

bespoke

DESIGNED BY YOU

*Platinum By Bespoke Mobility
Owner's Manual*



BespokeMobilityUSA.com
866-703-6884



BEFORE USING YOUR SCOOTER FOR THE FIRST TIME....

- Please be sure to thoroughly review this manual in its entirety.
- The circuit breaker underneath the seat must be turned on.

To turn on the circuit breaker, insert the key into the truck lock, and turn clockwise while lifting the back of the seat upwards. Then, flip the blue circuit breaker switch to the “ON” position.

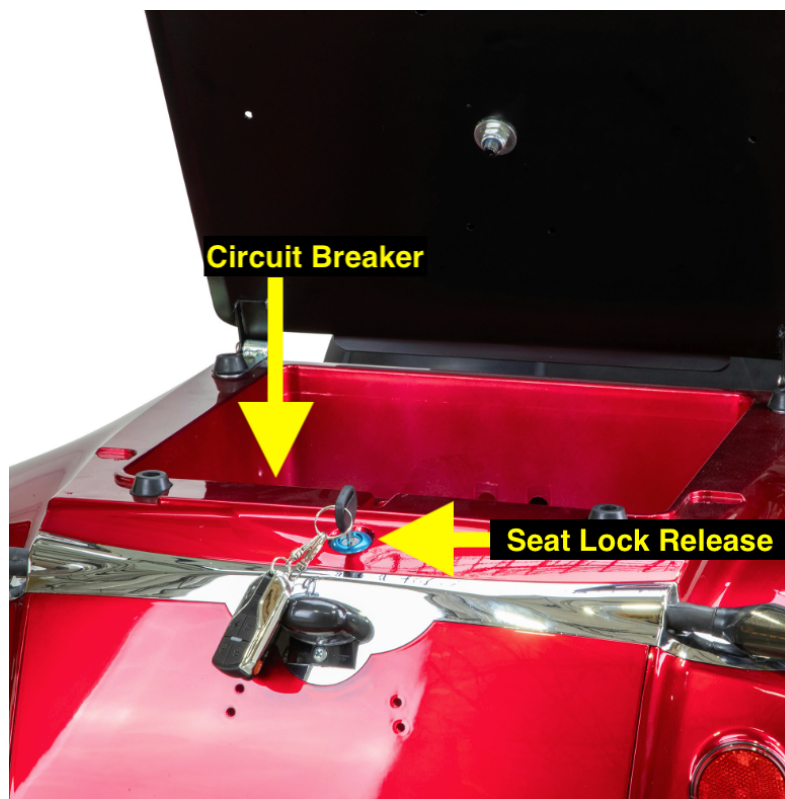


Table of Contents

- **Page 3-3** – Specifications & Capabilities
- **Page 4-8** – Features & Operations
- **Page 9-9** - Charging and Battery Maintenance
- **Page 10-11** – Warnings
- **Page 12-13** – Warranty Policy
- **Page 14-19** – Safety & Legal

Specifications & Capabilities

Top Speed (Up To):	15 MPH
Distance / Range (Up To):	35 Miles
Weight Capacity:	400 LBS
Motor Wattage:	600 Watts
Turning Radius:	86.6"
Suspension:	Suspension Springs for Each Wheel
Tire Type:	Tubeless, Air Filled
Front Tire Size:	90/70-10
Rear Tire Size:	3.00-10
Throttle Type:	Variable Twist Throttle
Battery Type:	Deep Cycle Sealed Lead Acid
Batteries Used:	x4 - 12V 20AH (each)
Scooter Weight:	264 LBS
Speed Control:	3 Position Switch (4, 8, & 15 MPH)
Charging Time:	6-10 Hours
Incline Capability (Up To):	15 Degrees
Shipping Method:	LTL Freight
NMFC:	57070-1

Features & Operations

- **Ignition, Remote Start, & Alarm**

Your scooter will come with two keys, and two key “fobs”. The key is used to turn on your scooter with the ignition, as well as to open the truck storage underneath the seat.



The key fob has four buttons. One to arm the alarm system, one to disarm the alarm system, one to remotely start the scooter, and one that acts as a “panic” button which sounds the alarm.

“CLOSED LOCK” Symbol:

*Activates the alarm system
AND turns off remote start*

“OPEN LOCK” Symbol:

Disarms the alarm system

“BELL” Shaped Symbol:

Double click quickly to remote start

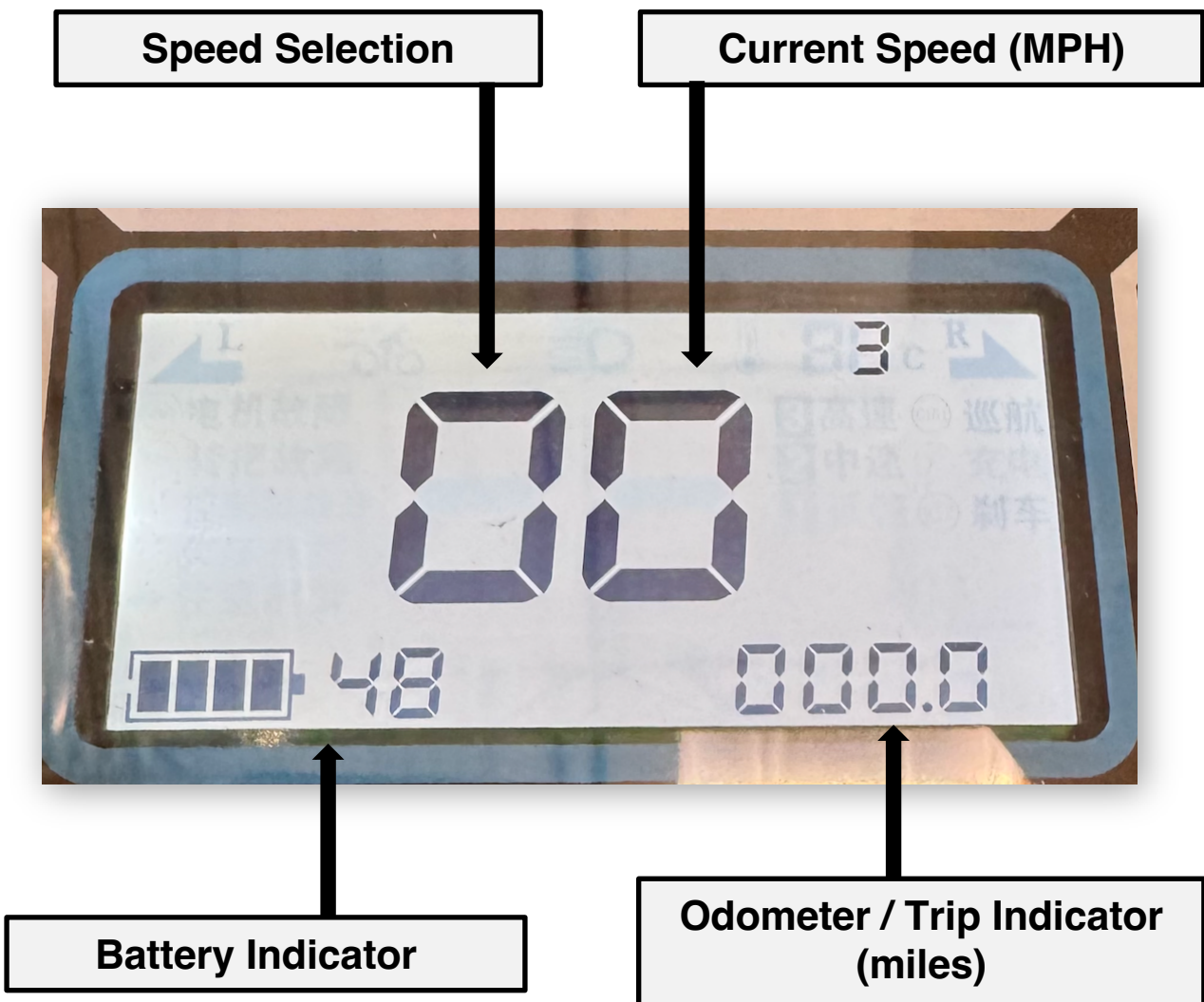
“LIGHTNING BOLT” Symbol:

Acts as a PANIC button, sounding alarm



- **Digital Display**

The digital display will illuminate when the ignition is turned on (clockwise). The display will indicate the current speed in miles per hour, battery charge state with battery voltage, the current speed selection, and the odometer / trip indicator (odometer for 5 seconds, then trip indicator).



A full charge of the battery will be 55-56 volts. It may take 5-10 discharge and recharge cycles before the batteries break in fully and allow the total charge to reach 55-56 volts.

- **Parking Brakes**

There is a parking brake tab on each brake handle. To activate the parking brake(s), start by pushing the tab towards the handle, and squeeze the handle until the tab clicks twice and locks in place.



- **Charging Port**

The charging port is located on the front side of the main body shroud underneath the seat. Carefully hold the folding charger port door up when inserting the charger.



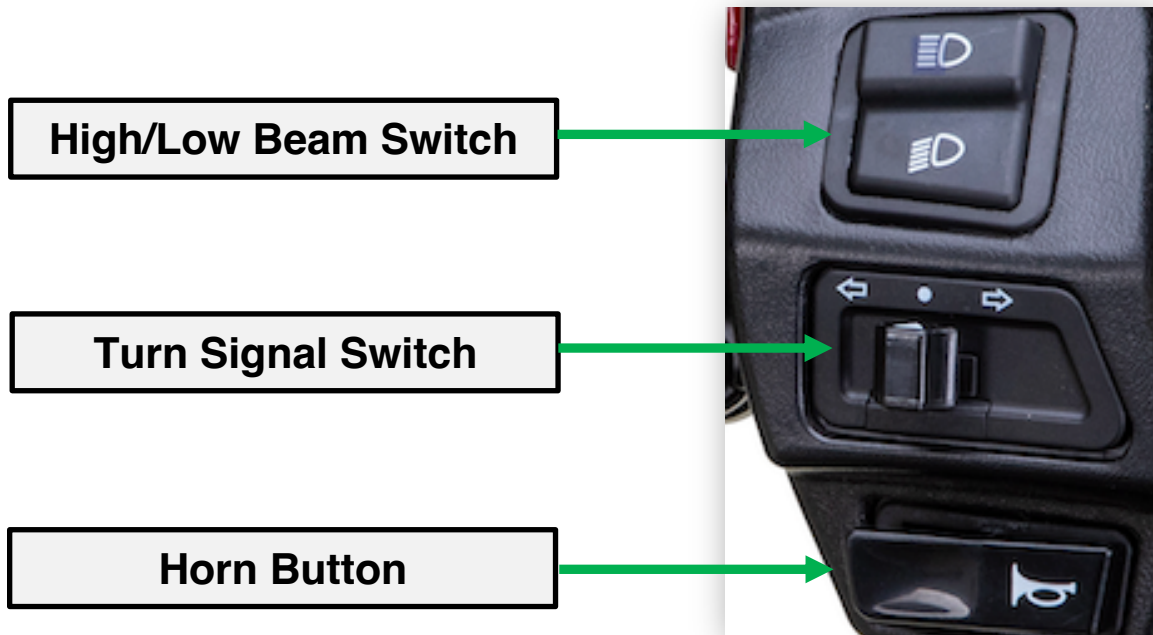
- **Seat Belt**

Always wear the provided seatbelt when operating your scooter. Adjust the seat belt to be as tight as possible without causing pain or severe discomfort.



- **Left Controls**

Located on the left side of the handlebars is the turn signal switch, horn button, and High/Low beam switch.



- **Right Controls**

Located on the right side of the handlebars is the speed selector switch, reverse switch, lights control, and second horn button.



- **Mirror Installation**

To install the mirrors, start by threading the mirror post into the mount points on the handlebars by twisting the mirror clockwise. Once rotated at least 5 times, hold the mirror in the desired position, and use a 14MM wrench to tighten the golden mirror securing nut.



- **Seat Adjustment**

To adjust the position of the backrest, use the upper seat lever located on the right side of the seat. To adjust the seat forward or backwards, use the lever below the backrest adjustment lever.



Charging & Battery Maintenance:

The smart charger included with your scooter will shut off its high current mode when the scooter is fully charged. When the light on the charger is red, the scooter is still charging. When the light turns green, this means the scooter is fully charged. Once fully charged, unplug within two hours to avoid overcharging. Do not exceed 8 hours charge time.

- Do not use lithium-ion batteries. The batteries can be charged as needed without causing damage. You can wait until low or charge right after a short ride. Avoid leaving on the charger for an extended period to avoid potential damage.
- Do not use automotive starter batteries. They are not designed to handle long deep discharge and are unsafe for use in your scooter.
- The useful life of a battery is quite often a reflection of the care it receives.
- Always charge the batteries in a well-ventilated area.
- Replace all batteries at the same time.
- Recharge the scooter at least once every month when not in use to avoid deterioration of the batteries.

Warnings:

- Always keep your feet on the scooter while riding.
- Do not exceed the weight capacity of 400 LBS.
- Do not attempt to lift or move the scooter by any of its removable parts. Personal injury and damage to the scooter may result.
- Always comply with local laws and regulations.
- Check with your physician if you are taking any medication that may affect your ability to operate your scooter safely.
- Do not operate your scooter while you are under the influence of alcohol as this may impair your ability to operate your scooter in a safe manner.
- Do not exceed the specified climbing angle.
- Always turn the scooter off before getting on or off the scooter.
- Avoid driving in loose gravel, covered soil and sandstone. Avoid driving in loose gravel, covered soil and sandstone.
- Consult local authorities about the traffic rules for scooters in your city.
- Hold the handlebar with both hands and put both feet on the floorboard while driving the scooter.
- Do not drive on uneven slopes or uneven ground; be careful when passing over slopes.
- Never take the scooter on an escalator.

- Do not operate on frozen, slippery, or salty roads.
- Never let the batteries freeze; do not charge when frozen.
- Do not let the batteries ever go completely dead. When low, do not let sit for an extended period or damage may occur.
- Always use required safety equipment while operating.
- Do not modify or change the electrical system and frame. Doing so will void the warranty.
- Always go forward up ramps and curbs.
- Check that the ramp surface is roughened to prevent slipping. Never drive across a slope or turn sharply on a slope.

Warranty Policy

LIFETIME LIMITED WARRANTY COVERAGE:

- For the lifetime of your product, all structural frame components, seat post and the frame itself are warranted.

TWO YEAR LIMITED WARRANTY COVERAGE:

- For Two (2) Years from the date of purchase, if any “non-consumable” part or electronic component of the scooter is found upon examination to be defective in material and/or workmanship, it will be repaired or replaced at the sole discretion of Bespoke Mobility.

SIXE MONTH WARRANTY COVERAGE:

- For Six (6) Months from the date of purchase, if the batteries or charger are found to be defective, they will be repaired or replaced at the sole discretion of Bespoke Mobility. Batteries are subject to a stringent wear and tear clause. Any gradual deterioration in performance after this period is normal and associated with fair wear and tear, misuse or accidental damage and as such is not covered by this warranty. Before replacement batteries are sent under warranty, Bespoke Mobility may require that a load test be performed on all batteries.

WARRANTY EXCLUSIONS AND EXCEPTIONS

SERVICE AND LABOR COSTS:

- If any defects are found and reported within the first 30 days after delivery, Bespoke Mobility will repair or replace at our sole discretion.
- Unless previously authorized, service calls and labor costs are NOT included or covered under any warranty.

“CONSUMABLE” ITEMS:

- Consumable items which may need replacing due to normal wear and tear like tires, tubes, lights, upholstery, bearings, brake pads, cables, and buttons are NOT covered by any warranty.

DAMAGE, ABUSE, AND MISUSE:

- Any damage, abuse, or misuse of these products are not covered by any warranty. Examples of damage, abuse, and misuse include accidents, negligence, improper operation, excessive loading, improper maintenance,

acts of God, commercial use, or use other than normal, modification, and alterations.

WARRANTY TRANSFER:

- Warranties are non-transferable and instead are only offered to the original purchaser.

SHIPPING COST:

- The shipping cost of warranty parts is NOT covered by the warranty and must be paid by the purchaser.

WARRANTY CLAIMS

HOW TO INITIATE A WARRANTY CLAIM:

To initiate a warranty claim, please contact Bespoke Mobility's Service department by calling 866-703-6884. Satisfactory proof of purchase will be required when making a warranty claim. Basic troubleshooting may also be needed before any warranty claims can take place. We may also require that a photo and or video of the issue be provided.

Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of the original purchase and to the extent permitted by law. Any and all implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded

Safety & Legal

Intended Use

Your scooter is a recreational scooter and is to be used for improving mobility in your daily activities such as walking. It is not a medical scooter or medical and does not and is not intended to provide medical benefits, medical assistance, medical therapy, or treat or alleviate any medical condition or disability.

Quick-Start Warnings

The below warnings and instructions caution against some activities. Reviewing this list is not a substitute for reading the entire Manual. Use common sense when operating your scooter.

- Do not disassemble your scooter on your own.
- Avoid touching hot parts of your scooter during or after operation.
- Avoid touching hot parts of your scooter that may have become hot from exposure to sunlight.
- Do not touch any chemicals in the scooter.
- Keep your hands and other body parts away from moving parts of the scooter.
- Do not operate the scooter with any loose clothing or dangling which wires which could become trapped in the wheels or other moving components of the scooter.
- Do not use any battery which is not approved by Bespoke Mobility for use with your scooter.
- Do not allow children to play on the scooter or use it without supervision.
- Single-person scooters should only be used by one person at a time.
- Do not operate the scooter while under the influence of alcohol, drugs, or other medications which may impair your ability to operate a vehicle.
- Do not operate the scooter while using a mobile phone or other mobile device.
- Do not operate your scooter if it is not functioning properly.
- Never try to operate your scooter beyond the its limitations as described in the manual.

Size and Weight Limits

Your scooter was designed to accommodate users up to a specified size and weight. As each scooter is designed and rated differently, ensure you check your

particular scooter model's limits. Periodically check your weight against your scooter's limits, as your weight may fluctuate over time. Ensure other users of your scooter are within the weight limits. Operation of the scooter by a user over the weight limit can damage the scooter and can cause hazardous situations, including increased braking distances and times, decreased steering responsiveness, tip-overs, and other dangers which may cause injury. Further, modifications which increase the riding height of the scooter, which raise the user's riding height on the scooter, or which otherwise change the center of gravity of the scooter can damage the scooter and cause the hazardous situations identified above. Bespoke Mobility is not responsible for damage to the scooter or personal injury caused by exceeding weight limitations or modifying the center of gravity of your scooter. Do not adjust your seat while the scooter is in motion or operating.

General Operation – Safety Belt

If your scooter is equipped with a safety belt, use it all times when seated in the scooter. Do not operate your scooter without wearing the safety belt. Have the belt replaced by an authorized repair technician if the safety belt becomes frayed, cut, or shows other signs of wear or damage.

General Operation - Mirrors

If your scooter is equipped with mirrors, orient them so that you can see behind you. Orient the mirrors while sitting on the scooter but while the scooter is not moving and is not in operation. Never attempt to adjust the mirrors while operating the scooter. Proper orientation of the mirrors should allow you to see behind you and should minimize blind spots.

General Operation – Lights and Signals

If your scooter is equipped with headlights and turn signals, use them. Using headlights at night, and even at day, increases your visibility to other vehicles. Using turn signals provides warning to vehicle and pedestrian traffic near you.

General Operation – Driving Outdoors

Your scooter is designed to be driven on clean, even, dry surfaces. Bespoke Mobility does not recommend you store your scooter outdoors. Your scooter is susceptible to damage to electronic, mechanical, or other components if exposed to water. If you are caught outside during inclement weather, seek shelter or ask someone for assistance.

Always ensure that the power is switched off when getting on or off the scooter. Never attempt to mount or dismount the scooter if it is operational or moving. Do not switch the power off when the scooter is still moving forward or in reverse. Always check that the variable speed switch is set to the desired speed setting.

Always check that the desired direction of forward or reverse travel is selected when ready to drive.

General Operation – Public Roads

Unless specifically permitted or authorized by the state, do not drive your scooter on public roads. If you need to drive along a public road, use the sidewalk adjoining the road. Always use care when driving near to or around public roads, as you may be less visible to motor vehicles when riding the scooter because of your smaller relative size and slower relative speed. Always be aware of state and local rules of traffic, and take those rules into account when operating your scooter; it is your responsibility to know those rules, obey them, and understand how other traffic will operate in accordance with such rules. Bespoke Mobility recommends that you gain your first experiences with your scooter well away from public roads, so that you can learn and understand how the scooter operates and handles in a comfortable and quiet environment.

General Operation – Alternate Surfaces

Do not drive your scooter onto stairs or escalators; serious injury will result. Do not attempt to drive your scooter onto stairs or escalators. Most elevators are safe for use with the scooter. When confronted with stairs or escalators, navigate to the closest elevator instead. Conduct a visual inspection and assess the quality and condition of the elevator before using it. Use care; some elevators have awkward entrance angles that can make ingress and egress difficult.

General Operation – Curbs

Curbs generally are formed in two manners: abrupt, vertical curbs and gradual, smooth curbs. Your scooter cannot drive over or off of an abrupt, vertical curb. Do not attempt to do so, as this will cause serious damage to your scooter and likely injury to yourself. Do not drive over a curb or object exceeding 4 inches in height. Your scooter can drive over most gradual, smooth curbs. Approach such curbs head-on, so that the scooter is oriented perpendicular to the curb. Consistently apply speed over the curb until the rear wheels of the scooter have moved just past the curb. Do not approach the curb at an oblique angle; doing so can increase the risk that your scooter tips over. Likewise, when moving down a curb, approach the curb perpendicular to it and not at an oblique angle. Avoid stopping completely when going over small objects, curbs, or other obstacles and obstructions.

General Operation – Incline Control

Your scooter can handle a wide range of inclines and declines. The scooter is safe for operation on most handicap-accessible ramps. However, do not use the

scooter on inclines of a degree which makes operation of the scooter difficult; if the scooter does not readily climb the incline, move off of the incline and/or ask for assistance. Likewise, do not use the scooter on declines of a degree which makes operation of the scooter difficult; if the scooter moves too quickly on an incline, fully apply the brakes, move off of the decline, and/or ask for assistance. Bespoke Mobility recommends that you only use ramps which have a roughened surface to prevent slipping. Never drive in a transverse direction across an incline or turn sharply on an incline. Never drive in a reverse direction down an incline. Because the capability of your scooter to climb an incline or descend a decline depends on a number of factors, such as the scooter's specifications, your size and weight, the quality of the surface, and your personal setup of the scooter, Bespoke Mobility does not guarantee the scooter's safety on a specific angle of incline or decline. However, Bespoke Mobility does not recommend you use your scooter on inclines or declines greater than 10 degrees, while making no guarantees of performance and safety on angles less than 10 degrees.

General Operation – Cornering

Always reduce your speed when making sharp turns. Always control your speed when cornering. As with any vehicle, maneuvering a corner at a high speed increases the risk of tipping the scooter. You should maneuver at a speed which is reasonable for the scooter, its specifications and conditions, your size and weight, your angle of approach, the type of turn, and the surface conditions.

General Operation – Influences

Do not operate the scooter while under the influence of alcohol, drugs, or other medications which may impair your ability to operate a vehicle. The scooter is heavy and can reach significant speeds, but even at low speeds it is dangerous to operate under the influence of alcohol, drugs, or other medications which may alter or impair your coordination, reaction time, reflexes, and other capabilities.

General Operation – Ingress and Egress

Exercise care when moving onto your scooter. Ensure the scooter is braked on level ground and the switch is in the off position. Brace yourself against a sturdy piece of furniture, or use a cane or other walking assistive equipment. Use your upper body to assist your legs in lowering you onto the scooter seat. Move downwardly slowly. Apply and buckle the safety belt. Sit for a few minutes before operating the scooter. Also exercise care when moving off of your scooter. Ensure the scooter is braked on level ground and the switch is in the off position. Unbuckle the safety belt. Getting up quickly or the wrong way could lead to injury. Look around for a sturdy piece of furniture, or use a cane or other walking assistive equipment. Use your upper body to assist your legs in lifting you. Lift slowly and

pause for a few moments if you feel unsteady. Stand for a few minutes before moving further.

Regular Maintenance

Always check your scooter for normal operation, loose parts, and defects before operating. If you find a problem, have it repaired before operating.

Keep your scooter clean and dry. Do not use a high-pressure water sprayer to clean the scooter. If you wash your scooter, use a damp sponge or cloth, and dry the scooter thoroughly before operating. Do not immerse any components in water.

Always check your scooter for wear or damage to the tires before operating.

Keep tires inflated to their recommended tire pressure at all times. Regularly check tires for wear, cracks, nails, or other damage. Keep tires clean and replace them when damaged. Failure to maintain the tires at the recommended tire pressure will cause premature wear, and failure to maintain the tires could lead to damage or personal injury.

Use Within a Motor Vehicle

Do not sit in or operate your scooter in a motor vehicle such as a train, bus, or large van. Stow or rack your scooter according to the motor vehicle's guidelines before entering or when entering the motor vehicle. Never sit in your scooter while it is on or in a motor vehicle which is operating or in motion.

Batteries

Do not use automotive batteries with your scooter. Always charge your scooter's batteries in a well-ventilated area. Bespoke Mobility recommends that you periodically charge your batteries, such as once a month, when your scooter is not in regular use. Ensure the switch is in the off position when the batteries are charged. Ensure that the power plug is inserted and plugged firmly into the battery during charging. Do not use an extension cord while charging the batteries. Do not use a battery which is cracked, leaking, or otherwise damaged. Do not use your scooter if the battery is cracked, leaking, or otherwise damaged. Keep tools and other metal elements away from the contact terminals of the batteries. Remove the batteries when transporting your scooter.

Modifications to the Scooter

Do not disassemble or modify your scooter on your own. Do not remove or disable any element or feature of your scooter. Do not modify the programmable controller governing the scooter's electric, electronic, and electro-mechanical operations. While there are a wide range of after-market products available to modify and alter scooters, some may make your scooter more dangerous to operate or may impair your ability to operate the scooter safely. Bespoke Mobility makes no claim or warranty as to the safety, effectiveness, and operability of any aftermarket product

added to your scooter, or as to any modification you make or have made to your scooter, which are not performed by Bespoke Mobility or Bespoke Mobility approved vendors. Bespoke Mobility is not responsible for damage to the scooter or personal injury caused by disassembly, modification, or other alteration of your scooter.