



Vivo

HANDLEIDING
USER MANUAL
MODE D'EMPLOI



Vivo
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**Life & Mobility**
INSPIRED BY LIFE

Dear user,

By choosing a Vivo mobility scooter you have chosen unequalled safety, quality and driving pleasure! We hope you will drive many comfortable and safe miles and trust that you will enjoy the freedom offered by the Vivo.

In this user manual you will find everything you need to know about the Vivo, from safety instructions and operating functions to maintenance tips. Carefully read the user manual, so you can get the most out of your mobility scooter.

We would like to keep you informed about updates, user experiences and other useful information. You can regularly read about the latest developments on the www.life-mobility.com website.

Kind regards,
Management and staff of Life & Mobility

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As the user of the mobility scooter, you are always responsible for complying with the locally applicable safety instructions and guidelines. It is important to first acquire driving experience under the supervision of an experienced instructor. Your dealer can advise you on this.

Life & Mobility accepts no liability for any loss or injury caused by negligence or by failure to comply with the safety instructions.

Attention:

- If you see this symbol in the manual, it indicates a supplementary instruction. Always follow this instruction. Negligence may adversely affect the operation of the mobility scooter and may cause physical injury or damage to the mobility scooter, the immediate vicinity or the environment.

General

Warning:

- Never change the construction of the mobility scooter.
- Only use the mobility scooter for its intended purpose.
- Keep the mobility scooter away from open fire.
- Never allow children to play unsupervised near the mobility scooter.

Be careful:

- Use the basket only to transport objects.
- Do not use your mobility scooter to pull vehicles, carts, etc.
- Remember that there are protruding parts, both fixed and loose, in and on the mobility scooter. These can cause damage to the surroundings and the mobility scooter.



Attention:

- This mobility scooter is suitable for transporting a single person. Do not carry passengers.
- Only use original Life & Mobility parts and accessories.
- Never cover or remove the safety instructions and stickers.
- Always switch off the mobility scooter and take out the ignition key before leaving it. This prevents unwanted use and/or theft.
- Use in rain, mist, black ice, snow and on salted roads may have an adverse effect on the electrical system.
- This mobility scooter does not have lights; therefore, do not ride it in the dark.
- This mobility scooter does not have indicators, use hand-signals when changing direction.

Personal requirements



Warning:

- If you are under the influence of substances that may affect your ability to drive, you may not drive the mobility scooter.
- There are certain (medical) situations where it is desirable to first undergo driver-competence training supervised by a suitably equipped dealer.



Attention:

- Please contact your doctor if you are taking prescription medicines or if you have physical limitations. Some medicines or limitations may affect your driving ability.
- Your vision must be adequate to drive the mobility scooter safely in any situation that may occur during use.

- Please follow the relevant traffic rules that apply.
- Make sure that you can always be seen by other road users. As a user of a mobility scooter you are very vulnerable on the road.
- Avoid quiet routes. Make sure that help can be arranged in the event of an emergency.
- Switch off the mobility scooter if you are using your mobile telephone. Your mobility scooter may activate security gates in shops.

Assembling and adjustment

(see also the chapter 'Settings and adjustments')



Warning:

- Before using the mobility scooter, check that all components of the mobility scooter are properly mounted and secured.



Attention:

- Never remove the anti-tipping wheels.

Sitting in the mobility scooter



Warning:

- Make sure that your fingers and limbs do not get trapped. Always be very careful:
 - When folding away armrests.
 - If you are not in full control of your arms or legs.

Driving the mobility scooter

(see also the chapter 'Use')



Warning:

- Never drive on public roads.
- Make sure that no loose clothing can get caught. These may become trapped in the wheels.
- Do not transport anything on the handlebars.

- Do not let anyone stand on the rear of your mobility scooter.



Attention:

- Before driving-off check that the mobility scooter is in the driving status and not in freewheel.
- Always remove the key before getting on or off.
- Never remove the key when the mobility scooter is still moving. You would stop very abruptly in that case.

Slopes and other obstacles



Warning:

- Avoid slopes with a gradient greater than 10° (17.5%). Driving on slopes (forwards or in reverse) is always dangerous.
- Be careful you do not overturn when driving on a slope. Never freewheel down a slope.
- Always drive straight up/down a slope, never angle across it.
- Drive carefully along (pavement) edges. An uneven surface increases the risk of overturning.



Attention:

- Your centre of gravity moves when you drive up or down a slope. Please beware.
- Turn around carefully on a steep slope as there is a greater risk of overturning.
- Always approach a curb from directly in front.
- Never reverse over a curb or obstacle.
- The maximum curb height you can drive over is 5 cm.
- Soft, slippery or uneven surfaces increase the risk of a dangerous situation.



Maximum gradient



Approaching a curb

Transport the mobility scooter without passenger (see the 'Transport and storage' chapter)



Extremely dangerous:

- When transporting the mobility scooter in a motor vehicle, always make sure you are seated in a fixed seat of the motor vehicle. Never use your mobility scooter as a seat in a motor vehicle.
- Never remain seated in the mobility scooter while it is suspended in a hoist or lifting system. The mobility scooter was not designed for this.



Warning:

- Make sure that your fingers do not get trapped when folding down the mobility scooter.
- Never carry the mobility scooter by the plastic parts of the housing.



Attention:

- Make sure that the mobility scooter is fully assembled before use.

Miscellaneous



Warning:

- Do not put the mobility scooter in direct sunlight: the upholstery can become too hot, and cause burns or irritation to the skin.



Be careful:

- Never attempt to resolve a fault yourself. Contact your dealer instead.
- Do not allow the mobility scooter to come into contact with seawater: seawater is corrosive and will damage the mobility scooter.

- *Do not allow the mobility scooter to come into contact with sand: sand may penetrate to the moving parts of the mobility scooter, causing faster wear and tear.*



Attention:

A number of technical precautions have been implemented to further guarantee your safety:

- *The immobiliser is activated whenever a battery charger is connected.*
- *In the event of an electronic fault, the mobility scooter will make a controlled stop.*
- *To avoid the risk of body parts becoming trapped, the necessary components have been guarded where possible.*

EMC-approved

The mobility scooter is approved for EMC (Electro-Magnetic Compatibility). Tests have shown that mobility scooters are not sensitive or damaging to mobile communication equipment and electronically controlled equipment. Despite this, please be careful when using the mobility scooter and mobile or electronic equipment at the same time.

The Vivo is an electrically powered mobility scooter, suitable for both young and older people who have difficulty walking long distances.

This manual only describes the default settings of your mobility scooter. You will find more information on our website:

www.life-mobility.com

Technical specifications

- Intended use: outdoors, between -25° C and + 50° C
- L x w x h: 107 x 58 x 91.5 cm
- Weight (incl. batteries): 58 kg
- Weight of battery box: 14 kg (5 kg per battery)
- Seat depth: 41 cm
- Seat width: 41 cm
- Seat height above footrest (adjustable): 40/42,5/45 cm
- Height between footrest and ground: 9 cm
- Max. driving distance with fully-charged batteries: 20 km* (12 miles approximately*)
- Max. (programmable) speed: 6 km/h* (4 mph*)
- Turning circle (radius): 135 cm
- Max. user weight: 120 kg (19 st)
- Battery capacity: 24 V (2x12V) / 22 Ah
- Max. load: 2A / 120/240 V / 50/60Hz
- Wheel size: 24x7.5 cm (9.4" x 3)
- Complies with: EN 12184 Class A

Service and technical support

Contact your dealer if you have any questions about specific settings, maintenance or repairs. Always have the serial number ready. You can find it on the CE sticker on the seat column on the mobility scooter (see p. 15 also).

* Depending on the set speed, outside temperature, weight of the user, etc.

Product description

Checking the delivery

Before using the mobility scooter, check if the delivery matches the product description below. If you find any transport damage upon delivery, please inform your dealer. Life & Mobility trusts that the mobility scooter meets your expectations and hopes it brings you much convenience.

Product description



- | | |
|------------------------|----------------------------------|
| A. Folding backrest | J. Battery box |
| B. Folding armrests | K. Footrest |
| C. Seat lever | L. Front wheel |
| D. Handle | M. Steering angle quick-release |
| E. Reflector | N. Basket |
| F. Anti-tipping wheels | O. Handlebars with control panel |
| G. Freewheel lever | |
| H. Sprung rear wheels | |
| I. CE sticker | |
| | J. Battery box |
| | K. Footrest |
| | L. Front wheel |
| | M. Steering angle quick-release |
| | N. Basket |
| | O. Handlebars with control panel |

Mobility scooter
product description

Product description



Product description control panel

Control panel

- P. Ignition lock with ignition key
- Q. Horn
- R. Battery indicator
- S. Indicator on/off
- T. Tortoise speed setting (slow)
- U. Speed button
- V. Hare speed setting (fast)
- W. Reversing thumb control lever
- X. Forward thumb control lever
- Y. Battery charger contact



Product description handlebars



Battery charger contact

Not pictured

Various accessories are optionally available, including:

- Crutch holders
- Rear-view mirror
- Backrest bag

See www.life-mobility.com for more accessories.

Product description

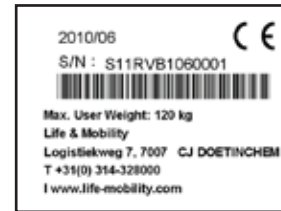
Markings on the mobility scooter

There are a number of stickers on the mobility scooter. Below is an overview of these stickers, with their location.

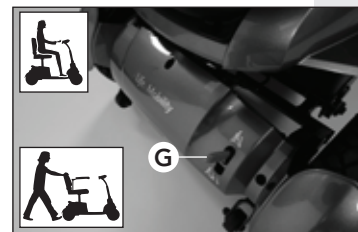
CE-sticker

The mobility scooter meets the provisions of the Directive for Medical Devices and has a CE label.

The CE sticker (l) can be found on the seat column on your mobility scooter.



CE-sticker



Freewheel lever

Freewheel sticker (see also page 21)

The sticker above the freewheel lever (G) indicates that the mobility scooter is ready to be electrically driven.

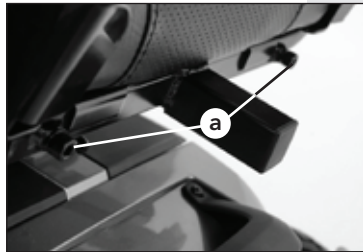
The sticker below the freewheel lever indicates the "push position". In this setting the mobility scooter can be moved freely.



Electric driving position



Push position



Changing the seat width

Adjust seat width

1. Loosen the socket screws (a) on the bottom-rear of the seat.
2. Set the width to suit your personal requirements.
3. Re-tighten the socket screws.
The arm rests are now locked in the current position.

Armrests

Fold the armrests (B) up to make getting-out easier.



Armrests

Adjusting the steering angle

Attention:

- Do not adjust the angle of the steering column while driving.

Adjust the steering column so that you can easily reach the controls and the display. The steering column can be adjusted by a toothed-wheel.

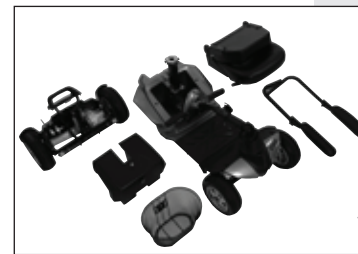
1. Loosen the quick-release lever (M) at the bottom of the steering column
2. Lift the steering column slightly out of the toothed-wheel and adjust the steering column to the required angle. Ensure that the teeth on the wheel engage.
3. Re-tighten the quick-release lever.
The steering column is now locked in place.

Adjusting the seat height (3 positions)

1. Remove the seat.
2. Remove the battery box.
3. Loosen the bolt and adjust the seat column to the required seating height.
4. Replace the battery box.
5. Replace the seat.



Change handlebar angle



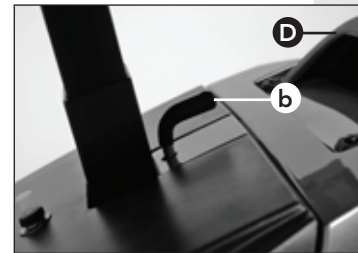
Disassembled mobility scooter

Dismantling

The mobility scooter can easily be dismantled for transport or storage (see the 'Transport and Storage' chapter also).

Warning:

- Be very careful when dismantling the mobility scooter. Ensure that your hands and fingers do not get trapped in the hinge system.



Unlocking

1. Pull the unlocking lever (b) on the rear of mobility scooter vertically upwards.
2. At the same time press the handle (D) toward the ground.
3. Now, lift the front section away from the rear section (Z).

Assembling

1. Tilt the rear section (Z) of the mobility scooter at an angle of 45 degrees onto the anti-tipping wheels.

Attention:

- Determine the hook-in position accurately to prevent damage to the body shell.
2. Lift the front section of the mobility scooter and carefully hook it onto the frame tube of the lower rear section.
 3. Allow the front section to lower gently, until both sections click together.



Determining the position



Assembling

Advance checks

Check the following before driving off:

- The battery status on the display (see page 21),
- The brakes,
- Whether the freewheel lever is pointing up (electric driving position, see page 21),
- Whether the battery charger has been removed.

Getting in and out by yourself**Attention:**

- Make sure that the seat is properly locked in place before driving off.

Getting in/out

1. Push the seat lever (C) down.
2. Keep the seat lever pushed down and turn the seat a quarter turn to the left or right.
3. Get in or out.
4. Release the seat lever.
The seat is now locked in place.



Getting in and out

Starting

1. Insert the key into the ignition lock (P) and push home.
The on/off indicator lamp (S) lights up. The mobility scooter is now ready to drive.



Starting

Maximum speed

The maximum speed ex-factory is 6 km/h but your dealer can program a lower speed.

**Warning:**

- Adjust your speed before steering into a bend. The scooter may overturn.
- Despite the small turning circle of the mobility scooter, it may still be difficult to turn into lifts or doorways. Make sure that

you always use the correct low speed setting for tight manoeuvring.

**Attention:**

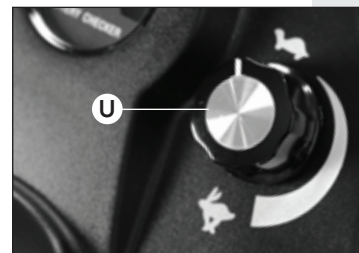
- Adjust your speed using the thumb control lever. The speed setting determines how fast you can go if you squeeze the thumb control lever all the way.
- Check that the road behind you is clear when reversing.
- The mobility scooter reverses more slowly than when it drives forward.
- By default the maximum speed is set to 6 km/h. Your dealer can adjust the speed setting for you.

1. Turn the speed button (U) anticlockwise to the 'tortoise setting' to drive slowly.
2. Turn the speed button clockwise to the 'hare setting' to drive quickly.

Choose a suitable speed setting for each situation.

Driving forward and reversing

1. Slowly squeeze the thumb control lever (X).
The mobility scooter starts moving forwards.
2. Squeeze the thumb control lever further.
The mobility scooter will start moving forward more quickly.
3. Release the thumb control lever.
The mobility scooter will stop.
4. Use the thumb control lever (W) to reverse.



Adjusting the speed setting



Product description handlebars

Batteries**Warning:**

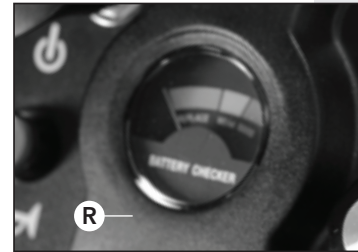
- Never connect a cable to the AC/DC converter or the battery charger. Contact with components may cause electric shock.

**Be careful:**

- New batteries must be run in. The full capacity of batteries is only reached after they have been used and charged a couple of times. Take this into account during your first few trips.
- Charge the batteries every day, this will extend their service life.
- Always charge the batteries to full capacity.
- Avoid draining the batteries completely. The mobility scooter will lose power which will have a negative effect on the service life of the battery.
- Charge fully drained batteries as soon as possible using a 24-hour cycle.
- Do not keep your batteries fully drained for a prolonged period of time.
- Never put metal parts on the batteries: this may short-circuit the batteries and damage them.

**Attention:**

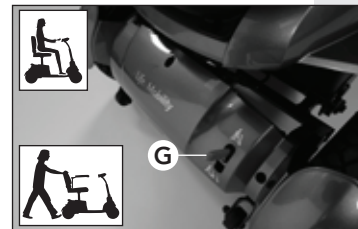
- At lower temperatures the capacity of the batteries is reduced. This also reduces the operating range.
- Always connect the charger when putting the mobility scooter away for the night.
- You cannot overcharge the batteries supplied. Thanks to a voltage limiter, the charger automatically switches off when the batteries are full.
- Only use Life & Mobility battery chargers.



Battery indicator



Battery charger contact



Freewheel lever

Reading the battery status

The battery indicator (R) on the control panels shows the remaining battery capacity:

Battery status	Indicator
Green	The batteries are full.
Amber	You should start charging now.
Red	Recharge the mobility scooter as soon as possible.

Charging the batteries

1. Insert the battery charger plug into the battery charger contact (Y).
2. Insert the plug of the mains cord in a wall socket.
3. Always fully complete the charging cycle of 8 - 10 hours. The batteries are fully charged when the green lamp is lit

Freewheel lever**Warning:**

- Never use this function on a slope or while driving. It will disable the brakes.
- Always push the freewheel lever upwards to re-engage the brakes after using the freewheel function.

1. Push the freewheel lever (G) down to move the mobility scooter by hand.
2. Push the freewheel lever back up for the electric drive position. Teach yourself to do this each time you have used it.

Cleaning**Be careful:**

- Do not use bleach or solvents.
- Do not use a high-pressure cleaner to clean the mobility scooter.

**Attention:**

- Regularly clean the upholstery and the frame.

Upholstery

1. Remove any light dirt with a solution of a mild cleaning agent and warm water.
2. Carefully scrub the upholstery with a soft brush if the dirt has been absorbed into the upholstery.

Frame

1. Clean the housing with a non-abrasive cleaning product.
2. Apply non-abrasive car wax to the entire frame.

Batteries (see also the chapter 'Use')**Attention:**

- Always fully charge batteries before using them for the first time.
- Charge the batteries continuously for 24 hours at least once a month.
- The battery connection method is illustrated on a diagram on the inside of the battery cover.
- Be careful with damaged batteries. Leave (environmentally-friendly) replacement of the batteries to your dealer.

**Be careful:**

- Batteries can be dangerous. Only allow your batteries to be installed and maintained by a qualified scooter mechanic. They have the required qualifications and tools to perform the installation and maintenance safely and correctly.
- The scooter uses two batteries with a 24-volt series connection. Never use both batteries at the same time:
 - Batteries from different manufacturers
 - Batteries with different technologies
 - Batteries with different date codes

Service and technical support

At least once a year have the mobility scooter checked and serviced by your dealer. Preventive maintenance ensures that the proper and correct functioning of all moving parts is checked, as well as the electronics and the condition of the batteries.

Repairs should only be performed by your dealer or by Life & Mobility, and only original parts supplied by Life & Mobility should be used for this.

Maintenance matrix

The following matrix indicates which parts should be regularly checked. If a defect occurs, contact your dealer to resolve this issue.

Part	Action	Daily	Weekly	Monthly	Each quarter	Annually
Battery charger	Check functioning	X				
Housing	Clean with damp cloth		X			
Connections	Check for breakages		X			
Rotating mechanism	Check functioning and play			X		
Batteries	24-hour charging cycle			X		
Tyres	Check wear and tear				X	
Mobility scooter	Servicing					X

Transporting the mobility scooter



Extremely dangerous:

- When transporting the mobility scooter in a motor vehicle, always make sure you are seated in a fixed seat of the motor vehicle. Mobility scooters may never be used as seating support in a motor vehicle, even if the mobility scooter is secured with a taxi restraint system.
- Never remain seated in the mobility scooter while it is suspended in a hoist or lifting system. The mobility scooter was not designed for this.



Be careful:

- Never carry the mobility scooter by the plastic parts of the housing.



Attention:

- The seat is heavy. Ask for help if required.



Removing the seat

Removing the seat

- Stand next to the mobility scooter.
- Push the backrest forward.
- Turn the lever (C) downwards.
- Rotate the seat a quarter turn to the left or to the right.
- Lift the seat from the mobility scooter.



Folding down the steering

Folding down the steering column

- Loosen the quick-release lever (M) at the bottom of the steering column
- Move the steering column as far as possible towards the seat.
Tip: if the seat is removed, the steering column can be folded down further.
- Re-tighten the lever.

Transport

Once the seat has been removed you can transport the mobility scooter in the boot, for example.

If required, the mobility scooter can be further dismantled, see page 17: 'Settings and adjustments' chapter.

Storage when not using the mobility scooter



Attention:

- *Always store batteries fully charged.*
- *Fully charged gel batteries and AGM batteries will retain their charge for up to six months, but they must always be charged before use.*
- *Avoid storage of batteries at extremely high or low temperatures.*
- *Sealed gel batteries and AGM batteries do not need to be topped up with water. Contact a qualified scooter mechanic if you have any performance issues.*

Longer than a week:

- *Connect the battery charger at least once a week to maintain the condition of the batteries or put the mobility scooter away for the night with the battery charger connected.*

Very long term (e.g. during winter or due to illness):

- *Have your dealer disconnect the wiring of the batteries.*

Warranty

Your new mobility scooter is covered by a 12-month warranty. The batteries are covered by a 3-month warranty.

The warranty does not apply to defects caused by: failure to observe the instructions for use and maintenance, use other than normal use, wear and tear, negligence, overloading, third-party accidents, non-original parts used and defects not caused by the product.

This warranty replaces any other warranty, either stipulated by law or communicated orally, except for anything guaranteed in writing by Life & Mobility.

Warranties are only valid within the EU.

Disposal of product and packaging

Disposal of product and packaging

All parts of your mobility scooter are recyclable. Your dealer will know the collection points for disposal of the mobility scooter.

From an environmental perspective, we recommend that you dispose of the packaging and the mobility scooter by separating the waste as much as possible, allowing the waste materials to be recycled efficiently.

This manual has been prepared with the utmost care and is based on information known to Life & Mobility at the time of publication. Life & Mobility does not accept liability for any errors in the text or the consequences thereof.

The information in this manual applies to the standard version of the product. Life & Mobility does not accept responsibility for any damage that may occur due to changes or modifications to the product after selling it for the first time. Neither can Life & Mobility be held liable for any damage caused by third-party work.

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