

# journey adventure

## PRODUCT MANUAL



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ADVENTURE

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## Welcome to Your Journey Adventure Scooter

Thank you for choosing the Journey Adventure Scooter. This mobility scooter is designed to give you confidence, comfort, and freedom in your daily life.

The Journey Adventure Scooter reflects an innovative design, careful development, and expert manufacturing. The scooter and this manual may be updated over time as the product is improved. If your scooter looks slightly different from the pictures, follow the instructions that are closest to your model.

Please take time to read this guide before you use your scooter. Understanding how to properly use and care for your scooter will help you stay safe and protect your equipment for years to come.

### **WARNING – Responsibility**



Journey Health & Lifestyle disclaims all responsibility for any personal injury or property damage that may occur due to improper or unsafe use of this product.

If any part of these instructions feels unclear, or if you would like help with setup or operation, please contact your authorized service provider or Journey Customer Service at **(800-958-8324)**.

### Before You Ride:

- Read entire manual to learn key safety information.
- Charge the battery fully (until indicator shows 100%).
- Check tire inflation and wheel locks.
- Make sure the seat and tiller are locked in place.
- Confirm key or power switch is OFF before sitting down.

### Power On and Test:

- Sit securely and turn power ON.
- Confirm battery gauge lights up.
- Gently test forward and reverse at low speed.
- Test horn and brake response before travel.

### First Ride:

- Stay indoors or in an open area.
- Start at **low speed** to get used to controls.
- Avoid slopes or uneven surfaces until comfortable.

### Please Read First

- Read this guide before using your scooter.
- If you have any questions, ask for help from your provider, a caregiver, or Customer Service.

### Who Can Use This Scooter

- One user only (no passengers).
- Maximum user weight: 300 lb (136 kg).
- For adults with limited mobility who can safely sit, steer, and operate the controls.



### WARNING – Weight Limit

Do not exceed the 300 lb (136 kg) maximum user weight. Exceeding this weight can cause injury, damage the scooter, and will void the warranty.

### Intended Use

This product is designed to assist with personal mobility for individuals with limited walking ability.

- Use it only on **flat, stable surfaces** such as sidewalks or indoors.
- It is **not intended** for uneven terrain, steep hills, or public roads.
- Always follow the **weight and speed limits** listed in the specifications.
- The product is for **one rider only**. Do not carry passengers or heavy loads beyond the rated capacity.

# 4. INSPECTION UPON DELIVERY

When you receive your scooter, check that all parts are present and undamaged:

- Scooter main frame: 1
- Armrests: 1 pair
- Battery pack
- Basket
- Product manual: 1

If any parts are missing or damaged, do not use the scooter. Contact your authorized service provider or Customer Service right away.

## Scooter Information Label

Product Name	: Scooter	Type Class	: A
Model	: Virgo	Rated Power	: 270 w
Voltage	: 24 V / DC	Motor Model	:
Controller Model	: DR50	Max. Load	: 136 kg
Max. Speed	: 8 Km/H		
Battery Model	:		
Charger Model	:		
Charger Input	:		
Charger Output	:		



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Your safety is our highest priority. Please read this entire section before you operate your scooter for the first time.

## General Safety Rules



### WARNING – Read Before Use

- Read this manual thoroughly before operating the scooter. Improper use may lead to falls, collisions, serious injury, or damage to the scooter.
- Make sure all parts are present, undamaged, and correctly assembled before use.
- Use the scooter only as a personal mobility aid for one adult user. Do not carry passengers, including children or pets.
- Make sure the scooter is fully unfolded and correctly assembled before sitting down or driving.
- Do not operate the scooter if you are tired, dizzy, under the influence of alcohol, or using substances that may reduce alertness.

### CAUTION – Medication

If you take prescription medication, ask your doctor if it is safe for you to operate a mobility scooter.

Use extra care when:

- Turning corners.
- Going up or down ramps or curbs.
- Driving over uneven surfaces.

Always:

- Keep your feet on the footboard; do not stand on it.
- Sit fully back in the seat, with both hands on the tiller and both feet on the footboard while driving.
- Drive only on flat surfaces where all four wheels stay in contact with the ground.



### **WARNING – Read Before Use**

Do not use the scooter to tow or push anything, and do not hang heavy items from the tiller. This can affect stability and steering and may cause a fall.

Follow local pedestrian rules. In most areas, powered mobility devices are treated as pedestrians; use sidewalks and crossings where available.

Never allow minors or untrained individuals to operate, sit on, or play with the scooter, whether it is turned on, turned off, or being charged.

Do not allow anyone to sit on the scooter while it is being transported in a vehicle.

Avoid rain, snow, ice, salt, or standing water whenever possible. Store the scooter in a clean, dry place.

Do not drive at night without proper lighting.

### **Who Should Not Use the Scooter**



### **WARNING – Restricted Use**

This scooter is not recommended for:

- Individuals under 16 years of age.
- People with severe cognitive impairment who cannot understand or follow safety instructions.
- Individuals with significant vision loss who cannot clearly see obstacles, edges, doorways, or traffic.
- Users who cannot sit safely, maintain posture, or operate the throttle and tiller in a controlled way.

If you are unsure whether this scooter is appropriate for you, talk with your healthcare provider or mobility specialist.

## Operating Environment

- This scooter is designed to be used and stored in a dry, clean environment.
- Some components are for indoor use only; read labels on the charger and accessories.
- Recommended operating and storage temperature range: approximately -14 °F to 122 °F, with relative humidity between 30% and 70%.

## Avoid Hazardous Conditions



### WARNING – Weather and Surfaces

- Do not operate in heavy rain, snow, ice, dense fog, or strong winds. Wet or slippery ground increases the risk of skidding or tipping and can damage electrical components.
- Avoid beaches, deserts, muddy areas, deep gravel, or very rough, rutted surfaces. These conditions can reduce stability, strain the motor, and may damage the frame or wheels.
- Do not expose the scooter to standing water, puddles, or flooding. The scooter is designed to resist light splashes only.

If the scooter becomes wet, allow it to dry completely and check the brakes, throttle, and controls before using it.

## CAUTION – Cleaning

- Do not wash the scooter with a hose, pressure washer, or steam cleaner.
- Wipe with a damp cloth only, keeping water away from electrical parts and connectors.

## Stability and Rollover Prevention



### WARNING – Do Not Do the Following

- Never remove the rear anti-tip wheels. They are critical for preventing backward tipping and must always remain installed.
- Do not lean far to the side, reach far forward, or shift your weight suddenly while the scooter is moving, especially on slopes or uneven ground.
- Do not weave in and out, turn sharply at high speed, or reverse quickly in tight spaces.
- Do not attempt to climb over obstacles higher than about 2 inches (5 cm) or cross gaps wider than about 4 inches (10 cm). Use curb cuts or ramps whenever possible.

### **CAUTION – Slopes and Surfaces**

- Drive straight up or straight down slopes; never drive across a slope diagonally, and never reverse up a slope. This reduces the risk of tipping.
- Slow down on slopes, turns, soft ground (such as grass or carpet), uneven pavement, door thresholds, and small ramps.

Practice starting, stopping, and turning in an open, flat area until you feel confident. Do this before using the scooter in crowded places, narrow hallways, or near traffic.



### **WARNING – Do Not Modify**

- Do not modify, remove, disable, or add any parts or features to the scooter. Doing so can create unsafe conditions and will void the warranty.

# 6. ELECTRICAL SAFETY AND ELECTROMAGNETIC INTERFERENCE (EMI)

The scooter uses an electronic controller and an electromagnetic brake. These systems can be affected by strong electromagnetic fields from powerful transmitters such as radio towers or handheld radios.

Possible effects of strong EMI include:

- Unexpected release or delayed activation of the brake.
- Unintended or erratic movement of the scooter.
- Loss of speed control or electronic malfunction.

## **WARNING – Electromagnetic Interference**

Strong radio waves from devices such as cell phones, walkie-talkies, radio and TV stations, or emergency transmitters can affect scooter control.

To reduce risk:

- Do not operate hand-held radios or turn on cell phones while the scooter is powered on.
- Be aware of nearby transmitters and avoid getting very close to them.
- Keep walkie-talkies and similar radios at least 12 inches away from any part of the scooter.
- Do not place other powered equipment directly on top of or against the scooter while in use.

See page 33 for detailed EMC information.

## 7. PRODUCT SAFETY SYMBOLS

The symbols below are used on the mobility scooter to identify warnings, mandatory actions, and prohibited actions. It is very important for you to read and understand them completely.



Contact your local recycling center or authorized provider for information on proper recycling of product components.



Indicates component is for indoor use only.



Contains Lead.



Your product must be disposed of according to applicable local and national statutory regulations. Contact your local recycling center or authorized provider for information on proper disposal of product components.



Indicates a potentially hazardous situation which, if not avoided, could result in death or severe injury. Property damage may also result.



Indicates electrical shock hazard.



EMI-RFI - This products has been tested and passed at an immunity level of 20 V/m.



Indicates that explosive conditions exist.



Corrosive chemicals contained in batteries.



Pinch/Crush points exist.



Indicates a mandatory action that should be performed as specified in order to avoid a hazardous condition/situation. Failure to perform mandatory actions can lead to personal injury and/or equipment damage.



Read and follow the information in the owner's manual.



Indicates maximum weight capacity. Stay within the specified weight capacity of your product.



Use only AGM or Gel-Cell batteries to reduce the risk of leakage or explosive conditions.



N = Neutral (Brakes disengaged; unit in Freewheel Mode)



D = Drive (Brakes engaged, unit in Drive Mode)



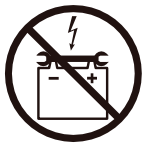
Indicates a prohibited action that should not be performed at any time or in any circumstances. Performing a prohibited action can cause personal injury and/or equipment damage.



Do not use batteries with different amp-hour (Ah) capacities. Do not mix old and new batteries. Always replace both batteries at the same time.



Do not mix AGM and Gel-Cell batteries. Always use batteries of the same type and chemistry.



Keep tools and other metal objects away from battery terminals. Contact with tools can cause electric shock.

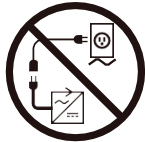
# 7. PRODUCT SAFETY SYMBOLS



Do not allow unsupervised children to play near the scooter while the batteries are charging.



Removal of grounding prong can create electrical hazard. If necessary, properly install an approved 3-pronged adapter to an electrical outlet having 2-pronged plug access.



Do not connect an extension cord to the AC/DC converter or the battery charger.



Indicates flammable material. Do not expose to heat sources such as open flame or sparks. Do not transport batteries with flammable or combustible items.



Avoid exposure to rain, snow, ice, salt, or standing water whenever possible. Maintain and store in a clean and dry condition.



Do not remove anti-tip wheels.



Keep your hands away from the tires when driving. Be aware that loose fitting clothing can become caught in the drive tires.



Do not engage freewheel mode on an incline.



Do not engage freewheel mode on an decline.

24V 12AH Battery capacity label.

24V 20AH Battery capacity label.

### **Daily safety check**

Before using the scooter, check the following:

- Electrical connections and wire harness: secure and free from corrosion.
- Batteries: fully charged and free from corrosion.
- Brake: electromagnetic brake works properly.
- Folding system: scooter is fully unfolded and locked before sitting down.
- Tires: not damaged or excessively worn.

If you notice any problems, do not use the scooter. Contact Journey Customer Service for assistance.

## Product Details



Figure 1. Important parts

- |                      |                    |                     |
|----------------------|--------------------|---------------------|
| 1. Operating console | 4. Battery package | 7. Seat & Back      |
| 2. Handgrip          | 5. Front wheel     | 8. Free-wheel lever |
| 3. Steering column   | 6. Footplate       | 9. Rear wheel       |
|                      |                    | 10. Drive wheel     |

<b>Model</b>	08910 Journey Adventure
<b>Type</b>	Scooter, rear wheel drive, Class A
<b>Max. weight of user</b>	300 lbs
<b>Max. speed (driving forward)</b>	5 mph
<b>Min. braking distance at max. speed</b>	5 mph: 54.3 in.
<b>Endurance mileage</b>	24V15Ah AGM Battery: 16km
<b>Maximum height of obstacle</b>	2 inches
<b>Maximum safe slope</b>	6°
<b>Minimum turning radius</b>	51.1 inches
<b>Minimum width required to reverse</b>	51.1 inches
<b>L x W x H Dimensions unfolded (mm)</b>	41.3" x 19" x 34.6"
<b>Total mass, battery included</b>	96 lbs (24V15Ah AGM)
<b>Weight of battery</b>	20 lbs
<b>Maximum weight of single part (Front frame assembly)</b>	33 lbs
<b>Effective seat depth</b>	14.2 inches
<b>Effective seat width</b>	17.1 inches
<b>Seat surface height at front edge</b>	20-21.5 inches
<b>Height footplate</b>	4.3 inches
<b>Angle seat surface</b>	3°
<b>Motor</b>	270 Watt, electromagnetic brake
<b>Battery</b>	AGM Battery 24V15Ah
<b>Controller</b>	Dynamic 50A
<b>Protection class</b>	IP X5
<b>Battery charger</b>	Input: 100-240 VAC, 50-60Hz, 1.2-0.5A, Class II Output: 24VDC, 2.0A
<b>Protection class of battery charger</b>	IPX1
<b>Insulation class of battery charger</b>	Class 2
<b>Max. sound level scooter motor</b>	68 dB
<b>EMC compatible according to</b>	ISO 7176-21
<b>Ignitability of upholstery according to</b>	EN 1021-2
<b>Diameter rear wheels (numbers)</b>	8x2.5 inch
<b>Diameter front wheels (numbers)</b>	8x2.5 inch
<b>Suspension</b>	N/A
<b>Control (wig-wag)</b>	Lever to start/stop movement
<b>Operating console</b>	Rotatable switch for speed control
<b>Storage and use temperature</b>	-10°C to +50°C
<b>Humidity to store and use</b>	30% ~ 70%

We reserve the right to introduce technical changes. Measurement tolerance  $\pm 15$  mm / 1.5 kg / 1.5°.

\* The theoretical action radius reduces if the scooter is frequently used on slopes, rough surfaces or to climb curbs. The maximum driving distance is tested in ideal circumstances according to ISO7176-4.

Speed and range may vary with user weight, type of terrain, battery charge and condition. The information contained herein is correct at the time of publication; Journey Health & Lifestyle reserves the right to alter specifications.

Disclosure Information (ISO)					
	Min.	Max.		Min.	Max.
<b>Overall length with leg rest</b>	41.1"	41.1"	<b>Overall length with leg rest</b>	11°	11°
<b>Overall width</b>	19"	19"	<b>Seat depth</b>	14.2"	14.2"
<b>Folded length</b>	41.1"	41.1"	<b>Seat width</b>	17.1"	17.1"
<b>Folded width</b>	19"	19"	<b>Armrest Adjustment Range</b>	18.1"	26"
<b>Folded height</b>	13.8"	13.8"	<b>Backrest angle</b>	20°	20°
<b>Total weight</b>	96 lbs	96 lbs	<b>Backrest height</b>	13"	13"
<b>Weight of the heaviest part</b>	33 lbs	33 lbs	<b>Floor to seat distance</b>	18"	21"
<b>Dynamic stability uphill</b>	8°	8°	<b>Range</b>	12.4 miles	12.4 miles
<b>Obstacle climbing</b>	1.8"	2"	<b>Turning radius</b>	51.2"	51.2"
<b>Maximum speed forward</b>	5 mph	5 mph	<b>Weight capacity</b>	300 lbs	300 lbs
<b>Minimum braking distance from max speed</b>	54.3"	54.3"	<b>Required doorway entry depth</b>	54.3"	54.3"

The freewheel lever lets you roll the scooter manually without power.

1. Locate the freewheel lever on the rear frame.
2. Push the lever forward to disengage the drive and brake systems; you can now push the scooter.
3. Push the lever fully rearward to re-engage drive and brakes and return to normal use.



### **WARNING – Freewheel Safety**

- Remove the key from the key switch before putting the scooter into or out of freewheel mode.
- Never sit on the scooter when it is in freewheel mode.
- Never engage freewheel on an incline. Use freewheel only on level ground.



- |                            |                          |
|----------------------------|--------------------------|
| 1. Battery condition meter | 4. Speed adjustment dial |
| 2. Throttle control lever  | 5. Horn                  |
| 3. Key switch              |                          |

### Battery condition meter

When the key is fully inserted into the key switch, the meter shows approximate battery strength.

- Green: batteries charged.
- Yellow: charge is decreasing.
- Red: recharge as soon as possible.

### Throttle control lever

This lever allows you to control the forward and reverse speed of your scooter up to the maximum speed you preset with the speed adjustment dial.

- Place your right hand on the right handgrip and your left hand on the left handgrip.
- Use your right thumb to push the right side of the lever to disengage your scooter's brakes and move forward.
- Release the lever and allow your scooter to come to a complete stop before pushing the other side of the lever to move in reverse.
- When the throttle is completely released, it automatically returns to the center "stop" position and engages your scooter's brakes.

### **Key switch**

- Insert key and turn to power on.
- Turn off and remove key when not in use to prevent unauthorized use.

### **Speed dial**

This dial allows you to preselect and limit your scooter's top speed.

- Turn toward the "bird" icon for slower speed.
- Turn toward the "airplane" icon for faster speed.

### **Horn**

- Press the horn button to sound a warning. Note: the scooter must be turned on for the horn to be operational.

## Before getting on

Check:

- Batteries are fully charged.
- Freewheel lever is in the drive (rearward) position.



## WARNING – Getting On and Off

Never attempt to get on or off the Adventure scooter without removing the key. This will prevent the scooter from moving if the throttle is touched by accident.

## Getting on the scooter

The armrests can lift up for easy entry and exit. For safety, be sure to lower them down to the downward/level position before using the scooter.

1. Make sure the key is removed from the key switch.
2. Stand beside the scooter.
3. Pull the seat rotation lever and turn the seat to face you.
4. Sit down carefully and ensure the seat locks in place.
5. Rotate the seat to face forward and ensure it is locked into position.
6. Place your feet on the floorboard.

## Pre-Ride Check

Before driving, confirm:

- The seat height is safe and the seat is locked.
- Armrests and tiller are in a comfortable, secure position.
- The key is fully inserted and the scooter is turned on.
- The horn works.
- Your path is clear of obstacles, steep slopes, or rough ground.

## Driving

- Sit upright with both hands on the tiller and both feet on the floorboard. This gives you maximum control.
- Set speed dial to your desired speed.
- Press the throttle gently to move; steer with the tiller (left to turn left, right to turn right, center to go straight).
- To stop, slowly release the throttle; the brakes will engage automatically.
- Reverse speed is slower than forward speed for safety.



## **WARNING – Things That Affect Stability**

The following can make steering and stability worse:

- Holding onto or attaching a leash to walk your pet.
- Carrying passengers (including pets).
- Hanging any item from the tiller.
- Towing or being pushed by another motorized vehicle.

## **Power-Down Timer**

If the key is left on but the scooter is not used for about 15 minutes, the controller will shut down to save battery power.

To restart:

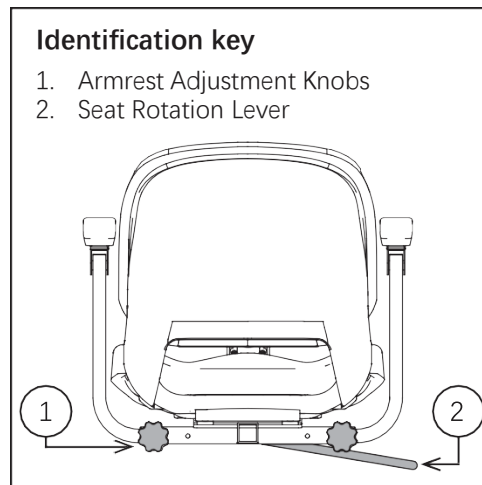
1. Remove the key.
2. Reinsert the key and turn the scooter back on.



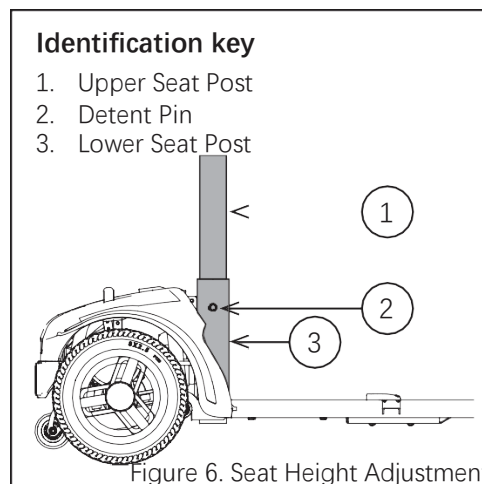
## WARNING – Adjustments

Always remove the key and stop the scooter before adjusting the tiller or seat. Never adjust while the scooter is moving.

- **Seat rotation:** Pull the seat rotation lever, turn to desired position, then release to lock.



- **Armrest width:** Loosen armrest knobs, slide armrests in or out, then re-tighten. You may pivot armrests up to make getting on or off easier.
- **Seat height:** Remove the seat and battery back from your scooter, then use the attached ring to pull and remove the detent pin from the lower seat post. Raise or lower the upper seat post to desired seat height. Hold the upper seat post at that height while aligning the adjustment holes of the upper and lower seat posts. Reinsert pin fully, then reinstall the battery and seat.



## Tiller:

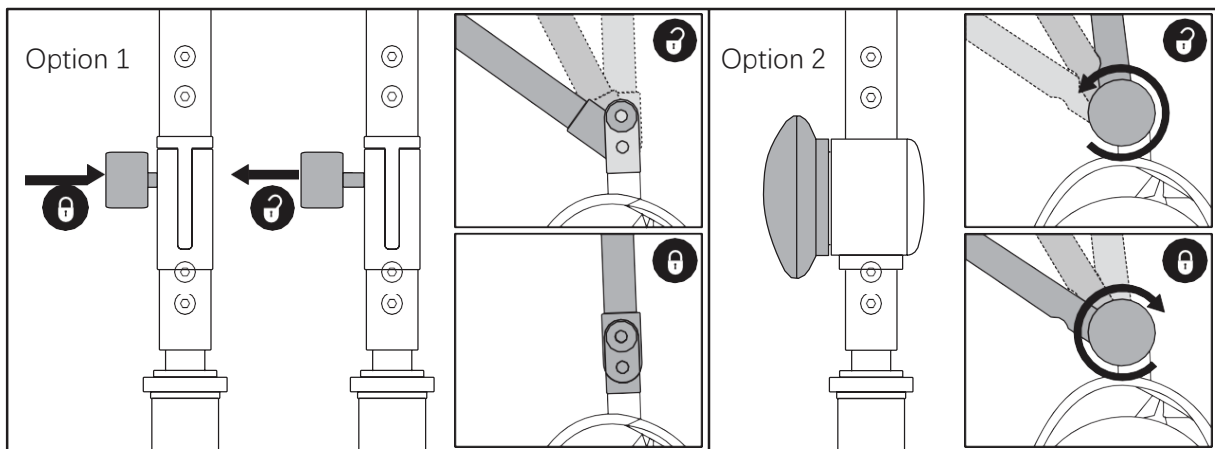
Option 1 (fixed vertical positions):

- Pull and release the knob to lock into position.
- Remove the knob from the hole to fold the scooter.
- Hold the tiller to maximum height and release the knob; it will automatically drop back into the tiller hole to secure it.

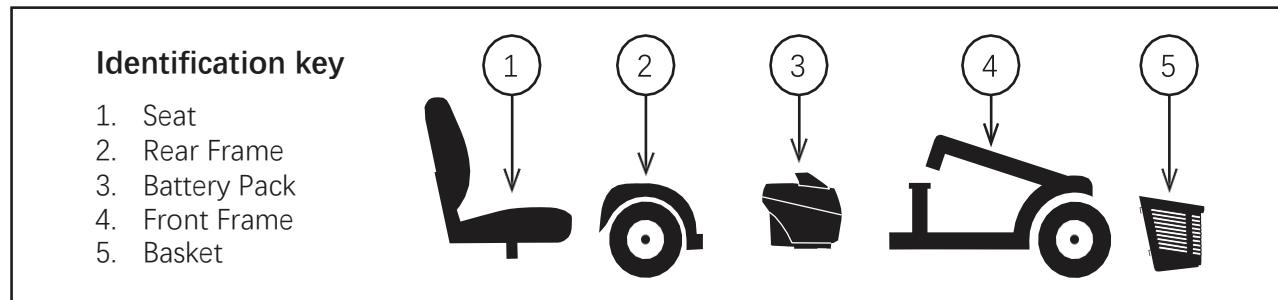
Option 2 (multiangle adjustment):

- Turn the knob counterclockwise to allow adjustment and folding.
- Hold the tiller at the proper height and angle, then turn the knob clockwise to secure.

To fully lower the tiller, you must remove the seat and battery pack first.



To fully lower the tiller, you must remove the seat and battery pack. Remove the seat by pulling it straight up and off the scooter.



The scooter can be disassembled for transport into:

- Seat.
- Rear frame.
- Front frame.
- Basket.
- Battery pack.

No tools are needed to assemble or disassemble the scooter. Always work on a dry, level surface with about 5 ft of space around you.

When lifting or moving the scooter, always:

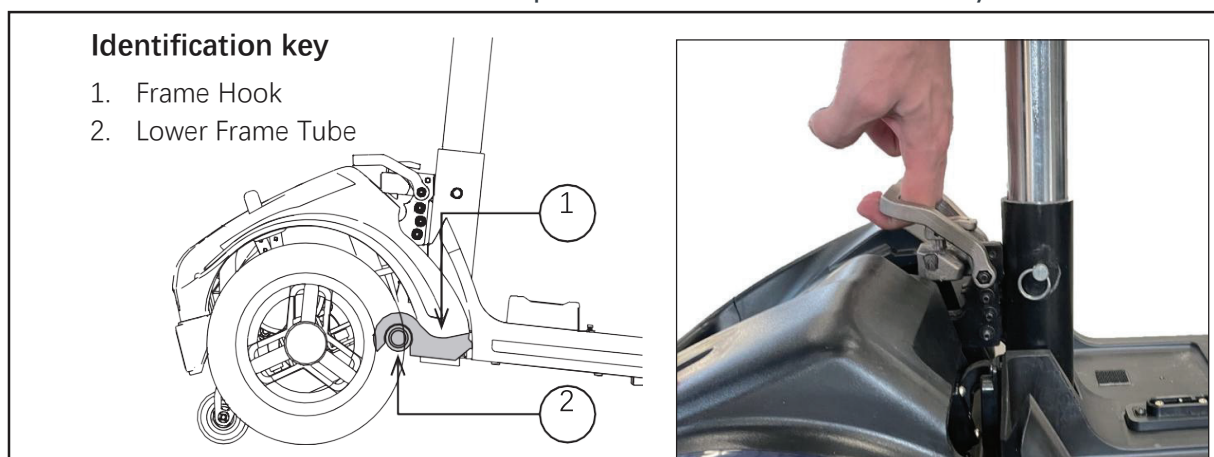
- **Lift only from approved frame or chassis points** shown in the diagram (e.g., front crossbar, rear frame handle).
- **Never lift by the seat, tiller, or body shrouds**, as this can cause damage or injury.
- Ensure the **battery is disconnected** before transport.
- Use two people for lifting or loading into a vehicle for safety.



**Warning:** Do not lift more weight than you can safely handle. Ask for help if needed.

## Disassembly steps

1. Remove the seat by lifting it straight up; if it is tight, pull the seat rotation lever and gently swivel while lifting.
2. Remove the battery pack by lifting it straight up.
3. Lower the tiller and tighten the tiller knob (for frame separation).
4. Lift the frame release lever and slide the front frame forward until it unhooks from the rear frame tube. Then separate the two halves carefully.



## Assembly steps

1. Before assembling, tilt the rear half of the scooter slightly back on the anti-tip wheels as shown above. Use the front frame release lever to lift the front frame and align its hooks with the rear frame tube.
2. Lower the front frame onto the rear frame so the frame lock engages automatically.
3. Raise the tiller and fully secure the adjustment knob.
4. Reinstall the battery pack.
5. Reinstall the seat and rotate it until it locks in place.

## Vehicle transport

- When traveling in a motor vehicle, do not sit on the scooter.
- Secure the scooter in the trunk or cargo area and secure or remove adjustable parts.

If the battery symbol light on the battery gauge is flashing, the scooter has detected a fault.

1. Release the throttle (wigwag) paddle, then turn the scooter off and back on
2. If the fault remains, turn the scooter off and fully recharge the batteries.
3. If the fault still remains, count the number of flashes between pauses and report this to Customer Service.

The flash count corresponds to specific issues such as low battery, high battery voltage, park brake fault, speed control fault, or motor/controller fault. A technician may be needed for diagnosis and repair.

Flash	Description	Meaning
1	Battery Low	The batteries are running low. <ul style="list-style-type: none"> <li>• Recharge the batteries.</li> </ul>
2	Low Battery Fault	The batteries have run out of charge. Recharge the batteries. Check the battery and associated connections and wiring.
3	High Battery Fault	Battery voltage is too high. This may occur if overcharged and/or traveling down a long slope. If traveling down a slope, reduce your speed to minimize the regenerative charging.
4	Current Limit Time-out or Controller Too Hot	The motor has been exceeding its maximum current rating for too long. <ul style="list-style-type: none"> <li>• The scooter may have stalled. Turn the controller off, leave for a few minutes and turn back on again.</li> <li>• The motor may be faulty. Check the motor and associated connections and wiring.</li> </ul>
5	Park Brake Fault	Either a park brake release switch is active or the park brake is faulty. <ul style="list-style-type: none"> <li>• Check the park brake and associated connections and wiring.</li> <li>• Ensure any associated switches are in their correct positions.</li> </ul>
6	Drive Inhibit	The stop function is active, the charger is connected, or the throttle was not neutral when the controller was turned on. Release the stop condition (seat raised, etc.), disconnect the battery charger, and ensure the throttle is in neutral when turning the controller on. The throttle may require recalibration.
7	Speed Pot Fault	The throttle, speed limit potentiometer, speed range wire, or their wiring may be faulty. Check the throttle, speed pot, and associated connections and wiring.
8	Motor Voltage Fault	The motor or its associated wiring is faulty. <ul style="list-style-type: none"> <li>• Check the motor and associated connections and wiring.</li> </ul>
9	Other Error	The controller may have an internal fault. <ul style="list-style-type: none"> <li>• Check all connections and wiring.</li> </ul>

Contact Journey Customer Service at 1-800-958-8324 with questions.

**Note:** The scooter will not operate while the batteries are being charged.

## First charge

- The scooter uses two sealed, maintenance-free 12volt deep-cycle batteries.
- Use the supplied off-board charging system to charge the batteries for at least 8–14 hours before first use.

## Everyday charging

- After each day of use, charge for 8–14 hours.
- Once a month, charge continuously for about 48 hours to help improve battery performance.
- If you use the scooter once a week or less, charge at least once a week for 24 hours.

## How to charge

1. Turn off the scooter.
2. Plug the charger into the scooter or battery pack charging port.
3. Plug the charger into a standard wall outlet.
4. When fully charged, unplug the charger from the outlet, then from the scooter.

## Charger lights

- **Red:** charging in progress.
- **Green:** bulk charging is complete (95% charged); charger is in trickle (top-up) mode.



## WARNING – Charging Safety

- Do not use extension cords; plug the charger directly into a properly wired outlet.
- Do not remove grounding prongs or alter the plug.
- Keep children away from the scooter while charging.
- Charge in a well-ventilated area; explosive gases may be released while charging. Keep away from flames or sparks.
- Use only the supplied off-board charger, not an automotive battery charger.
- If your battery charger is not approved for outdoor use, do not expose it to rain, snow, or extreme temperatures. If it has been exposed, allow it to reach room temperature before using indoors.
- Inspect the charger, cords, and connectors for damage before each use. Do not open the charger case; call Journey Customer Service if you suspect a problem.
- The charger may become hot; avoid direct skin contact and keep it off heat-sensitive surfaces.
- Do not store batteries near open flame or flammable items.

## Operating Temperatures and Battery Life

- Normal operating and storage range: -14 °F to 122 °F.
- In very cold conditions, batteries may freeze.

In very hot conditions, the scooter may slow down to protect components.



### **CAUTION – Deep Discharge**

Avoid completely draining (deeply discharging) the batteries. This can shorten battery life.

The scooter requires only simple, regular care. If you are unsure about any maintenance, contact Customer Service for assistance.

## Tires and wheels

- Regularly check tires for damage or wear.
- If a tire is damaged or worn, the entire wheel must be replaced by a qualified technician.



## WARNING

Wheels should only be serviced/replaced by a qualified technician. Be sure that the key is removed the key switch and scooter is not in freewheel mode before performing this procedure.

## Exterior surfaces

- Bumpers, tires, and trim may benefit from an occasional application of a rubber or vinyl conditioner.

## Cleaning

- Clean plastic and metal parts with a damp cloth and mild, non-abrasive cleaner. Avoid products that may scratch the surface.
- If disinfection is needed, use only products approved as safe for these materials and follow the cleaner's safety instructions.

## Battery and wiring

- Keep battery terminals clean and connections tight.
- Check all wiring and insulation, including the charger cable, for signs of wear or damage. Do not use the scooter until damaged parts are repaired or replaced.

## Daily control check

- With the power off, make sure the throttle is straight, undamaged, and returns to neutral when released. If it does not, contact Customer Service; do not attempt to repair it yourself.

## Nylon lock nuts

- Any nylon insert lock nut removed during service must be replaced with a new one. Do not reuse nylon lock nuts. Replacement nylon lock nuts can be found at hardware stores.

If you will not use the scooter for an extended time:

- Fully charge the batteries before storage.
- Remove the battery pack from the scooter.
- Store the scooter in a warm, dry place away from temperature extremes.
- Recommended storage temperature: -14 °F to 122 °F; humidity 30%–70%; atmospheric pressure 86–106 kPa.

To protect tires during long storage, you may place boards under the frame to lift the scooter slightly off the ground.

Recharge the batteries periodically during long storage to prevent permanent damage and loss of performance.



### **WARNING – Temperature and Humidity Effects**

- High temperatures can soften tires.
- Very low temperatures can cause tires to crack.

## **Disposal**

When the scooter reaches the end of its service life, it must be disposed of according to local and national regulations.

Contact your local waste disposal agency or authorized provider for guidance on disposing of:

- Packaging
- Metal frame parts
- Plastic parts
- Electronics
- Batteries

Rubber, neoprene, silicone, and polyurethane materials.

## **Two (2) Year Limited Warranty**

Your Journey Adventure scooter is fully guaranteed for twenty four (24) months from the date of purchase against faults arising due to defects in manufacture or materials related to structural frame components, including: seat support tube and welded frames.

## **One (1) Year Limited Warranty**

Your Journey Adventure scooter is fully guaranteed for twelve (12) months from the date of purchase against faults arising due to defects in manufacture or materials related to all electronic parts and drivetrain, including controllers, battery chargers, different, motor, wheels and brakes. Servicing to the controller, battery or battery charger must be carried out by an authorized Journey Health & Lifestyle Provider. Any attempt to open or dismantle these items renders the guarantee void on that item.

## **Not Covered Under Warranty**

This warranty does not extend to those items which may need replacement due to normal wear and tear (tires, belts, bulbs, upholstery, plastic shrouds, motor brushes, and fuses), or damage to the product caused by misuse or accident for which Journey Health & Lifestyle cannot be held responsible. This warranty does not include labor or service calls.

## **Batteries**

Attention – Gradual deterioration in performance due to being left in a discharged state, left in cold conditions for long periods of time, or worn out through heavy use is not covered.

Batteries are covered by a six (6) month warranty from Journey Health & Lifestyle.

## **Service Checks and Warranty Service**

Warranty service can be performed by an authorized Journey Health & Lifestyle Provider. Please contact Journey Health & Lifestyle Customer Service to schedule service.

## **Replacement Units**

The availability of replacement units and/or spare parts is subject to the discretion of Journey Health & Lifestyle. For more information regarding replacement units and/or spare parts, contact Journey Health & Lifestyle.

### Guidance and Manufacturer's Declaration

Below cables information is provided for EMC reference.

Cable	Max. cable length, Shielded/unshielded		Number	Cable Classification
AC Power Line	170cm	Unshielded	1 Set	AC Power
DC Power Line	115cm	Unshielded	1 Set	DC Power

### Important information regarding Electro Magnetic Compatibility (EMC)

This electrical medical equipment needs special precautions regarding EMC and put into service according to the EMC information provided in the user manual; The equipment conforms to this IEC 60601-1-2:2014 standard for both immunity and emissions. Nevertheless, special precautions need to be observed:

- The equipment with no ESSENTIAL PERFORMANCE is intended used in Home Healthcare environment.
- **WARNING:** Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- The use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- **WARNING:** Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the model VIRGO series, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- **WARNING:** If the use location is near (e.g. less than 1.5 km from) AM, FM or TV broadcast antennas, before using this equipment, it should be observed to verify that it is operating normally to assure that the equipment remains safe with regard to electromagnetic disturbances throughout the expected service life.





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If you have any questions, call us at our toll free number:

**1-800-958-8324**