

# GOLDEN COMPANION<sup>®</sup> HD



**Owner's Manual  
Model GC540**



Thank you for purchasing your Companion Scooter. We are honored you have chosen Golden Technologies for your mobility needs.

### Companion Model GC540

#### Standard Packing List:

- 1 Owner's Manual
- 1 Front Basket
- 2 Mirrors (Clamp on style)
- 1 Seat Assembly
- 1 Safety Flag
- 2 Keys
- 1 Battery Charger



#### DISCLAIMER

We ask that you read this manual completely before operating your new scooter. Golden Technologies, Inc. is not and cannot be held responsible for any damage or injury incurred due to improper or unsafe use of the scooter. Golden Technologies, Inc. specifically disclaims responsibility for any bodily injury or property damage that may occur during any use that does not comply with applicable federal, state, or local laws or ordinances.

**Intended Use:** The intended use of the scooter is to provide mobility to persons limited to a seated position that are capable of operating an electric scooter.

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# I. INTRODUCTION

Congratulations on the purchase of your new Companion® scooter. The Companion® combines cutting edge technology with attractive designs that are also highly functional in today's world. We at Golden Technologies, Inc. know that you have chosen a scooter that will give you years of dependable operation and also will enhance the quality of your life by providing you with the mobility to experience an active daily lifestyle.

Even though your new Companion® is both user-friendly and designed for maximum maneuverability in even the tightest spaces, we ask that you please read, understand and follow all of the instructions and suggestions in this manual before you operate your Companion® for the first time. The safe use of your new scooter is very important to us.

If you feel that you do not understand the instructions and suggestions presented in this owner's manual, or if, for any reason, you do not feel capable of performing the activities necessary to assemble, disassemble, operate, or maintain your Companion®, please contact your local Golden Technologies, Inc. provider or call Golden Technologies, Inc. Technical Support Services at (800) 624-6374.

Golden Technologies, Inc. cannot be held responsible for personal injury or property damage resulting from the unsafe or the improper use of any of our personal mobility products. Also, Golden Technologies, Inc. cannot be held responsible for personal injury or property damage resulting from attempts to follow instructions, suggestions, and guidelines presented in this owner's manual.

Our Research and Development Department, our Quality Control Department, and our Engineering Department have used the latest product specifications and the latest product design information to manufacture your Companion®. Golden Technologies, Inc. reserves the right to implement changes into our product lines when those changes become desirable or necessary. If changes are implemented into our product line, there may be minor differences between the product you purchased and the illustrations and instructions in this owner's manual.

Please fill out and mail the enclosed warranty registration card. Registration is also available @ [www.goldentech.com](http://www.goldentech.com). We at Golden Technologies, Inc. would appreciate hearing about the dependability of your Companion® and about the convenience of mobility it has provided for you. We would also appreciate hearing about the service you received from your local Golden Technologies, Inc. provider or representative.

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For more information about our products and services or to send us your comments, please visit our website at [www.goldentech.com](http://www.goldentech.com)

# I. INTRODUCTION

## FEATURES AND BENEFITS

Your Companion scooter has been designed with your comfort in mind. It has also been designed to be a safe method of transportation when safety and operating instructions are followed. Please review the features and benefits of certain components of the scooter below.

### **Tiller:**

Easy to use handle offers infinite adjustments to find your most comfortable driving position.

### **Control Panel:**

Easy to read control indicators from top to bottom: battery gauge, head light switch, flasher switch, left and right turn signals, oversized speed control knob, and dual horn buttons.

### **Delta Tiller Handle:**

Offers rubber coated hand rests for comfort and dual throttle control levers for easy right or left hand use.

### **Front Basket:**

The Companion scooter comes standard with a removable plastic storage basket. An optional rear basket is available.

### **Headlights (and taillights):**

A standard feature, the headlights and taillights feature bright, long-lasting LED bulbs

**Tires:** Every Companion scooter comes with nonmarking, nonscuffing tires.



**Figure 1. Companion HD  
(Model: GC540 Features)**

### **Captain's Highback Seat:**

The seat features angle and height adjustable armrests to find the most comfortable position.

### **Easy Access Batteries:**

Located under the seat, the batteries can be accessed by removing the two knob screws designed to hold the battery cover in place.

### **Floor Mat:**

The Companion comes standard with a removable non-slip rubber floor mat.

**Power Elevating Seat (optional):** Your Companion scooter may be equipped with the seat lift, which will raise your seat up to 6". The switch for the seat lift is conveniently located on the tiller. See page 24.

# I. INTRODUCTION

## ACCESSORIES FOR THE COMPANION HD SCOOTER:

A variety of accessories are available for your Scooter. Please contact your Authorized Golden Technologies Provider for more information or to order.

- Cane Tube Holder
- Quad Cane Holder
- Walker Holder
- Oxygen Tank Holder
- Cup Holder
- Deluxe Pack N' Go
- Forearm Crutch Holder
- Scooter Cover
- Safety Flag

\*Some accessories require a mounting bracket or mounting clips. Please check with your provider to find out if the accessory you would like to order requires a mounting bracket or mounting clips.

## Safety Guidelines

The symbols below are used in the owner's manual and/or on the product to identify warnings and to notify you of important safety information. Make sure you read and understand them completely.



**WARNING!** Indicate(s) a hazardous situation which, if not avoided, could result in death or serious injury. This icon is represented as a black symbol on a yellow triangle with a black border.



**MANDATORY!** Failure to perform mandatory actions can cause personal injury and/or equipment damage. This icon is represented as a white symbol on a blue dot with a white border.



**PROHIBITED!** Indicate(s) an action(s) that should not be performed under any circumstance. Failure to adhere can cause personal injury and/or equipment damage. This icon is represented as a white symbol with a red circle and red slash.

## Safety Symbols

The symbols below identify warnings, mandatory actions, and prohibited actions. They can be found in the owner's manual and/or on the product. Make sure you understand all safety labels before operating the product. Do not remove safety labels from the product.



Read and follow the owner's manual!



Explosive conditions exist!



Indoor use only!



Use only AGM or Gel-Cell batteries!



Avoid transmitters!



Hot surface!



Pinch/Crush Hazard!



Do not place into trash!



Electrical hazard!



Corrosive chemicals inside battery!



Recycle



Do not use personal electronic devices!

## II. SAFETY

Your scooter is a battery-operated personal mobility vehicle. Please exercise caution and consideration when you are operating it. Driving your scooter carefully and thoughtfully will help ensure your personal safety and the safety of other people.

### NOTICE

Before learning to operate your scooter, have your authorized Golden Technologies, Inc. provider determine if it is advisable for you to practice getting on and off your scooter and operating it in the presence of an attendant.



**MANDATORY!** Read completely and understand this owner's manual before assembling, operating, transporting, or disassembling your scooter

### BEFORE GETTING ON YOUR SCOOTER

- Check to be certain that the power is turned off. See section V. "Operation" in this manual. This will eliminate the possibility of accidentally activating the paddle controls and causing injury to yourself and/or others.
- Check to be certain that your scooter's freewheel lever is in the engaged position. See section V. "Operation" in this manual.
- Flip up the armrest(s).



#### WARNING

When getting on or off your scooter, keep your weight toward the middle of the deck. Putting most or all of your weight on the edge of the deck may cause an unstable condition.

### GETTING ON YOUR SCOOTER

- Position the seat for safe and easy mounting. Ensure that the seat is facing forward. See Section V. "Operation."
- Return tiller to full upright position if necessary.
- Carefully place one foot on the approximate center of the deck and seat yourself comfortably and securely on the seat.
- Flip down the armrest(s).

### GETTING OFF YOUR SCOOTER

- Make certain that the power is turned off and the key is removed.
- Return tiller to full upright position
- Flip up the armrest(s).
- Carefully place one foot on the ground, transfer your weight to that leg, and slowly come to a standing position.
- Step away from the scooter.

### MAXIMUM WEIGHT

Your scooter has been rated to a maximum weight capacity (operator and anything else being carried onboard) of **500 pounds**. Exceeding the maximum weight rating will void the warranty.



#### WARNING

**Exceeding the maximum weight rating may result in injury to yourself and/or others.**



## II. SAFETY

### DRIVING ON INCLINES

- For maximum stability, lean forward in your scooter's seat while proceeding up ramps, inclines, curbs, or any low rise. See figure 2.
- Drive with caution when attempting to negotiate any incline, even handicap access ramps.
- **Always** climb or descend an incline by driving straight up or straight down the face of the slope. See figure 2.
- **Do not** traverse or drive across the face of an incline in any direction. See figure 3.
- **Do not** attempt to negotiate an incline that is covered with snow, ice, salt, cut or wet grass, leaves, or any other potentially hazardous material.
- **Do not** drive your scooter in reverse down an incline.
- Try to keep your scooter moving when climbing an incline. If you do come to a stop, restart and accelerate slowly and carefully.
- **Do not** try to descend or climb a slope whose gradient is greater than recommended.

**\*Companion HD maximum recommended incline is 7.5°**



**Figure 2. Going Up an Incline**



**Figure 3. Traversing an Incline**



#### **WARNING**

**If, while you are driving down a slope, your scooter starts to move faster than you feel is safe, release the throttle control lever and allow your scooter to come to a stop. When you feel that you again have control of your scooter, push the throttle control lever forward and continue safely down the remainder of the slope.**

### DRIVING DOWN A DECLINE

- Lower speed setting
- Whenever it is safely possible, drive forward down any ramp, low rise, or incline.

Golden Technologies, Inc. does not recommend that you drive your scooter in reverse down any incline, ramp, curb, or low rise. Backing down any slope may create a very hazardous situation. If it is necessary to back down a slope follow one of two procedures.



## II. SAFETY

### CAUTION

When using either of the following procedures to back down a slope, Golden Technologies, Inc. strongly advises that you have the assistance of another person.

#### **Procedure 1 - Under Power**

1. Set the key switch to the “Off” position. See section V. “Operation.”
2. **Dismount your scooter™.**
3. Set the key switch to the “On” position. See section V. “Operation.”
4. While standing alongside your scooter, carefully operate the controls at the lowest speed setting. See section V. “Operation.”
5. Slowly and carefully back your scooter down the incline.
6. Carefully remount your scooter and resume normal operation.



### WARNING

**When your scooter is in freewheel mode, the park brake is released. If the batteries are dead, the motor braking system will not work. The weight of the scooter on a slope may cause you to lose control of the scooter. If you do not feel capable of manually controlling your scooter down the slope, request assistance or do not attempt to use this procedure.**

#### **Procedure 2 - Emergency (No Power)**

1. Set the key switch to the “Off” position. See section V. “Operation.”
2. **Dismount your scooter™.**
3. Set the freewheel lever to “Disengaged.”
4. While standing alongside the scooter, carefully manually maneuver it down the slope.
5. When you have reached a level surface at the bottom of the slope, position the freewheel lever in the engaged position. See figure 10 on page 20.
6. To restore power, set the key switch to the “On” position. See section V. “Operation.”

#### **Motor Braking System**

Your scooter is equipped with a system that uses the motor to aid in braking. This motor brake system is designed to work when the key is in either the on position or the off position.

When the key switch is in the on position, the freewheel is in the engaged position, and the scooter is under power, the motor will help slow down the scooter as soon as you take your hand off of the throttle lever.

When the key switch is in the off position and the freewheel lever is in the disengaged position, the motor brake system will keep you from pushing the scooter too fast (i.e. down a slope).

You may notice this when pushing the scooter. The scooter will move freely until you reach a certain speed. You will then encounter some resistance as the motor brake system is activated.

## II. SAFETY

### MEDICATION

Always check with your physician to determine if any of the medications you are taking may affect your judgment and/or your ability to operate your scooter. Also check with your physician concerning your physical ability to operate a scooter.



#### WARNING

**Do not connect or allow anyone except an authorized Golden Technologies, Inc. provider to connect any electrical or mechanical device to your scooter. Unauthorized accessories will void the warranty and may cause injury.**

**NOTICE** Please remember that while on your scooter, you are a motorized pedestrian. You must observe and obey all pedestrian rules and regulations for the locale in which you are riding.

Please use your scooter often and allow it to expand the horizons of your daily life. The more mobility your Golden scooter brings to you, the happier you will be, and the more satisfied we at Golden Technologies, Inc. will be! But as with all things, especially motor operated vehicles, observing a few rules and safety considerations will help ensure safe scooter operation. So please follow the rules below.

### RULES FOR USE AND OTHER SAFETY CONSIDERATIONS



#### WARNING

**Read completely and understand this owner's manual before assembling, operating, transporting, or disassembling your Golden scooter.**

- **Always** operate your Golden Companion HD with thought, care, and safety.
- **Do not** attempt to use your Companion HD on an escalator. Always use an elevator.
- **Do not** carry passengers under any circumstances.
- **Do not** mount or dismount your Golden Companion HD unless the brake is engaged.
- **Always** make sure that the key switch is set to "Off" before mounting or dismounting your scooter.
- **Do not** back your Golden Companion HD down an incline or across an uneven surface.
- **Do not** turn your scooter suddenly at full speed.
- **Always** make sure the seat is locked in the forward position before operating your Companion HD.
- **Always** come to a full stop before changing direction from forward to reverse or from reverse to forward.
- **Do not** operate your Companion HD where you could not safely or legally walk.
- **Do not** climb ramps or curbs that exceed your scooter's capacity.
- **Always** approach curbs and inclines straight on.
- **Always** be aware of and careful near mechanical pinch points especially when assembling and disassembling your scooter.
- **Never** sit on your Companion HD when it is being transported.
- **Always** fasten down your Companion HD securely with an approved tie-down system while transporting your scooter.
- **Always** tie down or remove the seat during outside transport.
- **Never** operate your scooter if it is not functioning properly.
- **Always** use caution when driving on soft or uneven surfaces such as grass or gravel. Also use caution on decks where there is no railing.
- **Never** drive on the roadway, except when you must cross the street.

## II. SAFETY

### RULES FOR USE AND OTHER SAFETY CONSIDERATIONS – continued



#### WARNING

- **Always** cross streets at intersections and use crosswalks or the most direct route, making sure that your path is clear and that you are visible to motor traffic.
- **Never** drive your Companion HD up or down a step or curb that is higher than the ground clearance listed on the specifications chart (see pages 14-15).
- **Never** back up or down a step or curb.
- **Do not** drive your Companion HD in icy or salted conditions.
- **Never** operate your Companion HD while you are under the influence of alcohol.
- **Do not** operate or store your Companion HD where it will be exposed to rain, snow, mist, and below freezing temperatures.
- **Always** keep your tires properly inflated.



**Do not place hot liquids into the bottle holders. The hot liquid could spill while operating the scooter, causing you to get burned.**



**Over-inflated tires pose a risk of bursting and can cause serious injury. Under-inflated tires will cause significant loss of operational range and will also cause the motor control board to overheat.**



**WARNING** Should you encounter a problem with the operation of your mobility device such as a mechanical or electrical problem immediately stop using the product. Remove the battery pack from the power wheelchair then contact the provider from whom you purchased your mobility device for evaluation of the problem and repair if needed.

### FCC Rules Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



**WARNING** Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the users encouraged to try to correct the interference by one or more of the following measures: (1) Reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio/TV technician for help.

### III. EMI/RFI

The rapid development of electronics, especially in the area of communications, has saturated our environment with electromagnetic (radio) waves that are emitted by television transmitters, cellular phones, citizen's band radios (CBs), amateur radios (ham radios), wireless computer links, microwave transmitters, paging transmitters, etc. These electromagnetic (EM) waves are invisible and increase in strength the closer one gets to the source of transmission. When these energy waves act upon electrical devices and cause them to malfunction or to function in an erratic or uncontrolled manner, they are referred to as Electromagnetic Interference (EMI) or Radio Frequency Interference (RFI).

#### EMI/RFI AND YOUR COMPANION HD

All electrically powered vehicles, including scooters are susceptible to Electromagnetic Interference/Radio Frequency Interference (EMI/RFI). This interference could result in abnormal, unintended movement of your Golden Companion HD.



**WARNING**

**Unintended movement or brake release could cause an accident or injury.**

The FDA has determined that each make and model of scooter can resist EMI/RFI to a certain level. The higher the level of resistance, the greater the degree of protection from EMI/RFI—measured in volts per meter (V/m). The FDA has also determined that current technology is capable of providing 20 V/m of resistance to EMI/RFI, which would provide useful protection against common sources of interference. This product has been tested and has passed an immunity level of 20 V/m.

#### EMI/RFI RECOMMENDATIONS



**PROHIBITED!** Do not turn on or use hand-held personal electronic communication devices such as cellular phones, walkie-talkies, and CB radios while your scooter is turned on.

- Be aware of any nearby transmitters (radio, television, microwave, etc.) on your intended route and avoid operating your scooter close to any of those transmitters.
- Turn off the power if your Companion HD is going to be in a stationary position for any length of time.
- Be aware that adding accessories or components or modifying your scooter may make it more susceptible to EMI/RFI.
- If unintended movement or park brake release occurs, turn your scooter off as soon as it is safe to do so.
- Report all incidents of unintended movement or park brake failure to Golden Technologies, Inc. Technical Service at (800) 624-6374.



**WARNING**

**Turn off your scooter as soon as it is safely possible if unintended or uncontrollable motion occurs or if unintended park brake release occurs.**

## IV. YOUR GOLDEN COMPANION HD



**Figure 4. Your Golden Companion HD (Model GC540)**

### FOR YOUR RECORDS

Please fill in your information below. This information will be useful in the event that you ever need to contact Golden Technologies, Inc. concerning your scooter.

Model \_\_\_\_\_ Serial Number \_\_\_\_\_

Date of Purchase \_\_\_\_\_ Body Color \_\_\_\_\_

Provider Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Please remember to fill in and return your warranty registration card in the back of this manual.

## IV. YOUR GOLDEN COMPANION HD

<b>Specification</b>	<b>GC540</b>
Medicare Code	K0808
Weight capacity	500 lbs.
Drive Wheels	Rear
Maximum speed	5.7mph
Operating Range <sup>1</sup>	26.8 miles
Ground Clearance to Center Deck	6.25"
Ground Clearance to Transaxle/Motor	3.75
Turning Radius	51"
Type Batteries	2-NF22
Colors	Red, Blue
Freewheel Mode	Yes
Electronic Speed Control	Yes
Electro-Mechanical Brakes	Yes
Mechanical Hand Brake	No
Charger	8 Amp / Off-board
Controller	120 Amp
<b>Dimensions:</b>	
Length	48"
Width	26"
Height (ground to top of back of seat)	42.5" – 45.5"
Ground to Top of Seat	24.5"-27.5"
Ground to Top of Deck	8"
Deck to Top of Seat	16.5" – 19.5"
Number of Seat Height Positions	4
Size of Increments	1"
Front axle to Rear axle	36"
<b>Weight of Unit: (assembled)</b>	225.5 lbs.
Base	101.5 lbs.
Seat with Arms	50 lbs.
Batteries	37 lbs./ea. (NF22)

## IV. YOUR GOLDEN COMPANION HD

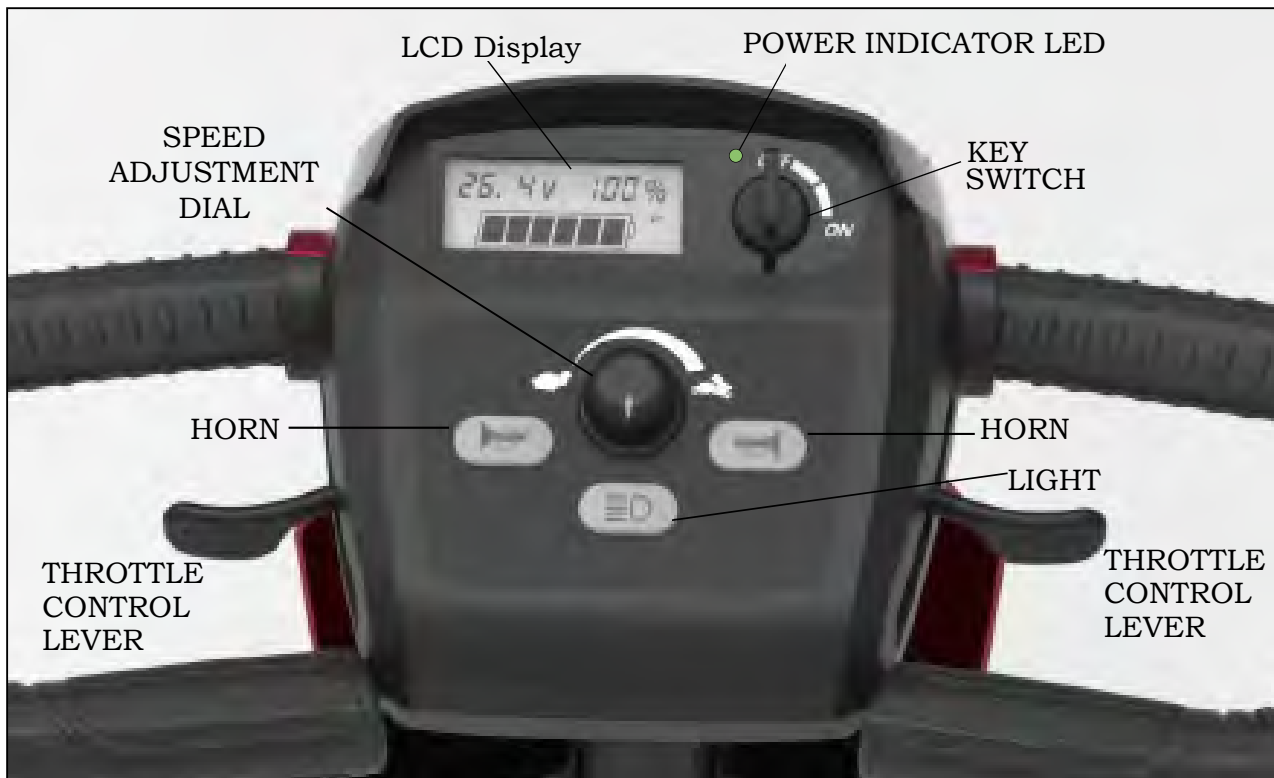
Specification	GC540
<b>Tires:</b>	Solid
Front	10.75"
Rear	10.75"
Rear Anti-Tip Wheels	Yes
<b>Standard Seat:</b>	Captain's Chair
Back Height (no headrest)	18"
Width x Depth	22" x 20"
Color	Black
<b>Warranty:</b>	
Frame	Five Years
Drive Train	2 Year
Electronics <sup>2</sup>	2 Year
Batteries	1 Year

1. Battery range will vary due to rider weight, drive surface, terrain, and battery type.
2. Electronics warranty excludes batteries.

Literature is current at the time of printing. Golden Technologies reserves the right to make changes to the product or literature at any time.



## V. OPERATION



**FIGURE 5. CONTROL PANEL**

### CONTROLS

#### Speed Adjustment Dial

- The speed adjustment dial allows you to select the maximum top speed of your Golden Companion®. See figure 5.
- Turn the dial counterclockwise to operate your scooter at the lowest speed level.
- Turn the dial clockwise to increase the operational speed of your scooter.
- We recommend that you select a speed setting at which you feel comfortable, safe, and in control of your Companion®.

#### Key Switch

This switch turns the power on and off to your Companion®. See figure 5.

- Insert the key into the key switch.
- Turn the key 90 degrees clockwise to turn on your scooter's power.
- Turn the key back to the vertical position to turn off your scooter's power.

### **⚠ CAUTION**

Always make certain that the key is removed from the key switch before getting on or off your Golden Companion® or before lowering the tiller completely.

# V. OPERATION

## **Power Indicator LED**

When the power to your Companion® is turned on, the Power Indicator LED (Light Emitting Diode) will light up. See figure 5 on page 16. This LED is used for diagnosing operational problems that may arise. Please see the Diagnostics section of this manual.

## **Horn Button**

Press this button to sound the horn. See figure 5 on page 16.

## **Light Switch Button**

This button operates your Companion®'s lighting system. See figure 5 on page 16.

- Press the button once to turn on your scooter's lights.
- Press the button a second time to turn off the lights.

## **Delta Tiller Throttle Control Lever**

The Delta Tiller enables you to use only one hand (either the right or left) to operate both the speed and the direction of the Companion®. This self-centering lever system controls your Companion®'s speed (up to the maximum speed set by the speed adjustment dial) and its forward and reverse direction. See figure 5 on page 16.

### **To drive forward use either of the following:**

- Use your right hand fingers to pull back on the right side of the throttle control lever.
- Use your left thumb to push the left side of the throttle control lever.

## **⚠CAUTION**

Always bring your Companion® to a full stop before changing direction from forward to reverse, or from reverse to forward.

### **To drive in reverse use either of the following:**

- Use your left hand fingers to pull back on the left side of the throttle control lever.
- Use your right thumb to push the right side of the throttle control lever.

When the throttle control lever is completely released, it automatically returns to the center "stop" position and engages your scooter's brakes, bringing you to a complete stop. You will hear a "click" when the brake engages.

## **LCD Display**

This meter (see figure 5 on page 16) shows the amount of voltage in your Companion®'s batteries with a voltage reading, percentage and a graphic image.

- See section X. "Care and Maintenance" for instruction concerning charging the batteries.

## V. OPERATION

### Seating

#### Armrest Height Adjustment

To adjust the armrest height:

1. Loosen “Armrest Height Adjustment Knob” until you can move the armrest up or down. See figure 6.
2. Raise or lower the armrest to the desired position.
3. Tighten the armrest height adjustment knob to secure the armrest in place.
4. Repeat steps 1-3 for the opposite arm.

#### Armrest Width Adjustment

To adjust the armrest width:

1. Loosen “Armrest Width Adjustment Knob” until you can move the armrest in or out. See figure 6.
2. Slide the armrest in or out to the desired width.
3. Tighten the armrest width adjustment knob to secure the armrest in place.
4. Repeat steps 1-3 for the opposite arm.

#### Flip-up Armrests

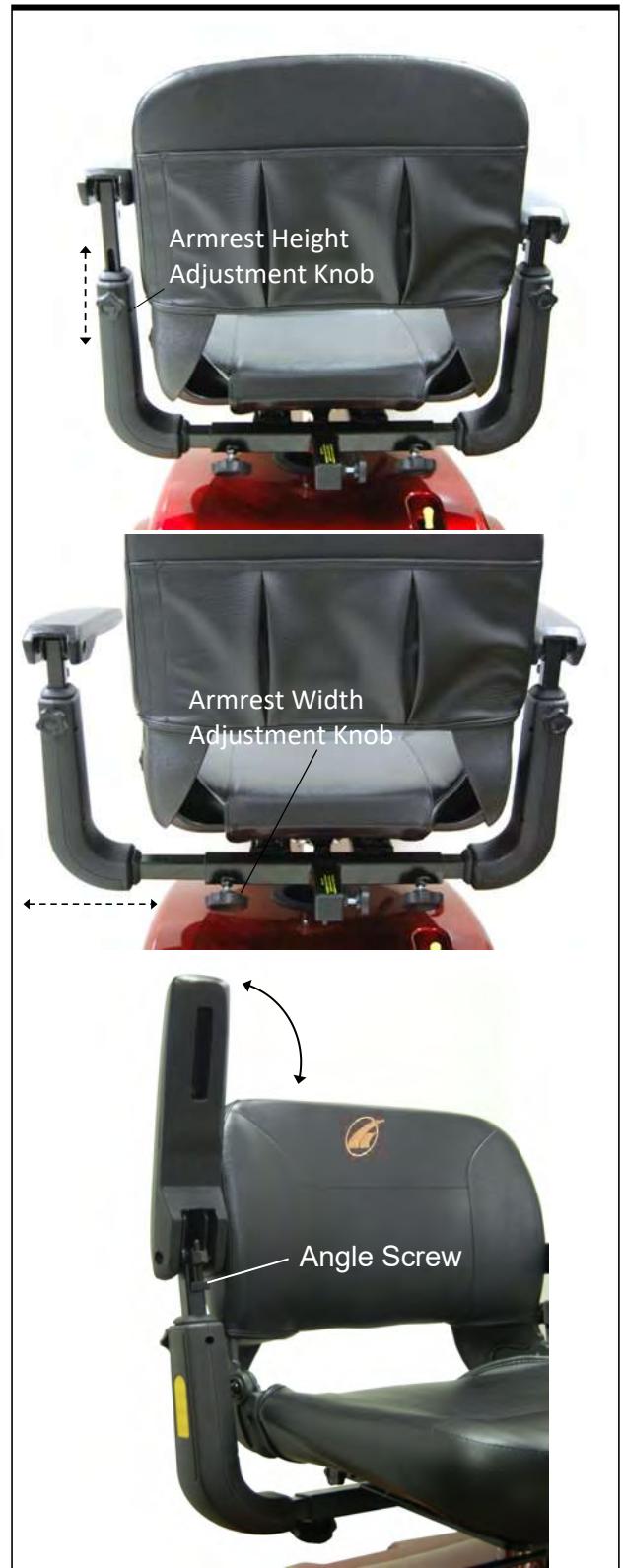
Pull up on the end of either armrest to flip it up for easy transfer on and off your Golden Companion®. See figure 6.

#### Armrest Angle

To increase the armrest angle: Turn the armrest angle screw counterclockwise. See figure 6. To decrease the armrest angle: Turn the armrest angle screw clockwise. See figure 6. Repeat the process for the opposite arm.



**Be sure all arm adjusting hardware is secure and arm is in the downward position before operating your scooter. Failure to comply may result in injury.**



**FIGURE 6. Armrest Adjustments**

## V. OPERATION



**Figure 7: Seat Rotation Adjustment**

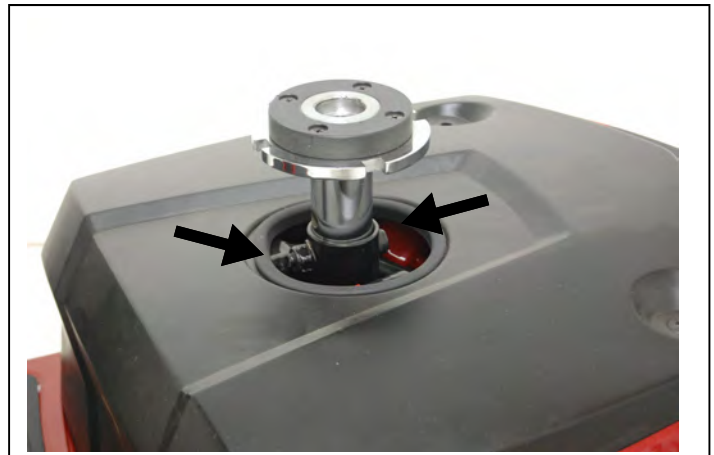
### **Seat Rotation Lever**

The seat can be rotated through 180° and locked at any 45° position.

1. Push down on the seat rotation lever and rotate the seat to the desired position. See figure 7.
2. Release the handle to lock the seat at any 45° position.



**Figure 8**



**Figure 9: Seat Post Nut and Bolt**

### **Seat Height Adjustment**

To adjust the seat height:

1. Fold the seat back down, grip the seat on opposite sides and, with a firm grip; pull the seat straight up and off of the seat pedestal. See Figure 8.
2. Remove the nut and bolt that holds the seat post in the seat pedestal. See Figure 9.
3. Position the seat post at the desired height while aligning the holes in the seat post and the seat pedestal.
4. Reinstall the nut and bolt.
5. Place the seat back onto the seat post, and push down to lock the seat.



**WARNING**

**Make sure the seat is securely locked into place before operating the scooter.**

## V. OPERATION



WARNING

**Never sit on your Companion HD in freewheel mode.**



WARNING

**Never disengage the park brake while you are operating your Companion HD.**



WARNING

**Always make certain that your scooter park brake is engaged before inserting the key into the key switch and turning it to the on position.**

### **FREEWHEEL MODE**

Your Companion HD™ is equipped with a freewheel lever that can set your scooter in or out of freewheel mode.



***Figure 10: Freewheel Lever***

To disengage the park brake and put your scooter in freewheel mode:

Pull back on the freewheel lever towards the letter N (Neutral Position). See figure 10.

To engage the brake and take your scooter out of freewheel mode:

Push forward on the freewheel lever towards the letter D (Drive Position). See figure 10.

### **NOTICE**

Pushing the scooter too quickly in freewheel will cause the motor to act as a generator causing the scooter to become difficult to push. Freewheel slowly.

## VI. RIDING YOUR COMPANION HD™

### MOUNTING

#### CAUTION

For your first driving session, make certain that your Companion HD™ starts out on a level surface and that you will continue driving on a level surface.

#### BEFORE GETTING ON YOUR COMPANION HD

1. Check to be certain that the key has been removed from the key switch. See section V. "Operation" in this manual. This will eliminate the possibility of accidentally activating the paddle controls and causing injury to yourself and/or others.
2. Check to be certain that your Companion HD™ freewheel lever is in the engaged position. See section V. "Operation" in this manual.
3. Flip up or remove the armrest(s).



#### WARNING

**When getting on or off your Companion HD™, keep your weight toward the middle of the deck. Putting most or all of your weight on the edge of the deck may cause an unstable condition.**

#### GETTING ON YOUR COMPANION HD

1. Position the seat for safe and easy mounting. Ensure that the seat is facing forward. See Section V. "Operation."
2. Return tiller to full upright position if necessary.
3. Carefully place one foot on the approximate center of the deck and seat yourself comfortably and securely on the seat.
4. Flip down or replace the armrest(s).
5. Place the key into the key switch. See figure 5 on page 16.
6. Rotate the key clockwise to the on position.

#### BASIC DRIVING

1. Make certain that you are seated safely and properly on your Golden Companion HD.
  2. Turn the speed control dial fully counterclockwise to its slowest setting.
  3. Insert the key into the key switch—if you have not already done so.
  4. Turn the key clockwise to the "On" position.
  5. Place your hands on the handgrips.
- If you wish to drive forward, pull back on the right side of the throttle control lever (or push the left side of the throttle control lever forward.)
  - If you wish to drive in reverse, pull back the left side of the throttle control lever (or push the right side of the throttle control lever forward.)
6. Pull on the throttle control lever to gently accelerate your Companion HD.
  7. Release the throttle control lever to allow your Companion HD to come gently to a full stop.
  8. Practice these two basic functions until you feel that you have control of your scooter.



## VI. RIDING YOUR COMPANION HD™

### Steering

Steering your Golden Companion HD is easy and logical.

1. With both hands on the handgrips of the tiller (see figure 4 on page 13), turn the tiller to the right to travel to the right.
2. With both hands on the handgrips of the tiller (see figure 4 on page 13), turn the tiller to the left to travel to the left.
3. Make certain to maintain sufficient clearance when turning your scooter so that the rear wheels will clear any obstacle.



#### WARNING

**Turning your scooter too sharply at too high a speed may create a situation where one of the wheels will leave the ground. This may increase the possibility of tipping the scooter. Avoid this danger at all times by decelerating and steering a wide arc around corners and obstacles.**

### Steering in a Tight Spot

If you must steer in a tight spot, such as entering a doorway or when turning around:

1. Bring your Companion HD to a full stop.
2. Set speed at the lowest setting.
3. Turn the tiller to the direction in which you wish to drive.

For more information on dealing with obstacle and tight spots, see “Control Through Tight Spots” on the next page.

### Steering in Reverse

Backing up your Companion HD requires attention to what you are doing.

1. Use your right fingers to push the throttle control lever or use your left fingers to pull back on the throttle control lever. See figure 5 on page 16.
2. Turn the tiller to the left to drive in reverse to the left.
3. Turn the tiller to the right to drive in reverse to the right.

#### NOTICE

Your scooter's speed in reverse is fifty percent of the forward speed set at the speed control dial.



#### WARNING

**Prevent injury! Do not drive down an incline in reverse.**



## VI. RIDING YOUR COMPANION HD™

### CONTROL THROUGH TIGHT SPOTS

As you use your Golden Companion HD to greatly increase your mobility, you will undoubtedly encounter some obstacles that will require practice to negotiate smoothly and safely. Below are some common obstacles that you may meet during the daily use of your scooter. Listed with those obstacles are some driving tips that should help you conquer those obstacles. Learn and follow those tips, and with surprising ease you will soon be in control of your Companion HD as you maneuver it through doors, up and down ramps, up and over curbs, through grass and gravel, and up and down inclines.

#### Ramps

##### When proceeding up any ramp, curb, or incline:

- Lean forward in your seat to move your center of gravity forward for maximum stability and safety. If the ramp has a switchback, good cornering ability is required.
- Maneuver your Companion HD so that the front wheels take wide swings around the corners of the ramp.
- Doing this will allow your scooter's back wheels to follow a wide arc around the corner, staying clear of obstacles.

##### If you must stop your Companion HD while driving up a ramp:

- Starting up again simply requires that you apply gentle and steady forward power pressure to the throttle control lever.
- Accelerate gently after stopping on any incline.

##### Driving down a ramp:

- Keep your scooter's speed control dial set fully counterclockwise at the slowest speed setting.
- If you must come to a stop, release the throttle control lever slowly and smoothly.



WARNING

**Prevent injury! Do not drive down an incline in reverse.**

#### Curbs

- See specifications for maximum curb height.
- Always use caution when negotiating any curb.
- Go up or down a curb head on at a direct 90° angle.
- Approach and negotiate the curb so that both back wheels of your scooter go over the curb at the same time.
- Never negotiate inclines or curbs by traversing them. Doing so may cause the scooter to tip over.
- Go down a curb slowly to avoid a jarring bump. Use as little power as possible.

#### Grass and Gravel

Your Golden Companion HD performs admirably on grass, gravel, and hills, but you must follow the operational parameters presented in this manual. Refer to the "Safety" section. If you are unsure about any situation, avoid it. Common sense is your best protection.

- Feel free to use your Golden Companion HD on lawns or in park areas.
- Avoid long or high grass, which may wrap around your scooter's axles.
- Avoid loose gravel.

## V. OPERATION

### POWER ELEVATING SEAT ADJUSTMENT - OPTIONAL EQUIPMENT

Your Companion® may be equipped with a power elevating seat. The power elevating seat actuator is designed to raise or lower the seat with minimal effort by the user. The power elevating seat switch is located on the tiller below the throttle lever. See figure 11.



**FIGURE 11. POWER ELEVATING SEAT SWITCH**



#### **WARNING**

**Before attempting to operate the power elevating seat for the first time, make sure your scooter is level and stationary and the speed adjustment dial is set to its slowest (turtle) setting. Make sure you are familiar with all the scooter operating procedures in your owner's manual.**

#### **To operate the power elevating seat:**

1. Lift up and hold the power elevating seat switch to raise the seat. Release the switch when you have reached your desired height or upon reaching the highest position.
2. Push down and hold the power elevating seat switch to lower the seat. Release the switch when you have reached your desired height or upon reaching the lowest position.

#### **How the Power Elevating Seat Functions:**

By elevating the power seat to approximately one-half its maximum height your scooter's speed will be limited to half the speed dial setting. If the power seat is elevated to approximately three-quarters its maximum height, the scooter will not move if the throttle control lever is pressed. The power seat must be lowered to slightly under, three-quarters of its maximum height in order to drive the scooter again. The scooter can not be driven at full speed until the scooter's seat is lowered to under one-half its maximum height.

#### **Problem Solving:**

If you encounter an instance where after using the power elevating seat feature that the scooter will not run, try lowering your seat. Depending on how high the power elevating seat is raised, your scooter's speed will be reduced or the scooter may stop operating and give a fault code. For details, refer to the above section "How the Power Elevating Seat Functions."

## VII. DISASSEMBLY

### DISASSEMBLY

When disassembling your scooter, please be sure to follow these simple instructions.

#### Remove the Seat

1. Place your scooter on a level surface.



**WARNING**

**Remove the key from the key switch before you begin to disassemble your Companion HD.**

2. Fold the seat back down, grip the seat on opposite sides and, with a firm grip; pull the seat straight up and off of the seat pedestal. See figure 12.



**Figure 12. Removing the Seat**

#### Remove the Batteries

4. Remove the two knob screws securing the battery cover, and then remove the cover. See figure 13.
5. Remove the Velcro strap from each battery, and then unplug the batteries from the scooter.
6. Lift the batteries (2) out of the scooter.



**Figure 13. Removing the Batteries**

## VII. DISASSEMBLY

### Remove the Tiller Basket

7. Remove the tiller basket by pulling up.

### Fold Down and Lock the Tiller

8. Use one hand to grasp and squeeze the tiller handle. While squeezing the handle, fold the tiller down and release the handle to lock the tiller in place. This will create a lower profile, which will make carrying or transporting the scooter easier. See figure 14.



**WARNING**

**The Companion scooter weighs approximately 101.5 lbs. with the seat, batteries, and tiller basket removed. Exercise good judgment when moving or lifting the scooter.**



**WARNING!** Be aware of labeled pinch-points! Be careful not to pinch your fingers between moving or removable parts during the disassembly of your scooter. Your full attention is required!



**Figure 14. Lowered Tiller**



## VIII. ASSEMBLY



**WARNING!** Be aware of any possible pinch-points! Please note warning labels at pinch-points during assembly.



**WARNING!** Pinching and crushing hazard! Increased hazards due to pinching or crushing result due to the component weight (such as batteries during preparation for transport and maintenance work. Always carry out any work to be done with great care. Always try to get help from a second person, especially when stowing parts for transport.



**WARNING! Pinch Point:** A pinch point is an area where you **MUST** consider your fingers to be sure they **DO NOT** become pinched between two metal or hard plastic areas. The greatest chance of pinch points becomes possible during the assembly of the Companion HD scooter.



**WARNING**

### **INJURY HAZARD DUE TO IMPROPER ASSEMBLY!**

Ensure that all components in the scooter have been correctly assembled. During assembly, please check that all connecting/locking devices are holding in place.



**Figure 15. Companion HD Components (Model GC540)**

## VIII. ASSEMBLY

### Install the Batteries

1. Gently lower the batteries (2) into the battery compartment, and secure each battery down with a Velcro strap. See figure 16.

2. Plug the battery cables (2) into their matching color coded connectors on the scooter.

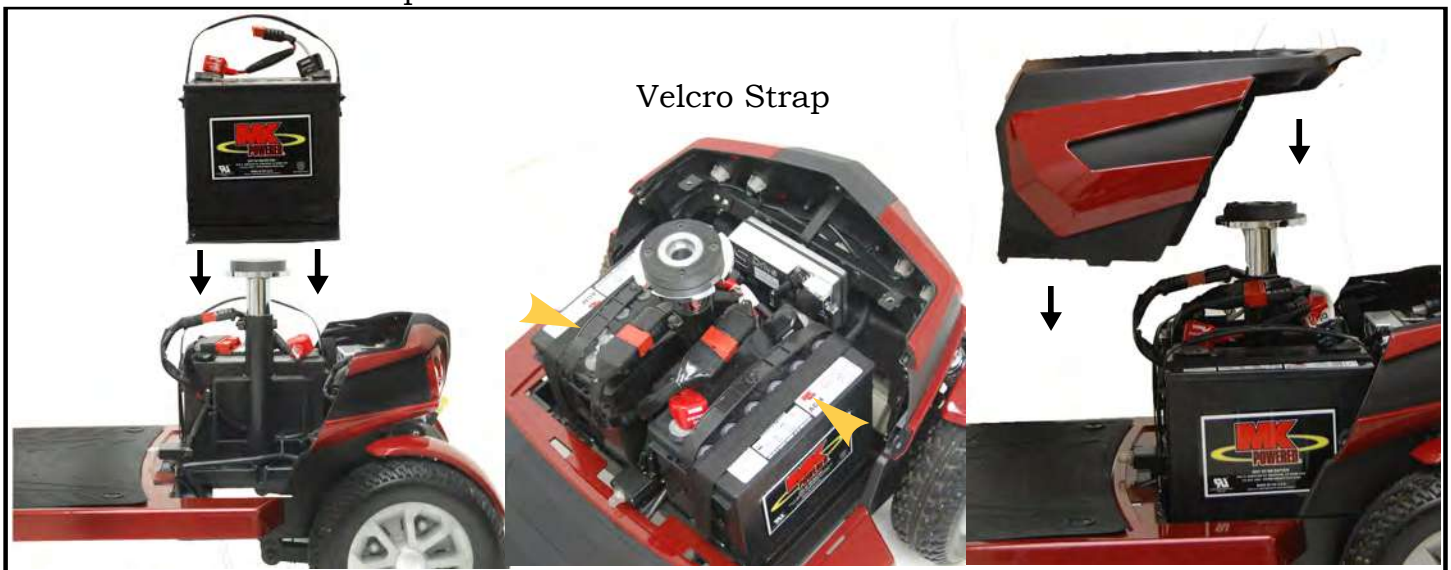
### Install the Battery Cover

3. Place the battery cover over the batteries and secure with the two knob screws. **Install the Seat**

4. Hold the seat on an angle so you can see the seat swivel post underneath.

5. Place the seat swivel post into the seat receiver post as shown in figure 17.

6. Push down on the seat to lock the seat in place. Move the seat from side to side to make sure it is locked in place.



**Figure 16. Battery Installation**



**WARNING!** Pinch Point!

Keep hands and clothing clear of the seat swivel post and seat post.

**WARNING!** Accident hazard due to non-engaged seat!

**Figure 17. Seat Installation**

**Accident hazard due to incorrect seat position!** Always turn the seat to face forwards and engage it before driving. If the seat is in any other position, the possibility of tipping is increased. Before turning the seat, always ensure that the scooter is on an even and solid surface.

## IX. TRANSPORTING YOUR COMPANION HD™



**Golden Companion HD**

### **NOTICE**

The Golden Companion can be equipped with a docking device for loading onto a vehicle by means of a mechanical lift or hoist. Contact your Golden Technologies, Inc. provider for more information concerning docking devices and scooter lift devices.

#### **To Transport Your Companion HD:**

- Disassemble or fold down the seat and tiller (see section VII. “Disassembly”) as close as possible to the loading area of the vehicle to be used for transporting your scooter.
- The degree to which you disassemble your Companion HD or fold the seat and tiller depends on the size and shape of the cargo area of the transporting vehicle.
- Moving blankets or other forms of padding may be used to protect your Companion during transportation.

### **CAUTION**

- **Do not** lift your Companion HD by its plastic body parts. Breakage of these parts is not covered by the warranty.
- **Do not** use the tires or wheels to lift the rear carriage. The carriage may rotate and cause injury or damage.



**WARNING**

**If your scooter and its components are not properly and securely stowed during transportation, the scooter or the components may move or become airborne and cause injury or damage.**



**WARNING**

**Never sit on your Companion HD when it is being transported. Always fasten down your Companion HD securely with an approved tie-down system while transporting your scooter.**



**WARNING**

**If transporting your scooter on an outside lift, remove the seat or make sure the seat is fasten down securely with an approved tie-down system supplied by your lift manufacturer while transporting your scooter. Failure to do so could result in the seat coming loose and becoming airborne. This situation could cause problems for the traffic behind you and possibly result in an injury.**



## X. CARE AND MAINTENANCE

### ROUTINE MAINTENANCE

Your scooter requires a minimal amount of care and maintenance. If you do not feel confident in your ability to perform the maintenance listed below, you can schedule an inspection and maintenance with your provider.

- ✓ Make sure your batteries are fully charged daily. See “Battery Charging”.
- ✓ Regularly inspect your scooter’s tires for signs of wear.
- ✓ Regularly inspect all exposed harnessing and connections for wear, damage, and corrosion. Have your provider repair or replace any damaged harness or connector.
- ✓ Periodically check all fasteners for tightness, wear, and corrosion. If any of these are present, turn off the scooter and contact your provider.



#### WARNING

**Be careful of pinch points and sharp metal parts (wear gloves).**

- ✓ Keep all the electrical components (charger, console panel, and electronics) free from moisture. If any of these items do become exposed to moisture, let them dry thoroughly before attempting to operate your scooter again.
- ✓ All bearings are permanently lubricated and sealed. No additional lubrication is required.

### CLEANING YOUR Companion

#### Tires

- Clean the tires with ordinary kitchen-type cleaners and a damp cloth.
- Do not use solvents on the tires. Solvents can cause the tire material to break down or become too soft.
- Never use silicone tire products on tires as it may cause tire slippage.

#### Body

The body shrouds of your scooter are formed ABS plastic and are painted for style and durability.

#### NOTICE

Do not use excess water or pressure when cleaning your scooter.

- Never take your scooter through a car wash.
- Never use a high pressure hose to wash your scooter.
- Use cool water mixed with a mild soap to remove dirt and oils. Clean the body of your scooter with a damp cloth. Dry with a clean soft cloth. Buff by hand with a soft cloth.
- Do not use a sharp object when removing shroud pieces.

#### Vinyl Seat

Clean with a mild soap or mild detergent and a damp cloth. A vinyl cleaner may also be used.

#### Rubber Floor Mat

The rubber floor mat snaps into place on the scooter floor. Simply pull up on the mat to remove it.

- Clean the floor mat with ordinary kitchen-type cleaners and a damp cloth.
- Do not use solvents on the floor mat. Solvents can cause the material to break down.

#### CAUTION

Never use silicone products as they may cause slippage.

## X. CARE AND MAINTENANCE

**IMPORTANT!** New batteries **MUST** be fully charged prior to the initial use of your scooter. **Charge new batteries for 12 hours even if the battery gauge already shows a full charge. This is to condition your new batteries for maximum performance.**



**WARNING!** Corrosive chemicals contained inside the battery.  
Explosive battery conditions exist.



**WARNING!** Charger surface can become HOT.  
Electrical hazard!

### BATTERIES AND CHARGING

Battery maintenance is the most important part of maintaining your scooter. Keeping the batteries fully charged helps to extend battery life. Use the following guidelines to help keep your batteries in optimum condition.

- For daily use, keep batteries fully charged. We recommend that you plug in the off-board charger after each use and charge 6-8 hours.
- If you are not going to use the scooter for more than a week, **fully charge** the batteries and then disconnect them from the scooter.

#### To Charge the Batteries:

The charger for all Companion® models is an off-board charger. To charge the batteries, plug the charger into the charger port on the tiller. See figure 18.



FIGURE 18. CHARGER PORT

#### Battery Maintenance



**MANDATORY!** Use only AGM or GEL-cell SLA deep-cycle batteries for operating Golden Companion® scooters.

- These batteries are maintenance free.
- There is no danger of spillage or leakage, so these batteries are safely transportable on air craft, busses, trains, etc.  
**Note: Check with your carrier for their specific rules prior to transport.**
- By following the procedures set out in this manual, you can expect extended life from your Golden Companion®'s batteries.

If the battery terminals become corroded:

- Corrosion can cause a poor electrical connection and operational problems.
- Clean corroded battery terminals with a stiff brush and a mix of baking soda and water.

#### Battery Cable Installation

If it becomes necessary to install new batteries, you may need to change each battery harness. See figure 19. Use a machine screw, a flat washers, a second flat washer, split washer, and a nut to attach the red cable ring terminal to the positive (+) battery terminal. Use a machine screw, a flat washers, a second flat washers, split washer, and a nut to attach the black cable ring terminal to the negative (-) battery terminal.

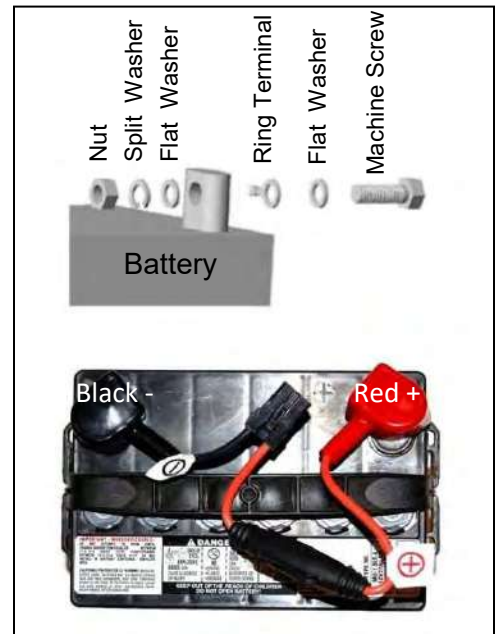


FIGURE 19. BATTERY HARNESS

## X. CARE AND MAINTENANCE

### IF YOUR Companion HD™ DOES NOT OPERATE

- Make certain the freewheel lever is set to the engaged position. See page 20.
- Check the main circuit breaker. If necessary, reset the circuit breaker. See figure 20.
- Make certain that the speed adjustment dial is at the desired setting.
- Make certain that the key switch is set to the “On” position.

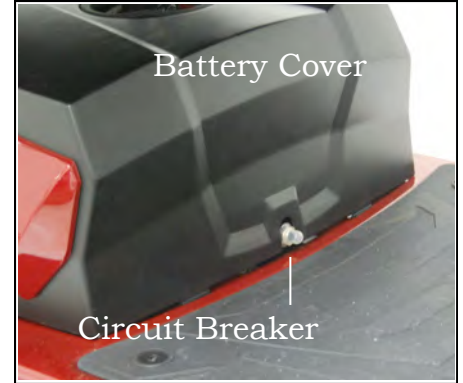
If none of the above procedures solve the problem, contact your authorized Golden Technologies, Inc. provider.

### MAIN CIRCUIT BREAKER

The main circuit breaker reset button is located under the seat in front of the battery cover. See figure 20.



**WARNING!** Do not attempt electrical repairs. Consult Golden Technologies, Inc. or your authorized Golden Technologies, Inc. provider. If, for no apparent reason, your stops operating, the main circuit breaker may have tripped.



**Figure 20. Circuit Breaker**

### Possible causes for the main circuit breaker to trip:

- Driving up a long, steep hill.
- Driving over a curb.
- Run-down batteries.

As you operate your scooter, battery voltages go down and battery current must rise to satisfy the demands of the motor and of other electrical devices operating on your scooter. This can cause a heavy current draw that will trip the main circuit breaker.

### Remedy:

- Recharge your scooter's batteries. See “Batteries and Charging” on page 31.
- If the problem continues, have your authorized Golden Technologies, Inc. provider load test the batteries.
- If the batteries are good, the charger may be the problem. Consult your authorized Golden Technologies, Inc. provider.

### Resetting the Main Circuit Breaker

1. If the main circuit breaker trips as a result of run-down batteries or because of a temporary overload, reset the circuit breaker:
2. Wait ten minutes or so for the motor control board to return to the normal operating temperature range.
3. Make certain that the key switch is set to the “Off” position.
4. Press in on the main circuit breaker reset button. See figure 20.

### NOTICE

If the main circuit breaker continues to trip, there is probably an underlying electrical fault that needs attention.

- Contact your authorized Golden Technologies, Inc. provider.
- Do not keep resetting the main circuit breaker without correcting the underlying electrical problem.

# X. CARE AND MAINTENANCE

## DIAGNOSTICS

The diagnostics feature of your Golden Companion®'s microprocessor based motor control board functions as follows:

- Any fault condition on the controller or on an associated system will cause the power indicator LED to flash and the horn to beep.
- The flashing of the LED occurs and the beeping of the horn occurs as one flash/beep or a series of flashes/beeps separated by a two- second pause.
- The number of flashes/beeps in each series is referred to as the "Flash/Beep Code."
- The flash/beep code indicates the nature of the condition or fault.

## THE FLASH/BEEP CODES

### 1 Flash/Beep

- Indicates that the battery voltage (with the throttle control lever in the neutral position) is below 19 volts.
- The batteries need to be charged.
- Your Companion® will continue to operate at reduced speeds until the voltage falls to 17.5 volts.
- As the voltage drops you will experience a power loss.

**Remedy:** Charge your Companion®'s batteries.

### 2 Flashes/Beeps

- Indicates that the battery voltage has dropped to 17.5 volts.
- At this voltage your scooter will cease operation.
- If you have charged the batteries and the condition continues, one or both of the scooter's batteries may be at fault.
- The continuance of this condition after you have charged your Companion®'s batteries may also indicate a problem with the battery charger.

### 3 Flashes/Beeps

Consult your authorized Golden Technologies, Inc. provider.

### 4 Flashes/Beeps

- Indicates that the motor control board is overloaded and overheated.
- An overload can occur if you have been driving your Companion® for an extended period of time up an incline that is steeper than the recommended grade (see "Driving on Inclines" on page 8).
- An overload can occur if your Companion® is carrying a payload that is higher than the recommended weight capacity. See "Specifications" on page 14 for your Companion® model weight capacity.
- If your scooter is equipped with pneumatic tires and they are under inflated, an overload can also occur. Under inflated tires cause the motor to draw large amounts of current. This high draw overheats the motor control board.
- Your scooter will not operate until the motor control board cools back to its operational temperature range.

**Remedy:**

- Turn off your Companion®'s key switch and allow the scooter to sit for 10 minutes.
- Check the tire pressure.
- Have your authorized Golden Technologies, Inc. provider perform a battery load test.

# X. CARE AND MAINTENANCE

## 5 Flashes/Beeps

- Indicates a brake problem.
- The freewheel lever may be in the disengaged position. See page 20.
- The brake or the brake wiring may be damaged.
- For safety reason, your scooter was designed to cease operation until the problem is corrected.

### **Remedy:**

- Make certain that the freewheel lever is in the engaged position. See page 20.
- Turn the key switch to the “Off” position to stop the flash/beep code.
- Set the freewheel lever to the “engaged” position.
- Turn the key back to the “On” position.
- If the above remedies do not solve the problem, contact your authorized Golden Technologies, Inc. provider.

## 6 Flashes/Beeps

- Indicates that the throttle control lever was not in the neutral position when the key switch was turned to the “On” position.
- May indicate that the throttle control lever is out of adjustment.

### **Remedy**

- Turn the key switch to the “Off position.
- Make certain that the throttle control lever is in the neutral position.
- Turn the key switch to the “On” position.
- If the above procedure does not solve the problem, contact your authorized Golden Technologies, Inc. provider.

## 7 Flashes/Beeps

- Indicates a problem with the throttle control lever.
- May also indicate a problem with the potentiometer (speed control).
- Your scooter will not operate until the problem is corrected.

### **Remedy:**

- Make certain that all electrical connectors are firmly and correctly joined.
- If the connectors are all firmly joined and the problem is not solved, contact your authorized Golden Technologies, Inc. provider.

## 8 Flashes/Beeps

- Indicates a motor voltage problem.
- Your scooter will not operate until the problem is corrected.

**Remedy:** Contact your authorized Golden Technologies, Inc. provider.

## 9 Flashes/Beeps

- Indicates other internal errors or faults.
- Your scooter will not operate until the problem is corrected.

**Remedy:** Contact your authorized Golden Technologies, Inc. provider.

## **NOTICE**

FOR YOUR CONVENIENCE, THESE DIAGNOSTIC FLASH/BEEP CODES ALONG WITH THE SERIAL NUMBER OF YOUR SCOOTER CAN BE FOUND UNDER THE FLOOR MAT. THIS WILL ALLOW YOU TO ACCESS THIS IMPORTANT SERVICE INFORMATION AT ANY TIME. IF POSSIBLE, PLEASE REFER TO THIS INFORMATION BEFORE CONTACTING YOUR AUTHORIZED GOLDEN TECHNOLOGIES, INC. PROVIDER.

## XI. WARRANTY



### Consumer Limited Warranty *Scooters*

Golden Technologies has provided information throughout the owner's manual in regards to proper usage and care of your scooter. Failure to adhere to this information will void the warranty of the scooter, it's parts and the batteries supplied by Golden Technologies.

The following warranty is granted only to the INITIAL Consumer who has purchased our product and commences on the Date of Purchase by the Consumer from an Authorized Golden Technologies' Provider. The Consumer must have a warranty registration card filed with Golden Technologies to receive service.

#### ***Lifetime Limited Warranty:***

For the life of the scooter, from the date of purchase from an authorized Golden Technologies' dealer, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following structural frame components found to be defective by an authorized Golden Technologies representative:

- ◆ Steel Frame
- ◆ Tiller Frame
- ◆ Seat Post
- ◆ Frame Welds
- ◆ Front Fork

***\*The GR540 is warranted for FIVE YEARS***

#### ***Two-Year Warranty:***

For the period of two years from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option with any new or reconditioned components any of the following drive train components found to be defective by an authorized Golden Technologies representative:

- ◆ Transaxle
- ◆ Motor/Brake Assembly (electrical function only)

**Note: An increase in operating noise of the transaxle DOES NOT constitute a defect. With normal wear and tear, operating noise is expected to increase.**

For the period of two years from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following electronic assemblies found to be defective by an authorized Golden Technologies representative:

- ◆ Electronic Controller
- ◆ Dash Assembly
- ◆ Wire Harness(es)
- ◆ Battery Charger
- ◆ Potentiometer Assembly

**Note: While charging batteries, it is normal for the battery charger to heat up. Heat coming from the battery charger does not constitute a defect.**

#### ***One-Year Limited Warranty***

For the period of one year from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will replace the **batteries supplied by Golden Technologies** if found to be defective by an authorized Golden Technologies representative.



## **XI. WARRANTY**



### **Consumer Limited Warranty Scooters (continued)**

#### ***One-Year Limited Warranty:***

For the period of one year from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following parts found to be defective by an authorized Golden Technologies representative:

- |                         |                     |                      |
|-------------------------|---------------------|----------------------|
| ◆ Bearings              | ◆ Rubber Components | ◆ Plastic Components |
| ◆ Bushings              | (excludes tires)    | (excludes body)      |
| ◆ Seat Swivel Mechanism | ◆ Armrests          |                      |

Items not listed are covered at the discretion of Golden Technologies. Any accessories, standard or optional, supplied by Golden Technologies, are covered for a period of one year from the date of purchase with the particular unit.

#### ***Warranty Exclusions:***

Golden Technologies does not provide warranty on any of the following items which may require replacement due to the normal wear and tear of day to day usage:

- |                       |                 |              |
|-----------------------|-----------------|--------------|
| ◆ Tires and Tubes     | ◆ Motor Brushes | ◆ Brake Pads |
| ◆ ABS Plastic Shrouds | ◆ Bulbs/Fuses   | ◆ Upholstery |
| ◆ Armrest Pads        |                 |              |

This warranty also excludes the following:

- ◆ Loss or theft of components (ie: keys, baskets, etc.)
- ◆ Damage caused by:
  - Battery fluid spillage or leakage
  - Abuse, misuse, accident or negligence.
  - Improper operation, maintenance or storage.
  - Commercial use or use other than normal.
  - Repairs and/or modifications made to any part without the specific consent of Golden Technologies.
  - Exceeding the specified weight capacity of the unit.
  - Accessories other than those supplied or approved by Golden Technologies.
  - Failure to adhere to the product instructions
  - Acts of Nature, such as lightning strikes, earthquakes, etc.....
  - Circumstances beyond the control of Golden Technologies.

#### **◆ ANY PARTS ALTERED OR REPAIRED BY UNAUTHORIZED PERSON.**

#### ***Warranty Service:***

Warranty Service must be performed by an authorized Golden Technologies representative. Golden Technologies reserves the right to replace warranted part(s) with refurbished or new part(s) at our discretion. All labor charges, service calls, transportation costs or any other charge(s) associated with the installation of any warranted part(s) are the responsibility of the consumer. Warranty is for the replacement of the parts only and does not include freight for the replacement parts. Consumers are not to return any item(s) to Golden Technologies without prior written authorization. Any damages incurred while warranted part(s) are in transport are the sole responsibility of the consumer.

#### **There is no other express warranty.**

Implied warranties, including those of merchantability and fitness for a particular purpose are excluded. Liabilities for consequential damages are excluded. This warranty gives you specific rights and you may also have other rights which may vary from state to state.



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*Most Lift Chairs Have On Controller Wire or Back Rail of the Metal Frame  
Most Scooters & Powerchairs On Seat Post, Under/On Battery, or Under Carpet*

[illegible]

Most Lift Chairs Start with PR (PR401, PR510, etc).  
Most Scooters with G (GA, GB, GC, GL, GR, etc) Most Powerchairs with GP

[illegible]

LAST NAME

[illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible]

Product comments:

1  
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Fold Here First

Place  
Stamp  
Here

Golden Technologies  
401 Bridge St.  
Old Forge, PA 18518

Fold Here Second



# <sup>GOLDEN</sup> COMPANION<sup>®</sup> HD



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