OWNER'S MANUAL

NEPTUNE MOBILITY SCOOTER

MOB1126

vive® MOBILITY

Check out this how-to video at, **visit vhealth.link/l0j**

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TABLE OF CONTENTS

NEPTUNE MOBILITY SCOOTER

INTRODUCTION

This manual is designed to provide you with a comprehensive guide in getting started with your Mobility Scooter and answer any questions you might have about its operation and regular maintenance. If there is any information in this manual that is confusing or if you require additional assistance for setup or operation, please contact Vive customer support. Contact information is provided at the end of this manual.

Vive welcomes any questions, comments, and suggestions you may have about your Mobility Scooter, especially those related to performance, safety, and reliability.

Make sure to read all of the instructions, warnings, and notes in this manual before attempting to operate your Mobility Scooter for the first time. Your safety depends on how well you follow the contents of this manual. **As such, Vive is not liable for any damage and/or injuries that may occur as a result of unsafe operation, improper usage, or failure to follow the instructions, warnings, notes, and other contents of this manual.**

The example notices shown below are used throughout this manual to identify warnings and notices important to the safe, ongoing operation of your Mobility Scooter. It is strongly recommended that you read and understand their usage completely before continuing.

WHAT'S INCLUDED

A. Seat Post
B. Seat Unit
C. Battery
D. Charging Cable
E. 3x Screw Knobs
F. Basket
G. Seat Pin
H. Arm Rests

Front Section - Tiller Console

The Tiller Console is the primary means of operating the many functions of the Mobility Scooter. It includes the following elements:

A. Key Switch
B. Speed Adjustment Dial
C. Power Indicator
D. Horn
E. Front Light Switch
F. Drive Lever

Seat Unit

The Seat Unit has various components to provide a secure and comfortable base during operation. It includes the following elements:

A. Seat Post
B. Seat
C. Armrests
D. Seat Lock Lever
E. Seat Pin

ASSEMBLY INSTRUCTIONS

For a video of us assembling and disassembling the scooter, check out **vhealth.link/1mg**

In order to protect your Mobility Scooter from potential damage during transportation, the Seat Unit and Battery are separately packaged. They will need to be assembled prior to use.

1. Open the box of your new Mobility Scooter, remove all protective packaging, and take all components out of the box.

2. The Tiller comes folded down on the Front Section. It will need to be lifted, adjusted, and secured before operation.

a. Loosen the Locking Knob near the base of the Tiller.

b. Lift the Tiller up to a desirable angle that can be comfortably reached while seated on the Scooter.

NOTE:
The Tiller Locking Knob is held on with a hex shaped nut. If you loose the knob too far the nut could fall out of the hex shaped hole the cradles it. If this happens just hold the nut back inside the hex hole and retighten the knob back onto the nut.

c. Tighten the Locking Knob near the base of the Tiller to lock the Tiller into place.

d. The angle of the Tiller can be adjusted later simply by loosening the Locking Knob, repositioning the Tiller angle and retightening the Knob.

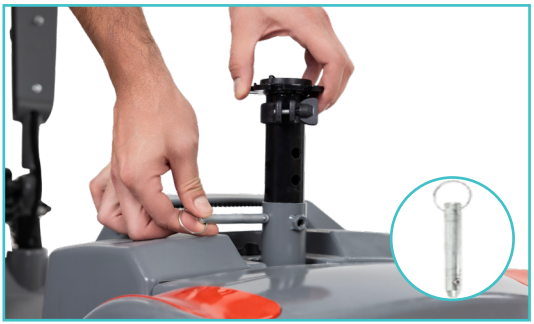
WARNING ⚠
Make sure that the Locking Knob is securely tightened prior to operation. Failure to do so may result in personal injury or damage to the equipment.

e. Check the electrodes on the Rear Unit and the Battery and clean off any contaminants that may prevent adequate electrical contact.

f. Load the Battery into the Battery Tray on the Rear Section of the Scooter, making sure to align both of the electrodes correctly.

3. Find the (A) Seat Post and insert it into the Base.

4. Align the holes on the side of the Seat Post with the unthreaded holes on the socket, and fit the (E) Seat Pin through to set the seat height. Make sure the pin fits all the way through the socket.



5. Fit a Screw Knob into the threaded hole on the front of the socket and tighten to secure the seat post in place.

6. Add the Seat (B) onto the seat post.

7. Assemble the left and right Armrests respectively into the square tubes on the underside of the Seat. Adjust the width of the Armrests to a comfortable spacing, and insert the two (2) adjustment knobs on the underside of the Seat to secure each Armrest in place.

8. Mount the Basket onto the Basket Holder by securely sliding it down onto the Holder.

9. Add the headlight by placing the light with swivel base (Attached to the Tiller by wires) to the bottom front of the tiller. Use the provided allen wrench and 2 allen screws and attach them through the two holes at the bottom of the front of the tiller. Swivel the light up or down as needed.

Connecting the Front and Rear Sections

Your Mobility Scooter will come with the Front and Rear Sections attached. However, they may be detached later for easy transport or storage. These instructions will help you reassemble the Scooter when it has been disassembled by the user.

To disconnect the Front and Rear sections of the scooter

1. Remove the Battery.
2. Underneath the battery you will find a latch. Pull up on the latch to release the lock.
3. Continue pulling upward and you will be able to pull the front of the scooter off of the side pins that the front of the scooter rests on top of.

To reconnect the Front and the Rear sections, follow the steps in reverse

1. Rest the lower female cutout end on the front section on top of the lower pin on the rear section as seen below.

2. Bring the two pieces downward and towards each other and you will see the top pin and the top cutout will also join together naturally.
3. Once all the way together the locking latch will automatically return to the locked position.
4. Return the Battery back to it's original place on the Battery Tray.

SEAT UNIT ADJUSTMENT INSTRUCTIONS

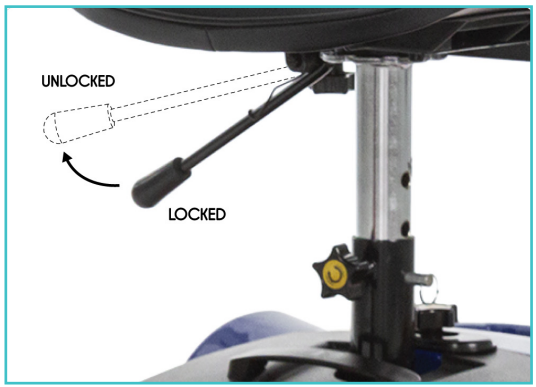
To adjust the height of the Seat

1. Loosen the Screw Knob and remove the Seat Pin under the seat to free the seat to be raised or lowered to the desired height.
2. Align the Seat Post and Socket Holes at the desired height. Fit the Seat Pin back through the holes, and retighten the Screw Knob.

To rotate the Seat (for easy transfer onto or off of the Mobility Scooter)

1. Lift and hold up the Seat Lock Lever under the Seat on the right side to unlock the seat.

2. Rotate the seat to the desired orientation and release the Seat Lock Lever to lock it in place automatically.



3. Once set into place, confirm the seat is locked by trying to gently rotate the seat from a sitting position. The seat should only slightly shift when locked, and will not rotate.

To adjust the width of the Armrests

1. Loosen the Screw Knob that holds down each Armrest.
2. Slide the Armrest in or out of the socket to the desired width.
3. Retighten the Screw Knob.

To adjust the tiller angle

1. Loosen the Locking Knob near the base of the Tiller.
2. Adjust the Tiller up or down to the desired angle.
3. Tighten the Locking Knob near the base of the Tiller to lock the Tiller into place.

SCOOTER OPERATION

For video demonstration
check out **vhealth.link/65o**

Charging the Battery

The Vive Neptune Mobility Scooter is designed to allow for safe, quick, and easy battery charging using the Off-Board Charger Assembly. Follow these instructions to Charge your battery safely, guaranteeing a long running life for your Scooter.

CAUTION!
Always charge the Scooter Battery using the Off-Board Charger Assembly provided with your Scooter. Do not use any other type of battery charger. Failure to do so will void your warranty and cause damage to the equipment.

Each new Battery needs to be “conditioned” in order to operate at maximum efficiency. Follow the tips below with each new Battery.

- Fully charge any new Battery prior to its initial use. Charging details are explained below.
- Operate your Scooter throughout house and yard as usual. Move slowly at first, and stay close to home until you become better acquainted with your safe driving distance by reading the Battery Condition Indicator.
- Charge the Battery for ten (10) to twelve (12) hours for a full charge, then continue to operate the Scooter as usual.
- With each charging cycle, the Battery efficiency will increase, reaching its peak performance level after four (4) or five (5) charging cycles.
- If your Scooter Battery ever need to be replaced, please purchase new Batteries according the following specifications:

Battery Type	Deep-cycle, lead battery
Voltage	12V
Capacity	20Ah

- If you do not use the scooter frequently, fully charge the battery every two (2) weeks to prevent it from failing.
- Recharge the battery as soon as possible after it is depleted. Completely discharging the batteries can shorten the effectiveness and life span of the battery.

Following these steps to charge your Battery using the Off-Board

Charger Assembly:

1. Position your Scooter near a standard wall outlet. Make sure that the Scooter is off by removing the Key Switch from the Tiller Console.

NOTE:
The Battery can also be removed from the Scooter itself and charged separately if necessary. Simply follow the installation instructions to remove the Battery from the Scooter and follow these instructions to charge it.

2. Lift the rubber plug cover on the top of the Battery to reveal the 3-Pin Charger Socket.
3. Insert the output connector of the Off-Board Charger Assembly into the 3-Pin Charger Socket of the Battery, making sure to align the pins properly.
4. Plug the input connector of the Off-Board Charger Assembly into the wall outlet. The red light on the Charger Assembly will illuminate indicating that the unit is charging.
5. When the Battery charging is nearly finished, the green light on the Charger Assembly will turn on. It is recommended that you continue charging the Battery for one (1) to two (2) more hours to ensure maximum charge (full charging should take ten (10) to twelve (12) hours).
6. Once the Battery is fully charged, unplug the input connector of the Charger Assembly from the wall outlet. Remove the output connector of the Charger Assembly from the 3-Pin Charger Socket on the front of the Battery and replace the cover. Your Scooter is now ready for use.

Overload Protector

The Overload Protector is a safety device built into your Battery to protect the motor and other electric components of your Scooter in the case of an overload. When an overload occurs, the Scooter will be powered down immediately. Wait at least one (1) minute before attempting to reset the Protector and resume operation.

To reset the Overload Protector, press the button on the front of your battery. At that point, you should be able to start the Scooter again and operate normally.

Tiller Console Controls

The Tiller Console contains all of the controls necessary for operating your Mobility Scooter. Here you can turn on the Scooter, adjust speed, check the status of your Battery, and drive it. Refer to the different sections below for steps on how to use each component of the controls.

Key Switch

The Key Switch is needed to turn on power to the Scooter for operation. The Scooter cannot be operated without it. To turn on the power to your Scooter, simply insert the Key Switch into its proper place on the Tiller Console. The Power Indicator will illuminate to show that the power is on. Remove the Key Switch from the Tiller Console when not in use.

CAUTION!
Do not remove the Key Switch as a means of braking/stopping your Scooter unless in case of emergency. Failure to do so can result in damage to the equipment.

Speed Adjustment Dial

This Dial allows you to set the top speed for your Scooter during operation. The maximum forward speed is 3.7 mph (6 kph), and the maximum reverse speed 2.1 mph (3.5 kph). Adjusting the dial higher or lower will set the maximum speed that the Scooter will reach during operation.

WARNING ⚠
Before you become well-acquainted with how to operate your Mobility Scooter, it is recommended that you preset the speed limit to its lowest setting and adjust as necessary based on regular operation. Failure to do so can result in personal injury or damage to the equipment.

Power Indicator

The Power Indicator illuminates whenever your Scooter is turned on to indicate how much power is left in the Battery using the three (3) colors: red, yellow and green.

- Green indicates that the Battery is fully charged.
- Yellow indicates that the Battery is at about half capacity and will need to be recharged soon.

- Red indicates that the Battery has been fully discharged and will need to be recharged before operation can continue.

Horn

This button activates a warning horn whenever pressed.

Front Light Switch

This switch toggles the Front Light on and off whenever pressed.

Drive Lever

This Lever, located on the rear side of the Tiller Console, allows you to control the forward or reverse speeds of your Scooter up to the maximum speed set by the Speed Adjustment Dial.

Push the right side of the Drive Lever forward to disengage the brake and move the Scooter forward. Inversely, push the left side of the Drive Lever forward to disengage the brake and move the Scooter backward. The harder you press or pull the Lever, the faster the Scooter will move.

Releasing the lever completely will cause it to return to the primary (stop) position automatically, engaging the Scooter's brakes to slow it until it comes to a complete stop.

Manual Free-Wheel Operation

Your Mobility Scooter is equipped with a Manual Free-Wheel Lever that allows the Scooter to be pushed manually by an attendant. The Lever is located on the Rear Section, above the right rear wheel.

WARNING ⚠

Do not operate the Scooter in Manual Free-Wheel mode without an attendant present. Do not operate the Scooter in Manual Free-Wheel mode while seated on it. Do not attempt to operate the Scooter in Manual Free-Wheel mode while on an incline. Failure to follow these warnings could result in personal injury or damage to the equipment.

Push the Manual Free-Wheel Lever forward to disengage the drive motor and allow the Scooter to be pushed manually. Pull the Lever backward to re-engage the drive motor for regular operation.

NOTE:

The Scooter will produce an error code if the scooter is in "Neutral" and not in "Drive" mode when you turn the key.

SPECIFICATIONS

GENERAL	
FEATURE	VALUE
Maximum weight capacity	300 lbs (136 kg)
Drive type	Rear wheel drive
Maximum built-in speed limit	3.75 mph (6 km/h)
Turning radius	62.99 inches (160.00 cm)
Ground clearance	2.5 inches (6.3 cm)
Maximum Travel Distance	16 Miles
Brake type	Electro-mechanical
SEAT	
Seat Typ	Stadium style (seat-back foldable)
Seat Size (depth x width)	15 x 17.5 inches (38.1 x 44.4 cm)
Seat Color	Black
# of seat height positions	4
Height from deck to lowest seat position	15 inches (38.1 cm)
Height from deck to highest seat position	18 inches (45.7 cm)
MOTOR	
Product weight	107.4 lbs (48.7kg)
Motor type	DC
Total number of motors	1
Voltage	24V
Wattage	180W
Control type	Dual throttle control levers
Ignition key	Console

BATTERY	
FEATURE	VALUE
Battery pack type	Lead-acid
Total # of batteries	2 (in 1 sealed battery pack housing)
Removeable?	Yes
Battery weight	29.5 lbs (13.3 kg)
Battery voltage	2 x 12V
Battery amp-hours	2 x 20Ah
Total charging time	Up to 8 hours
Total battery lifespan	Approx. 300 charging cycles
Type of charging	Offboard
Level indicator	Yes (on console)
Charging indicator	Red = in progress, Green = charge complete
WHEEL	
FEATURE	VALUE
Front wheel diameter	8 inches (20.3 cm)
Rear tire/wheel diameter	9 inches (22.8 cm)
Anti-tip wheel diameter	3 inches (7.6 cm)
Type of tire/wheel	Solid
Total # of tires/wheels	4 (+ 2 anti-tip wheels)
Maximum incline limit ***	9°

MAINTENANCE

Here are some general guidelines to follow in order to keep your Mobility Scooter working in top condition:

- Avoid knocking or bumping the Tiller Console as much as possible.
- Avoid prolonged exposure to any extreme conditions, including cold, heat, and moisture.
- If exposed to moisture, dry thoroughly and test device to make sure electronic controls are functioning normally. Do not hose off scooter or bring it into direct contact with standing or flowing water.
- The scooter is intended to operate ideally between temperatures of 18°F and 122°F. If exposed to temperatures outside of this range, let scooter rest in doors for several hours to return to acceptable temperature.
- Clean the Tiller Console regularly to avoid dirt and grime from getting into the controls.
- Periodically check all electrical connectors to make sure that they are tight and secured property. Clean battery terminal connections as well to prevent corrosion.
- Remove the Key Switch from the Tiller Console at the end of daily usage to prevent unnecessary power consumption.

NOTE:
The Scooter has a power-saving function. The power will shut off automatically after twenty (20) minutes of rest. Simply remove and reinsert the Key Switch to resume operation.

- The Body Panels have been sprayed with a clear sealant coating. You can apply a light coat of car wax periodically to help it retain its high-gloss appearance.
- All wheel bearings are pre-lubricated and sealed. No additional lubrication is required.

- The following table can be helpful in laying when to check each component:

CHECK	EVERY OPERATION	WEEKLY	MONTHLY	6 MONTHS
Drive Devices		x		
Brakes	x			
Connections		x		
Battery Charge Level	x			
Wheel Wear			x	
Motors				x
Console Devices		x		
Cleanliness	x			

TROUBLESHOOTING

Any complex device like your Mobility Scooter will occasionally need troubleshooting. Most of the common issues can be solved with a bit of thought and patience, and they are based on battery issues or product age.

Diagnostic Beep Codes

Your Mobility Scooter will alert you to the type of issue that needs your attention with a series of beeps. We've collected the beeps and the issues they represent into a chart below for your reference.
To reset the code and identify the issue, remove the key and reinsert it. The beeps will sound in sequence and blink on the Tiller Console, followed by a long pause, and then will repeat.

ALARM	ISSUE	REMEDY
One (1) Alarm Sound	Battery needs charging or there is a poor battery connection.	Charge the battery fully and check battery connections and then turn key switch off and on.
Two (2) Alarm Sound	Poor Motor Connection	Check all connections between the motor and dash board controller and then turn key switch off and on.
Three (3) Alarm Sound	Potential short circuit between motor and battery.	Contact Vive for assistance
Seven (7) Alarm Sound	A throttle fault has occurred.	Verify that the throttle is not stuck in forward/ reverse and then turn the key switch off and on.
Eight (8) Alarm Sound	A controller fault has occurred.	Check to see that all connections from the controller are secure and then turn the key switch off and on.
Nine (9) Alarm Sound	Free wheel lever (parking brake) is not in the drive position.	Firmly push the lever to the rear position and then turn the key switch off and on.
Ten (10) Alarm Sound	An excessive amount of voltage has been applied to the controller.	This is usually caused by a poor battery connection. Check connections and turn key off and on.
NOTE: If the indicator blinks continuously but the scooter is fully functional, this may indicate that the battery will soon need a full charge.		

SAFETY

Make sure to follow all safety guidelines to ensure that your Mobility Scooter continues functioning properly and to protect yourself and others from all harm and injury.

- Before riding, always perform a visual safety check of all electrical connections, correcting any potentially loose or corroded connections before operating. These include all connections to the battery box.
- Perform a test of the brakes by gently engaging and releasing the forward and reverse Drive Lever to make sure that they are sensitive and reliable.

WARNING ⚠
Operating the Mobility Scooter with insufficient brakes can lead to great personal injury. Do not operate if there is any suspicion regarding brake quality.

- Check the Power Indicator on the Tiller Console before operating to ensure that you have enough battery charge for your anticipated amount of operation.
- Do not exceed the weight limit of your Mobility Scooter; the maximum weight limit is 300lbs.
- Your Mobility Scooter is capable of navigating up to a 9° slope safely. Do not attempt to climb or descend a slope greater than this angle at any time.

WARNING ⚠
Riding the Mobility Scooter up or down a slope greater than 9° can make it unstable, causing it to tip over, resulting in personal injury and/or damage to the Scooter. Never ride down an incline backward. Do not drive up or down a potentially hazardous incline (i.e. areas covered in snow, ice, water, sand, gravel, etc.). Always ride the scooter straight up or down any incline to reduce the possibility of a tip or fall; do not ride at an angle.

- Always operate the Mobility Scooter on safe surfaces only. The Scooter is designed for optimum stability on dry, level surfaces made of concrete, blacktop, asphalt, or hard dirt. Avoid riding on soft pavement, tall grass (which can become tangled in the running gear), loosely packed gravel, sand, or any other surface your feel unsure about.

WARNING ⚠
Riding the Mobility Scooter on any potentially unsafe surfaces can make it unstable, causing it to tip over, resulting in personal injury and/or damage to the Scooter. Avoid areas covered in snow, ice, water, sand, gravel, and any other surfaces with slip hazards.

CAUTION!
Do not expose the Mobility Scooter to any type of excessive moisture, including, but not limited to rain, snow, mist, or heavy washing. Exposure to such conditions can cause damage to the Scooter, disabling safe operation. If the Scooter is exposed to excessive moisture, do not attempt to operate it until it has been thoroughly dried.

- Electrical devices, like the Mobility Scooter, may be affected by Electromagnetic Interference (EMI) or Radio Frequency Interference (RFI) which can be produced by radio stations, TV stations, or other powerful telecommunication transmitters. If you operate the Scooter within the interference range of such transmitters, it may cease to function or move erratically.

WARNING ⚠
If unintended motion occurs due to EMI/RFI, immediately turn the Scooter off and contact your authorized provider. Attempting to operate the Scooter under such conditions can result in personal injury or damage to the equipment.

- When transferring on or off of your Mobility Scooter, always follow these safety precautions:
- Remove the key from the key switch to prevent unintended movement. Do not enter or exit the scooter while the key is in place.
- Make sure that the Scooter is not in Manual Freewheel Mode (see below).
- Flip up or move away the armrests to allow easy access to the seat.
- Reduce the distance between the Scooter and whatever object you are transferring to as much as possible to reduce the risk of falling.
- Turn the front wheel so that it is straight facing forward to improve the Scooter's stability during transfer.

WARNING ⚠

Always position yourself as far back in the Scooter seat as possible before transferring out. Avoid putting all of your weight on the armrests during transfer. Also avoid placing all of your weight on the footplate during transfer. Failure to follow these precautions can offset the Scooter's center of gravity, causing it to tip during transfer, resulting in personal injury or damage to the Scooter.

WARNING ⚠

Vive does not recommend removing or replacing the battery inside the battery box without the help of a professional. Batteries are high voltage power sources and can be dangerous if not properly handled. Avoid contact with the battery terminals on the underside of the battery box as this can lead to severe injury. Batteries contain lead and lead compounds. Wear proper safety attire when handling batteries. Keep metal objects away from the battery terminals, electric shock may occur.

WARRANTY INFORMATION

All of the design and production processes for this equipment are managed in accordance with ISO 9001 standards to guarantee their quality and reliability.

Warranty service is administered and performed by the authorized provider in cooperation with their after-service department.
The following parts of the Mobility Scooter are covered under warranty:

- Five-year warranty on Front and Rear Section frames from the date of purchase.
- One-year warranty on the following parts from the date of purchase.
  - Electric control system and Drive Lever
  - Motor/gearbox assembly
  - Charger
- Six-month limited warranty on batteries from the date of purchase

The following components and issues are not covered by any warranty:

- Body Panel wear
- Tires
- Upholstery, seat, and hand grips
- Damage caused by abuse, accident, or negligence
- Damage caused by improper operation, maintenance, or storage
- Use of the Scooter for business purposes or other unintended usage

PRE-RIDE SAFETY CHECK

Perform the following inspections prior to using your travel scooter:

- Check the condition of the tires. Make sure they are not damaged.
- Check all electrical connections. Make sure they are tight and secured in any harnesses.
- Check the brakes to ensure they operate properly.
- Ensure the manual freewheel lever is in drive mode. before sitting on the travel scooter.

WARNINGS ⚠

- Before placing your Scooter into or taking it out of freewheel mode, remove the key from the key switch. Never sit on a scooter when it is in freewheel mode. Never put a scooter in freewheel mode on an incline as this could cause your scooter to roll away.
- It is important to always note that when freewheel mode is engaged that your brakes are disengaged.
- Inspect the battery charger, wiring and connectors for damage before each use. Contact provider if damage is found.
- Be aware the charger can become hot, please keep off surfaces that can be affected by heat.
- Do not charge your scooter in areas where charging can be affected by the weather.
- Never use an extension cord to charge your battery, always plug it directly into an outlet.
- Do not allow unsupervised children around the scooter. The scooter is meant for adult use only.
- Always have your batteries changed out by a professional when a new battery is reauired for your scooter.
- Keep both hands on the tiller whilst driving the scooter and avoid any activities that can impair your use of both hands to steer the scooter. Activities such as walking a pet or holding something while driving are strongly not recommended.

- Always stop and remove the key before trying to make any adjustments to your scooter.
- Do not lift the scooter or any pieces of the scooter beyond your physical capabilities.
- Make sure all locking knobs and pins are in place and firm before use of the scooter. Follow all instructions for putting your scooter together exactly.
- Never hose off your travel scooter, only wipe clean with a damp rag.

IMPORTANT:
SCOOTERS ARE SIMILAR TO CARS IN THE SENSE THEY NEED TO BE RUN EVERY SO OFTEN, PLEASE DO NOT LEAVE YOUR SCOOTER WITHOUT USE FOR MULTIPLE MONTHS, IT IS IMPORTANT TO RUN DOWN THE BATTERY AND RECHARGE THE BATTERY FULLY AT LEAST TWICE A MONTH SO THAT THE BATTERY REMAINS IN GOOD HEALTH. DO NOT OVERCHARGE YOUR BATTERY, CHARGING A BATTERY LONGER THAN 12 HOURS CAN LEAD TO LOWERING THE OVERALL BATTERY LIFE.

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HAVE MORE QUESTIONS?

Check out this how-to video at **vhealth.link/l0j**

And if that doesn't answer your question, our customer service team would love to help! Feel free to connect with them by phone, e-mail, or chat on our website

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