



**GLION SNAPnGO User Manual Model No. 335-22**



Stop and read the Limited Warranty at the end of this User Manual before proceeding any further. If you disagree with any of the terms and conditions of the Limited Warranty, you must submit a written request to [support@getglion.com](mailto:support@getglion.com) for a Return Authorization within 3 days of delivery. Do not unpack or assemble the SNAPnGO. The scooter must be returned in its original box and in new and unused condition, accompanied by the original receipt. **The scooter serial number is on the back side of the seat post base (see diagram on page 8). Use the serial number and register your warranty on [www.getglion.com](http://www.getglion.com)**

## SNAPnGO User Manual Model No. 335-22

Thank you for purchasing a SNAPnGO Electric Scooter by Probit Cell LLC doing business as GLION Electric Scooter. For your safety and the reliable operation of this product, please carefully read this User Manual in its entirety AND VIEW INSTRUCTIONAL VIDEOS on our website BEFORE operating this product. The information in this manual is accurate as of the time of printing. To determine whether updates have been added, please visit our website ([getglion.com](http://getglion.com)) for the latest version of the User Manual. The website also provides videos demonstrating how to fold, unfold, and operate the scooter. Your SNAPnGO Electric Scooter is covered by a warranty. For the specifics of this warranty, visit our website at [www.getglion.com](http://www.getglion.com). Please register your SNAPnGO Electric Scooter at [www.getglion.com](http://www.getglion.com) for warranty coverage.

Please do not hesitate to contact us if you have any questions:

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**WARNING: ENSURE THAT THE SNAPnGO IS RIGHT FOR YOU**

**Intended Use:** The intended use of this electric scooter is to provide mobility to persons with full use of their upper and lower extremities and who are able to support themselves in an upright position. This product is primarily for

**indoor use and the outdoor capabilities are limited to hard, flat, and even surfaces such as concrete, black top, and other similar surfaces. This product is not a medical device and is not intended to assist, treat, diagnose or alleviate any medical condition or disability.**

A mobility scooter is not a toy. It is an electrically powered scooter and failure to follow safe operating procedures and safety warnings at all times could result in serious personal injury or death in addition to the injury or death of others. Driving a mobility scooter requires a combination of healthy traits and abilities, including but not limited to: good vision; strength; coordination; balance and concentration. If you have these traits and abilities, you are on the right track. Additionally, to safely operate the SNAPnGO, you must be able to:

- Read and understand all SNAPnGO reference materials, including this Users Instruction Manual and all SNAPnGO safety instructions contained in this Manual.
- Stand and walk independently or with limited assistance.
- Have sufficient hand strength to operate the throttle and brake.
- Maintain and shift balance to accommodate inclines, declines and turns as described in this User Manual and other SNAPnGO safety instructions.
- Steer and control the mobility scooter.
- See pedestrians and vehicles.
- Judge speeds, distances and slopes.
- Recognize hazards and obstacles in your path.
- Be patient enough to slow down, stop and wait whenever necessary.
- Mount or dismount the mobility scooter without assistance or risk of falling.
- Easily get the mobility scooter in and out of its storage place.
- Use both hands on the handlebars.



## TABLE OF CONTENTS

SAFETY SPECIFICATIONS AND OWNER OBLIGATIONS .....	4
GLĪON SNAPNGO MODEL 335 SPECIFICATIONS.....	7
GLĪON MODEL 335-22 PARTS DIAGRAM .....	8
FOOT PEDAL INSTALLATION.....	9
UNFOLD/FOLD INSTRUCTIONS.....	11
VERTICAL SELF STANDING INSTRUCTIONS.....	13
SEAT INSTALLATION .....	14
BASKET INSTALLATION.....	16
OVERVIEW OF YOUR SNAPnGO ELECTRIC SCOOTER.....	19
OPERATING YOUR SNAPnGO ELECTRIC SCOOTER.....	21
BATTERY AND CHARGER.....	26
GENERAL TROUBLESHOOTING .....	31
CLEANING, STORING, AND SERVICING .....	32
PRODUCT REGISTRATION.....	33
GLĪON SNAPnGO LIMITED WARRANTY .....	33

## **SAFETY SPECIFICATIONS AND OWNER OBLIGATIONS**

1. **SAFETY INSTRUCTIONS.** The below instructions and tips will help you to operate your SNAPnGO safely. PLEASE NOTE - The SNAPnGO scooter is designed to be used by one person at a time and is not recommended for any person younger than 16 years old.

- Read this Manual and all safety and training instructions and all warning labels before operating the SNAPnGO.
- Do not carry passengers or exceed the maximum weight capacity.
- Do not mount or dismount the SNAPnGO unless it is resting at a complete stop, on a level surface, parking brake engaged and is turned off.
- Comply with all local laws and regulations while operating the SNAPnGO.
- Check that all folding levers and clamps are securely locked before use.
- Always slow down before changing directions and turning.
- Always keep your feet on the foot rests when driving the SNAPnGO.
- Always approach small obstacles straight on and at slow speeds. Do not attempt to drive over curbs, potholes, puddles or any other road hazards. Use common sense when operating the SNAPnGO. Reckless driving can result in an accident!

### **2. SAFE OPERATING CONDITIONS:**

- Do not operate this scooter in traffic.
- Be very careful with inclines. Read below sections for details
- Do not operate this scooter on surfaces that are wet, frozen, oily, or unpaved.
- Never carry passengers or objects that can hinder your ability to safely operate this scooter.
- Never use headphones or a cell phone to talk or text while riding.
- Do not exceed the maximum weight capacity.

3. **PREGNANT OPERATORS:** Pregnant women should not operate this scooter.

4. **DRIVING IMPAIRED:** Never use alcohol or drugs before or while operating this scooter. The use of such hinders your ability to safely operate the scooter.

5. **STUNTS:** This scooter is not designed for stunts or tricks and should not be used as such. High speeds, jumps, wheelies, and other trick maneuvers are dangerous and can result in loss of control, accidents, and injury/death to self or others.

6. **INCLINES:** Never operate this scooter on steep inclines (inclines that have slopes steeper than a standard handicap ramp). Always climb and descend inclines straight on and at slow speeds. When climbing inclines, you may need to use higher Gears (gear 3) to allow more power to the motor and maintain your speed depending on the steepness of the hill and rider weight so that the scooter does not lose momentum. If the scooter loses momentum and comes to a stop on an uphill, quickly apply the hand brake and put both feet on the ground. Get off the SNAPnGO and walk the product either up or down the incline. **The scooter has a short wheel base and a high center of gravity. It may become unsteady at excessive speeds. Avoid excessive speeds that can be associated with downhill rides.** When going downhill, always actuate the brakes to control the speed. The brake has an electronic brake. The scooter must be turned on for it to work. The scooter also has a mechanical brake. Always turn the power switch on to enable the electronic brake and check the brake BEFORE beginning to go downhill. Never go downhill without brake being enabled.



**WARNING: Failure to control your speed or attempting a sharp turn when descending a hill can result in serious injury or death.**

7. **GUEST USE:** Never permit a guest to use this scooter unless the guest has read the user manual and all the warnings. Never allow more than one person at a time to ride the scooter. Never exceed the maximum weight capacity.



**WARNING: This product should not be used by persons unwilling or unable to take responsibility for their own actions.**

8. **INSURANCE:** YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THE USE OF THIS SCOOTER. TO DETERMINE IF COVERAGE IS PROVIDED, CONTACT YOUR INSURANCE COMPANY OR AGENT **BEFORE** USING THE SCOOTER.

9. **OPERATOR AGE:** Do not allow anyone under the age of 16 to operate this scooter. This scooter is designed for operation by and the transport of only one person age 16 or older.

10. **SURROUNDINGS:** Ride your scooter in a controlled environment away from vehicles, obstacles, and other hazards. Never operate the scooter near steps or swimming pools. Do not drive the scooter on grass, gravel, or any other textured or bumpy surface.

11. **INTENDED USE:** This scooter is not designed or intended for stunt tricks, including but not limited to jumps, back wheel wheelies, front wheel wheelies, or operating while standing on the scooter. Always stay seated, keep both hands on the handlebar, both feet on the foot pedal and all three wheels touching the ground while operating the scooter.

12. **SPEED:** The scooter's maximum speed is approximately 12 kmh (7 mph) at Setting 3. Setting 3 also gives the scooter the most torque or power for climbing inclines. For your safety, use Setting 1 (under 3kmh or 2mph) for flat surface driving, and be careful to control your speed

when descending hills or turning. The scooter has a short wheel base and can become unsteady at excessive downhill speeds or sharp turns. Do not use Setting 2 (8kmh or 5mph) or Setting 3 while making turns.

13. **VISIBILITY:** Do not ride your scooter at night or in conditions of poor visibility. If riding in such conditions is unavoidable, drive slowly, turning on the lights and wear reflective clothing or vest.



**WARNING: Riding at dawn, dusk, or at times of poor visibility without a lighting system that meets state and local laws, and without approved reflectors, is illegal, dangerous, and can result in serious injury or death.**

14. **TEMPERATURE:** Do not use the scooter when the temperature is below -5 C (23 degrees F).

15. **WEATHER CONDITIONS:** Avoid riding in wet or icy conditions. Stop the scooter and walk it across rough or slippery road conditions.



**WARNING: Wet or icy weather impairs traction, braking, and visibility for riders and other vehicles and pedestrians sharing the roads. The risk of accident is dramatically increased in wet or icy conditions.**

16. **SURFACE CONDITIONS:** The scooter is intended for use on hard, flat, dry paved surfaces without loose debris such as sand, leaves, rocks or gravel. Wet, slick, bumps, uneven or rough surfaces may impair traction and contribute to possible accidents. **Do not ride your scooter in mud, grass, gravel, sand, ice, or water. Watch out for potential obstacles that could catch your wheel or force you to swerve suddenly or lose control. Avoid sharp bumps, drainage grates and sudden surface changes.** Stop the scooter and carefully walk it across rough or slippery road conditions.

17. **WATER RESISTANCE:** Although some water resistance measures have been made, riding the scooter through standing water, rain, wet or muddy conditions runs the risk of severely damaging it. Do not immerse the scooter in water or directly spray the scooter when cleaning. When parked outside where rain is possible, cover the handlebar controls with water resistant materials to protect the electric controls.

18. **SAFETY WHEN NOT RIDING:** When the scooter is not being used for riding, place it in a safe stable and secured environment, keep it away from fire, water and other hazards. When the scooter is in its upright vertical self-standing mode, especially in moving public transportation or other crowded space, pay attention to its stability as accidental tipping-over could cause personal injury as well as damage to the scooter. **Always hold the retractable dolly handle to prevent it from tipping over and falling to the ground.**

## GLĪON SNAPNGO MODEL 335 SPECIFICATIONS

Size	Unfolded Dimension	43x22x35 inch
	Folded Dimension	40x22x14 inch
	Frame Net Weight	14 kg (31.3 lb)
	Detachable Battery Weight	1.5 kg (3.3 lb)
	Travel Seat Weight	1.66 kg ( 3.6 lb)
	Deluxe Seat	5.25 kg (11.5 lb)
Performance	Maximum Load	136 KG (300 lb)
	Top Speed (Setting 3)	12 km/h* (7mph)
	Setting 2	7km/h (4mph)
	Setting 1	3-4km/h (2mph)
	Range	21 km* (13 miles)
Battery	Voltage	36V
	Type	Li-ion Battery
	Capacity	6.4AH
Motor	Type	Brushless DC Motor
	Rated Output Power	250W
Charger	Input Voltage	100-240V
	Charging time	3.5h

\* Top speed and range per charge depends on rider weight, wind speed, temperature, riding style, riding surface, battery condition, and other factors. Actual top speed and range per charge may vary.



## GLION MODEL 335-22 PARTS DIAGRAM



**Scooter Side View 1 Unfolded with Deluxe Seat**



**Scooter Side View 2 Unfolded With Deluxe Seat**

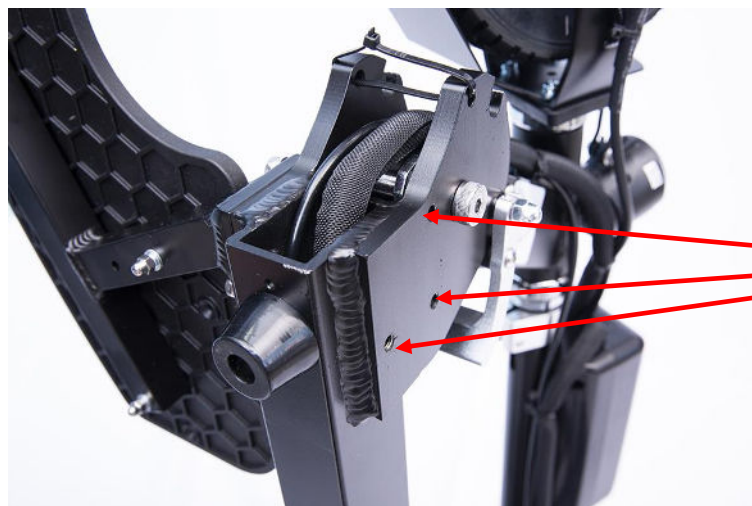
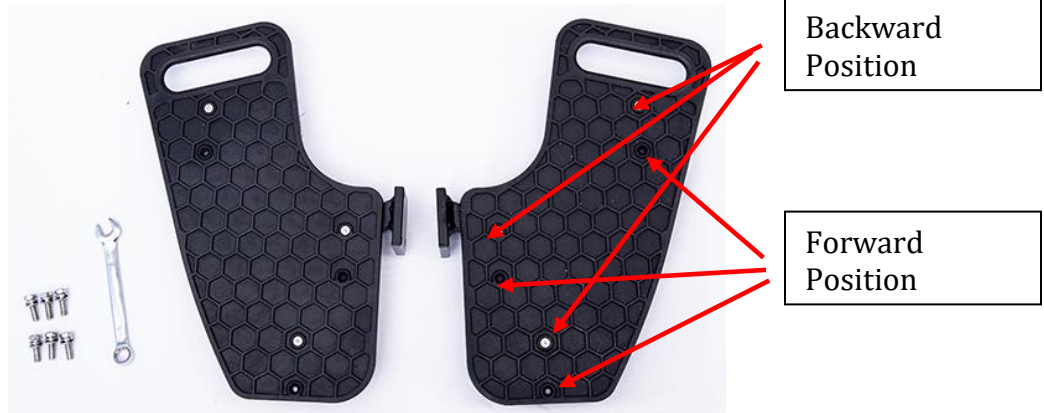
## **FOOT PEDAL INSTALLATION**

Take the scooter frame out of box.

Step 1: Stand scooter up vertically on its 2 rear wheels and rear bumper (Vertical Self Standing Position) for easy access before installing the foot pedals. You can find 3 bolt holes on each side of the flanges at the bottom of the neck shown below. Foot pedals are bolted onto the flanges. Please note: there are 2 settings for each foot pedals. The factory default is BACKWARD position. If you prefer to extend your feet more forward while riding, you can adjust to FORWARD position by re-bolting the foot pedals to the supporting beams.



Vertical Self Standing



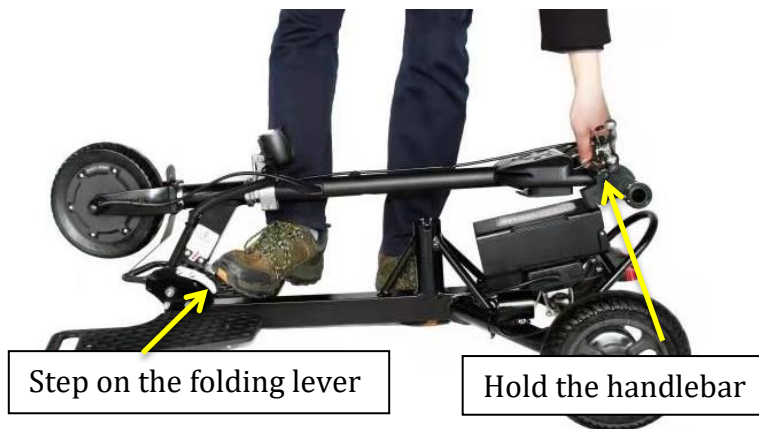
Step 2: Using the wrench, bolts and washers provided, attach the foot pedals to the flanges with the flat washer against the scooter frame and the lock washer between the flat washer and the bolt head.



## UNFOLD/FOLD INSTRUCTIONS

For video instructions, please visit our website at [getglion.com](http://getglion.com). We encourage you to view the video instructions prior to unfolding/folding operation to avoid damage to your Glion scooter.

### UNFOLDING YOUR SCOOTER:



Step on the folding pedal to release the folding lock and lift the handlebar, push the handlebar forward until you hear a click, which means the folding pin is locked in securely (SNAP and GO).



**VERY IMPORTANT:** Push the T-bar all the way forward and make sure the folding pin is fully seated in its notch. (You will hear a “click”, which is the sound of folding pin hitting the bottom of the notch.)

### FOLDING YOUR SCOOTER:

Make sure the scooter is off. While pushing the T-bar forward a little, put one foot on the folding pedal and press. It should unlock. Let the handle bar fold down till you hear a “click”. It should lock into the folding position by itself. **Very important:** pushing the T-bar forward allows the folding mechanism to release so you can press the folding pedal using your foot. Without pushing the T-bar forward while pressing the folding pedal could damage the folding mechanism.



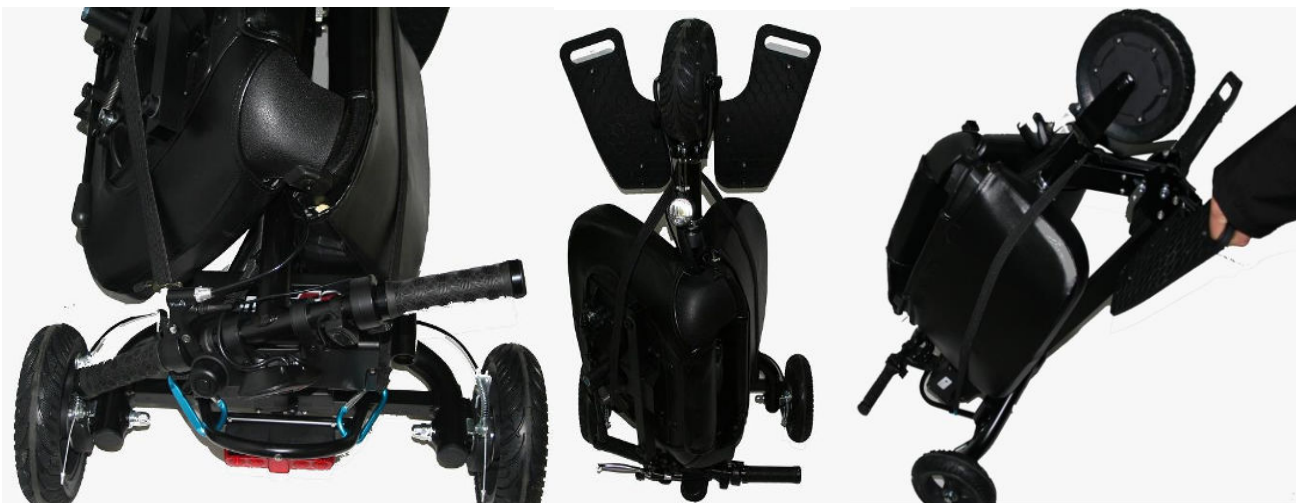
Push T-bar forward to release the pressure on locking mechanism while stepping on the folding lever. **Note:** No need to use force from foot, just rest the foot on the folding lever until the handle bar folds down.

## VERTICAL SELF STANDING INSTRUCTIONS



Travel seat with back rest bundled with the scooter



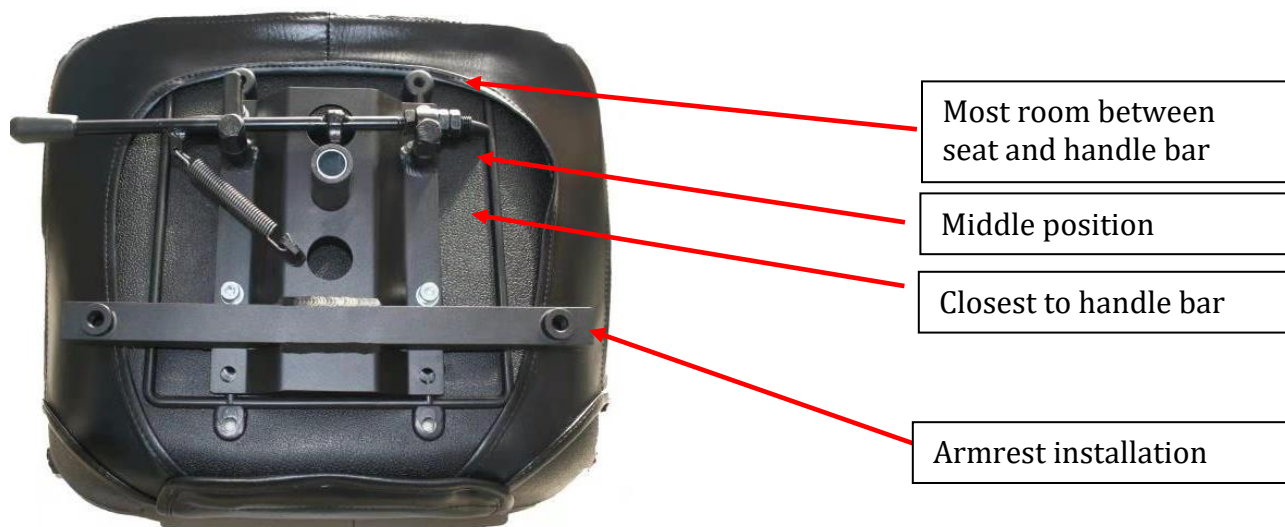


Deluxe seat bundled with the scooter

After you fold the scooter, you can lift the front wheel up and have the scooter stand vertically. In the vertical self-standing position, you can insert the seat post into the collar on driver's side and insert the travel seat into the collar on passenger's side. You can also use the included bungee cord to tie the deluxe seat to the scooter. Then you can dolly the scooter around the same as you would a roller bag suitcase.

## SEAT INSTALLATION

Your SNAPnGO electric scooter comes with two seat options: Deluxe Seat (Standard) and Travel Seat (Optional). They both share the same seat post. The deluxe seat base comes with three positions to allow various distances from seat to handle bar. Using bolts and seat base in the package to install the ideal position for yourself.



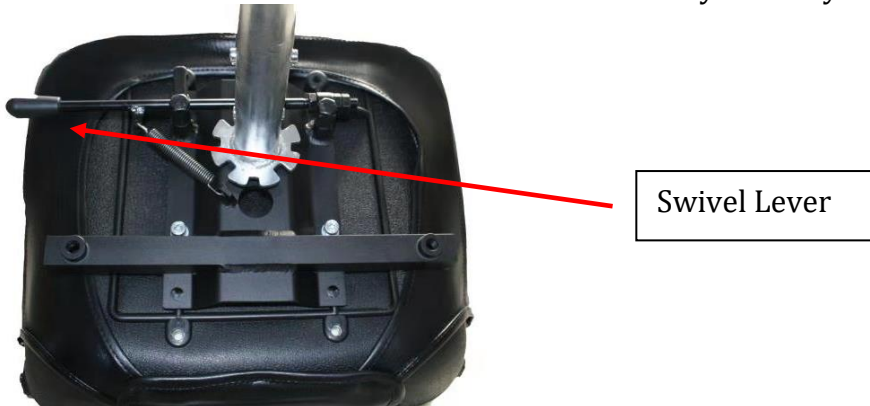
Insert the silver seat post into the scooter seat post and make sure the pin is fully seated in the notch. And then insert the deluxe seat into the silver seat post



Armrest: insert the armrest in to the armrest holder under the seat. Adjust the armrest position to find the most comfortable width and use the knob to securely tighten it. You can raise and lower the armrest if needed.



Swivel lever: The deluxe seat comes with a swivel function. While sitting on the seat, pull the swivel lever forward to unlock the seat and use your body to swivel the seat.





Travel Seat: Insert the seat post into the scooter frame. Then insert the travel seat into the seat post.



You can use included bungee cord to bundle a carry-on suitcase with the scooter while using travel seat. Hook one end of the bungee cord to the seat post support and through the rear bumper. Lay luggage flat on top of the battery and rear bumper. Tie the bungee cord around the luggage and hook the other end to the seat post support.



## BASKET INSTALLATION

Your SNAPnGO electric scooter has 1 pouch and optional 1 front basket, optional 2 side baskets for your various cargo needs.

**For your safety, the maximum load capacity for your front pouch is 6 lbs. The maximum load capacity for each basket is 10 lbs. Also, we do not recommend using side baskets while using travel seat as the hanging bracket could be interfering with leg movement when embarking/disembarking the scooter. Pay special attention when the side basket is loaded. Always slow down to speed setting 1 (2 mph or walking speed) when using side**

**baskets as the additional side loading could shift center of gravity and add risk of side tipping, especially when scooter is making turns at high speed. Try to balance your load on both sides and make sure check surrounding environment and turn slowly when you need to make a turn.**

To install the pouch, hang the pouch hooks onto the T-bar (**make sure the hooks go under the braking wire before latches onto the T-bar so that the hooks does not press onto the braking wire**) and close the Velcro band round the handle bar down tube.

To install the front basket, simply hang its hooks onto the T-bar (**make sure the hooks go under the braking wire before latches onto the T-bar so that the hooks does not press onto the braking wire**) and have the front basket bottom bracket securely lean against the handle bar down tube.



Side baskets are for your additional cargo needs. You do not need to install it if the front basket is adequate for your daily needs. You need to first install the included hanging brackets onto the silver seat post. The longer end should face forward. Make sure bracket fitting notch fits onto the pin tip on the seat post. Using Allen wrench and included bolts to tighten the 2 brackets securely. Then you need to install the leaning brackets onto the basket. Center the 2 plates on both side of the basket and secure them with included bolts. The bracket extension should face outside of the basket so that it could lean against the scooter frame to support the weight of load in the basket.

The bottom of the leaning bracket should be about 2 inches above the bottom of the basket. The tip of the leaning brackets should rest securely against the scooter frame spine when basket is hung on the hanging bracket. Refer to online installation video if more detail is needed.



## OVERVIEW OF YOUR SNAPnGO ELECTRIC SCOOTER



**WARNING: SNAPnGO was designed to make everyday mobility easy. However, there are still certain risks that users should be aware of when operating a SNAPnGO electric scooter such as injury from loss of control, tipping over, collisions or falls. It is your responsibility to learn how to safely ride the SNAPnGO to potentially reduce these risks. Our website and support materials outline the potential hazards of driving the SNAPnGO. Prior to riding the SNAPnGO take time to read and understand all support materials including this User Manual which contains safety instructions. Any questions regarding any information contained in this Manual, our website, any support materials or any other general questions should be sent by email to [support@getgion.com](mailto:support@getgion.com) or called in to our customer service representatives at (855) 500-2640.**

- 1. Powering On/Off and Battery Indicator:** To turn the scooter on, you must press the on/off switch as shown below **(S)** **once**. The Battery Indicator LED Light **(S1)** will indicate the power is on by lighting. If all 3 lights are on, it means the battery is at least 50% full. If only 2 lights are on, battery is below 50%. If only 1 light is on, battery is approaching empty and may have 1 mile left. Note: the battery indicator light is accurate only when the throttle tab **(S2)** is NOT engaged. When throttle is pressed, the reading could be LOWER than actual as the instant current will alter the voltage reading from battery. If the LED is not lit, the scooter is turned off. The scooter will automatically turn off after five minutes of non-use. **To turn the power off, you must press the on/off switch and hold it for at least 2 seconds.** The scooter is on electronic braking when power is on and if the right accelerator is not pressed. If you need to push the scooter manually, turn off the power.



2. **Headlight On/Off:** To turn the headlight/tail on or off, you must first turn on the scooter power (S). While the scooter power is on, press the power button (S) once, the headlight and rear light should be turned on. Press (S) one more time, the headlight & rear light will be turned off.
3. **Accelerator:** The right thumb control is the accelerator (S2). The further you press the accelerator down, the more energy you will release to the motor. **NOTE: As a safety feature, the motor will be in the default “braking” mode when the LED is on and when the accelerator is not pressed.** Read below “Speed Setting Controls” to understand speeds. Operate your SNAPnGO at a reasonable speed for both your personal safety and others. **CAUTION – Do not make turns at high speeds or on steep inclines. Your SNAPnGO may tip over.**
4. **Reverse control:** The reverse control (T1) is located on the left side. When switch forward to F position, it means forward. When switch to R position, it means reverse. The reverse mode has a top speed of 2-3mph and doesn't not change speed regardless of speed setting. If the scooter is on reverse mode, scooter will move backward when throttle (S2) is pressed.
5. **Brake:** The left brake handle is the mechanical brake (**H**). The scooter is on electronic braking when power is on and the right accelerator is not pressed. The mechanical brakes in the rear wheel provides added safety for emergency purpose. When actuated, it will cut power supply to the motor. **The electronic brake only works when the scooter is turned on.** The parking brake tab (H1) could be actuated by pressing towards the brake lever when the brake lever (H) is squeezed. Squeeze brake lever (H) one more time to release the parking brake (H1). See details in the Parking Brake section. **In a safe, controlled environment, please familiarize yourself with the braking distance of the scooter at different speeds before operating near intersections, pedestrians and other obstacles.**
6. **Speed setting control (T2):** Toggle the speed setting to control the maximum speed of the scooter. The speed for setting 1 is 3-4 kmh or 2 mph, 2 is 7-8 kmh and 3 is 10-12 kmh. We recommend speed 1 as your default setting. Speed setting 3 has the most torque and speed. Operate your SNAPnGO at a reasonable speed for both your personal safety and others. Always slow down before turning.
7. **Horn (G):** When power is on, you can press the horn (G) to give alerts.



**WARNING: For your safety and for the safety of others, please take the time to practice accelerating, turning, braking and familiarize yourself with the scooter's braking distance in an open and safe area before taking your scooter out into the general environment. IT IS YOUR RESPONSIBILITY TO MAINTAIN CONTROL OF YOUR SCOOTER AT ALL TIMES!**

## OPERATING YOUR SNAPnGO ELECTRIC SCOOTER

Just like learning to drive a car or ride a bicycle, operating any personal transportation device inherently includes risk and takes practice. Therefore, use caution as you practice operating the scooter in various situations. Keep the speed at a reduced level until you're comfortable controlling the scooter. The below instructions and practice steps will teach you to maneuver through doorways, on and off lifts, and up and down ramps.

When preparing for your first ride, select an area that is flat, spacious, and away from traffic and other obstacles. Bring a friend along to help you follow the instructions while you practice. Start driving with the lowest speed. Please refer to the Overview section of this Manual for instructions on the SNAPnGO's three speeds.

### Getting Ready:

1. Fully charge the battery. For safety reasons, the battery is only 50% charged when shipped from the factory (See Battery Charging Instructions Below).
2. Choose a controlled environment away from vehicles, obstacles, and other hazards for riding. **Even if you have experience with motorized scooters, vehicles, bicycles, etc., you must familiarize yourself with the function, handling, turning, ramp climbing, braking distance, performance, and safety of this scooter in a safe and controlled environment.**
3. Always check and obey all local laws and regulations. ***Your insurance policies may or may not provide coverage for accidents involving the use of this motorized scooter. To determine if coverage is provided, check with your insurance company or agent. Do not assume your existing insurance policies provide coverage.***
4. Unfold the scooter (See Unfolding Instructions above).
5. Complete a final roadworthiness safety check before operation.
  - a. Make sure folding mechanism, dolly handle, wheel lug nuts, other nuts, bolts, fasteners, etc., are secure.
  - b. Inspect the frame, fork and handlebars for cracks or broken connections.

### Riding the Scooter Powered:

1. Install foot pedals, the deluxe seat or travel seat onto the scooter frame. Sit on the seat with both feet rested on the foot pedals.
2. Press the on/off button on the right handle once to turn on the scooter. The LED on handlebar should be lit when the scooter is turned on. Make sure the speed setting is 1 and reverse control is set at F for forward mode.
3. With both hands on the handlebar and eyes looking forward, press the right thumb throttle to move forward.
4. As the motor begins to slowly propel the scooter forward, practice braking by letting go the right thumb throttle or actuate the left hand brake. The scooter should come to a stop.

5. Practice reverse by switching the reverse control to R and pressing the accelerator. Practice braking by letting go the left thumb throttle or actuate the left hand brake. The scooter should come to a stop.
6. Press the power switch once to turn on the headlight and tail light. Press it again to turn the lights off.
7. Toggle the speed settings to 2. The scooter should go faster. Switch to setting 1 to slow down the scooter. Practice the same for speed setting 3. Practice the following steps to help you become comfortable with your SNAPnGO.

### Practice Steps:

1. Learn to use the throttle and brake. With your Left hand, apply pressure to the hand brake. Releasing the hand brake, slowly press the right thumb throttle (throttle) and move the scooter forward five feet. While releasing the throttle, apply the hand brake and come to a complete stop. Repeat this process several times, each time allowing the scooter to venture farther before applying the hand brake to come to a complete stop. **PLEASE NOTE** – SNAPnGO is a front-wheel-drive scooter. As a result, fast starts can cause its front wheel to spin, which can be dangerous for drivers. Slowly pressing the accelerator each time you start will help to avoid or reduce this condition.
2. Learn to turn. Slowly turn the SNAPnGO by using wide movements. Feel how the scooter reacts to your body weight. Shifting your body weight through the turn will help add stability. As you feel more comfortable, you will be able to make the turns tighter. **Always remember to slow down before turning or changing directions.** Going too fast through a turn will cause the SNAPnGO to tip over. If the SNAPnGO begins to tip, slow the unit down, back off on the turn and place your feet on the ground.
3. Learn to reverse. Prior to engaging reverse (reverse switch control), turn your head to make sure there are not people or hazards such as curbs, parked cars or walls behind you and then switch to reverse setting and slowly press down on the thumb throttle. Only use the reverse function to move away from an obstacle or back out of an elevator. While in reverse, limit turns or changes in directions. **After completing the reverse operation, always switch the setting back to Forward position.**
4. Avoid steep inclines and hills. The SNAPnGO is not designed to be driven up or down steep inclines or hills. However, the SNAPnGO should be able to drive up all wheelchair ramps which comply with government standards. Leaning your body forward, which places more weight on the front wheel, will aid the scooter up the ramp. Carefully control your speed on the descent. Avoid making turns while going down a hill.



**WARNING: Always ride at speeds you can comfortably and safely control. Take the time to familiarize yourself with the electronic brakes and the distance it takes to come to a complete stop at various speeds. Keep both hands on the handle grips while operating the scooter at all times. Failure to do so could result in serious injury or death.**

**While riding your SNAPnGO you will encounter many situations which will require that you understand the abilities of your scooter. The SNAPnGO provides reasonable safety on flat and level surfaces but can tip over on uneven, slanted or inclined surfaces. Additionally, certain outdoor and indoor conditions can create situations where caution is advised. The following guidelines will help you when encountering certain situations.**

## **TURNS**

Unlike a two wheeled vehicle, the SNAPnGO CANNOT be “leaned” into a curve. Therefore, it is essential to slow down to a reasonably slow speed before initiating a turn. Use extreme caution when turning on slanted or uneven surfaces. Occasionally you may find yourself negotiating a curve or corner too fast and the inner rear wheel starts to lift off the ground. If this happens, immediately reduce your speed, lessen the steering angle and shift your upper body toward the wheel that is lifting off the ground.

## **INCLINES AND DECLINES**

Incline conditions require special attention to avoid mishaps. The SNAPnGO is not designed to go up steep or long inclines. Be aware that not all ramps are constructed according to government standards. The government standard for wheelchair ramps is 1 inch (2.5cm) rise per foot (30cm) (5° incline).



**WARNING: An incline that is too steep or long can create a dangerous situation. The scooter can lose momentum causing it to slide backwards down the incline or tip over backwards. It is not recommended to drive the scooter on any ramp, incline or hill that doesn't meet government wheelchair ramp standards.**

Tips for driving the SNAPnGO on inclines and declines

- Never travel up or down on an incline that is potentially hazardous such as one that is wet, icy, slippery, has loose gravel, etc.
- Always start an incline at the base of the hill and not at an angle.
- Shift your upper body towards the handlebars to shift weight to the front wheel.
- Set the speed setting to 3 to give maximum torque. Slowly twist the throttle to move the scooter forward. Once reaching top, switch back to speed setting 1.



- **Never stop the scooter on an incline. Do not zigzag, but travel in a straight line to the top.**
- If the scooter loses momentum, quickly apply the hand brake and put both feet on the ground. Get off the SNAPnGO and walk the product either up or down the incline.
- Go very slowly while driving down a ramp. Do not go down the ramp or hill at a side angle. Try to avoid turns while descending. Keep your hand on the brake handle and slowly apply pressure if the scooter picks up too much speed.

### **CURBS**

The SNAPnGO should not be driven over any curb. Apply the brake, turn off the scooter and get off the scooter. Lift or walk the scooter around the curb prior to getting back on.



**WARNING: Attempting to drive over a curb can cause the product to tip over backwards resulting in possible injury and will cause damage to the scooter. Also use caution when driving on sidewalks near curbs to avoid one wheel falling off the curb. This will cause the scooter to tip over and can result in serious injury or death.**

### **SPEEDBUMPS AND UNEVEN SURFACES**

Generally, the SNAPnGO can handle slightly uneven surfaces. You should approach each at a reduced speed and in a direct frontal position. Please keep in mind that the small wheels cannot roll over objects higher than two inches (5cm) and you may fall if you attempt to do so.



**WARNING: Attempting to drive over speed bumps or uneven surfaces can cause the product to tip over backwards and can result in serious injury or death.**

### **POTHOLES AND PUDDLES**

Avoid all potholes and deep puddles.



**WARNING: Attempting to drive over potholes or uneven surfaces can cause the product to tip over backwards and can result in serious injury or death.**

### **INDOOR USE**

Similar to an electric wheelchair, you are generally permitted to use the SNAPnGO inside of buildings, airports, shopping malls, stores, theaters, etc. Doors can be a challenge when using the SNAPnGO. Approach each door slowly making sure that the rear wheels will make it through the door opening.

### **OUTDOOR USE**

The SNAPnGO should only be ridden on smooth hard and flat surfaces. It is not designed for off-road conditions. Do not use the SNAPnGO in rain or snow nor drive it through puddles of water. Slightly uneven surfaces should be approached at a reduced speed and in a direct frontal position and may require lifting or walking the scooter around the surface. Please keep in mind that the small wheels cannot roll over objects higher than two inches (5cm) and you may fall if you attempt to do so. You should not tow anything behind the SNAPnGO.

## Parking Brake Instruction

Your SNAPnGO scooter comes with a 2-Level parking brake design. Level 2 is tighter than level 1.



Parking brake is NOT actuated



Squeeze the brake handle and push the stopper in. Parking brake is on



Squeeze the brake handle more and push the stopper in. Parking brake is on Gear 2. Gear 2 provides more stopping power. **For maximum stopping power, leave the scooter power on also so that front wheel electric braking is also on.**

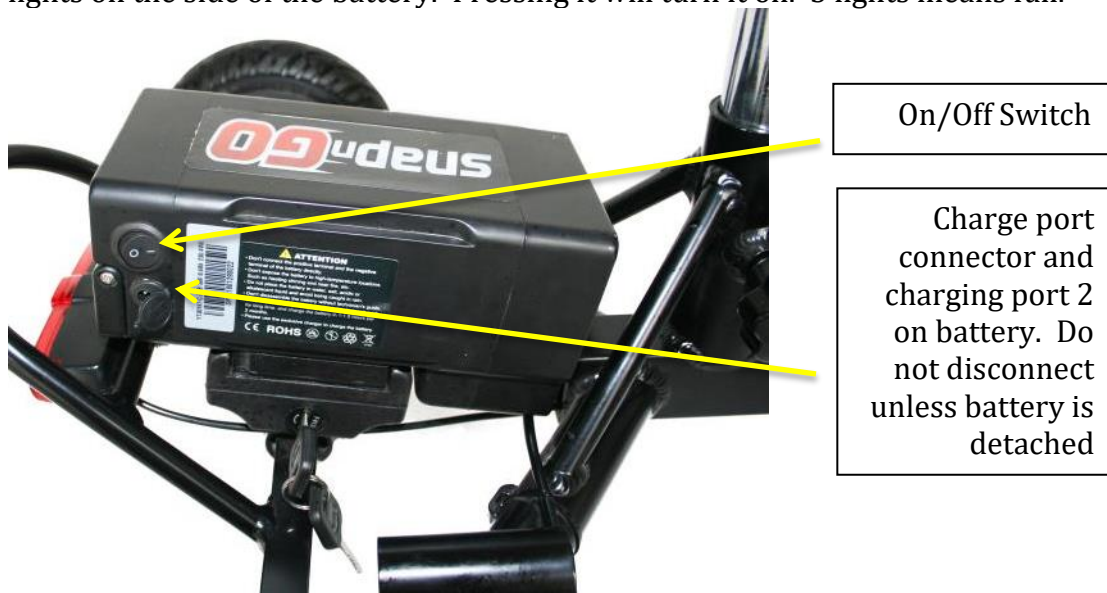
## BATTERY AND CHARGER

Each electric scooter is equipped with a lithium battery and a smart charger designed specifically for each other. **ONLY USE THE CHARGER SUPPLIED BY THE MANUFACTURER TO CHARGE THE SCOOTER.** Do not charge the battery with any other charging system. If the battery or charger is damaged due to improper use, the limited manufacturer warranty shall be void. Do not operate the charger near flammable materials such as carpet. Ensure a dry environment. Never allow the charger or cable to come into contact with water as this may result in electric shock. Never touch the charger or cable with wet hands. Disconnect the charger from the outlet if any fault arises during charging. Always pull the plug, not the cable. Do not allow the charger or cables to be damaged or crushed by sharp edges or heat. The charger supplied with the electric scooter should be regularly examined for damage to the cord, plug, enclosure and other parts. In the event of such damage, the scooter must not be charged until the charger has been repaired or replaced. Unplug the charger and disconnect from the scooter when not in use. As a safety

mechanism, when the charger stops charging because either the battery is full or the charger is disconnected from the scooter, the charger must be reset by unplugging it from the outlet before it will resume charging.

**BATTERY:**

1. Fully charge the battery before first time operation or after a long period of non-usage (see *Instructions For Charging* below). For safety reasons, the battery is only 50% charged when shipped from the factory. The battery is fully charged when the LED light on the charger turns green.
2. Always charge the battery in a clean, dry location, free of debris.
3. Charge the battery frequently. The battery can be recharged at any time. Do not think that you need to fully deplete the battery before recharging it. In fact, frequent partial discharge/charge cycles will prolong the battery life vs. full discharge/charge cycles.  
**Tips: For every 10-15 partial discharge, do a full discharge and charge cycle.**
4. Fully charge the battery before storing the scooter for extended periods.
5. When not in use, periodically recharge the battery once every three months.
6. Battery damage due to water, collision, improper storage and other non-normal factors is not covered by the limited manufacturer warranty.
7. SNAPnGO model 335-22 has 2 charging ports. One at the front under the controller box and the other charging port is located on the battery. Normally, the charging port 2 is connected to charging port 1. You can charge battery when it is attached (using port 1) or detached from the scooter (using port 2). There are also battery level indicator LED lights on the side of the battery. Pressing it will turn it on. 3 lights means full.





Charging port 1

8. Detaching the battery: The battery comes with keys (2) to lock and unlock the battery from the scooter frame. **Please keep the spare key in a safe place. Glion does NOT have replacement keys.** Use the key provided to unlock the battery. Slide the battery out of its docking station. Note: To protect your investment, never detach battery and leave the exposed battery docking station in the rain. This will short and damage the battery.



Connect to  
Power  
Outlets



Charger Indicator Light. **Blue** =  
Connected to Power Source but not  
charging **Green**= Full.  
**Red**=Charging.

#### CHARGER:

1. The battery is charging when the LED light on the charger is red. When the battery is 100% charged, the light on the charger will go from red to green.
2. The provided charger has a built in overcharge protection to prevent the battery from being overcharged.
3. Charging time is approximately 3.5 hours for a fully discharged battery.

4. Regularly inspect the charger for damage to the cord, plug, enclosure and other parts. In the event of such damage, the charger must not be used until it has been repaired or replaced.
5. Unplug the charger from the wall outlet when not in use. **As a safety mechanism, when the charger stops charging because either the battery is full or the charger is disconnected from the scooter, the charger must be reset by unplugging it from the wall outlet before it will resume charging.**
6. **Use only the charger supplied with this scooter or a recommended replacement specified by Gliion.**



**WARNING: Failure to confirm compatibility, properly install, operate and maintain any charger, component or accessory can result in serious injury or death.**

### **INSTRUCTIONS FOR CHARGING:**

1. Turn the scooter off. Open the charge port rubber protective cover and securely plug the charger into the charge port.
2. Plug the charger into the power outlet.
3. A solid red light on the charger indicates the battery is charging. A solid green light indicates the battery is fully charged.
4. Remove the plug from the power outlet, then remove the charger from the scooter's charging socket. Secure the charge port rubber protective cover.

### **USAGE:**

1. You will not damage the battery by riding the scooter until the battery is fully discharged and the scooter motor shuts down.
2. Avoid operating the scooter when the battery is hot.

### **BATTERY LEVEL INDICATOR**

1. The battery level indicator lights are on the power switch control. When the scooter is turned on, the battery level indicator is on.
2. 3 lights means the scooter is at least 50% charged. Less lights indicates the battery is approaching empty.
3. The battery level indicator is accurate when the motor is **not** engaged. When the scooter is standing still, check the battery level indicator for battery capacity status. Do not check the battery indicator when operating the scooter.
4. **Soft Riding Condition.** When the battery is nearly depleted, a "soft" riding condition can occur. A "soft" riding condition means the scooter can move forward at lower speed but under full speed it shuts down. This occurs because under full speed, a large instant current causes the voltage to drop in the battery reaching the controller stop limit to protect the battery and

shutting down the scooter. When this happens, turn the scooter back on and drive the scooter under low speed until you can recharge the battery.



**WARNING: Like any mechanical device, an electric scooter and its components are subject to wear and stress. Different materials and mechanisms wear or fatigue from stress at different rates and have different life cycles. If a component's life cycle is exceeded, the component can suddenly and catastrophically fail, causing serious injury or death to the rider.** Scratches, cracks, fraying and discoloration are signs of stress-caused fatigue and indicate that a part is at the end of its useful life and needs to be replaced. While the materials and workmanship of your electric scooter or of individual components may be covered by a warranty for specified period of time by the manufacturer, this is no guarantee that the product will last the term of the warranty. **Product life is often related to the kind of riding you do and to the treatment to which you submit your electric scooter.**

#### **BATTERY:**

When used normally, the lithium battery provided with your scooter should not lose more than 30% of its capacity within the first 500 charging cycles. Average battery life for a properly maintained lithium ion battery is approximately 1,000 charge/discharge cycles. If you notice your travel distance significantly diminished despite having a full charge, it is a sign the lithium ion battery needs to be replaced.

**Fully charge the battery before storing the scooter for extended periods. Periodically recharge the battery at least every 3 months during storage. Leaving the battery depleted and un-charged for more than 3 months could permanently damage the battery and is not covered by warranty.**

#### **BATTERY DISPOSAL:**

Your Glion product uses lithium ion batteries, which must be recycled or disposed of in an environmentally safe manner. Do not dispose of a lithium ion battery in a fire. The battery may explode. Do not dispose of a lithium ion battery with your household trash. The incineration, landfilling, or combining a lithium ion battery with your household trash is prohibited in most jurisdictions. Locate a place that collects and recycles lithium ion batteries. To search online, go to [www.call2recycle.org](http://www.call2recycle.org) and enter your zip code, or if you prefer to locate a place by phone, dial 1-877-2-RECYCLE to find the nearest retailer that collects lithium ion batteries.

## **MECHANICAL:**

Due to vibration, nuts and bolts can become loose. Make sure that all lug nuts, other nuts and bolts are securely fastened and tighten them if necessary. To test: Pick your scooter up 1-2 inches and bounce it off the ground. Do a quick visual and tactile inspection of the whole scooter. Make sure you inspect all visible nuts, bolts, and structural welds. If anything sounds, feels, or looks loose, or shows signs of stress replace or secure them.

## **STORAGE AND DAILY CARE**

1. Do not store the scooter in direct sunlight, in damp places, or in temperatures below -5° C (23° F) or above 43° C (110° F).
2. Fully charge the battery every three months if not in use.
3. Keep the scooter clean (See section on Cleaning and Servicing).

## **GENERAL TROUBLESHOOTING**

If you experience problems with your scooter, please refer first the following troubleshooting guide:

### **Problem: The scooter does not operate.**

Possible causes/solutions:

1. The scooter is not turned on. **Solution:** Turn on scooter by pressing on/off button.
2. The battery is not charged. **Solution:** Charge Battery.
3. The hand brake is inadvertently engaged. **Solution:** Make sure hand brake is not engaged.
4. The battery is not locked and secured. **Solution:** Secure battery by locking it to the frame using the key provided.
5. The on/off switch on the battery is off. **Solution:** Turn switch on by pressing straight line side of battery switch down.

### **Problem: The Scooter Operates Intermittently.**

Possible causes/solutions:

1. The battery is low on charge causing soft riding condition. See page 29 above for description of soft riding condition. **Solution:** Recharge Battery.
2. The battery is not locked and secured into its base. **Solution:** Secure battery by locking it to the frame using the key provided.

### **Problem: Short ride time/runs slow.**

Possible causes/solutions:

1. Rider weight. **Solution:** Do not exceed 136 kg (300 lbs.) maximum weight limit.
2. Riding conditions. **Solution:** Use only on flat, dry surfaces. Avoid inclines and areas with debris on surface.



3. Battery not fully charged. **Solution:** Charge battery until full.
4. Old/Damaged Battery. **Solution:** Replace Battery. Contact Customer Service on our website: [www.getglion.com](http://www.getglion.com).

**Problem: Motor has clicking noise when it is first started.**

Possible causes/solutions:

1. This is normal as clicking noise means the motor is reaching its power limits under the current speed setting. If the speed setting is 1, which means the lowest power, the motor is working hard under speed limit when the scooter moves from speed zero. Once the scooter gets moving or is geared up, the noise will go away.

**Problem: Charger LED light stays blue after connecting charger to outlet and battery.**

Possible causes/solutions:

1. Charger needs to be reset. Charger experiencing temporary short circuit. **Solution:** Unplug the charger from the outlet, wait for 40 minutes and plug in again.
2. Battery fuse is blown. **Solution:** unplug the charger from battery, detach the battery from the scooter, and contact support for instructions.

IF YOU'VE CONSULTED THE TROUBLESHOOTING GUIDE AND ARE STILL HAVING PROBLEMS WITH YOUR SCOOTER, PLEASE CONTACT CUSTOMER SERVICE by phone at 855-500-2640, by email at [support@getglion.com](mailto:support@getglion.com) or on our website: [www.getglion.com](http://www.getglion.com). Also visit our website for replacement parts, product support, and instructional videos. Use only replacement parts supplied by Glion.

## CLEANING, STORING, AND SERVICING

1. **KEEP YOUR SCOOTER DRY:** Do not ride your scooter in wet conditions unless unavoidable. Dry off your scooter immediately.
2. **KEEP YOUR SCOOTER CLEAN:** Remove dust and dirt from your scooter with a wrung-out, damp rag. Dry immediately. Never use solvents. Do not spray your scooter down with water or submerge it.
3. **STORAGE:** Battery performance is susceptible to temperature. Do not store your scooter in direct sunlight or in a high temperature environment like inside of your car. Store your scooter indoors, out of the elements. Room temperature is ideal for storage. Avoid storing the scooter in wet environments. Recharge the battery in full after it has been completely discharged and before storing the scooter for longer periods. Even in storage, please monitor the battery level and recharge the battery fully at least once every 3 months.

4. **SERVICE.** Should your scooter require service, please contact customer service through our website ([www.getglion.com](http://www.getglion.com)). Your satisfaction is our greatest priority! Glion.

## PRODUCT REGISTRATION

We encourage you to register your Glion Electric Scooter with us. Registration helps us ensure your continued satisfaction and enables us to contact you with new product instructions. Also, registration and proof of purchase are necessary to make a warranty claim. Please register your Glion Electric Scooter at [www.getglion.com/register](http://www.getglion.com/register). Please keep your original proof of purchase in a safe place in the event of a warranty claim. **Scooter serial number is located on the rear side of the seat post support base (diagram on page 8)**



**WARNING: Please register your electric scooter with us. If you don't, we may not be able to contact you directly with important safety recall information.**

## GLION SNAPnGO LIMITED WARRANTY

Probity Cell LLC, dba Glion® (“Probity Cell”) warrants to the first retail purchaser of this product that it is free from defect in materials and/or workmanship for a period of 12 months from the date of purchase or 1,000 miles, whichever occurs first. This limited warranty does not cover normal wear and tear or any damage, failure or loss caused by improper maintenance, storage or use of the SNAPnGO electric scooter. This limited warranty will be void if the product is ever used in a manner other than for recreation or transportation, modified in any way, or rented.

If a defect exists, Probity Cell will, at its option and to the extent permitted by law either (1) provide components to repair the SNAPnGO using new or refurbished parts at no charge to you; (2) exchange the SNAPnGO with a functionally equivalent product that is new or refurbished; or (3) refund the original purchase price. After repair or replacement, the SNAPnGO/functionally equivalent product will be covered by this limited warranty for the longer of the remainder of the original limited warranty period, or 90 days after Probity Cell ships the SNAPnGO/functionally equivalent product to you. Probity Cell’s responsibility to repair or replace the SNAPnGO, or to refund the purchase price, is your exclusive remedy. This warranty excludes damage caused by abuse, misuse, accidents, unauthorized repairs, alterations, modifications, failure to follow instructions in the User’s Instruction Manual and battery Operating Instruction, or other causes that are not defects in materials and workmanship for which Probity Cell is responsible.

This Limited Warranty does not cover parts which may, under normal wear and tear, require replacement including, without limitation, tires, upholstery, fuses, etc.

**TO THE EXTENT PERMITTED BY APPLICABLE LAW, PROBITY CELL IS NOT LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR SERVICE OF THE SNAPnGO. THE WARRANTY AND REMEDIES STATED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES OR CONDITIONS, WHETHER ORAL, WRITTEN, EXPRESS, STATUTORY, OR IMPLIED TO THE EXTENT PERMITTED BY APPLICABLE LAW. PROBITY CELL SPECIFICALLY DISCLAIMS ALL IMPLIED AND STATUTORY WARRANTIES INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF IMPLIED WARRANTIES CANNOT BE DISCLAIMED, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. Any recovery is limited to the original purchase price. No person is authorized to modify this Limited Warranty.**

THIS WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS.

Some states do not allow limitations on how long an implied warranty lasts, or exclusions of incidental or consequential damages and the above limitations may not apply to you. This Limited Warranty gives you specific legal rights. You may have other rights, which vary from state to state.

This warranty and all lawsuits, disputes, and claims will be governed by and interpreted under the laws of the State of Nebraska, regardless of any conflict of law principles. The parties also irrevocably consent to the jurisdiction of the District Court of Phelps County, Nebraska, and agree that the District Court of Phelps County, Nebraska shall have exclusive jurisdiction and be the sole venue for the consideration of any lawsuits, disputes, and claims between the parties.

The parties hereby waive the right to any jury trial on any lawsuit, dispute, claim, or controversy. The parties also waive any right to consolidate or to have handled as a class action any proceeding on any lawsuit, dispute, claim, or controversy. The parties agree that any proceedings will be conducted solely on an individual basis. The parties agree not to seek to have any lawsuit, dispute, claim, or controversy heard as a class action, private attorney general action, or in any other proceeding in which either party acts or proposes to act in a representative capacity.

If any provision herein is found to be illegal or unenforceable, that provision will be severed with the remaining in full force and effect.

**YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THE USE OF THIS SCOOTER. TO DETERMINE IF COVERAGE IS PROVIDED, YOU SHOULD CONTACT YOUR INSURANCE COMPANY OR AGENT.**