

**SHOPPRIDER®**



# Shopprider Valencia

Model - GK10 - User Manual

Please ensure that this user manual is read and understood before using the scooter.

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## Introduction

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Congratulations on your purchase of the Shoprider® Valencia scooter. This scooter incorporates the latest innovative designs. The Valencia can be used in confined spaces both indoors and out. Direct drive rear transaxles and electromagnetic brakes give a safe and efficient ride.

The scooter can be easily disassembled without tools and will fit into the boot of most vehicles for easy transport. The detachable battery pack allows convenient charging wherever necessary.

## Intended Use

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The Valencia was carefully designed for indoor or outdoor use in pedestrian areas by a single individual with limited mobility up to a maximum weight of 136kg (21st).

The acute manoeuvrability prohibits the use by persons who are severely physically impaired or those who have balance difficulties. Your assessor/healthcare professional will determine the suitability of the scooter for each individual's intended use.



**Note:**

Persons with lower body amputations should not use this device unless evaluated with artificial limbs fitted, as stability may be compromised due to an irregular centre of gravity.

## Technical specification

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Class 1 Medical Device

Class 2 Indoor/Outdoor Vehicle

### Overall Size

Length	1170mm
Width	585mm
Max Height	960mm
Battery	2 x 34/36Ah
Maximum user weight	136kg / 21st
Range*	32km (20m)*
Battery Charger	4 amp
Height Seat to Floor	480mm - 555mm
Turning Radius	1330mm / 52"
Safe working slope	8°
Overall Weight	75kg
Max. Speed	6kmph (4mph)

### Seat Dimensions

Seat Width	460mm
Seat Depth	410mm
Backrest Height	360mm

\* Passenger weight, rough ground conditions, low temperatures and battery condition can affect maximum range.

### 'Valencia'



1	Detachable Shopping basket
2	Tiller Controls
3	Detachable battery pack
4	Detachable padded swivel seat with fold down back
5	Rear anti-tip wheels
6	PU puncture proof non-marking wheels
7	Tiller lock
8	Tiller angle adjustment lever



### Do:

- Read this manual carefully before using your scooter
- Turn the power off when transferring to and from the scooter
- Select a slow speed when going down gradients (max 8°) or over uneven ground
- Keep your feet on the scooter whilst driving
- Ensure the seat is in a fixed position facing forwards before driving
- Ensure the tiller is not in the 'locked' position
- Ensure the batteries are fully charged before your journey
- Avoid rough or soft terrain and long grass wherever possible
- Be aware of other road users and pedestrians
- Turn the power off when not in use
- Follow the maintenance guide to ensure safe operation of the scooter
- Always remove the keys if leaving the scooter unattended. Unauthorised persons/ children may use the scooter resulting in injury.



### Do not:

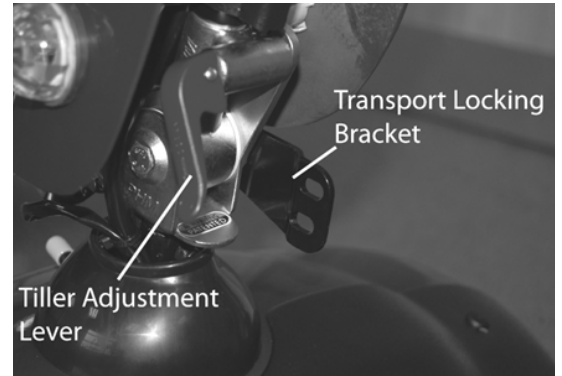
- Carry passengers
- Exceed inclines over 8°
- Traverse inclines
- Attempt inclines if the surface is slippery
- Turn sharply at full speed
- Exit or enter the scooter unless the power is switched off
- Switch off the power whilst driving – this will cause the scooter to stop abruptly (see emergency procedures – page 16)
- Use the scooter where you cannot safely or legally walk
- Attempt to climb kerbs except drop down kerbs.
- Use the scooter if under the influence of alcohol or any medication
- Use a mobile phone whilst driving
- Attempt to negotiate steps or escalators
- Sit on the scooter if being transported in a vehicle
- Attempt to tow any other devices
- Exceed the stated weight limit
- Connect any other devices to the batteries as this could cause permanent damage and void your warranty
- Use any other batteries/charger other than those supplied by ROMA
- Travel through water or over soft terrain (mud, sand etc.) Avoid cobbles.
- Travel on the road except when crossing between pavements
- Lift the scooter by the shroud assembly or any plastic part
- Sharply shift your centre of gravity as this could make the scooter unstable

Every care has been taken to ensure that your scooter will give you safe, reliable service provided you adhere to the advice given above.

# Adjustments

## Tiller Angle Adjustment

At the base of the tiller is a red lever. Push the lever toward the tiller stem to release the locking pin. Select the desired tiller angle and pull the lever outwards. Ensure the locking pin is fully located before using the scooter.



## Folding the Tiller Assembly (For transport purposes)

Release the locking mechanism as above and fold the tiller down fully until the locking pin locates into one of the positions on the transport locking bracket.



### Note:

The tiller can only be locked when the front wheels are pointing straight ahead. Do not carry the scooter by the tiller stem.

## Locking the Tiller Assembly (For transport purposes)

To lock the wheels in the ahead position for transportation lift the yellow lever and turn clockwise as illustrated opposite. To unlock simply reverse the procedure.



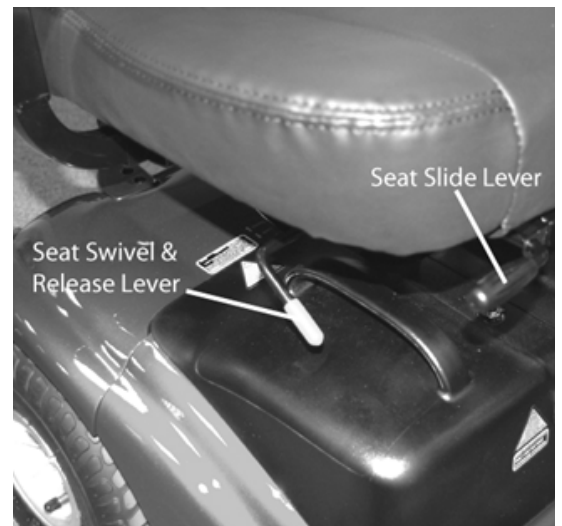
## Seat Swivel / Removal

To swivel the seat, simply lift the release handle and swivel the seat to transfer to or from the scooter.

To remove the seat, fold down the back of the seat. Lift the swivel release handle up to the seat and gently lift the seat from the chassis.



Do not hang baggage or other objects on the back of the seat as this may affect stability.



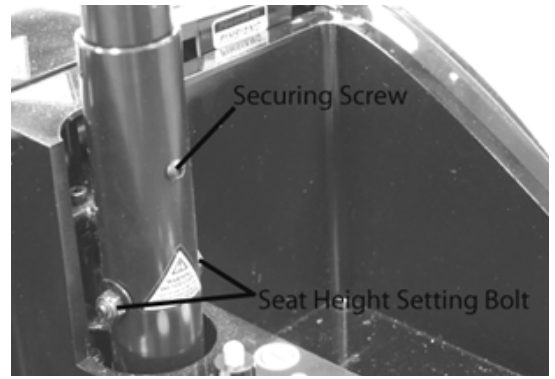
### Note:

Always ensure that the seat is securely locked in the forward facing direction when driving the scooter. Do not hang baggage or other objects on the back of the seat as this may affect stability.

### Seat Height Adjustment

Remove the seat as previously described and remove the battery pack. Undo the securing screw with an allen key and use two 13mm spanners and undo the locking bolt and nut.

Adjust the seat post up or down to the desired height and relocate the locking bolt through the hole and replace the washer and nut and re-tighten. Replace the battery and the seat.



#### Note:

The higher the seat is adjusted; stability may be affected due to the higher centre of gravity.



#### Note:

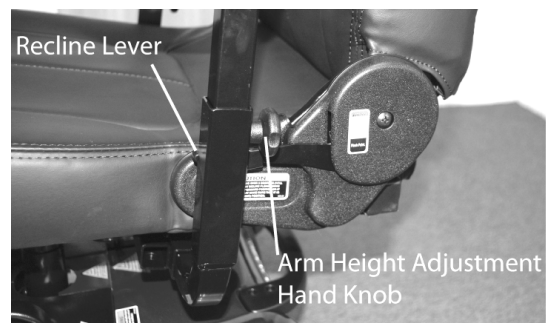
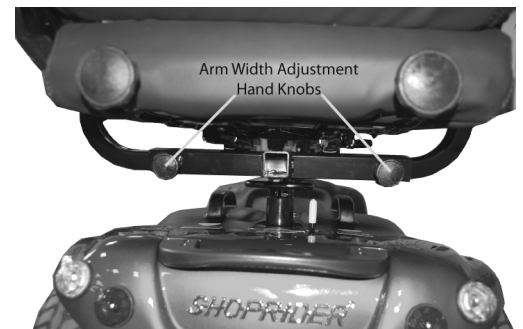
Your seat height is set in the lowest position for shipping purposes. In this position the seat must be removed to allow the battery pack to be removed.

### Arm Adjustments

On each side of the seat towards the back there are two hand knobs. These are to adjust the width of the armrests or to remove them for transport.

Turn the knobs anti-clockwise to loosen. Once the knobs are loose you will be able to adjust the armrests in or out to the desired width. Re-tighten when a comfortable width has been achieved or remove the armrests completely for transport.

To adjust the angle of the armrest, unscrew the main bolt until the desired angle is achieved. Lock the bolt in place with the locking nut. To adjust the height of the armrest, undo the handknob until the armrest can be raised / lowered. Once the required height is achieved refit the handknob, ensuring the pin locates fully in the hole in the armrest tube.

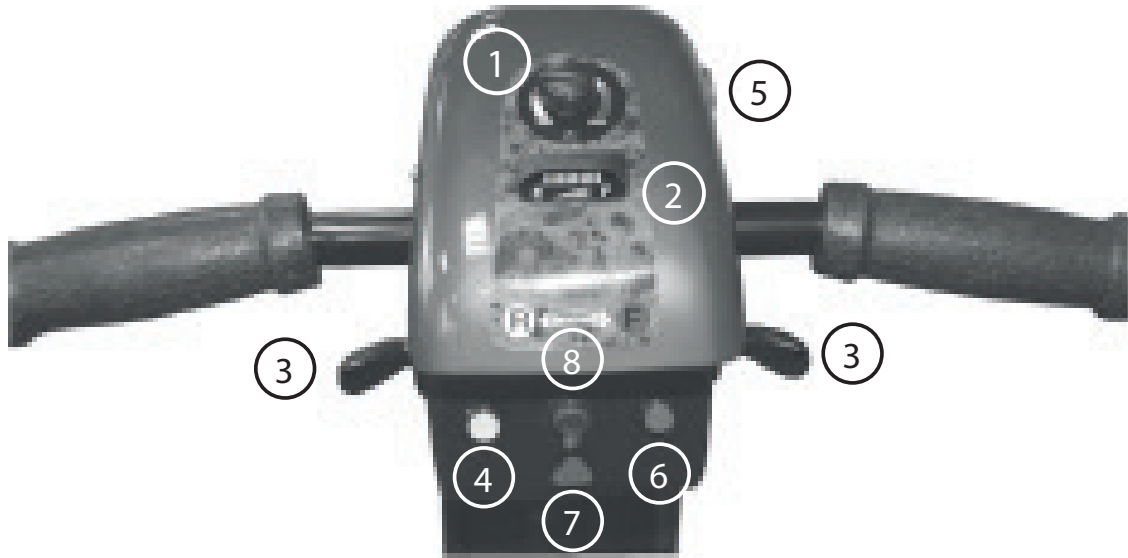


#### Note:

If removing the armrests for transport, ensure that the knobs are re-tightened to avoid them rattling loose and falling out. Do not apply full body weight to the armrests for transferring. Pivot the seat or lift the arm up out of the way to transfer to another seat.

## Tiller Controls

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### Speed Control (1)

The speed control enables you to set the maximum speed of the scooter. The tortoise being slow, and the rabbit being the maximum.

#### Note:

Always start at a slow speed until accustomed with the characteristics of your scooter. Do not put excessive pressure on the dial. Only turn as far as the stops.

When driving in pedestrian areas such as shopping precincts and busy pavement areas always respect other pedestrians and turn the maximum speed down so that the scooter travels at the walking pace of others around you.

### Battery Level Indicator (2)

This gauge gives you a guide to the amount of charge left in the scooters batteries. This will give the truest reading when the scooter is in motion.

#### Note:

Always fully charge the batteries before driving your scooter and never let the batteries become completely drained, as this may cause permanent damage to the batteries.

### Thumb Lever Controls (3)

The thumb lever controls the reverse and forward motion of the scooter. Pressing the right lever will drive the scooter forward, pushing the left lever will reverse the scooter. The amount of pressure applied to the levers will determine the speed the scooter travels up to the maximum speed selected. More pressure = more speed.

Release the thumb lever and the scooter will automatically come to a safe stop as the electromagnetic brake is applied.



#### Horn (4)

The yellow button operates the scooters horn.



Note:

This should only be used to warn others of your presence and not as a rebuke of any form.

#### On / Off Key Switch (5)

Insert the key supplied with the scooter and turn clockwise. The battery gauge needle will move. There may be a slight delay before the thumb levers operate as the controller checks the scooters circuits.



Note:

Never leave the key in the switch unattended to prevent unauthorised use. Do not switch the power off to stop the scooter unless it is an emergency. The scooter will stop very abruptly if stopped in this way.

#### Lights Switch (6)

This button operates the lights.

#### Hazard Warning Lights (7)

This button operates the hazard warning lights.

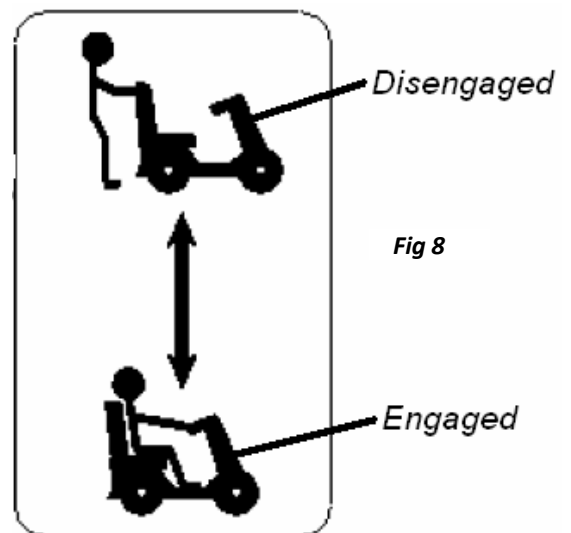
#### Indicator Switch (8)

This button operates the indicators.

## Brake Release / Free Wheel Operation

The brake release lever is situated under the seat at the left rear of the scooter. This lever allows you to disengage the drive mechanism and push the scooter in 'freewheel' mode. To disengage the drive, push the knob forward to the 'disengaged' position. The scooter can now be pushed.

Simply pull the lever back to re-engage the drive mechanism (the scooter can now be driven). The scooter will not operate when the lever is in the disengaged position. The scooter must be turned off and on by the key switch to reset the circuits before it will resume normal operation. The scooter will bleep continually if the brake is disengaged when it is switched on.



Caution:  
Never leave the scooter unattended whilst in free wheel mode as it will roll away down an incline.



'Free wheel' mode should only be used in an emergency to move the scooter due to power failure.

Never move the scooter in this mode whilst it is occupied. Never tow the scooter.



Caution:  
Never sit on the scooter and free wheel down a hill as this can cause permanent damage to the motor, brake and controller due to excessive regenerative braking. As above the scooter can only be moved at a walking pace when in freewheel mode.



## Starting to Drive

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### Getting Started

#### Check list

Please check the following before moving



- You must fully charge the batteries prior to first use. ('See Batteries and Charging')
- Select an area of space.
- Mount the scooter by lifting the arm and sliding into the seat.
- Ensure the seat is securely locked in the forward position before driving.
- Adjust the tiller and seat if necessary. ( See 'Adjustments')
- Do not use the tiller to fully support you during transfer.

The scooters speed and direction is controlled by the 'wig-wag' lever. The arrows shown in the image above show the direction in which the scooter will move when the lever is operated as indicated.

### Moving Off

Turn the key clockwise to turn on the power.

Initially set the speed control to a low setting. Push your right thumb lever (yellow) and the scooter will move forward slowly.

The further you push the lever the faster the scooter will travel, but only to the maximum speed that has been selected. Release the lever and the scooter will come to a smooth controlled stop.



Caution:  
Do not switch off the power to stop the scooter as this will cause the transmission to lock and the scooter will come to a sharp stop, which could possibly cause injury. This procedure should only be used in an emergency.

## Steering

Steering the scooter is light and easy. Ensure you give obstacles a wide clearance to avoid the rear wheels catching. When steering through limited spaces, turn the tiller in the direction that you wish to go and apply power gently. The scooter can turn very tightly with complete stability at slow speeds.



### Caution:

Never turn sharply at high speeds as it can make the scooter unstable. The maximum speed should be set at 50%.

## Reversing

Before reversing ensure the area behind the scooter is free from any obstacles or hazards. Adjust the speed setting to low before you reverse. Press the left thumb lever (black), and steer wide of all corners and obstacles.



### Caution:

Do not reverse down a slope or onto a main thoroughfare.

## Dismounting

Before dismounting ensure that the key is turned to the off position.



### Caution:

Please ensure that care is exercised when entering or leaving the scooter and that the tiller is not used for support.



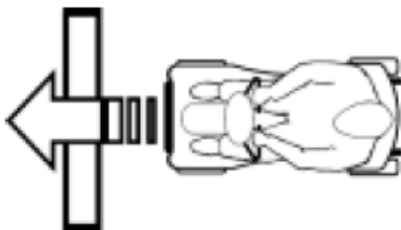
### Note:

Adjustments of the seat height and length of the scooter could affect the stability and handling characteristics of the scooter.

## Ramps / Slopes

The stability of your scooter depends on several factors such as seat height, angle of gradient and the users height and weight. When approaching an incline, do so directly and not at an angle and avoid making turns where possible.

Right



Wrong



### Caution:

Do not turn off the control key whilst the unit is in motion.

## Surfaces

Your scooter will perform well over many surfaces. However, avoid long grass, loose gravel, sand, mud and ice.

## Transferring

Lift up the arm-pad from the side you wish to leave or sit on the scooter. Use an aid for balance if required.



### Caution:

Do not use the tiller or armrests to support the full weight during transfers.

## Dismantling for Transportation & Storage

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### Dismantling

The Valencia is designed to be quickly and easily disassembled without tools into sections for transportation and storage:



- Lift the basket up and off the bracket.
- Remove the seat as described earlier.
- Remove the battery pack by lifting on the handles.
- Loosen the tiller adjustment knob and lower the tiller and re-tighten the knob.
- Lock the tiller by pulling the yellow lever up and to the left.
- Detach the rear drive assembly by moving the yellow detach lever to the 'DETACH' position and lifting the assembly backwards at the same time. The assembly should now be clear of the main chassis.

Assembly is the reverse of the above procedure.

The Valencia is now separated into five components for easy transportation or storage.



### Note:

Never occupy device whilst in a vehicle.

### Storage

Your scooter should be stored in a dry environment, preferably a garage or shed. Tarpaulins and covers may create condensation during certain weather conditions. If your scooter is to be stored for prolonged periods, fully charge the batteries and disconnect the battery plugs.

Please ensure your scooter is protected from heavy rain or high humidity and is stored in a dry environment. Direct exposure to rain or dampness could cause the scooter's electrics to malfunction.

Very cold weather can severely deplete battery condition (up to 40%). If left for any period during cold weather it is very important that the scooter is fully charged before use.

# Maintenance

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At six monthly interval you should lubricate the following parts with a light oil or a similar lubricant;

- ✔ • Seat pivot post.
- Seat release lever pinion.
- Wheel bearings
- Axle of scooter

## Product Life Expectancy

Your scooter has been designed to provide the user with a long, reliable life provided it is correctly maintained and regularly serviced by an authorised dealer. However, due to inevitable wear and tear and technological improvements it is recommended that the average usable life of this scooter is five years.

## General Cleaning

The shrouds and seat of the scooter should be cleaned using a damp cloth and gentle detergent. Do not use abrasive cleaners or solvents, as this will damage the plastic components. Do not spray water (hose or pressure washer) onto the scooter as this may cause damage to the electronics.

We suggest that your scooter should undergo a full service at least once a year by an authorised Shoprider dealer.

## Check list

Please check the following;

- ✔ • Tyres are in good condition.
- Front wheels spin freely.
- Moving parts, pivots and frame fixing are not damaged or worn.
- All hand knobs and levers are secure.

To ensure an uninterrupted power connection is maintained, it is recommended that the connections between the front and rear chassis are regularly cleaned and lubricated with a contact treatment grease such as Electrolube SGB20S.

To undertake this operation, dismantle the scooter as per the user manual and thoroughly clean both sets of connectors (front and rear) with an alcohol based solvent. Apply the contact treatment grease to both sets of the contacts (a thin film is sufficient, do not use the entire sachet).



We also recommend that the connectors between the battery pack and the main chassis are also treated at the same time to prevent any carbon build up (round plate connectors and pins). Simply re-assemble the scooter as per user manual after these procedures have been undertaken.



Note:  
Should any part of your scooter need replacing or repairing please contact your local dealer to undertake any maintenance. Failure to do this may void your Warranty.

## Batteries and Battery Chargers

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Note:  
Charge the batteries completely (8-12 hours) prior to first use.

### Batteries

The Shoprider Valencia is supplied with a closed battery pack which contains two 34/36 Amp, 12 Volt sealed lead acid batteries. The battery pack is situated under the front of the seat and can be removed by lifting them away from the chassis.\*

Low temperatures, rough terrain and the weight of the user can affect battery performance. Your battery gauge is a guide only to the level of charge remaining in your batteries and will give its best indication while the scooter is moving.



Note:  
Your seat height is set in the lowest position for shipping purposes. In this position the seat must be removed to allow the battery pack to be removed.



Note:  
Low temperatures, rough terrain and the weight of the user can affect battery performance. Your battery gauge is a guide only to the level of charge remaining in your batteries and will give its best indication while the scooter is moving.



Note:  
Batteries recommended by Shoprider must be used if they need to be replaced. An authorised Shoprider dealer must carry out battery replacement.



Disposing and recycling of used battery  
Batteries must always be recycled correctly. Do not dispose of them with your domestic refuse.



For further information regarding your nearest recycling facility please contact your local authority.

## Battery Charger

The battery charger is a 4-amp switch type off board. The battery charging port is located on the battery pack. This special feature allows the batteries to be charged independently of the main scooter. Before using our scooter for the first time be sure to fully charge the batteries, this may take up to 12 hours.

To charge the batteries connect the 3-pin male charger plug into the charging socket on the battery pack. Plug the 3-pin mains plug into a wall socket and switch on. The battery charger has two lights. A constant red light will show when the battery charger is connected (this will flash if there is a break in the connection). The flashing green light indicates that the batteries are receiving charge, this will change to solid green when the charging cycle is complete.

### Caution:

Do not charge the batteries for longer than 12 hours. Always charge the batteries in a well-ventilated indoor area.

You must still maintain charging the batteries even if the scooter is not to be used for a prolonged period of time (2 to 3 weeks). Failure to do so could result in permanent damage and render the batteries unusable.



Wherever possible do not interrupt the charge cycle until the batteries are fully charged. Continual interruption can permanently damage the batteries. If the charging lead should get damaged discontinue use immediately and seek a replacement from your dealer.

Only use the charger supplied with your scooter. Do not leave the charger plugged into to the charger port after the charge is complete. Always remove the keys from the scooter when charging.

## Troubleshooting

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### Circuit Breaker

Your scooter is fitted with the latest in electronic controls that are programmed to protect the electrical system from abnormal overloads. Fitted for extra protection is a circuit breaker, which is located on the battery pack. Should there be a situation where your scooter stops for no apparent reason please check that the circuit breaker has not tripped. Simply press the button to reset the circuit breaker.



### Note:

Should the circuit breaker continue to trip turn off the scooter immediately and consult your dealer.

### Fuses

There are two 40 amp blade type fuses inside the battery pack to give protection against possible overload on the wiring.



### Caution:

Do not attempt to open the battery pack to replace the fuses. Please take the battery pack to an authorised dealer to replace any blown fuses.

## Check list

If your scooter fails to operate, please check the following:



- The unit is switched on.
- All plugs and connections are firmly fixed.
- Battery level shows full charge.
- Freewheeling device is in the drive position.
- Circuit breaker has not tripped.

If the freewheel device has been operated with the scooter switched on, the scooter will not operate until the key switch has been turned off and on again. Should a fault occur, the fault will be identified by a beeping sequence which relates to the fault in the table below.



### Note:

Should your scooter fail to operate after checking these possible problems, consult your local Shoprider dealer immediately.

If the scooter is switched on and not operated for a period of time (approx 10 minutes) it may enter 'sleep' mode. This is indicated by the spanner flashing on / off continuously. Simply switch the scooter off and on to reset the controller.

## Further information

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### Safety Information Regarding Electromagnetic Interference (EMI)

Scooters and Powerchairs are designed to operate under certain conditions.

However, radio waves or electromagnetic fields may affect the operation of the Scooter.

The source of EMI could be radio or television transmitters or portable devices such as mobile phones, portable CB radios etc. Should any unintentional movement occur turn the Scooter off as soon as safely possible.

### Solar Energy

During periods of sunny weather, it is possible that surfaces of your scooter may reach high temperatures (as with motor vehicles). Please take precautions if leaving the scooter in direct sunlight for any period of time. Seek shade or cover the seat and hand controls to keep any temperature increases to a minimum.

### Health Factors

Suitability for this product has been assessed on the user's current state of health. It is essential that the user regularly monitor their ability to use the scooter safely.

### General Use

Take heed of the information given in this manual regarding safety and the maintenance of your scooter. If adhered to, your scooter should give you years of reliable mobility.

### Emergency Procedures

Should your scooter behave erratically or become unresponsive whilst driving, release the wig-wag lever so it may return to its neutral position and switch off the power at the key / switch. Use the emergency handbrake if required. These procedures will stop the scooter and activate the braking system, preventing any further uncontrolled manoeuvres.



## Storage and General Care

We recommend that the scooter is always stored in a dry environment such as a garage or shed to protect the chassis and other components from corrosion. Do not leave the scooter outside during rainstorms. If the scooter is wet, wipe with a dry cloth to ensure there is no ingress of water into the internal components of the scooter.

During everyday use, do not use in rain showers or travel through puddles. Avoid use in areas where the scooter could become contaminated with sand or abrasive materials.



### Note:

Switching the power off at the key / switch can cause the scooter to stop abruptly and should only be used to stop the scooter during an emergency as this can damage the drive unit.

## Product Stability

Scooters and powered wheelchairs are designed to allow the user flexibility of movement in restricted areas. Driving at maximum speed and attempting sharp turns can create a situation where the product becomes unstable. Therefore it is essential that the user pay attention to the guidance set out in this manual.

The main factors affecting stability are:



- Maximum speed setting
- Seat height
- User movement
- User's manoeuvres
- Gradients or slopes

### Warning:

Please keep your speed to a level where you can safely stop without having to make any erratic turns.



Do not load bags etc. on the back of the seat as this will affect the centre of gravity and could cause instability.

Do not lean outside of the 'footprint' of the product, especially whilst moving.  
Avoid making turns on gradients or slopes.

## Driving in Pedestrian Areas

As mentioned previously, when using the scooter in pedestrian areas always lower your maximum speed to that of the pedestrians around you. Remember the stopping distance of your scooter and always allow enough space to stop safely to avoid collisions with pedestrians or other objects.

# Notes

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# Warranty Terms and Conditions

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This is to certify that your Shoprider product is warranted for a period of 12 months from the date of original purchase. This warranty is not transferable.



**Note:**

Should a defect or operating fault arise within this period the Dealer from where the product was originally purchased should be notified immediately. Failure to register the fault may invalidate the warranty. The Dealer from where the product was purchased is responsible for any warranty repairs.

Shoprider warrants that if a fault occurs within this period due to faulty workmanship or materials that the product will be repaired (or replaced at the Company's discretion) free of charge.

Any unauthorised modifications will invalidate the warranty.

Parts which are subjected to normal wear and tear, accidental damage, neglect or misuse are excluded from this warranty. Normal wear and tear includes tyres, chassis covers, bulbs, seat coverings etc.

Component parts replaced outside this period carry a six-month warranty. (Standard terms and conditions apply for this period).

Model: \_\_\_\_\_

Serial No: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Dealer Stamp

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Shoprider reserve the right to change specifications without prior notice.

