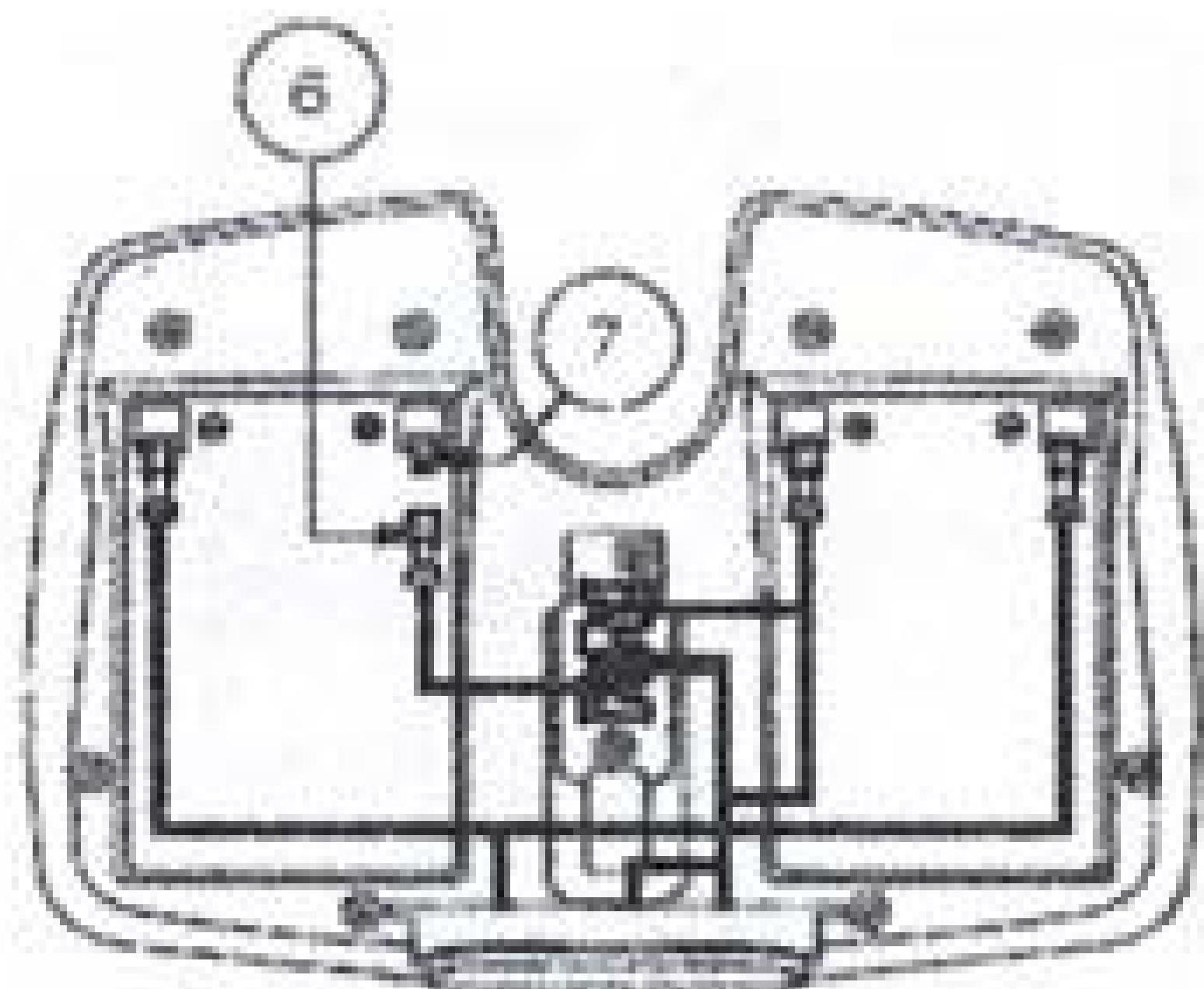
4. Battery and Charger

Battery Pack

The top of the battery pack is equipped with the handle. You can remove the battery by lifting the battery pack up from the scooter. The battery pack includes two rechargeable cells, charging port, main circuit breaker (reset button), and a battery fuse (Picture 7).



Front view



Bottom view

Picture 7

1. Battery pack
2. Battery pack handle
3. Charging port
4. Battery pack fuse
5. Main circuit breaker (reset button)
6. Wire harness of battery cable
7. Wire terminal

Charging

The charging port is located on the battery pack. Insert the charging plug from the wall charger into the charging port of the battery.

4. Battery and Charger

Main circuit breaker (reset button)

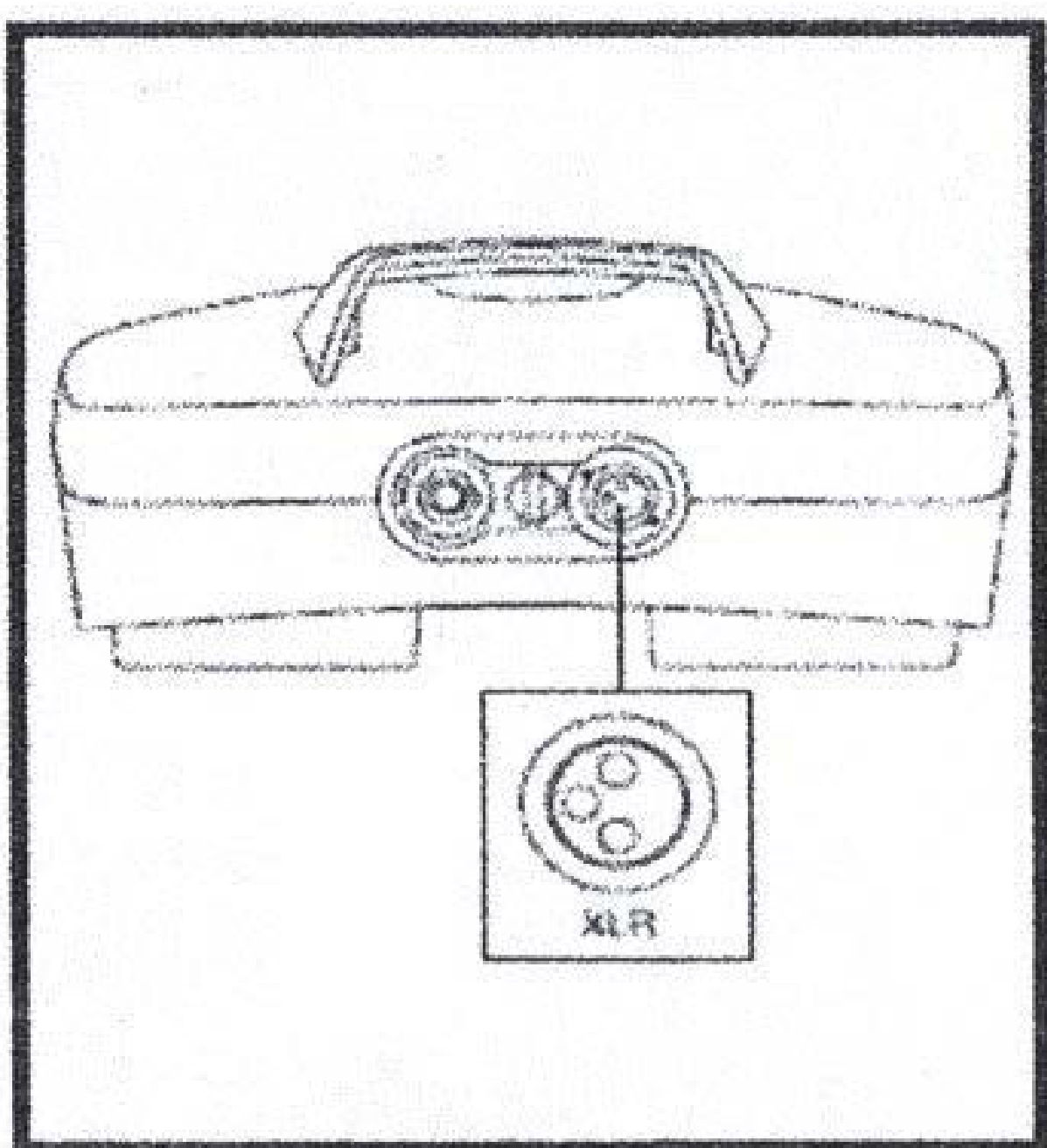
Low battery voltage or battery overload may cause the main circuit breaker to trip. This is to prevent damage to the motor or electronics. If the main circuit breaker trips, the breaker reset button might pop up and disable the entire electrical system. If the main circuit breaker has tripped, leave the scooter off for a minimum of two minutes then press the breaker reset button. If the main circuit breaker repeatedly trips, please contact an authorized supplier or repair facility to conduct a load test to your scooter.

Fuse for the direction bar console

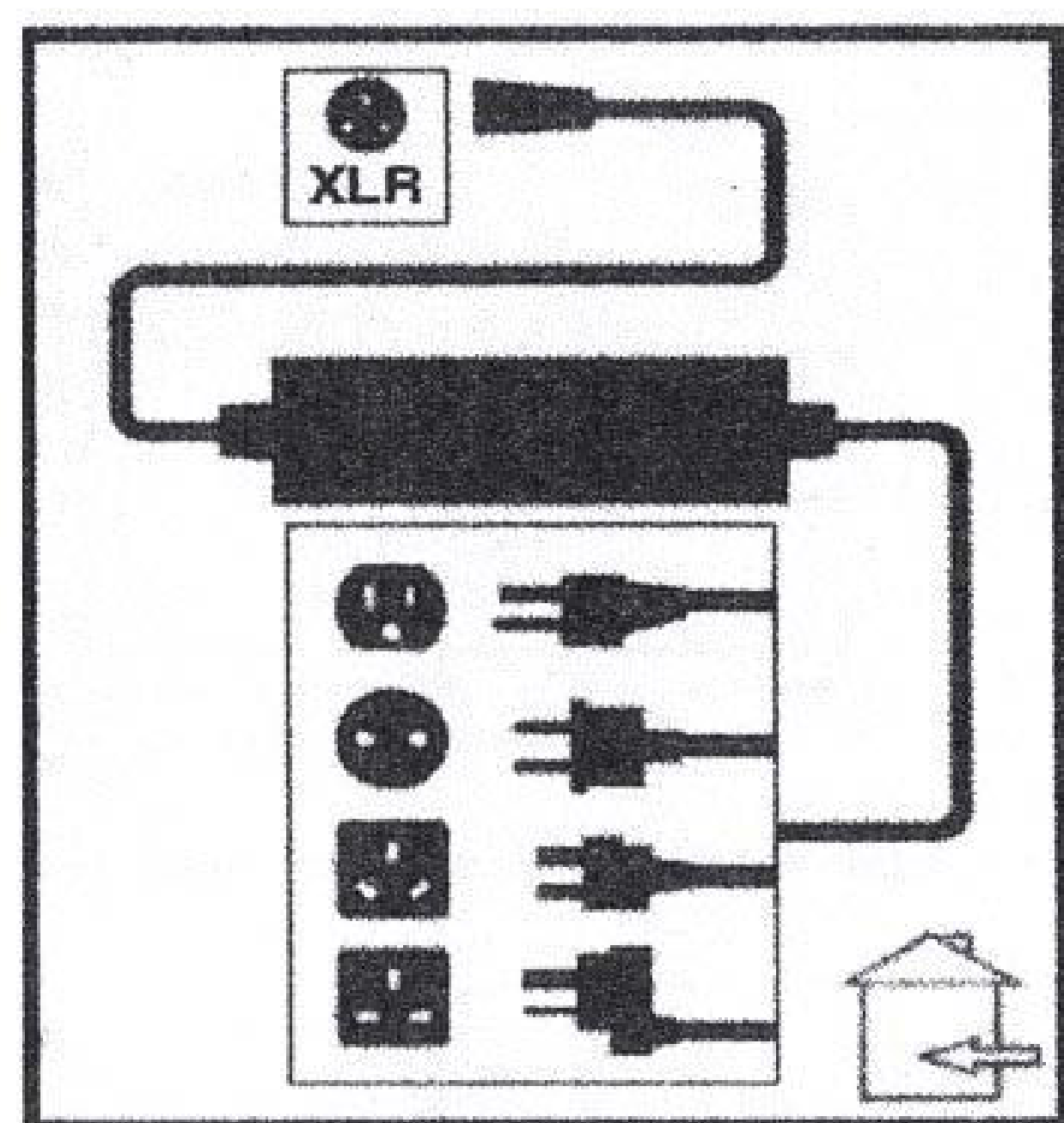
The fuse for the controls on the direction bar is located below the battery pack. This fuse protects the electronic console on the direction bar may protect the electronic device of the tiller console. If any electronic component on your direction bar is unresponsive, please check the fuse.

Off-board battery charger

Connect the battery charging port to the charging wire of the wall charger plug the wall charger into a standard power outlet. (Picture 8 and 9)



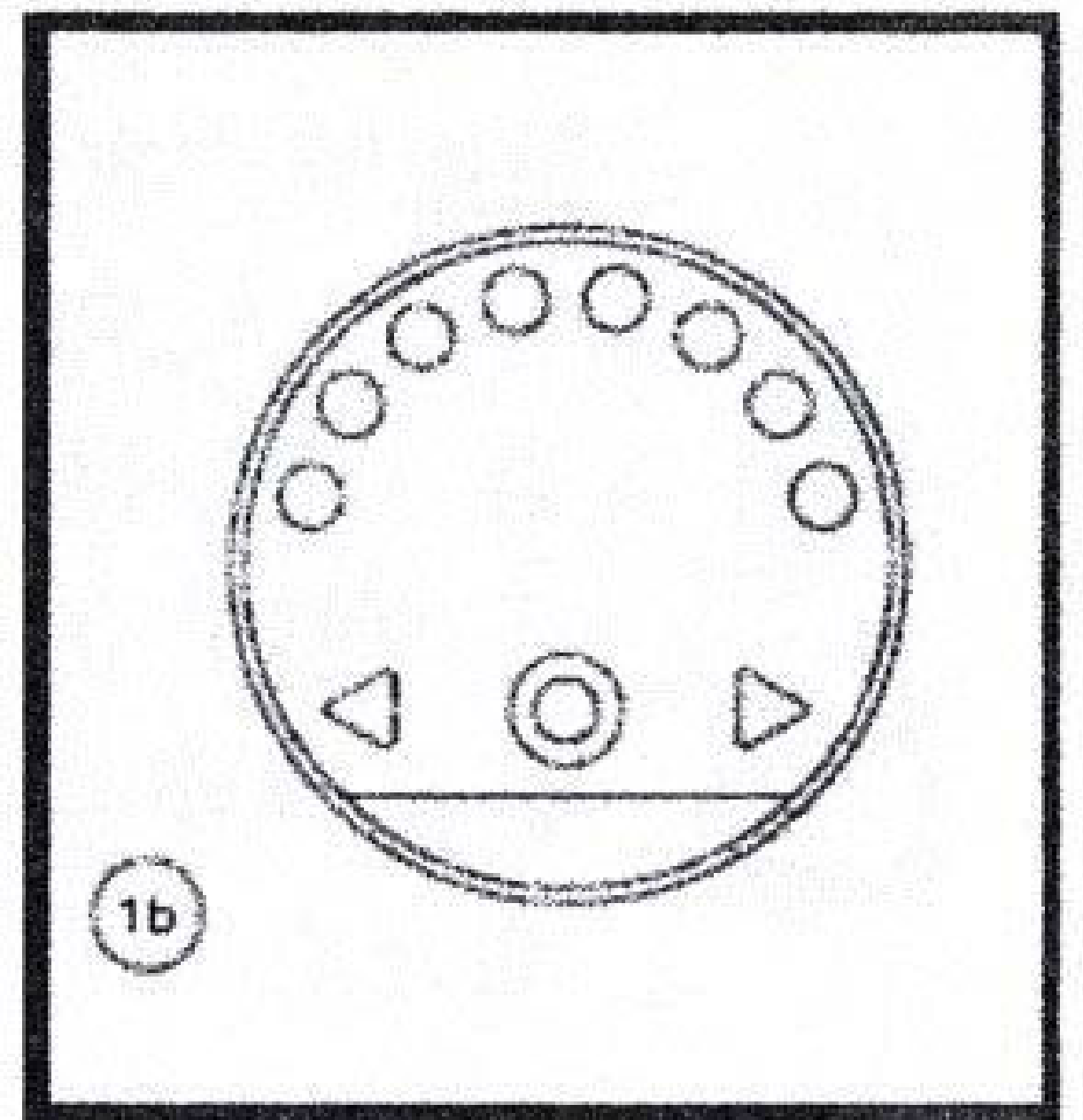
Picture 8



Picture 9

4. Battery and Charger

- The scooter has two maintenance-free sealed 12V deep-cycle batteries.
- Please charge the battery with the off-board charging system provided with the scooter. To ensure proper recharging in the safest and the most effective way, please use the original charger provided.
- Before the first use, charge the battery between 8-14 hours. Recharge the battery after each use to ensure the stable operation of the scooter battery.
- The battery meter is located on the console. Green indicates that the battery has been fully charged, yellow indicates that the power is low and needs recharging, and red indicates that the power is near empty and immediate charging is needed (Picture 10).

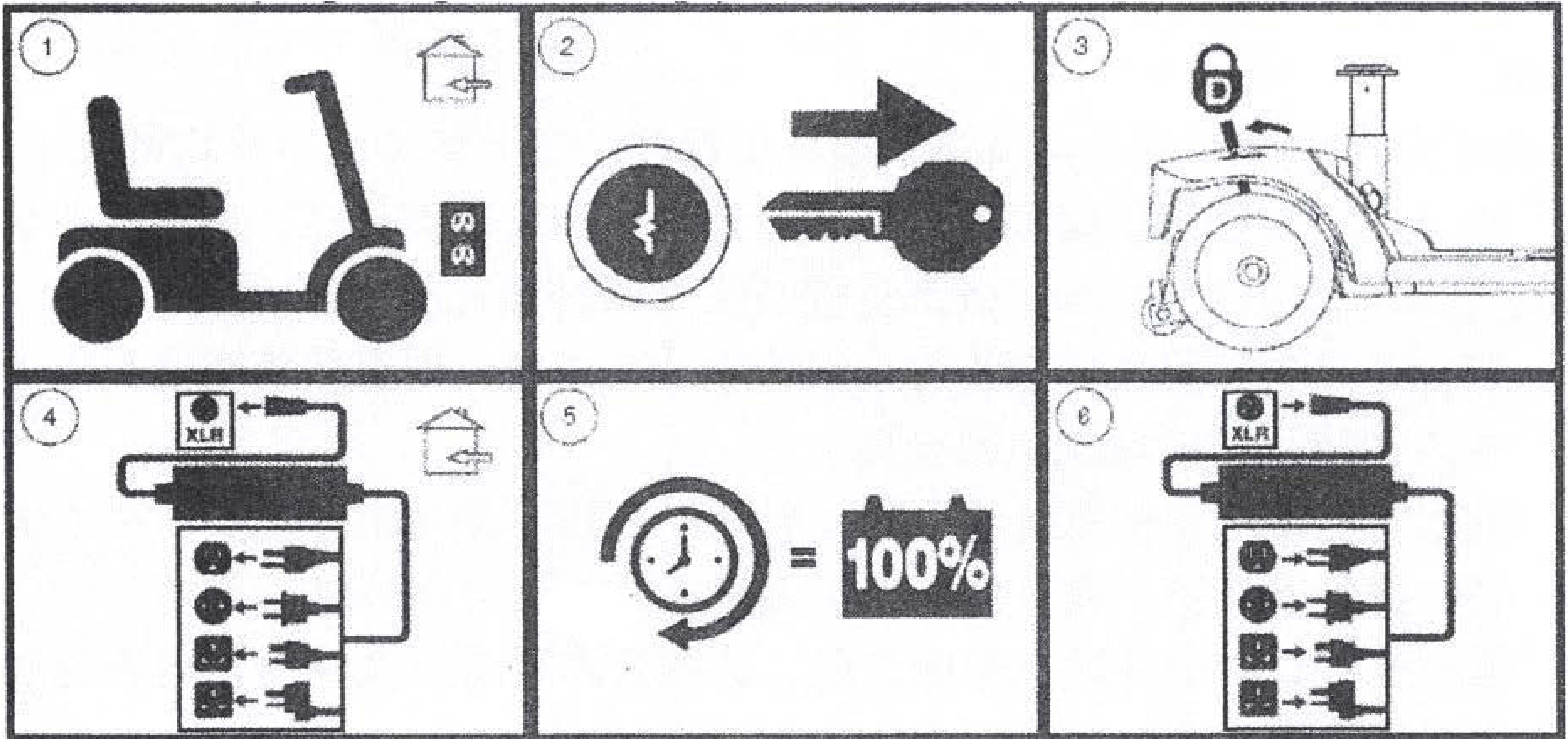


Picture 10

- * *Please do not use an extension cord to connect the battery charger.*
- * *Please insert the battery charger into the normal standard power outlet. When the battery is being charged, children should not play on or around the scooter.*
- * *Do not charge the battery when someone sitting on the scooter as there could be the explosive gases from the battery charging process. Please ensure that the scooter and the battery are away from fire sources such as flames or sparks, and always provide sufficient ventilation. Before each use, please check whether the battery charger, wiring and connector for damage. If they are damaged, please contact the authorized supplier.*
- * *Do not try to open the shell of the battery charger. In the charging process, the shell of the battery charger may emit heat. Please avoid contact with the battery while charging.*
- * *Do not place the battery charger on the surface that could be affected by the high temperatures.*
- * *Do not expose the battery to the unfavorable or extremely weather conditions. If it is exposed to extreme weather conditions, allow the battery to a normal room temperature before charging.*

4. Battery and Charger

- Please charge the battery according to steps shown in Picture 11.



Picture 11



The scooter has a disabling function while charging. When the battery is being charged and the battery pack is on the scooter, the scooter will not operate.

Battery and Charger, Frequently Asked Questions

How does the charger work?

When the battery level is low, the charger works transmits more current more rapidly to the battery to quickly increase the electric charge. When the battery near its full charge, the charger gradually reduces the transmission of current. When the battery is fully charged, the current transmitted by the charger is close to 0 amps. The charger should maintain the full electric charge within the battery, without excessively charging the battery. For complete charging instructions, please refer to the instruction manual provided with the battery charger.



4. Battery and Charger

Can I use other chargers?

We have provided you with the charger that accurately matches your battery type, capacity and chemical nature. In order to ensure the safest and the most effective charging of the battery, we suggest that you use only the original charger we provided. DO NOT use any other chargers or charging methods to recharge the battery.

If the battery of the travel scooter cannot be charged.

* Please ensure that the fuse on the battery pack is working. (Picture 7).

- Please make sure the charger wire is correctly inserted into the battery charge port and that the charger is correctly inserted into a functioning wall socket.

How often is the battery charged for once?

To judge how often the battery of the travel scooter should be charged, two main factors need to be considered: How often is it used? If used daily, charge the unit immediately after each use to maintain proper battery life. We recommend that you charge the battery between 8-12 hours after each daily use. If you charge the battery overnight, you should have a fully charged battery each morning. If you use the scooter once per week or less frequently, you can charge the battery once per week for at least 12 hours. If not in regular use, please make sure the battery is near full and not stored with the battery on empty.



Please keep the battery fully charged and avoid in-depth discharge of the battery. As to the charging instructions, please refer to the instructions of battery charger provided along with the battery charger. If you are using the scooter less frequently, continue to charge the battery bi-monthly for at least 12 hours each time to maintain the battery life and performance.

4. Battery and Charger

How to maximize the battery life?

Deep cycle battery charging can prolong the battery life and increase the battery performance. To ensure battery life and performance, keep the battery fully charged as much as possible and keep the battery away from extremely hot or cold environments. If the battery is left in a discharged state or left in extreme temperatures, it might be permanently damaged and become unreliable.



Please turn off the travel scooter and remove the key when you are not using it in order to extend the battery life.

How to achieve the maximum mileage or distance of a single charge?

Maximum mileage is generally achieved under ideal conditions such as riding on smooth, flat or hard surfaces. Riding on hills, cracked pavement, uneven surfaces, dirt, sand, and winding roads, will influence the maximum driving mileage of the scooter.

- Please fully charge the battery each day if you use the travel scooter daily.
- Control the luggage weight and only carry essential items.
- Try to maintain a constant speed in the operational process of the travel scooter.
- Avoid the conditions of moving and stopping the scooter suddenly.
- If the scooter is used only once in a month or less, it is suggested that the battery be charged continuously twice per month for at least 12 hours in order to maintain the battery performance.
- Make sure that all wire harness has been fixed properly.



4. Battery and Charger

Which type and capacity of the battery should I use?

Your travel scooter needs two cycling batteries. We suggest you use the sealed maintenance-free battery, such as AGM battery or gel battery. Please do not wet the battery or remove the protective cover. The capacities of the batteries of different manufacturers are different, please refer to the product specifications table.



Batteries contain corrosive chemicals. Please use AGM battery or gel battery in order to reduce the risk of battery leakage and explosion. Sealed battery cannot be repaired by users. Please do not remove the protective cover of the battery.

Why does the new battery seem to be in poor performance?

- The chemical technology adopted by deep cycle batteries is different to that of automotive batteries, nickel-cadmium batteries, or other ordinary batteries. Deep cycle batteries need to let out an electric charge, then recharged immediately afterwards (8 to 14 hours).
- We are in close coordination with the battery manufacturers and strive to provide the most suitable battery that meet the power demands of certain travel scooter. Your new battery is fully charged before delivery to customer. New batteries may encounter extreme temperatures in transit, which will affect its initial performance. High temperatures can reduce the electric charge of the battery. Low temperature can reduce the available power of the battery and extend charging time at the same time. It may take a couple of days for the battery temperature in a travel scooter to be stabilized and adapt to its new temperature or ambient temperature. More importantly, it needs several charging periods (partially discharged after being fully charged) to establish the vital chemical equilibrium, which is essential to maintain the best performance and longest life of the battery.



4. Battery and Charger

Public transport?

If you intend to transport the travel scooter within a public transport vehicle, please consult the public transport providers about any special requirements.

How to replace the battery in the travel scooter?

- * Battery post, battery terminal and relevant parts all contain lead and lead compound. Please wear protective goggles and gloves when handling the battery and wash your hands after the completion of the process.*
- * The type, chemical property and ampere-hour (Ah) of the two batteries must be exactly the same. As for the suggested battery type and capacity, please refer to the product specification insert and relevant insert of the battery charger instructions.*
- * Please do not mix the old and new batteries for use simultaneously. Two batteries must be replaced simultaneously.*
- * If you have any questions about the battery of the travel scooter, please consult the supplier. Warning! The battery of the travel scooter must be maintained or replaced by the authorized suppliers or qualified technicians. Forbidden! Tools and other metal items must stay far away from the battery terminals as it may lead to electric shock if touched by the battery terminals.*
- * Please do not try to lift the parts that are beyond your physical strength. If necessary, please ask for help when assembling or disassembling the travel scooter.*
- * Please do not directly pull the wire harness when remove them from the travel scooter. Please hold the joint when disconnect the wire harness, so as not to damage the wires.*

The following tools are needed to replace the battery: Metric/standard plus screwdriver.

Steps of replacing the battery pack of type A (refer to Picture 3):



4. Battery and Charger

1. Dismantle the battery pack on the travel scooter.
2. Place the battery pack carefully on the opposite face.
3. Remove the eight screws around the battery pack.
4. Place the battery pack face upward and remove the cover of it.
5. Disconnect the battery terminals of the black (-) and red (+) batteries.
6. Remove the old battery.
7. Put new batteries into the battery pack.
8. Connect the red battery to every positive terminal (+) of the battery.
9. Connect the black battery to every negative terminal (-) of the battery.
10. Put the battery pack cover back in place and make sure all wires are all inside of the battery pack and not tightened.
11. Turn the battery pack back carefully.
12. Reinstall and tighten all the screws.

The following steps contribute to adjusting the battery in the travel scooter to its maximum efficiency and service life.

- Please charge the new battery fully before its initial use. The first full charging of the battery can bring the battery performance to around 88% of its maximum performance.
- Operate the travel scooter in the familiar and safe area. Please drive slowly at first and do not drive far away from your home or other familiar environments before you adapt to the operating methods of the travel scooter.
- Fully charge the battery a second time. This charging period can bring the performance of the battery above 90% of its maximum performance.
- Operate the travel scooter again and then fully charge the battery a third time.
- The battery can reach 100% of its maximum performance after 4-5 charging periods



5. System Diagnostics

All the electromagnetic devices need trouble shooting at irregular intervals. You can solve most problems relying on general knowledge. Most problems are caused by a battery not fully charged or the battery that is unable to charge.

Diagnostic ring code

The diagnostic ring code of the travel scooter is used exclusively for basic troubleshooting in a fast and simple way. The diagnostic ring code will ring in any of the following circumstances. Your travel scooter may use one of the following coding methods, which depends on the type of your travel scooter:

1. The ring code contains a series of fast and slow rings. The two types of rings are combined to form a ring code. The ring code only rings once. If you need the ring code to ring repeatedly, please remove the key, then insert the key and rotate it to the position of "ON".
2. The ring code can identify the current situation. The ring code keeps reminding you in this way until you turn off the travel scooter.



Only solve the problems represented by the ring code. Turn off the travel scooter and restart it and you can you operate the travel scooter continuously.

	The battery needs charging or there is a bad connection to the battery. Check the connections to the battery. If the connections are good, try charging the battery.	Low battery power
	There is a bad connection to the motor. Check all connections between the motor and the controller.	Motor wire breakage
	The motor has a short circuit to a battery connection. Contact your service agent.	Motor grounding
	The freewheel switch is activated, or the manual brake disengagement mechanism is operated. Check the position of the switch or lever.	Push switch actuation
	Not used	Not used
	The S-drive is being inhibited from driving, inhibit 2 is active. This may be because the battery charger is connected, or the seat is not in the driving position.	Speed limit 2 switch actuation
	A throttle fault is indicated. Make sure that the throttle is in the rest position before switching on the scooter.	Driving lever fault.
	A controller fault was indicated. Make sure that all connections are secure.	The controller may break down.
	The parking brakes have a bad connection. Check the parking brake and motor connections. Make sure the controller connections are secure.	Electromagnetic brake fault
	An excessive voltage has been applied to the controller. This is usually caused by a poor battery connection. Check the battery connections.	Over tension of the storage battery



5. System Diagnostics

System Diagnostics, Frequently Asked Questions

What should I do if the travel scooter cannot move when I press the throttle control?

1. When the manual automatic bar is lifted, the brake releases, and the power delivered to the motor and transaxle is shut off.
2. Pull the manual automatic bar backward, turn off the travel scooter and restart it, then you can operate the travel scooter normally.

What's to be done if all systems of the travel scooter are halted?

1. Please make the key in the position of "ON".
2. Check that the battery is fully charged.
3. Push the reset button of the main circuit breaker.
4. Ensure that the battery pack is installed correctly. Ensure that the battery and wire harness have been properly connected from front to back. Ensure that the self-closing timing function is not open.
5. Check the direction bar console fuse at the bottom of the battery pack.

If the battery of the travel scooter cannot be charged, what do I do?

1. Check the fuse in the battery pack or console.
2. During charging, if the charger LED indicator does not indicate full charging, please check the fuse of the battery pack or console. Replace the fuse if necessary or request the authorized supplier or qualified technical inspector to inspect and/or replace the fuse.
3. Make sure both ends of the charger power wire are properly connected.
4. If the battery pack fuse blows frequently, please contact the authorized supplier for repair.

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What if the main circuit breaker trips repeatedly?

1. If the main circuit breaker trips repeatedly, please contact the authorized supplier for repair.
2. Increase the charging frequency of the battery of the travel scooter.



5. System Diagnostics

3. If the problem remains unresolved, you can require the authorized supplier to perform load tests both batteries of the travel scooter.
4. You can also perform battery load test yourself. Battery load testers are available at most auto parts stores.
5. Please follow the instructions of the battery load tester.
6. Please refer to Section IV "Battery Usage" or "Product Specification Sheet" for the battery type of your travel scooter.

What if the battery condition meter drops, and the motor is in delayed reaction when I press the throttle control?

1. Charge the battery of your travel scooter fully. Refer to section IV: "Use of Battery".
2. Request the authorized supplier to perform load test on each battery.
3. Alternatively, you can perform a load test on the battery yourself based on the previous problems.

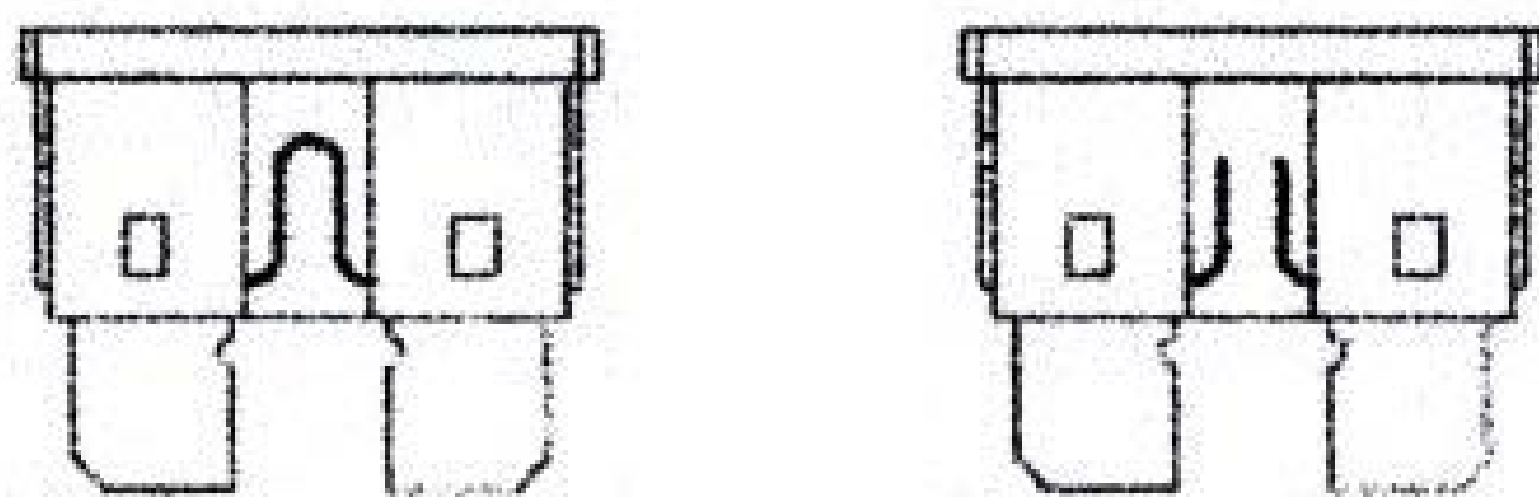
If there are any problems with your travel scooter that you cannot solve, please contact your authorized supplier immediately for consultation, maintenance and repair.

Fuse inspection steps:

1. Pull the fuse out of the slot and remove it.
2. Check whether the fuse is blown (Picture 13).
3. If it is blown, insert a new fuse with the matched specifications.



The new fuse must have exactly the same specifications as the old one. Failure to use a matched fuse may damage the electrical system of the travel scooter.



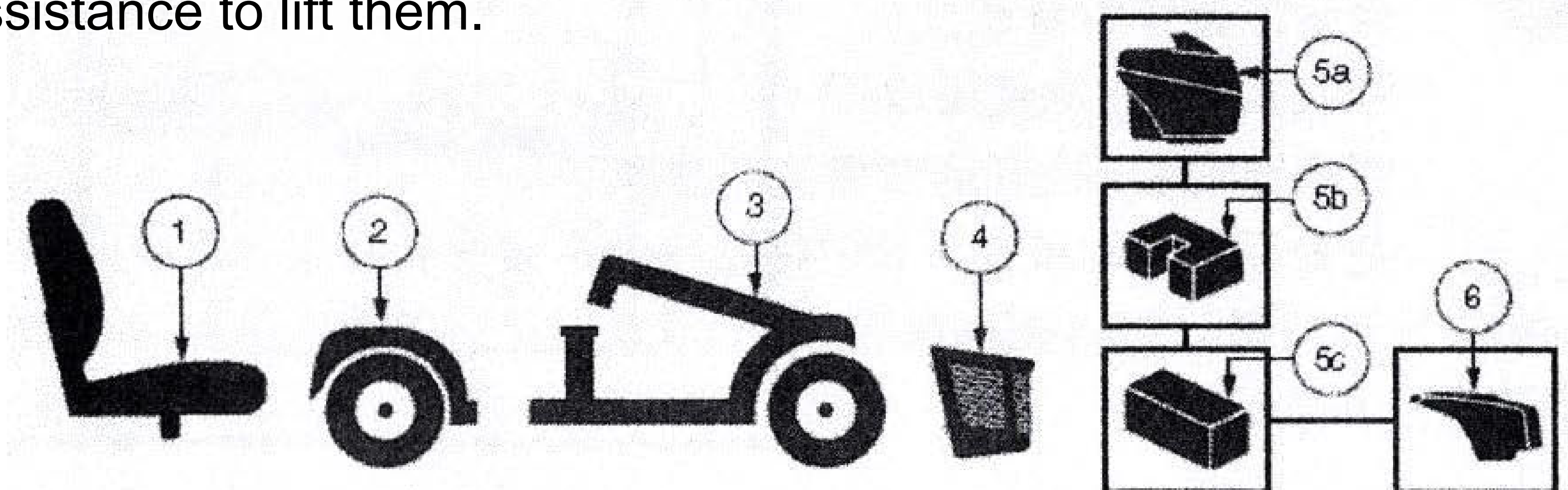
Picture 13



6. Assemble-Disassemble

The following parts of the travel scooter can be disassembled:

- Seat, rear, car basket, battery pack and battery cover plate. (Picture 14)
- Install or disassemble the travel scooter does not need any tool.
- Please install or disassemble the travel scooter in a flat and dry surface with enough workspace on each side, about 5 feet (1.5m). Some parts of the travel scooter are heavier than others and you may need assistance to lift them.



Picture 14

1. Seat
2. Rear Side
3. Front Side
4. Basket
5. Battery
6. Battery cover plate



Please do not try to lift the parts that are beyond your physical strength. Please ask for help, if necessary, when installing or disassembling the travel scooter.

Disassemble steps

1. Put the direction bar lock knob forward and rotate it clockwise by 90°, and then lock the direction bar in the position of straight forward (Picture 15). The front wheel must be facing the front to lock the direction bar.
2. Lift the seat up and remove it from the travel scooter. If you encounter obstacles when disassembling the seat, please loosen the rotating rod of the seat then lift the seat up and rotate the seat backward.
3. Lift the battery pack up and remove it from the travel scooter.



6. Assemble-Disassemble

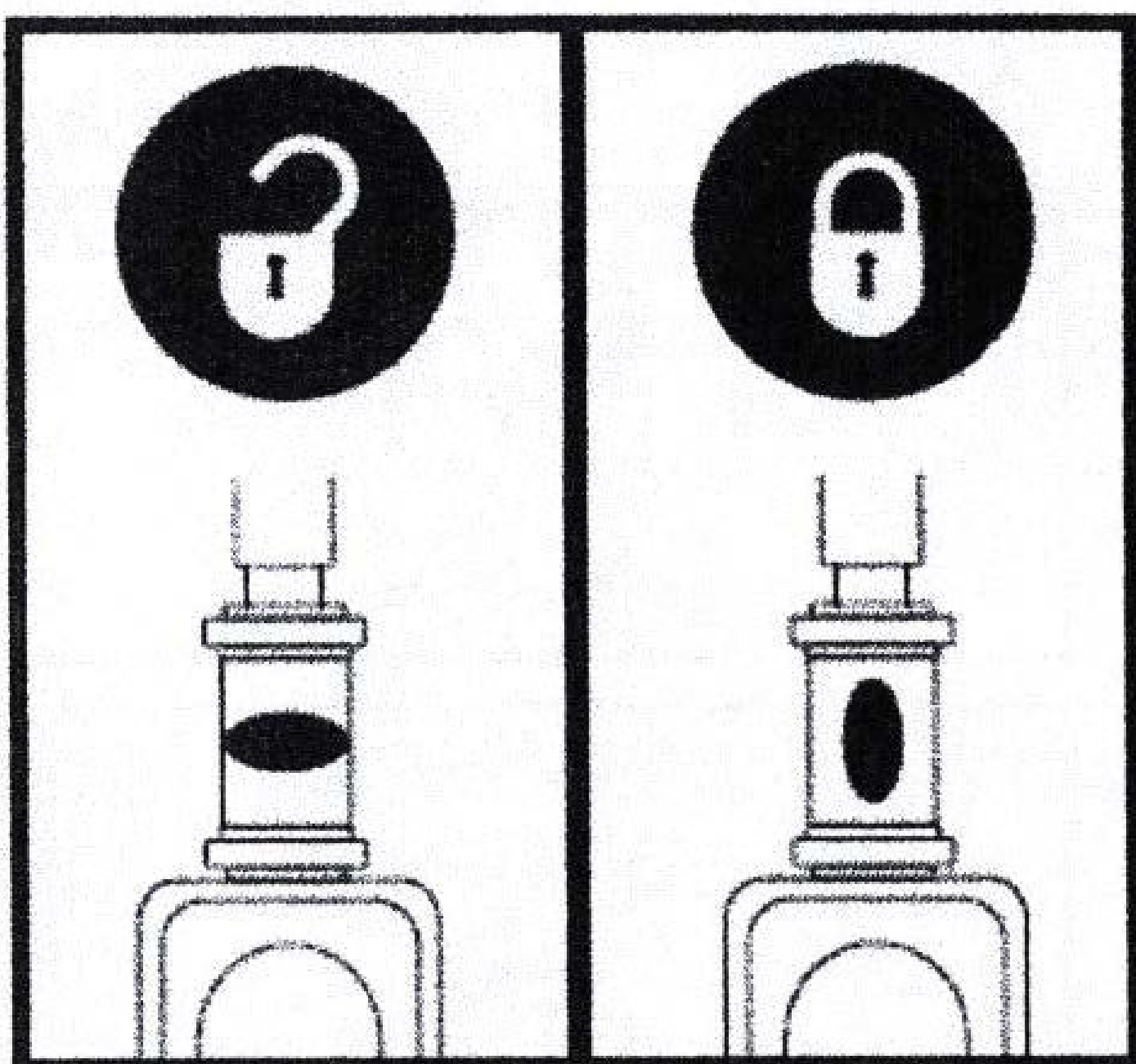
Assemble

Before the assembly, you should uplift the latter part of the travel scooter backwards lightly and put it in the same plane with the wheels (Picture 16).

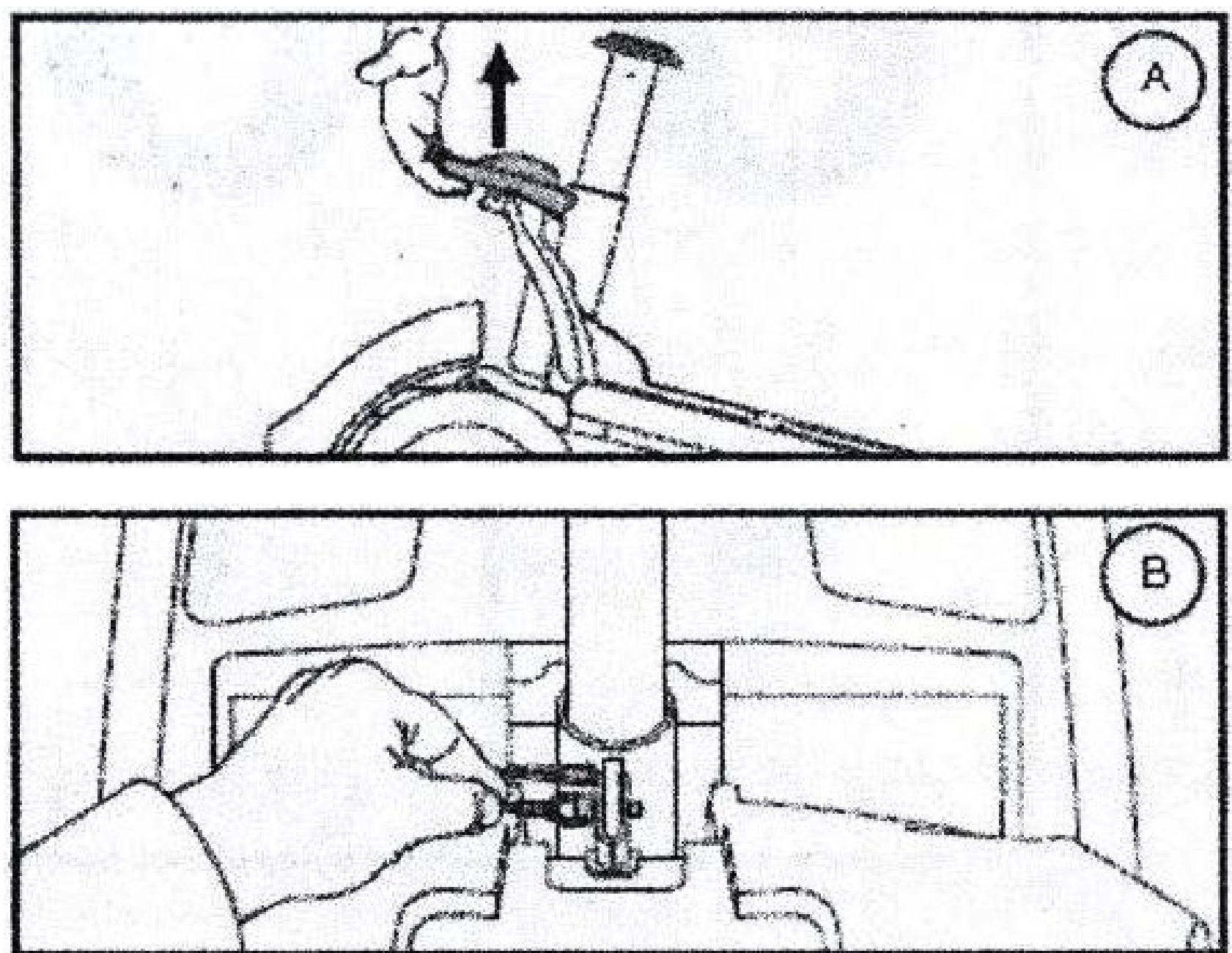
1. Aim the front frame hook to the rear lower tube and lift up the front part using the frame disengaging bar (Picture 16).
2. Put the frame hook behind the top of the lower frame tube, lower the front part and rotate the rear simultaneously.
3. Raise the tiller and fully tighten the adjustable button of the tiller.
4. Reinstall the battery pack.
5. Reinstall the seat and rotate the seat to be fixed in place.
6. Rotate the tiller lock knob anti-clockwise by 90°, and then unlock the tiller (Picture 15)



Please make sure that the lock knob is in the position of unlocked after installation, and then you can drive the travel scooter. *Please make sure that the lock knob is in the position of unlocked after installation, and then you can drive the travel scooter.*



Picture 15



Picture 16

A: Frame disengaging bar
B: frame disengaging stop pin



7. Maintenance

Your travel scooter requires only minimal maintenance, and you can request the authorized supplier to help arrange inspection and maintenance. The following parts require regular inspection and maintenance.

Tire: Check the tires of your travel scooter regularly for signs of damage or wear.

Tire replacement: Your travel scooter is equipped with solid tires. If a tire is damaged or worn, please replace it. For more information on replacement of the tires of your travel scooter, please contact your authorized supplier. The scooter tires must be repaired/replaced by a qualified technician.

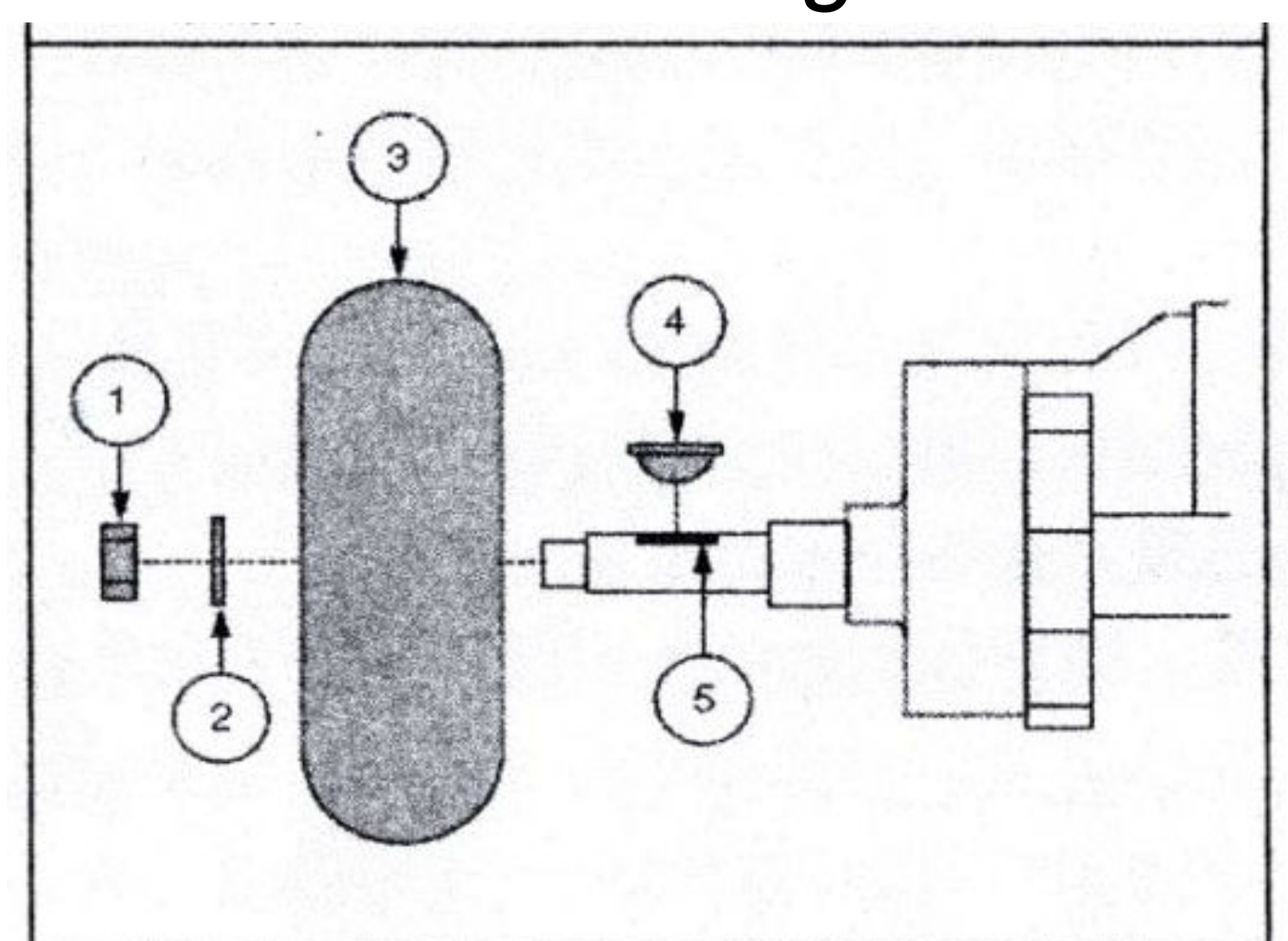
Perform the following simple steps to repair solid tires quickly and safely:

- a. Before performing the following steps, make sure that the key has been removed from the key switch and the travel scooter is not in free-wheel mode.
- b. Lift the tire of travel scooter that needs to be removed, and place a steady object under the frame (i.e. wood block) to keep it lifted.
- c. Remove the washer of the drive nuts on the axle (Picture 17)
- d. Pull the tire away from the axle.
- e. Slide the new tire onto the axle, making sure that the axle key is installed into the axial trough.
- f. Reinstall the washer and the drive nuts to the axle and tighten them.
- g. Remove the block under the travel scooter.

When installing the tire, make sure that the axle key is installed into the axial trough. If the axle key is not firmly installed, the brake system will loosen, which may cause personal injury and product damage.

Ensure that nuts and washers are properly reinstalled and tightened.

1. Drive tire nut
2. Drive tire washer
3. Tire
4. Axle key
5. Axial trough



Picture 17

7. Maintenance

Outer surface

The occasional use of rubber or plastic care agent is beneficial for bumpers, tires and trim panels.



No rubber or plastic care agent should be used on the seat and tread of the travel scooter. Otherwise, the seat and tread will become smooth and unsafe.

Cleaning and disinfection

- Please clean the plastic and metal parts of your travel scooter by using a damp cloth with a mild, non-abrasive and non-corrosive detergent. Do not use cleaning products that may scratch your travel scooter.
- If necessary, please clean the travel scooter with an approved disinfectant. Before using the disinfectant, make sure that it can be safely applied to your travel scooter.



Be sure to follow all safety instructions for the proper use of disinfectants and/or detergents. Failure to follow safety instructions may result in skin irritation and premature damage to your travel scooter linings and/or premature fading of color.

Battery terminal connection

Make sure that the battery terminal connection is firm and non-corrosive.

Wire harness

- Check all route connections regularly.
- Regularly check all the insulation of the wires for wear or damage, including the charger power wire.
- If there are any damaged joints, connections or insulation, please contact the authorized supplier for repair or replacement before using the travel scooter again.

In terms of fluid entry, although your travel scooter has passed the necessary test standards, you still need to ensure that its appliances are not connected to humid conditions, including direct contact with water, body fluids or incontinence fluids. Frequently check electrical components for signs of corrosion and replace them if necessary. Do not pull the beam directly when it is unloaded from the scooter. Please hold the joint when disconnect the wire harness, so as not to damage the wires.

on the cover will help maintain gloss.

ABS plastic cover: The cover is made of durable plastic and can be formulated with advanced ox formic ethanol paint. A light coating of car wax on the cover will help maintain gloss.



7. Maintenance

Bearing and motor/transaxle assembly have been pre-lubricated and sealed, without the need of lubrication in the future.

Motor brush: The motor brush is placed in the motor/transaxle assembly. Your authorized supplier should periodically check the motor brushes for wear.

Console, charger and rear electronic device: These parts must be protected from moisture. If these parts accidentally encounter wet objects, please be sure to wait until they are completely dry before using the travel scooter again.

Replacement of the nylon lock nuts: The nylon inserted lock nuts removed during regular maintenance, installation or disassembly of the travel scooter must be replaced with the new one. The nylon inserted lock nuts are not reusable as they are likely to damage the nylon insertion, resulting in reduced safety. The new nylon inserted lock nuts for replacement are available at local hardware stores or by the authorized supplier.

Storing the scooter: If you do not use the travel scooter for a long time, we suggest you; Fully charge the battery before storing the travel scooter and remove the battery pack on the travel scooter. Store your travel scooter in a warm and dry place. Do not store your travel scooter in places where there may be extreme temperatures. The recommended storage temperatures are between -10°C~ 70°C. Batteries may suffer permanent damage, unreliable performance and shortened service life if they are frequently deeply discharged, infrequently charged, and stored at extreme temperatures or in a non-fully charged state. If your travel scooter is stored for a long period of time, we recommend that you charge its battery regularly to ensure good performance.



The battery temperature must be higher than the freezing point temperature, and it is not allowed to charge the frozen battery. Charging a frozen battery may cause damage.

When your travel scooter will be stored for a long time, you can put several boards under the frame to avoid direct contact with the ground. This way, the bearing capacity of the tire can be reduced, and the possibility of forming marks in the tire area that contacts the ground can be reduced. Product treatment: Please be sure to dispose of your travel scooter in accordance with relevant local and national laws and regulations. For information on proper disposal of packaging, metal frame parts, plastic parts, electronic devices, batteries, neoprene, silicone and polyurethane materials, please consult your local waste disposal facility or the authorized supplier.



8. Tech Support

Please visit <https://www.comfygomobility.com/product-registration/>



and register your product now! Registering your ComfyGO product allows for extended warranty service if applicable to your product. You will also receive product updates and important news on our ComfyGO products.

(Simply scan QR code with your phone for the Registration Link)

- The fastest way to get support, please e-mail to support@ComfyGoMobility.com

All warranty and return requests you can visit for getting professional help: <https://www.comfygomobility.com/warranty-or-return-request/>



(Simply scan QR code with your phone for the Warranty Link)

Here are a Few Ways to Keep Your Batteries Healthy.

- Keep your batteries at room temperature. Heat is by far the largest factor when it comes to reducing battery life.
- Batteries deteriorate over time, whether they're being used or not.
- We suggest that after 30 partial charges, you allow for a complete discharge of the battery before recharging. This will allow for a recalibration of the power gauge.
- Gradual deterioration in performance will result if the battery has been left in a discharged state.



9. Warranty Policy

- Our goal is to ensure that you are delighted with your purchase.
- According to our warranty agreement, all new products have a limited warranty. All batteries have a six month warranty. Spare parts have a one year warranty. The limited warranty does not include: labor or device failure due to the owner's misuse or negligence, non-durable components and components subject to normal wear and tear that need replacement from time to time (for example rubber materials, accessories, wheels or brakes, and plastic parts). All warranty claims require proof of purchase and the serial number.

Note that your warranty does not cover these conditions:

- Functional problems: Issues related to normal use and aging such as surface coating and plating, natural fading of resins
- Replacement of consumable materials due to wear and tear, such as tires, fuses, plastic parts, glass parts, lubricates etc.
- Any fees for Inspection, adjustment, adding oil, cleaning, etc.
- Fees for service and maintenance performed dealers as specified by our factory
- Maintenance costs at any unauthorized service centers
- If you fail to regularly check the issues as specified in this manual section 7
- Improper or wrong maintenance
- If unauthorized maintenance has been performed
- Operating differently than what is described in our manual or if you overload the scooter
- Any unauthorized modifications to the wheelchair
- External factors such as: soot, pharmaceuticals, bird droppings, acid rain, flying stone, metal powder, etc.
- Natural disasters such as: typhoons, floods, fires, earthquakes etc. damaging the unit.

Protect the Environment

- Please do not dispose of this wheelchair or its components and especially the batteries. Instead, please return them to our service center or follow your local disposal regulation.





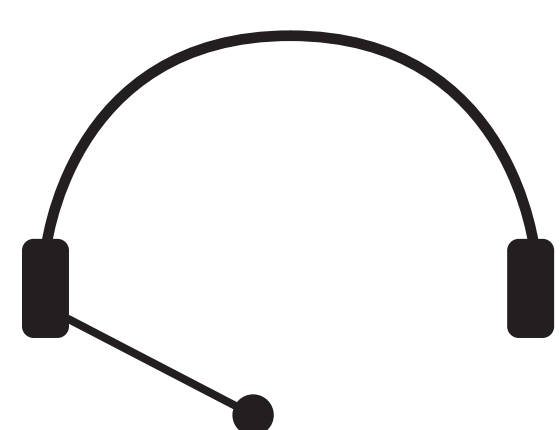
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