

# ActiveCare

Medical



## Prowler™ 3410 Scooter Owner's Manual

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## **Don't Forget to Complete Your Warranty Card!**

Be sure to fill out the card located on page 20 of this manual. After completing the form, please mail it to:




ActiveCare Medical  
2 Harbison Way  
Columbia, SC 29212

# 1. Preface

Please read this owner's manual before using the scooter. Improper use of the scooter could result in harm, injury or traffic accidents.

This owner's manual includes operation instructions for every aspect of the scooter, assembly instructions, as well as instructions for how to deal with possible accidents.

The symbols used in this manual are explained below. Read carefully, especially the parts marked with these symbols:


 <b>Warning</b>	Improper usage could lead to death or serious injury
 <b>Caution</b>	Improper usage could lead to injury and/or damage to you scooter.
 <b>Suggestion</b>	Follow these instructions to keep the status of the scooter working well and ease your operation.

This manual includes the repair and maintenance record chart and Warranty. Please keep it in a proper place or on the scooter.

If someone else uses the scooter, please be sure to give him or her the instruction manual.

As designs change, some illustrations and pictures in the manual may not correspond to the scooter that you purchased. We reserve the right to make design modifications.

The manufacturer disclaims all responsibilities for any personal injury or property damage which may occur as a result of improper or unsafe use of its products.

 <b>Caution</b>	Federal law restricts this device to sale by or on the order of a practitioner licensed by the law of the state in which he/she practices.
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## 2. SAFETY NOTICES

### **BEFORE THE FIRST USE OF YOUR SCOOTER**

The user should be familiar with the operation of this scooter before driving. Therefore, keep these safety notices in mind.

#### ***The same traffic rules for pedestrians apply to the use of this scooter.***

For your safety, please follow the rules that apply to pedestrians.

1. Ride on sidewalks or pedestrian areas only.
2. At the end of a sidewalk, be aware of the cars on the road.
3. Be extremely cautious when driving your scooter around heavy traffic streets or shopping malls.
4. Do not drive your scooter after consuming alcohol or when feeling tired.
5. Do not drive your scooter at night.
6. Always obey pedestrian traffic signals.

#### ***Practice operating your scooter***

Until you are familiar with the operation of your scooter, please practice in a wide and open area, like a park. To prevent the possibility of falling off your scooter while driving, bear in mind the scooters driving motion, such as whether it is accelerating, stopping, turning, reversing, or going up or down inclines.

1. Please set the speed dial to the lowest speed initially.
2. Be sure someone is accompanying you and watches for traffic while you are driving on the road for the first time.
3. Be sure you are able to control and operate your scooter safely and confidently before changing to a higher speed.

#### ***The ActiveCare scooter is limited to one passenger***

Do not carry any passengers on your scooter (including children).

#### ***Do not use this scooter to carry or transport goods***

The maximum weight to be carried is 500 lbs. The maximum weight to be carried in the front basket is 6 lbs.

### **REGULAR USE OF YOUR SCOOTER**

Please carry out daily inspections. Refer to Section 7 "Inspection & Maintenance" for inspection procedures.

#### ***Do not stretch your body out on the scooter***

Such action may cause you to lose your balance or be injured. Also, pay attention to loose clothing that could get tangled in the wheels.

### ***When crossing the railroad***

Before entering the crossing, please stop completely. While crossing with the scooter, watch to make sure the wheels do not get stuck in the track.

### ***Do not use your scooter under any of these circumstances:***

- The road has heavy traffic
- The road is muddy or has loose gravel
- The road is bumpy, narrow, or snow covered
- The road is beside a canal or waterway without fencing or hedges

Additionally, avoid holes where your wheels may get stuck. Do not drive at night and/or during rain or high winds. Do not make sudden turns. Do not ride on an escalator.

### ***Do not use a mobile phone or other wireless communication device while driving***

Also, do not charge a mobile phone or other electrical devices from your scooter.

### ***Be careful driving on or near ramps, incline and drops***

1. Do not drive up a steep incline. Refer to "CLIMBING ANGLE" in Section 9 "SPECIFICATIONS" for details.
2. When climbing **up** an incline, please drive slowly. You can set the speed dial to the highest speed to aid in climbing. When going **down** an incline, never reverse your scooter. Set the speed dial to the lowest speed setting.
3. Do not drive through any holes in the road. Refer to "MAXIMUM GROUND CLEARANCE" in Section 9 "SPECIFICATIONS" for details.
4. Do not pass through water crossing the road unless the water is less than 1 inch deep.
5. Please drive slowly on roads with drops or dips.
6. Do not make sudden turns while driving on gravel roads or ramps.

#### **Warning!**

Do not set the scooter in freewheel mode when driving on an incline or decline.

### ***Maximum User Weight Limit***

Refer to "MAXIMUM LOAD WEIGHT" in Section 9 "SPECIFICATIONS" for details. Overloading your scooter will lead to damage to, or malfunction of, your scooter. This could cause the scooter to become a safety hazard. The warranty does not cover damage from overloading.

## **LABELING OF YOUR SCOOTER**

Please read all the labeling on the scooter before driving it. For your future reference, do not remove them.

### 3. EMI

This portion of the manual will provide the user with basic information about the problems with EMI (electromagnetic interference), protective measures can be used to either lessen the possibility of exposure or to minimize the degree of exposure; this section also shows some conditions that unexpected or erratic movements may cause.

**◆ Caution**

It is very important that you read this information regarding the possible effects of electromagnetic interference on your electric ActiveCare scooter.

#### **ELECTROMAGNETIC INTERFERENCE (EMI) FROM RADIO WAVE SOURCES**

Powered scooters may be susceptible to electromagnetic interference (EMI), which is interfering electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones. The interference (from radio wave sources) can cause the powered scooter to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the powered scooter's control system. The intensity of the interfering EM energy can be measured in volts per meter (V/m). Each powered scooter can resist EMI up to a certain intensity level. The higher the immunity level the greater the protection. At this time, current technology is capable of achieving at least a 20 V/m immunity level, which would provide useful protection from the more common sources of radiated EMI. This powered scooter model as shipped, with no further modification, has an immunity level of 20 V/m without any accessories.

There are a number of sources of relatively intense electromagnetic fields in the everyday environment. Some of these sources are obvious and easy to avoid. Others are not apparent and exposure is unavoidable. However, we believe that by following the warning listed below, your risk to EMI will be minimized.

The sources of radiated EMI can be broadly classified into three types:

1. Hand-held portable transceivers (transmitter-receivers with the antenna mounted directly on the transmitting unit). Examples include: citizens band (CB) or hand held radios, (security, fire, and police transceivers), cellular telephones and other personal communication devices.

*NOTE: Some cellular telephones transmit a signal while they are ON but not being used.*

2. Medium-range mobile transceivers, such as those used in police cars, fire trucks, ambulances and taxis usually have the antenna mounted on the outside of the scooter.
3. Long-range transmitters and transceivers, such as commercial broadcast transmitters (radio and TV broadcast antenna towers) and amateur (HAM) radios.

*NOTE: Other types of hand-held devices, such as cordless phones, laptop computers, AM/FM radios, TV sets, CD player, and cassette players, and small appliances, such as electric shavers and hair dryers, are not likely to cause EMI problems to your powered scooter.*

## **POWERED SCOOTER ELECTROMAGNETIC INTERFERENCE (EMI)**

EM energy rapidly becomes more intense as one moves closer to a transmitting antenna (source). The EM fields from hand-held radio wave sources (transceivers) are of special concern. It is possible to unintentionally bring high levels of EM energy very close to the powered scooter's control system while using these devices; this can affect your scooter's movement and braking. Therefore, the warnings listed below are recommended to prevent possible interference with the control system of a powered scooter.

### **⊘ Warning!**

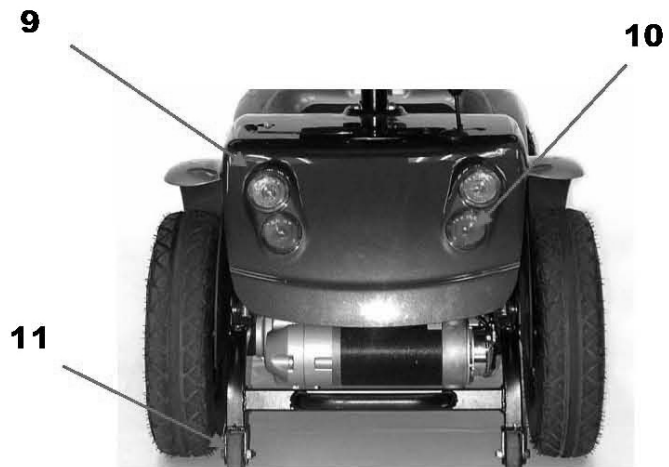
Electromagnetic interference (EMI) from sources such as radio and TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones can affect motorized scooters. Following the warnings listed below should reduce the chance of unintended brake release or powered scooter movement which could result in serious injuries.

1. Do not operate hand-held transceivers-receivers, such as citizens band (CB) radios, or turn ON personal communication devices, such as cellular phones, while the powered scooter is turned ON.
2. Be aware of nearby transmitters, such as radio or TV stations, and try to avoid getting close to them.
3. If unintended movement or brake release occurs, turn the powered scooter OFF as soon as it is safe.
4. Be aware that adding accessories or components, or modifying the powered scooter, may make it more susceptible to EMI.
5. Report all incidents of unintended movement or brake release to the scooter manufacturer, and note whether there were sources of EMI nearby.

## 4. Parts

### PROWLER 3410

1. Rear Mirror
2. Signal Light
3. Basket
4. Front Head Light
5. Tiller Adjust Knob
6. Front Bumper
7. Seat
8. Swivel Seat Lever and Seat Release Lever
9. Signal Light
10. Taillight & Hazard Light
11. Anti-tip Wheels
12. Freewheel Mode Lever
13. Charger Socket
14. Hand Brake



## 5. OPERATION

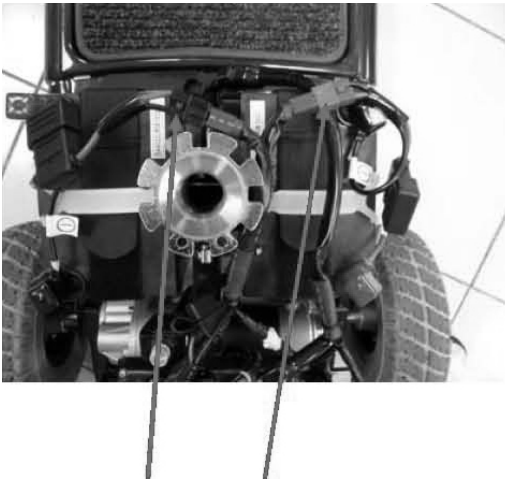
### OPERATION PANEL

1. Headlight/Rear Light Button
2. Speed Dial
3. Hazard Light Button
4. Battery Indicator
5. Horn Button
6. Signal Light Button
7. Speed Control Lever
8. Power Switch



### BATTERY CONNECTIONS

When you receive the scooter, try to turn on power switch on first. If the battery gauge does not light up, please remove the seat and rear cover, then connect the battery and rear lamp connector.



Battery power connector. One is black and one is red.



Rear lamp connector is white.

### POWER SWITCH

Turn the key switch to power ON or OFF

[ON] Insert key into the key socket and turn clockwise.

[OFF] Turn key counterclockwise to turn off the power. If you plan to leave your scooter for a long time, please turn off and take the key out of the socket.

The scooter has a sleep function to save power. This will turn off the controller power automatically when the speed control lever has not moved after 10 minutes.

The sleep function will turn off the controller power, so the battery gauge will still be bright until you turn off the power switch. When the scooter is in sleep status, you must turn the power switch off and then on again to wake up it.

## **SPEED DIAL**

The driving speed of the scooter can be set via the speed control knob located on the control panel. When the knob is turned to a position, the scooter will drive only at the speed indicated by the knob. The scooter will travel faster the farther the knob is turned clockwise. To reduce the scooter's travel speed, turn the knob back counterclockwise.

## **HEADLIGHT/TAILLIGHT BUTTON**

The headlight button is an independent switch. So, if you drive your scooter with the headlight on, remember to turn off the headlight at the same time you turn off the power switch to avoid draining the battery.

## **FORWARD, REVERSE AND BRAKING**

- Pull the speed control lever on the **right hand** side toward you and the scooter will move forward.
- Pull the speed control lever on the **left hand** side toward you and the scooter will move backward.
- The horn will beep when the scooter is in reverse.
- Release the speed control lever freely while in either forward or reverse direction, the electromagnetic brake in the motor will activate, the scooter stops.
- The scooter also has a hand brake. Pull the hand brake lever toward you and the scooter will stop immediately.

## **SIGNAL LIGHT SWITCH**

The light will flash and the horn will make a beeping sound when you press the left or right signal lamp button.



Left signal light button



Right signal light button

Pressing the button again will turn the signal light off.

## **HORN BUTTON**

The warning horn will be activated when you push the button, release the button and the horn will stop.

## SEAT

The seat has 4 height adjustments. The seat also has 4 angle positions to change when you get on or off the scooter.

### **Caution**

Be sure the seat is in the forward position and locked before driving.

## BATTERY GAUGE

When the power switch is turned on, the battery indicator will light up to indicate the power remaining in the battery.

The green light indicates a full charge from the battery. The red area indicates it is time to recharge.

The remaining power indicated by the battery gauge will vary based on the actual driving time and how you drive. Repeated starting, stopping or climbing will consume the power more quickly.

### **Suggestion**

1. It is recommended that you charge the battery immediately when the battery gauge is in the red area.
2. After charging or replacing a new battery, drive the scooter for 2-3 minutes to make sure the battery capacity is enough.
3. In the wintertime, the battery may respond more slowly and the distance you can travel may also be shortened.
4. When driving on an incline, the battery gauge light might move from green to red, this is a normal phenomenon, please do not worry.
5. Even if the battery is used properly, it is natural that the battery capability will decay as time passes. This results in a shortening of travel distance compared to a brand new battery. Therefore, when you find the travel distance is about only 50% of a brand new battery's traveling distance, it is time for a replacement battery. Please go to your dealer and ask a new battery. If you continue to use the old battery when its capacity has decreased, it could lead to a decrease in travel distance.
6. Travel distances will be shortened when driving frequently on an incline or slope, as this leads to a larger consumption of the power.

## **FREEWHEEL MODE**

When in freewheel mode, the scooter can be pushed by hand.

### ***Drive Mode (Fig. 5.1)***

Push lever down completely so the scooter can be driven by motor power.

### ***Freewheel Mode (Fig. 5.2)***

Pull lever up completely so the scooter can be moved manually.



Figure 5.1



Figure 5.2

### **⊘ Warning!**

When going down an incline, NEVER set to the freewheel mode. The electromagnetic brake will not function in freewheel mode.

## **TILLER ADJUSTMENT**

The tiller can be adjusted by the following steps.

1. Turn the tiller adjustment knob counterclockwise to loose the tiller (Fig. 5.3).
2. Move the tiller to desired angle (Fig. 5.4).
3. Retighten the tiller adjustment knob.



Figure 5.3



Figure 5.4

## **DRIVING YOUR SCOOTER**

1. Make sure the seat is installed properly.
2. Make sure the tiller has been secured properly.
3. Turn the key switch to "ON".
4. Check battery gauge to see whether there is enough power for your trips. If you have doubts about the remaining power, please charge the battery before departure.
5. Set the speed dial to the proper speed.
6. Be sure the forward/reverse lever is functioning properly.
7. Make sure the electromagnetic brake is working properly.
8. Make sure it is safe before driving on the street.

**◆ Caution**

1. Do not push both Right & Left side speed control levers. This may lead to the loss of control to your scooter.
2. Do not turn the power switch to OFF while driving, as this will lead to an emergency stop and possible injury.
3. Do not set to higher speeds while driving indoors.
4. Do not adjust the speed dial while driving, the sudden change to a higher speed may endanger you and cause your scooter to malfunction.
5. Do not place magnetic devices near the area of the operation handle as this could affect the safe operation of your scooter.
6. Be careful while driving in heavy traffic or crowded areas.
7. While reversing the scooter, be aware of people or objects behind you.

## **STOPPING**

1. Release the throttle lever completely, and the scooter will brake and stop.
2. Turn the key switch to [OFF]. Then pull out the key (only after stopping).

**◆ Caution**

The stopping distance will vary with your forward/reverse speed. Please begin braking as early as possible.

While parking your scooter, be sure to park on a flat ground and then turn the power to "OFF".

## **EMERGENCY STOPPING**

Hold the hand brake lever tightly to operate the front drum brake, and the scooter will stop immediately.

## 6. BATTERY & CHARGER

### CHARGING THE BATTERY

Be sure to follow the procedures below accordingly.

1. Turn the scooter key switch to "OFF".
2. Open the charging socket cap on the scooter's cover then connect the charger's plug to the charging socket.
3. Plug the power cable into your power outlet.
4. The charger will now be on.
5. The charger's LED light will be orange at the beginning of a charge. The charging duration is at least 6-8 hours but can take as long as 10 hours, based on the status of the battery and environmental temperature.
6. The orange LED will turn to green when the charging is complete.
7. Disconnect the cord and remove the round plug from the charge socket.



#### **ⓘ Suggestion**

1. Do not disconnect the charger cord if the charging is not complete. The battery life will be shortened if the battery is repeatedly used without being fully charged. Therefore, be sure to charge the battery fully every time.
2. Continue to charge until the green LED light is on. NEVER stop charging before it is complete.
3. While finishing charging, the electric power will still slowly discharge if the cord is not disconnected.
4. Your scooter should be charged at least every month to keep the battery at full status, even when not being used.
5. Charging time will be affected by the ambient temperature so it takes longer in the wintertime.

#### **⊘ Warning!**

1. Keep away from flammable objects while charging, as it may lead to fire or explosion of the batteries.
2. As the battery may produce hydrogen, do not smoke while charging. Always charge your battery in a well-ventilated space.
3. Never connect or disconnect the plug or cord with wet hands while charging. Do not connect or disconnect the plug or cord when they are wet, this may lead to an electric shock.

**◆ Caution**

2. Please use the ActiveCare scooter's charger only and charge the battery completely every time. The battery might be damaged if you use a charger which is not compatible.
3. Never disassemble or modify the charger.
4. Do not charge in a space that is directly exposed to the sunlight. Do not charge in a space that is humid or subject to rainfall and morning dew.
5. Do not cover the scooter with any waterproof cloth or other objects while charging.
6. Do not charge in temperatures lower than 14°F or higher than 122°F, the charger may not work properly and the battery may be damaged.

## **CHARGER**

The charger's orange LED will be ON during charging. The green light will come on when the charging is complete.

## **BATTERY**

- Do not expose the battery to temperatures lower than 14°F or higher than 122°F when charging or storing the scooter. Exceeding the specified temperature ranges can lead to freezing or overheating of the battery. This will possibly damage the batteries and shorten their lifetime.
- The battery used on your scooter is a maintenance-free sealed lead acid battery, so it is not needed to change the battery liquid or refill the liquid.

**⊘ Warning!**

Do not open the battery seal cap at any time.

## **CLEANING THE BATTERY**

If the battery is contaminated by dirty water, battery acid or dust, the battery will discharge more quickly. Therefore, please follow these steps to clean the battery.

1. Turn the scooter power switch to OFF.
2. Remove the seat.
3. Remove the shroud and unplug the terminal to the taillight and signal lights.
4. Use a clean cloth to wipe off the soiled area.
5. Take out the battery.
6. Clean the battery with a clean cloth. If the terminal is covered by white powder, please clean it by using warm water.

**ⓘ Suggestion**

If necessary, ask for help from your ActiveCare Scooter dealer for cleansing and replacing of the battery.

**ⓘ Suggestion**

1. Make sure the terminal is installed properly and put the cover back on.
2. Do not use the battery to charge other equipment.
3. Battery capability will vary with outside conditions; the driving distances will be shorter in the winter. If the scooter is not used for a long time, please charge the battery at least every three months.
4. Please replace both batteries at the same time. Do not replace only one battery or use a different brand battery for your scooter.

## 7. INSPECTION & MAINTENANCE

### DAILY INSPECTION

Check the following items before driving. If you find anything abnormal, go to or call your scooter dealer for further inspection before using it.

Item	What to Look For
Handle Bar	Is it tight? Can it be turned left or right smoothly?
Speed Dial	Can it be adjusted freely and function well?
Throttle Lever	Does the scooter move when the lever is engaged? Does the scooter stop when the lever released completely?
Motor	Is there any abnormal noise from the motor? Does the electromagnetic brake work properly?
Freewheel Mode Lever	Does the free wheel mode lever work properly?
Battery Gauge	Does the light come on when switched "ON"? Is the remaining power enough for your trip?
Horn Button	Does the horn work?
Turn signal	Does the turn signal work?
Taillight	Does the taillight work properly?
Seat	Is the seat on properly? Can the seat be turned smoothly?
Rearview Mirror	Is it tight?
Tires	Are there any cracks or other damage to the tires? Check the tread on the tires.
Other	Is there any abnormal noise?

#### **Caution**

Go to your dealer for inspection and maintenance if you find anything wrong.

### REGULAR MAINTENANCE RECORD

To make sure your scooter is in good condition, go to your dealer regularly for maintenance and record it accordingly every six months after purchasing (fee required).

**❗ Suggestion**

Even if you don't use the scooter for a long time, the scooter should still be maintained regularly.

**I - Inspection**  
**T - Tightening**

**A - Adjustment**  
**C - Cleanse**

**Δ - Repair**  
**L - Add Oil**

**x - Replacement**

Item/Period		1 mo.	6 mo.	12 mo.	18 mo.	24 mo.	30 mo.
Control Panel	Forward/Reverse of speed lever						
	The function of switches						
	Connection of socket/plug is good						
Motor	Operation and noise						
	Function of electromagnetic brakes						
	Connection of socket/plug is good						
Transaxle	Any oil leakage from Transaxle						
Battery	Looseness or corrosion on terminals						
	Connection of socket/plug is good						
	Any broken on electrical cord						
Charger	Charging function and LED light						
	Any broken on socket/plug/cord						
Seat	High adjustment bolt damaged						
	Seat post looseness						
Tiller	Right/left turn of tiller						
	Adjustment of tiller angle						
Tire	Crack or damage of tire surface						
	Tread depth enough or not						
	Abnormal wearing						
Rim	Tightness of bolts and nuts						
	Wear or deformation around tires						
Shock Absorber	Tightness of bolts and nuts						
	Damage to shock absorbers						
Inspector	Check by						
	Checking date						

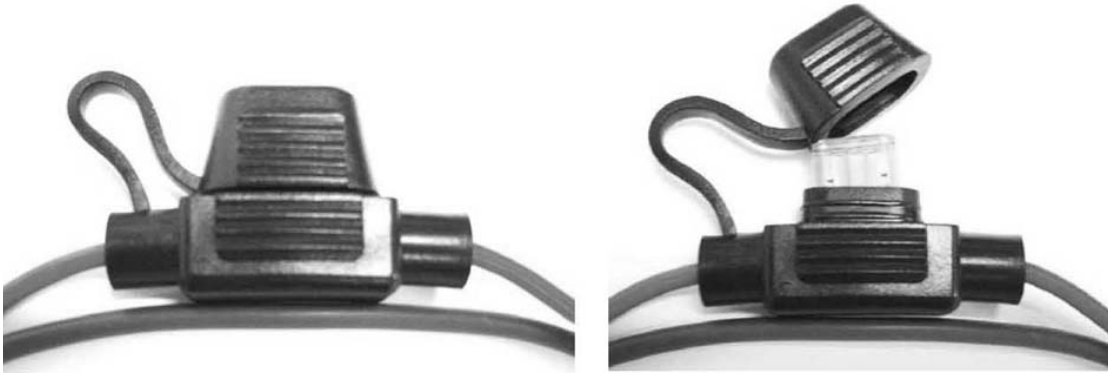
## **BATTERY, FUSES, CIRCUIT BREAKER AND TIRES**

### ***Battery***

Refer to Section 6 "CHARGING AND BATTERY".

### ***Fuse***

There are two fuses on your scooter. One is located inside the control panel. The other is near the main wire of the controller. If the power is switch ON and the battery indicator does not light up, check the fuse (as indicated below).



### **❗ Suggestion**

Ask for help from your dealer for inspecting or replacing the fuses, (since battery pack has to be disassembled first for replacement of fuses).

### ***Circuit Breaker***

There is one button for the circuit breaker located on the rear shroud, if the power switch does not come ON and the battery indicator does not light up, please try to push this button, it is possible an electric current overload of the scooter.

### ***Tires***

The condition of the tires depends on how you drive and use your scooter. Please check the tread depth regularly. Replace the tires when the tread depth is less than 0.5 mm.

Regularly inspect your scooter's tires for signs of wear.

### **⚠ Caution**

When tread depth is below 0.5mm, it can easily lead to slippage, making braking distances longer. Therefore, replace the tires as early as possible.

## MAINTENANCE

1. You must maintain the scooter frequently if you drive on grass, sand, or gravel roads.
2. Do not use water, gasoline or other chemical solutions to clean your scooter. Be sure NOT to spray the scooter with water to prevent damaging the electronic components and printed circuit board. Please clean the scooter by wiping it with either a dry or moist cloth. Do not use wax.
3. Please take the scooter to authorized dealers for repairs and adjustments. Improper adjustments could lead to accidents and scooter malfunction.
4. Please use soft and dry clothes to keep your scooter tidy. Please use moderate or mild detergent to clean the scooter.

### ◆ Caution

When conducting maintenance of your scooter, please turn the key switch "OFF" and remove the charger cord.

## LUBRICATION

At six-month intervals, you should lubricate the following parts with a light oil or similar lubricant:

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

### ◆ Caution

Do not use **WD40** to lubricate parts. Do not lubricate transaxle/gear box. In the event of any difficulties, please consult your provider.

### ◆ Caution

When conducting maintenance on your scooter, please turn the power switch OFF and remove the charger cord.

## **STORAGE**

When storing your scooter:

- Make sure the seat is set in the "Forward" position
- Make sure the key switch is turned to "OFF"

### **Suggestion**

Please store the scooter in a location where it is out of direct sunlight, rain, or dew. When storing for long periods of time, please charge the battery fully and then disconnect the battery terminal. For further details, inquire with your dealer.

## 8. TROUBLESHOOTING

This table is only a guide to aid you in getting your scooter operating, should you have any problems. If you are unable to get your scooter operating, please contact your Authorized Service Center.

**Table 1: Basic Troubleshooting**

Symptom	Possible Cause	Solution
Scooter does not move	1. Key switch is not "ON"	1. Turn key switch to "ON"
	2. Main circuit breaker tripped	2. Reset circuit breaker in trunk area
	3. Brake release lever in 'Freewheel Mode'	3. Place lever to 'Drive Mode'
	4. Charger connected to outlet	4. Disconnect charger
	5. Battery power low	5. Recharge battery
	6. Battery harness loose or unplugged	6. Plug harness into connector
	7. Scooter shuts down to conserve battery	7. Cycle key switch "OFF", then "ON"
Scooter feels wobbly when driven	7. Controller error	7. Check diagnostic light for Flash Code (See Table 2 to get solution)
	1. Tire pressure low	1. Inflate tires
	2. Seat is loose	2. Check seat for loose hardware or damage. Ensure seat in locked position
Range less than expected	3. Bearing in tiller worn	3. Replace bearings
	1. Charging too infrequently	1. Charge scooter more often
	2. Defective or worn out battery	2. Load test batteries. If necessary replace.
	3. Cold weather reduces battery life	3. Allow batteries to reach room temperature and then fully recharge
Brake squeals	4. Defective charger	4. Contact your Authorized Service Center
	1. Dirt in brake pad	1. Blow dirt out with air pressure hose
Brake release lever sticks	1. Rust and corrosion	1. Spray ball detent area with lubrication oil.
Stiffness in steering	1. Possible grime build-up	1. Lubrication rod end joints

The diagnostic flash codes for your scooter are designed to help you perform basic troubleshooting quickly and easily. A diagnostic flash code flashes from the diagnostic light in the event one of the conditions listed below develops.

**Table 2: Scooter Controller Internal Diagnostics**

<b>Flash code</b>	<b>Possible Cause</b>	<b>Solution</b>
1	The battery needs charging	The battery voltage has dropped below 23.3 volts in neutral. Recharge batteries.
2	Battery voltage is too low	The battery has dropped past 16.5 volts and is not sufficient to allow safe driving. Check the battery condition and the connections.
3	Battery voltage too high	The battery has exceeded 32 volts. Check the battery condition and the connections.
4	Current limit time out	The motor current has reached too high a value. Check the condition of the motor and loom. Contact your Service Agent.
5	Park brake fault	Check park brake conditions.
6	Speed control out of neutral	Return speed pod to neutral and rest system. Readjust the speed lever to neutral if necessary. Contact your Service Agent.
7	Speed control fault	Check speed pod wiring for open or short circuits. Check speed pot set-up. Contact your Service Agent.
8	Motor fault	Contact your Service Agent.
9	Internal (controller) fault	Contact your Service Agent.

## 9. SPECIFICATIONS

<b>Prowler 3410</b>	
<b>Overall Length</b>	52"/1300mm
<b>Overall Width</b>	25"/640mm
<b>Overall Height</b>	43"/1250mm
<b>Total Weight (with battery)</b>	250 lb/115 kg
<b>Total Weight (without battery)</b>	185 lb/85.5 kg
<b>Min. Turning Radius</b>	60"/1540 mm
<b>Propulsion Motor</b>	24Vx650Wx4350rpm
<b>Battery</b>	DC12Vx50AHx2
<b>Charger</b>	5 Amp, offboard
<b>Tires</b>	12"x3.5" (300mmx90mm) pneumatic
<b>Driving System</b>	Direct drive rear wheels (with differential gear)
<b>Brake System</b>	Automatic electromagnetic brake & Hand brake
<b>Control Method</b>	By speed control lever
<b>Speed (Maximum)</b>	Forward: 7.5 mph/12 kph Reverse: 2.5 mph/4 kph
<b>Climbing angle</b>	0° - 500 lb/227 kg 6° - 400 lb/180 kg 9° - 350 lb/160 kg
<b>Range</b>	22.5 miles/36 km
<b>Ground clearance</b>	4.7"/120mm
<b>Weight Capacity</b>	500 lb/225 kg

*Maximum driving distance is based on the conditions of ambient temperature 77° F, a 165 lb driver and a brand-new, fully charged battery at a constant driving speed of 3.7 mph.*

ActiveCare reserves the right to modify the specifications if necessary. The final specifications are subject to the individual scooter your purchase from your dealer.

## **10. WARRANTY**

### **THREE-YEAR LIMITED WARRANTY**

Three years on all structural frame components including:

1. Main frame
2. Fork
3. Seat post
4. Tiller frame

### **ONE-YEAR LIMITED WARRANTY**

For one (1) year from the date of purchase, we will repair or replace, at our option, to the original purchaser, free of charge, any part or electronic component found, upon examination, to be defective in material and/or workmanship by an authorized representative of ActiveCare. Components included under the one-year limited warranty include:

1. Electronic controllers
2. Transaxle
3. Motor & brake (electronic function ONLY).
5. Charger
6. Any other electrical subassembly

*NOTE: If there is an increase in the noise level from the transaxle, the warranty does not apply. An increase in operational noise level usually occurs due to abuse and excessive strain on the scooter.*

### **WARRANTY EXCLUSIONS**

1. ABS plastic shrouds and footrest covers (wear items are not warranted)
2. Batteries (The battery warranty is provided by the battery manufacturer. The batteries are not warranted by ActiveCare)
3. Tire (wear items are not warranted)
4. Upholstery and seating (wear items are not warranted)
5. Motor brushes
6. Brake pads (wear items are not warranted)
7. Fuses
8. Repairs and/or modifications made to any part of the scooter without specific and prior consent from ActiveCare.
9. Circumstances beyond the control of ActiveCare.

Exclusions also include components with damage caused by:

1. Contamination (rain, etc).
2. Abuse, misuse, accident, or negligence.
3. Commercial use, or use other than normal.
4. Improper operation, maintenance, or storage.

*NOTE: Gradual deterioration in performance because the battery has been left in a discharged state, left in cold conditions for an extended period of time, or worn out through heavy use is not covered.*

## **SERVICE CHECKS AND WARRANTY SERVICE**

This warranty is extended only to the original purchaser. Your original receipt will be necessary as proof of purchase before any warranty performances is rendered.

This warranty only covers failures due to defects in materials or workmanship which occur during normal use and does not cover damage that occurs in shipment or failures which are caused by products not supplied by ActiveCare or failures resulting from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, modification, commercial use or by anyone other than an authorized dealer, or damage that is attributable to the acts of God.

The manufacturer reserves the right to alter without notices any weights, measurements or other technical data shown in this manual. All figures, measurements and capacities shown in this manual are approximate and do not constitute specifications.

## **LIMITATIONS**

We do not warrant damage due to:

1. Neglect
2. Misuse
3. Improper installation or repair of parts or changes not authorized by ActiveCare
4. Exceeding the weight limit as shown in the specification

This warranty is void if the original scooter serial number tag is removed or altered.

## **WHAT WE WILL DO**

Our sole liability is to repair or replace covered parts. This is your only remedy for consequential damages.

## **WHAT YOU MUST DO**

1. Return the warranty card.
2. Obtain from us, while this warranty is in effect, prior approval for return or repair of covered parts.
3. Return the scooter or parts, freight pre-paid, to an authorized ActiveCare provider.
4. Pay the cost of labor to install or repair parts.

## **NOTICES TO CONSUMER**

There are no other express warranties. To the extent permitted by law, any implied warranty (including a warranty of merchantability or fitness for a particular purpose) is limited to:

1. One (1) year from the day of original purchase.
2. Repair or replacement of the defective part only.

Any and all implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded.

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## **WARRANTY REGISTRATION**

*Please type or print*

VIN \_\_\_\_\_ Date Purchased \_\_\_\_\_

Owner Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

### **Additional Required Owner Information**

Please indicate your understanding of your Scooter by completing the following information.

I have read and fully understand:

- Owner Manual, especially sections on operation instructions, safety guidelines, maintenance and battery instructions.
- Scooter Warranty
- My dealer has instructed me on how to operate my Scooter.

Signature \_\_\_\_\_ Telephone \_\_\_\_\_

Dealer Name \_\_\_\_\_ Dealer Phone \_\_\_\_\_

E-mail Address \_\_\_\_\_

Comments \_\_\_\_\_

\_\_\_\_\_

## 11. PARTS

The following replacement parts are available from your authorized ActiveCare dealer.

<b>Part Description</b>	<b>Part Number</b>	<b>Unit Price</b>	<b>Warranty</b>
Tiller Assembly	<b>LRB302301</b>	\$129.00	36 months
Throttle Control Switch Assembly	<b>LRB302302</b>	\$19.50	12 months
Control Panel Assembly	<b>LRB302303</b>	\$78.00	12 months
Controller	<b>LRB302304</b>	\$242.00	12 months
Gear Boxes Assembly	<b>LRB302305</b>	\$375.00	12 months
Battery Assembly	<b>LRB302306</b>	\$205.00	06 months
Front Wheel Assembly	<b>LRB302307</b>	\$216.00	36 months
Rear Wheel Assembly	<b>LRB302308</b>	\$322.00	36 months
Anti-Tipper Assembly	<b>LRB302309</b>	\$10.40	36 months
Armrest Pad	<b>LRB302310</b>	\$10.40	36 months
Armrest Assembly	<b>LRB302311</b>	\$26.00	36 months
Seat Assembly	<b>LRB302312</b>	\$151.00	36 months
Bracket Of Seat Assembly	<b>LRB302313</b>	\$19.50	36 months
Front Floor Board	<b>LRB302314</b>	\$114.00	36 months
Rear Cover	<b>LRB302315</b>	\$114.00	36 months
Floor Mat	<b>LRB302316</b>	\$8.00	36 months
Rear Mirror	<b>LRB302317</b>	\$10.40	36 months
Basket Assembly	<b>LRB302318</b>	\$8.00	36 months
Ignition Key Assembly	<b>LRB302319</b>	\$8.00	12 months