



SIMPLICITY in MOBILITY

Dear Customer:

Sometimes your scooter needs a resetting of the system, and here's a list of steps for your convenience.

Zipr Roo Troubleshooting Steps:

1. Put the key in the ignition
2. Take the key out after a couple of seconds (it'll probably beep a lot)
3. Pull the battery (case) off by the handle and put to the side
4. You can see a connector cable on the scooter once the battery case is lifted off. Disconnect that cable and wait for 10 seconds
5. Take a look at the **lever (at the rear section of the scooter) - push the lever (all the way) forward (to the front) to Neutral, then push it (all the way) backwards to Drive (to the back)
6. Connect the connector, make sure you push down so that it will be snug and in full contact (and there shouldn't be any "give" after you pushed down or loose- it has to be all the way in contact)
7. Place the battery case back on, making sure it is locked down in the slots and not jiggle around, and that the battery case is in full contact with the contact points on both the back sides of the case.
8. Insert the key back into the ignition - there should only be one beep
9. Test the lights and horn. You may now test drive the scooter, making sure it could progress forward as well as reverse.

**** The lever has only two positions – forward for Neutral and backward for Drive.**

NOTES & TIPS:

1. **Make sure the lever on the back** (which is attached to the brakes) **is always pushed to the back** (to Drive) **when you're going to ride/drive the scooter** and before inserting the key.
2. The **only time you want to engage the lever to Neutral** (lever pushed to the front) is **when you want to roll the scooter to park it someplace or put it away**
3. **NEVER** accidentally or otherwise **push the lever to the front** (to Neutral) **while you are driving/riding the scooter**. This will caused the brake to engage BUT the scooter (wheels) will still move which in turn cause the scooter motor to overheat and cause serious and costly damage
4. The **scooter will shut down by itself if you sit on the scooter without it moving after a few minutes**. This is a safety function **to preserve batteries**. If this happens, just take the key out of the ignition and reinsert after a few seconds.
5. There are **2 battery bricks in the battery case**. These batteries are gel cell batteries so there won't be any leakage. If you suspect the batteries are not working, **please take the case** (with the batteries inside) **to an auto parts store or battery specialist**. The case can be opened by undoing the screws (turn the case upside down). **Unscrew & screw the case open/close gently as the screw contact points are easily breakable**.

Request that they do **a load test on each individual battery**. The battery should load 12 volts or over (each). If they're not then you have a battery that's fast losing its energy retention. You can buy replacement from the auto store or battery specialist (if they have similar ones) or directly from us.

6. **NEVER** leave the key in the ignition when you're charging the battery on the scooter
7. **Make sure the charger cord is not still plugged into the battery case before turning on the scooter**
8. **NEVER** store the batteries/case in freezing location, but you can store your scooter in the garage in the winter (just not the batteries/case)
9. **NEVER** charge the batteries longer than 10 hours
10. **If you don't use your scooter regularly, please make sure to charge the batteries at least once a week.**

Sincerely,
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