



## SNAPnGO User Manual Model No. S335.1

### Deluxe and Sport Editions



Deluxe Edition



Sport Edition

**WARNING: TO REDUCE THE RISK OF INJURY, USER MUST  
READ INSTRUCTION MANUAL!**



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@e-snapngo.com](mailto:support@e-snapngo.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 left side of the seat post base (see diagram on page 11). Use the serial number and register your warranty on [www.e-snapngo.com](http://www.e-snapngo.com).**

## SNAPnGO User Manual Model No. S335 .1

Thank you for purchasing a SNAPnGO 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([www.e-snapngo.com](http://www.e-snapngo.com)) BEFORE operating this product. The information in this manual is accurate as of the time of printing. To determine if changes have been made, please visit our website ([e-snapngo.com](http://e-snapngo.com)) for the latest version of the User Manual. The website also provides videos showing how to fold, unfold, and operate the scooter. Your SNAPnGO Electric Scooter has a 1 year manufacturer's warranty. For the specifics of this warranty, visit our website at [e-snapngo.com](http://e-snapngo.com). Please register your SNAPnGO Electric Scooter at [e-snapngo.com](http://e-snapngo.com) for warranty coverage.

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

Website: [www.e-snapngo.com](http://www.e-snapngo.com)

Email: [support@e-snapngo.com](mailto:support@e-snapngo.com)

Phone: 855-432-4566



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

**Intended Use:** The intended use of this electric scooter is to provide mobility to people 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. 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. 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 use the SNAPnGO, you must be able to:

- Read and understand all SNAPnGO reference materials, including this User's Instruction Manual and all SNAPnGO safety instructions contained in this Manual.
- Stand and walk independently or with limited assistance.
- Have sufficient hand strength to use 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.

### **PRODUCT INFORMATION**

Please record the model, SKU and serial number of your scooter below for warranty and part information. You can locate this information on the sticker on the scooter frame where the seat post installs. Please see page 12 for a reference. The SKU is located on the box.

Model # \_\_\_\_\_ SKU \_\_\_\_\_

Serial # \_\_\_\_\_ Date of Purchase \_\_\_\_\_



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## **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 using the SNAPnGO.
- Do not carry passengers or exceed the maximum weight capacity of 300 lbs (136 Kg).
- Do not mount or dismount the SNAPnGO unless it is resting at a complete stop, on a level surface, the parking brake is engaged, and the scooter is turned off.
- Follow 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 footrests when operating the SNAPnGO.
- Always approach small obstacles straight on and at slow speeds. Do not attempt to drive over 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 use this scooter in traffic.
- Be very careful with inclines. Read the sections below for details.
- Do not use 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 driving your SNAPnGO.
- Do not exceed the maximum weight limit.

3. **PREGNANT OPERATORS:** Pregnant women should not use 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 use 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 use this scooter on steep inclines (inclines that have slopes steeper than a standard handicap ramp 1:12 slope ratio). Always climb and descend inclines straight on and at slow speeds. When climbing inclines, you may need to use the higher Power Setting 3 to provide 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. **The scooter has a short wheelbase 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 scooter has an electronic brake. The scooter must be turned on for the electric brake 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 the brake being enabled.



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

7. **GUEST USE:** Never allow a guest to use this scooter unless the guest has read the user manual and all the warnings and meets the guidelines for a qualified rider (Page 2). Never allow more than one person at a time to ride the scooter. Never exceed the maximum weight limit.



**WARNING: This product should not be used by people 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 use 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 handlebars, both feet on the footrests, and all three wheels touching the ground while operating the scooter.

12. **SPEED:** The scooter's maximum speed is approximately (8 km/h or 5mph) at Setting 3. Setting 3 also gives the scooter the most torque or power for climbing inclines. For your safety, use Setting 1 (under 2.4km/h or 1.5mph) for flat surface driving and be careful to control your speed when descending hills or turning. The scooter has a short wheelbase and can become

unsteady at excessive downhill speeds or sharp turns. Do not use Setting 2 (4km/h or 2.5mph) 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 only on a sidewalk or pedestrian crossing, turn on the scooter headlamp and taillight and wear reflective gear.



**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:** The scooter battery is designed to have an operating environmental temperature range. Riding temperature is between -10°C (14 °F) and 40°C (104 °F). Charging temperature is between 0°C (32 °F) and 40°C (104 °F). Storage temperature is between -10°C (14 °F) and 40°C (104°F). Do not use the scooter outside of the designed temperature range.

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 accidents is dramatically increased in wet or icy conditions. The scooter is not intended for use at elevations greater than 2000m above sea level. Prolonged exposure to UV rays, rain and the elements may damage the enclosure materials. Store indoors when not in use.**

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, or wet or muddy conditions increases the risk of severely damaging the scooter. 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 and battery 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 secure environment. keeping 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 spaces, pay attention to its stability as accidental tipping over could cause personal injury as well as damage to the scooter.



19. **WEIGHT LIMITATIONS:** Your scooter is rated for a maximum weight capacity of 300 lbs. Please refer to the product specifications table for details. Keep in mind that the maximum weight capacity includes the combined weight of the user and any backpacks or other items carried by the user. Stay within the specified weight limit of your scooter. SNAPnGO LLC will not be held responsible for injuries and/or property damage resulting from failure to observe weight limitations.

20. **PURCHASER'S AGREEMENT:** By accepting delivery of this product, you promise that you will not change, alter, or modify this product or remove or render inoperable or unsafe any guards, shields, or other safety features of this product; fail, refuse, or neglect to install any retrofit kits from time to time provided to enhance or preserve the safe use of this product.

21. **SHIPPING AND DELIVERY:** Before using your scooter, make sure your delivery is complete as some components may be individually packaged. If you do not receive a complete delivery, please contact your authorized Dealer or SNAPnGO LLC immediately. Where damage has occurred during transport, either to the packaging or content, please contact the delivery company responsible.



**WARNING! We recommend that you do not use the scooter as a seat during weight-training activities or as a weight-training apparatus. Such use can lead to undue stress and fatigue on scooter components, and can also affect the center of gravity, resulting in a tip or a fall. We will not be held responsible for injuries and/or property damage resulting from use of the scooter in weight-training activities or as a weight-training apparatus.**



**WARNING! Do not use the scooter to haul, move, or tow other vehicles, including lawn mowers, ATV equipment, or other mobility devices. Your scooter was not designed with such use in mind and any damage or injury incurred from such use is not the responsibility of the scooter manufacturer.**





**WARNING!** Do not carry passengers on your scooter. Carrying passengers on your scooter may affect the center of gravity, resulting in a tip or a fall. We will not be held responsible for injuries and/or property damage caused by carrying passengers on the scooter.



## MODIFICATIONS

We have carefully designed and engineered your scooter to provide maximum mobility, utility, and independence. Under no circumstances should you modify it by adding, removing, or disabling any feature, part, or function of your scooter.



**WARNING!** Do not modify your scooter in any way not authorized by your Dealer or SNAPnGO LLC. Do not use accessories if they have not been tested or approved for the scooter. Approved accessories must be installed by your authorized Dealer or a qualified service technician.



**WARNING!** The addition of accessories to the scooter may change the overall weight, size, and/or center of gravity of your scooter. It is important to take note of these changes to avoid damage to the scooter, self, and surrounding property.



**WARNING!** Do not add any side body anti-tip wheels or other side body stability enhancements. Doing so may diminish ground clearance and promote instability when the user comes into contact with any raised surface. We acknowledge certain high weight capacity products have side body anti-tip wheels. These are intended to enhance product stability during transfer on and off the scooter and do not enhance the dynamic stability of the scooter.



**WARNING!** Do not change your seating configuration without first contacting your authorized Dealer or SNAPnGO LLC. Only your authorized Dealer or a trained service technician should make adjustments to the seat.



**WARNING!** Do not use seats on your scooter that have not been tested or approved for your scooter. Using unapproved seats could affect the center of gravity of your scooter, resulting in a tip or a fall. You should not modify the electrical system in any way not authorized by the scooter manufacturer.



**WARNING!** Do not connect any aftermarket or auxiliary devices to the scooter electrical system or use the scooter batteries to power any aftermarket or auxiliary devices unless you are using an adapter that has been tested and approved by the scooter manufacturer. Do not cut or splice any original equipment wires, cables, or leads for the purpose of adding aftermarket or auxiliary devices to the scooter as this may result in damage to the electrical system and batteries.



**WARNING!** Do not pull on electrical leads directly to detach them from the scooter or the outlet. Always grasp the connector (plug) itself when disconnecting the lead to prevent wire damage.



**WARNING!** Ensure that the off-board charger power cord connectors are clean and dry before plugging the connectors into either the off-board charger socket or the electrical socket. Service the charger power cord regularly. Failure to do so may result in damage to the electrical system and/or personal injury.



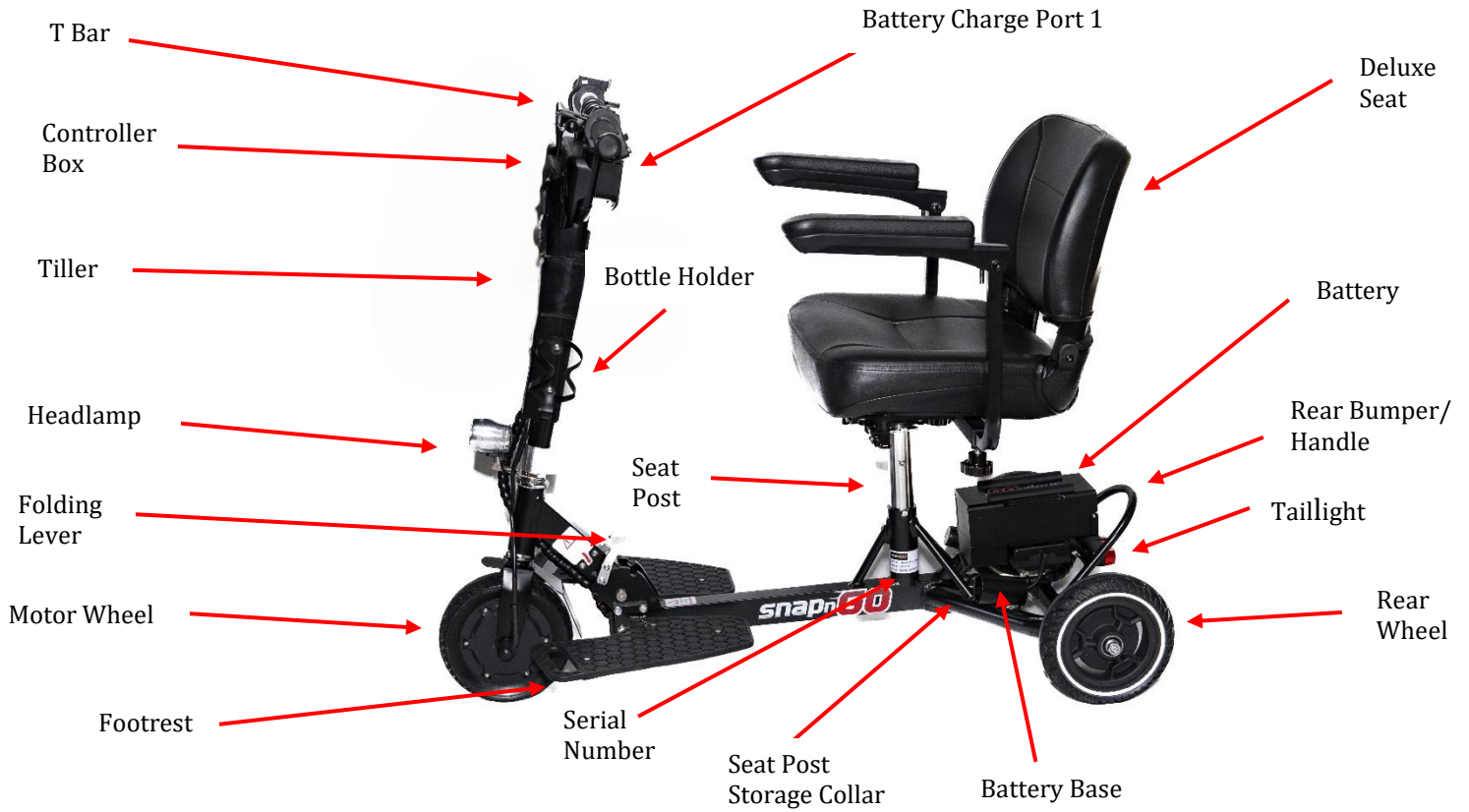
**WARNING!** In the event of a loss of power to the scooter, apply the parking brake and transfer to a safe position, seeking assistance if needed. Contact your authorized Dealer or SNAPnGO LLC immediately to report the incident.

## SNAPNGO MODEL S335.1 SPECIFICATIONS

Size/Weight	Unfolded Dimension	43x24x35 inch
	Folded Dimension	40x24x14 inch
	Frame Net Weight	31.3 lb (14 kg)
	Detachable Battery Weight	3.3 lb (1.5 kg)
	Travel Seat Weight	3.6 lb (1.66 kg)
	Deluxe Seat with Arms	15.6 lb (5.25 kg)
	Sport Seat	8.4 lb (3.81 kg)
Performance	Maximum Load	300 lb (136 kg)
	Setting 3 Top Speed	5 mph* (8km/h)
	Setting 2 Top Speed	2.5 mph* (4km/h)
	Setting 1 Top Speed	1.5 mph* (2.4km/h)
	Range	13 miles* (21 km)
Battery	Voltage	36V
	Type	Li-ion Battery
	Capacity	6.4Ah
	Watt Hours	230.4
Motor	Type	Brushless DC Motor
	Rated Output Power	250W
Charger	Input Voltage	100-240V
	Charging time	3.5h
	Output	42V Max
	Amp	2 Amp Max
	Model	HP1202L3(2A)

\* 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.

# SNAPnGO MODEL S335.1 PARTS DIAGRAM



Scooter Side View 1 Unfolded with Deluxe Seat



**Scooter Side View 2 Unfolded with Sport Seat**

## TOOL KIT

Your scooter comes with a tool kit which includes the following:

- 4 bolts (2 long and 2 short), 4 washers and 4 lock washers to install the seat base to the seat. (Deluxe package).
- 3 hex head wrenches; 2.5 mm, 3 mm and a 6 mm. The 6 mm is for the bolts to the seat base. The 2.5 mm is to adjust the footrests if needed and the 3 mm is for installation of bottle holder and various repairs if needed.
- 8 mm/10 mm combination wrench. The 10 mm side is for the footrest bolts if they need removed from the scooter.
- 7 mm combination wrench. This is to adjust the footrests if needed.
- 5 amp replacement fuse for the charging fuse in the battery if needed.



## UNBOXING THE SCOOTER

Remove the scooter and all accessories/parts from the box. **Unpack everything by cutting WHITE zip ties only! Do NOT cut any BLACK zip ties!** Lay all parts out for easy assembly.

## UNFOLD/FOLD INSTRUCTIONS

For video instructions, please visit our website at [e-snapngo.com](http://e-snapngo.com). We encourage you to view the videos/instructions prior to unfolding/folding, and operation of the scooter to avoid damage to your person or scooter.

## UNFOLDING YOUR SCOOTER

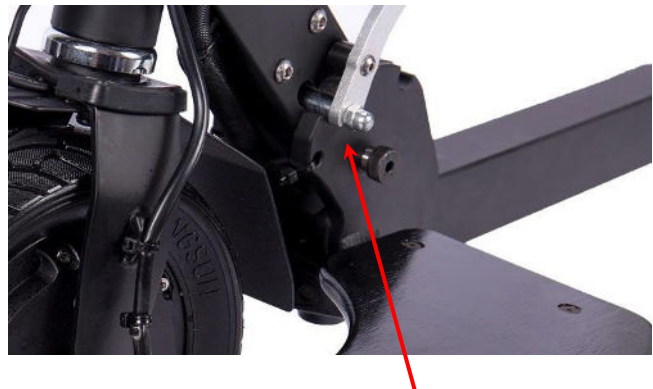


Step on the folding lever

Hold the handlebar

Engage the parking brake. Lift slightly on the handlebars, then step on the folding pedal to release the folding lock and lift the handlebar pushing the handlebar forward until you hear a click, which means the folding pin is locked in the notch securely. If you have balance issues, you can use the rear of your vehicle, counter, secure table or other secure furniture for a hand grip to stabilize yourself while unfolding the scooter. **(WARNING: Folding point can be a pinch point!)**

Push T-bar all the way up until it clicks



Folding pin in notch

**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 the folding pin locking into the notch)**

### **FOLDING YOUR SCOOTER**

Make sure the scooter is off and the parking brake is engaged. While pushing the T-bar forward a little, put one foot on the folding pedal and press down. It should unlock. Let the handlebar fold down until 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. If you have balance issues, you can use the rear of your vehicle, counter, secure table or other secure furniture for a hand grip to stabilize yourself while folding the scooter.



### **INSTALLATION OF BOTTLE HOLDER (Optional)**

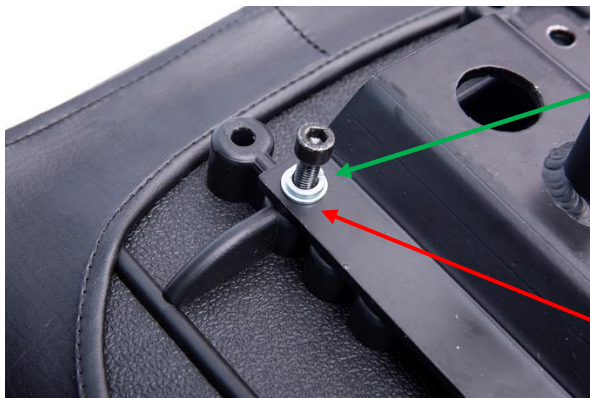
Using the 3 mm hex head wrench that came in your tool kit, remove the screws from the driver side of the tiller. Insert screws through the holes in the bottle holder and insert back into tiller. Please note bottle holder’s style and color may vary.





### **DELUXE/SPORT SEAT INSTALLATION**

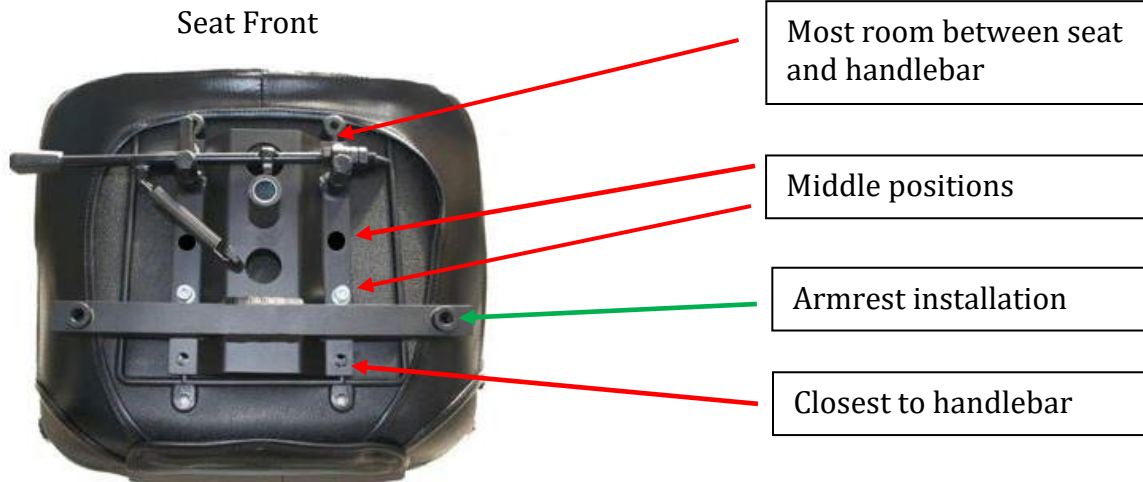
The seat has several positions to allow various distances from the seat to the handlebars. Using the bolts, washers and lock washers provided, install the seat base to the ideal position for yourself. The Sport seat comes with the seat base already installed in the middle position. If you need to move the seat base to a different position, simply remove the bolts, washers, and lock washers, move the seat base to the ideal position for yourself, and install the bolts, washers, and lock washers to secure.



Lock washer closest to bolt head

Washer





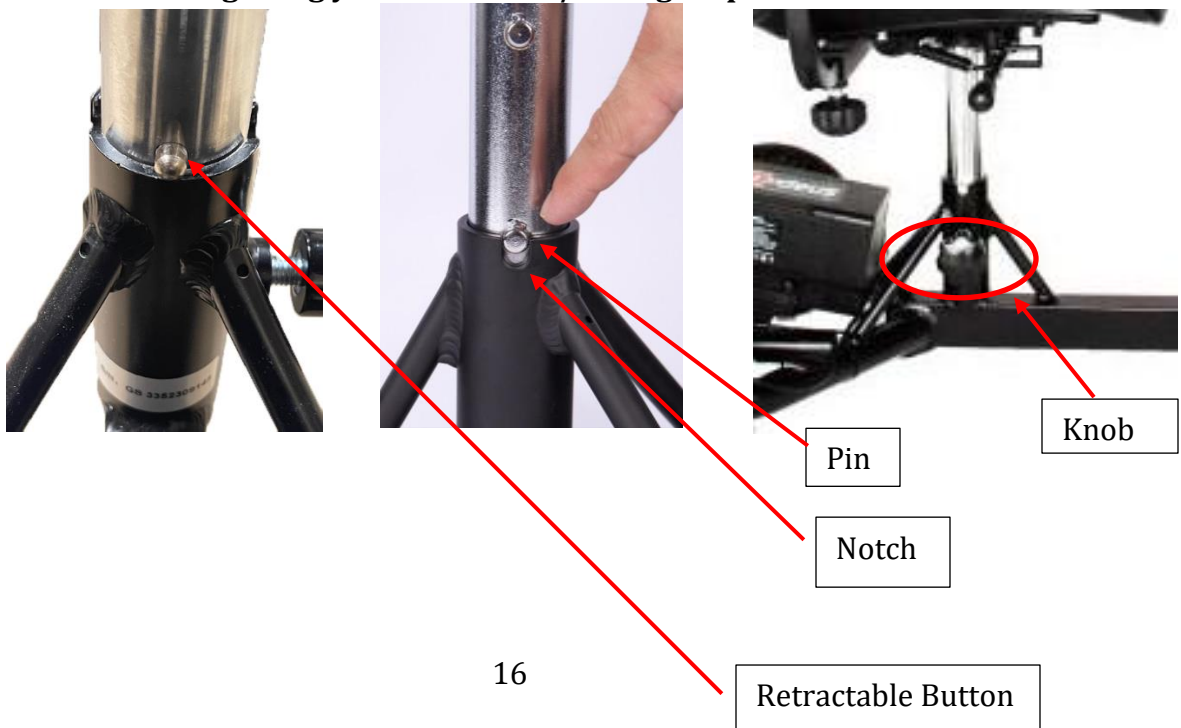
Insert the silver seat post into the scooter frame post and make sure the pins are **FULLY** seated in the notch. You will need to press the retractable locking button to get the post to fully insert all the way down. **Be careful not to get the retractable button in the hole for the seat post knob.** Install seat post knob and tighten. The seat height is not adjustable. **Do not use the knob to adjust the height of the seat.** Insert the deluxe seat into the silver seat post pulling swivel lever forward and slightly twisting seat to lock onto the silver seat post.



**WARNING!** You **MUST** press the retractable locking button for the seat post to **FULLY** seat into the notches. Not doing so may result in falling or the seat tipping off the scooter.

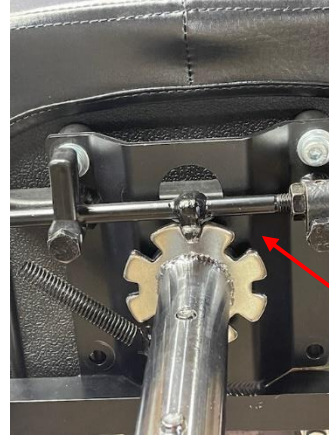


**WARNING!** Do not install the seat with the seat post already attached as you run the risk of getting your hands and/or fingers pinched.





**Warning:  
Pinch Point!**



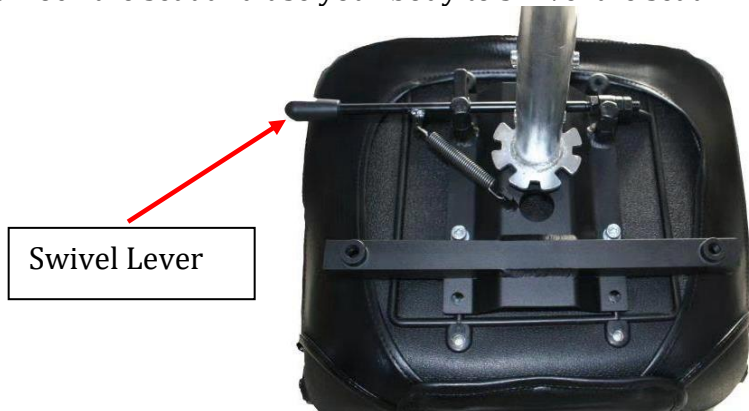
**Seat Base Locked in  
Silver Seat Post**

**Armrests (optional for Sport Edition):** Remove the protective rubber caps then insert the armrest into 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. The angle of the armrest can be adjusted by raising or lowering the bolt at the joint.



**Adjustment bolt at joint**

**Swivel lever:** The 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.



**Optional Travel Seat (sold separately):** Insert the silver seat post into the scooter frame and tighten knob. Then insert the travel seat post into the silver seat post.



You can use the included travel bungee cord to bundle a carry-on suitcase with the scooter while using the 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. Run the bungee cord around the luggage and hook the other end to the seat post support.



## VERTICAL SELF STANDING INSTRUCTIONS

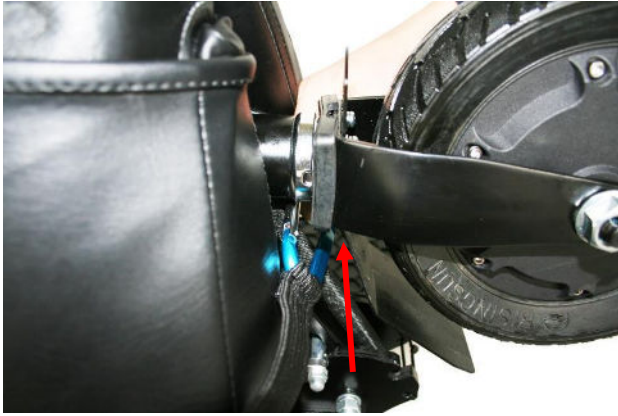
With the scooter folded, using the hand grip in the footrest, you can lift the front wheel up and have the scooter stand vertically. In the vertical self-standing position, you can insert the seat post into the collar on the driver's side (press the retractable button in post) and insert the travel seat into the collar on the passenger's side. You can also use the included travel bungee cord to secure the seat to the scooter. Then you can dolly the scooter around the same as you would a roller bag suitcase.



Travel seat stored on the scooter. (Travel seats sold separately).







Seat stored on the scooter using the travel bungee.

Secure one end of the travel bungee to the rear bumper then wrap the bungee around the seat, running the bungee under the scooter neck at the front then around the other side of the seat and secure the other end of bungee to rear bumper.

### FOOTREST ADJUSTMENT

With the scooter folded, stand the scooter up vertically on its two rear wheels and rear bumper (Vertical Self Standing Position) for easy access before adjusting the footrests. There are two settings for each footrest. The factory default is the FORWARD position. If you prefer your feet closer to the seat while riding, you can adjust to the BACKWARD position by re-bolting the footrests to the supporting brackets using the 2.5 mm hex head wrench and 7mm combination wrench.



**WARNING: Do not use footrests as a step! The footrests are not designed to hold your full weight. This can cause the footrests to break or the scooter can become unbalanced and tip over.**



## POUCH INSTALLATION

Your SNAPnGO electric scooter has a pouch and **optional** front wire basket for various cargo needs. **For your safety, the maximum load capacity for your front pouch is 6 lbs. The maximum load capacity for the front wire basket is 10 lbs.** 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 do not press onto the braking wire**) and close the Velcro band around the handlebar downtube. To install the front wire 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 do not press onto the braking wire**) and have the front basket bottom bracket securely lean against the handlebar tiller.

Hooks not pressing against braking wire



Bracket leans against the tiller



Velcro band around the tiller

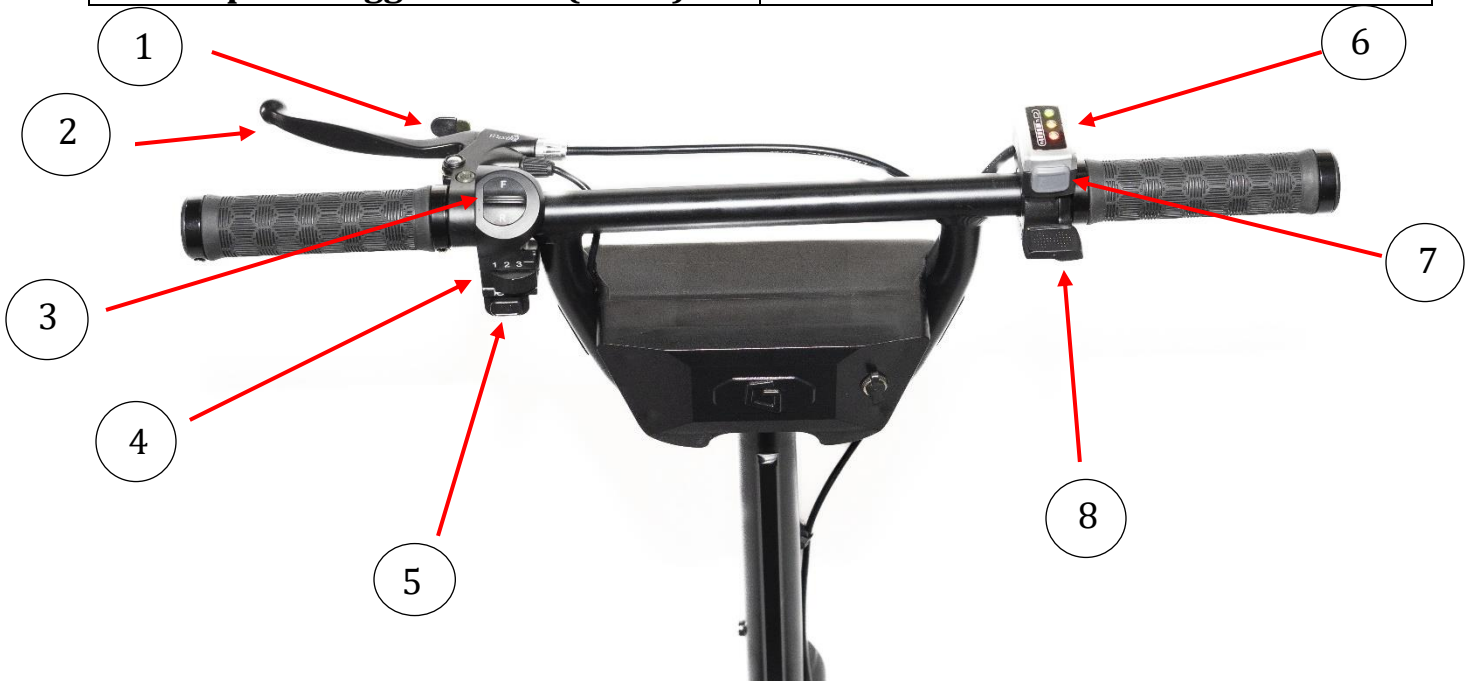
## OVERVIEW OF YOUR SNAPnGO ELECTRIC SCOOTER



**WARNING:** The SNAPnGO mobility scooter was designed to make everyday mobility easier. However, there are still certain risks that users should be aware of when operating the 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 about any information contained in this Manual, our website, any support materials, or any other general questions should be sent by email to [support@e-snapngo.com](mailto:support@e-snapngo.com) or call our customer service representatives at (855) 432-4566.

## IDENTIFICATION KEY

<b>1. Parking Brake Tab</b>	<b>5. Horn</b>
<b>2. Hand Brake</b>	<b>6. Battery Level Indicator</b>
<b>3. Directional Switch F/R</b>	<b>7. Power/Headlamp/Taillight Switch</b>
<b>4. Speed Toggle Switch (1-2-3)</b>	<b>8. Throttle</b>



1. **Powering On/Off and Battery Indicator:** To turn the scooter on, you must press the on/off switch once. The Battery Indicator LED Light will indicate the power is on by lighting up. If all 3 lights are on, it means the battery is at least 75% full. If only 2 lights are on, the battery is approximately 50% full. If only 1 light is on, the battery is approaching empty and may only have .5 mile left. Note: the battery indicator light is accurate only when the throttle is **NOT** engaged. When the throttle is pressed, the battery reading could be LOWER than actual level as the instant current will alter the voltage reading from the 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 has electronic braking when the power is on and if the right accelerator is not pressed. If you need to push the scooter manually, turn the power off.
  
2. **Headlight On/Off:** To turn the headlight/taillight on or off, you must first turn on the scooter power. While the scooter power is on, press the power button once, the headlight and taillight should be turned on. Press the power button one more time, and the headlight & taillight will be turned off.



3. **Accelerator:** The right thumb control is the throttle/accelerator. The further you press the throttle down, the more energy you will release to the motor causing it to go faster.  
**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 is located on the left side. When the switch is up in the F position, it means forward. When the switch is in the R position, it means reverse. The reverse mode has a top speed of 2-3 mph and does not change speed regardless of the speed setting. If the scooter is in reverse mode, the scooter will move backward when the throttle is pressed.
5. **Brake:** The left brake handle is the mechanical brake. The scooter is on electronic braking when the power is on, and the right accelerator is not pressed. The mechanical brake in the rear wheels provide added safety for emergency purposes. When actuated, it will cut the power supply to the motor. **The electronic brake only works when the scooter is turned on.** The parking brake tab can be actuated by pressing towards the brake lever when the brake lever is squeezed. Squeeze the brake lever one more time to release the parking brake. 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 using near intersections, pedestrians, and other obstacles.**
6. **Speed setting control:** Toggle the speed setting to control the maximum speed of the scooter. The top speed for setting 1 is 2.4km/h or 1.5 mph, setting 2 top speed is 4km/h or 2.5 mph and setting 3 top speed is 8km/h or 5mph. We recommend using 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:** When the power is on, you can press the horn button to give alerts.



**WARNING: For your safety and for the safety of others, please take 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 are comfortable controlling the scooter. The following instructions and practice steps will teach you to maneuver through doorways, on and off elevators, 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 at 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. The battery is shipped from the factory 50% charged (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 the folding mechanism, 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 the deluxe, sport or travel seat onto the scooter frame. Sit on the seat with both feet placed on the footrests.
2. Press the on/off button on the right handle once to turn on the scooter. The LED should light up when the scooter is turned on. Make sure the speed setting is in speed 1 and direction control is set at F for forward mode (pushed up).
3. With both hands on the handlebars and eyes looking forward, press the thumb throttle to move forward. **Remember: the farther down you press the throttle the faster the motor will go within that speed setting.**
4. As the motor begins to slowly propel the scooter forward, practice braking by letting go of the thumb throttle or actuate the left-hand brake. The scooter should come to a stop.
5. Practice reverse by switching the direction control to R (pushed down) and pressing the thumb throttle. Practice braking by letting go of the 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 taillight. Press it again to turn the lights off.

7. Toggle the speed setting to 2. The scooter should go faster. Switch to speed 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 scooter.

### **Practicing with your scooter:**

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 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** – The 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 and nearby pedestrians. Slowly pressing the throttle 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. 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 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.
3. Learn to reverse. Prior to engaging reverse (reverse switch control), turn your head to make sure there are no people or hazards such as curbs, parked cars, or walls behind you and then switch to the 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 up or down a slope.



**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 hand grips while operating the scooter at all times. Failure to do so could result in serious injury or death.**

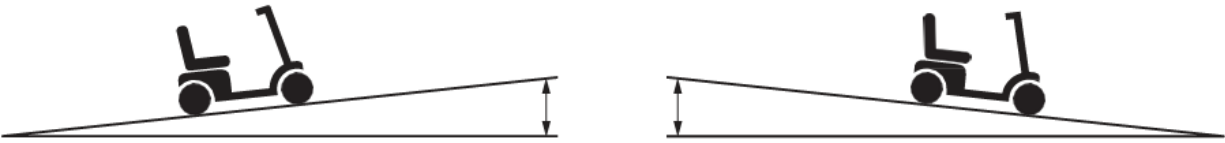
**While riding your SNAPnGO you will encounter many situations which will require that you understand the abilities of your scooter. The SNAPnGO provides reasonable safety on flat and level surfaces but can tip over on uneven, slanted, or inclined surfaces. Additionally, certain outdoor and**

**indoor conditions can create situations where caution is advised. The following guidelines will help you when meeting certain situations.**

### **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). Handicap public-access ramps are not subject to government regulation in all countries, and therefore do not necessarily share the same standard degree of slope. Other inclines may be natural or, if man-made, not designed specifically for scooters. Your scooter's ability to travel up inclines is affected by your weight, travel speed, angle of approach to the incline, and your scooter setup, including seat configuration. Therefore, we recommend that the maximum slope of an incline you attempt to safely ascend or descend on your scooter does not exceed the maximum allowable incline listed in the product specifications. Refer to the following table for standard degree of slope guidelines that are available for regions as noted.

<b>Geographic Location</b>	<b>Minimum Safe Slope Requirement</b>
USA (Americans with Disabilities Act-ADA)	ADA requires 5° (8.7%)
Europe (CE mark) Class A	3° (5.2%)
Europe (CE mark) Class B	6° (10.5%)
Europe (CE mark) Class C	10° (17.6%)



**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 does not meet government wheelchair ramp standards.**

Tips for driving the SNAPnGO on inclines and declines.

- Never travel up or down 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.



Normal Driving Position



Increased Stability Driving Position

- Set the speed setting to 3 to give maximum torque. Slowly press the throttle to move the scooter forward. Once you reach the 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 scooter 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 so you can slowly apply pressure if the scooter picks up too much speed. Also remember to let off the throttle so the electronic brake engages as well.



**WARNING! Your scooter has been tested in accordance with certain standards. You should not exceed the performance specifications of your scooter as noted in the product specifications.**



**WARNING! Any attempt to climb or descend a slope steeper than that specifically listed in your scooter product specifications may put your scooter in an unstable position and cause it to tip.**



**WARNING! Do not carry anything or add any accessory that will adversely affect the center of gravity or exceed the weight capacity of the scooter. Doing so could affect the center of gravity of the scooter, resulting in a tip over.**



**WARNING: Attempting to drive over a curb can cause the scooter 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.**

### **SPEED BUMPS, CURBS AND UNEVEN SURFACES**

Proceed with extreme caution when driving near raised surfaces, unprotected curbs and/or drop-offs (curbs, porches, stairs, etc.). Refer to the scooter specifications for information regarding maximum obstacle climbing height for your scooter.

#### **To navigate up over a curb or stationary obstacle:**

1. Approach the curb or obstacle slowly, and make sure the scooter is traveling perpendicular to the obstacle.
2. Increase the forward speed just before the front wheel comes into contact with the obstacle.
3. Reduce the forward speed only after the rear wheels have cleared the obstacle.

#### **To navigate down a curb or stationary obstacle:**

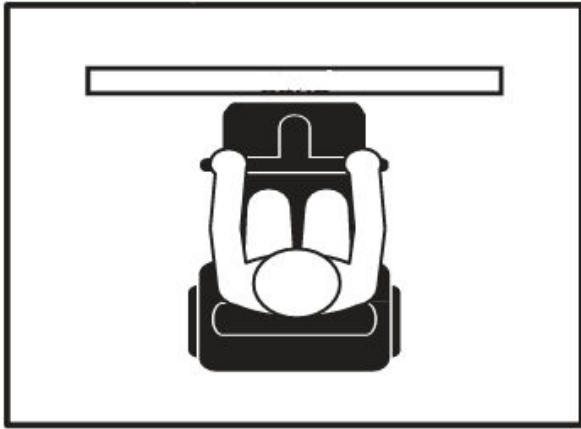
1. Approach the curb or obstacle slowly, and make sure the scooter is traveling perpendicular to the obstacle.
2. Reduce the forward speed just before the front wheel comes into contact with the obstacle.
3. Increase the forward speed only after the rear wheels have cleared the obstacle and you are once again on a level surface.



**WARNING! Even though your scooter may be capable of handling greater obstacles, we recommend that you do not attempt to negotiate a curb that has a height greater than 1.5 in. (4 cm). Doing so could cause instability in your scooter.**



**WARNING! Do not attempt to have your scooter climb or descend an obstacle that is inordinately high.**



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



**WARNING! Do not attempt to have your scooter proceed backward down any step, curb, or other obstacle. This may cause the scooter to tip.**



**WARNING! Do not approach curbs at an angle; instead, approach any curb you intend to ascend or descend in the forward position.**

### **POTHOLES AND PUDDLES**

Avoid all potholes and deep puddles.



**WARNING: Attempting to drive over potholes or uneven surfaces can cause the scooter 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 nor 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. You should not tow anything behind the SNAPnGO.



**WARNING! Never take your scooter into a shower, tub, pool, or sauna. Do not use your scooter in water.**

### **STAIRS AND ESCALATORS**

**Scooters are not designed to travel up or down stairs or escalators. Always use an elevator.**



**WARNING! Never use your scooter to negotiate stairs or escalators.**



**WARNING! Use extreme caution when it is necessary to move an unoccupied scooter up or down stairs. We recommend that two attendants perform this task, and that the seat, batteries, and any accessories be removed before attempting the transfer. Use proper lifting techniques and use only solid, non-removable frame components to lift the scooter.**

### **ELEVATORS**

Modern elevators have a door edge safety mechanism that, when pushed, reopens the elevator door(s). If you are in the doorway of an elevator when the door(s) begin to close, push on the rubber door edge or allow the rubber door edge to contact the scooter and the door will reopen. Use care that pocketbooks, packages, or scooter accessories do not become caught in elevator doors. NOTICE: If your scooter's turning radius is greater than 60 in. (152 cm), it may be difficult to maneuver in elevators and building entrances. Use caution when attempting to turn or maneuver your scooter in small spaces and avoid areas that might pose a problem.

### **DOORS**

- Determine if the door opens toward or away from you.
- Drive your scooter gently and slowly forward to push the door open or drive your scooter gently and slowly backward to pull the door open.



## UNOCCUPIED MOTOR VEHICLE TRANSPORT

**Do not remain seated in your scooter while traveling in a motor vehicle. The scooter should be stowed in the trunk of a car or in the back of a truck or van folded with seat removed and properly secured.**



**WARNING! The scooter user should never sit on the scooter while it is in a moving vehicle.**



**WARNING! Always be sure your scooter and its seat are folded and properly secured when it is being transported. Batteries should not be transported with any flammable or combustible items.**

## SEATING



**WARNING! Do not remove the seat cushion supplied with the scooter. Do not place additional cushions, padding, or pillows on the seat cushion. This could cause an unstable position, resulting in a fall from the scooter. Should the fittings on your seat become loose, report the problem immediately to your authorized dealer.**

## Parking Brake Instructions

Your SNAPnGO scooter comes with a 3-Level parking brake design. Level 2 is tighter than level 1, and level 3 is tighter than level 2.



Parking brake is NOT actuated.



Squeeze the brake handle and push the lever in. Parking brake is on Gear 1.



Squeeze the brake handle more and push the lever in. Parking brake is on Gear 2. Gear 2 provides more stopping power.



Squeeze the brake handle more and push the lever in. Parking brake is on Gear 3. Gear 3 provides even more stopping power. **For maximum stopping power, leave the scooter power on also so that front wheel electric braking is also on.**

### Explanation of How Drum Brakes Work:

- When the rider pulls the brake lever, the brake cable is engaged, initiating the braking action.
- As the brake cable tightens, it applies force to the brake shoes, forcing them outwards and into contact with the inner surface of the drum brake assembly.
- The friction between the brake shoes and the drum slows down or stops the rotation of the wheel.
- The anchor arm and springs play a crucial role in maintaining the correct positioning of the brake shoes and ensuring they return to their initial position after braking. This process allows the rider to control the speed and stop the scooter effectively.

## **Overview of Electric Scooter Drum Brake System:**

- Brake lever: The lever located on the handlebars that, when pulled, activates the braking mechanism.
- Brake cable: Connects the brake lever to the drum brake assembly, allowing the rider to control the braking action.
- Drum brake assembly: The cylindrical component responsible for applying friction to slow down or stop the scooter.
- Brake shoes: Curved metal plates with friction material attached to them, situated inside the drum brake assembly.
- Wheel hub: The central part of the wheel that houses the drum brake assembly.
- Springs: Provide tension to ensure that the brake shoes are in the correct position and return to their original position after braking.



**WARNING! Brakes are a safety concern and improperly adjusting the brakes can cause harm to you, others, and the scooter. If you are not certain how to adjust the brakes have a certified technician do the adjustment for you.**

### **Ensure Scooter is Parked on A Level Surface Before Adjustment is Made:**

Before attempting to adjust your scooter's drum brakes, it is crucial to park the scooter on a level surface. This ensures stability and safety during the adjustment process. A level surface prevents the scooter from accidentally moving or tipping over, reducing the risk of injury. Thus, always ensure your scooter is on stable ground, such as a flat driveway or a level area in your garage or home, before proceeding with the brake adjustment.

### **To adjust the scooter drum brakes you can follow the simple steps below. Turn off the scooter to prevent accidental starts during the brake adjustment process.**

First, locate the brake adjustment nut on the brake handle assembly. Tighten the nut until it touches the brake lever housing which will allow slack in the brake cable. Next, turn the brake cable nut at the rear wheels until the brakes engage preventing the rear wheel from spinning, then back off the cable nut until the wheel spins freely. It is important to ensure that the brakes are not too loose or too tight. Finally, test the brakes to ensure proper functioning. This adjustment process should be done periodically to maintain safe and effective braking performance on your scooter. If you are uncertain how to perform an adjustment or do not understand the directions, have a certified technician adjust the brakes for you.



## BATTERY AND CHARGER

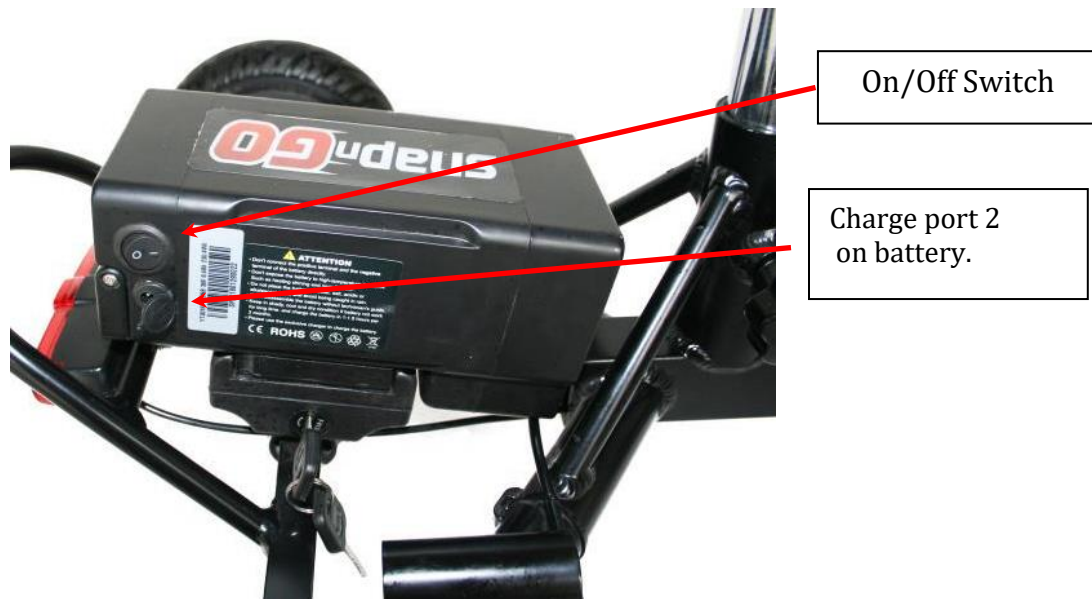
Each electric scooter comes with a lithium-ion battery and a smart charger designed specifically for each other. **ONLY USE THE CHARGER SUPPLIED BY THE MANUFACTURER TO CHARGE THE SCOOTER (MODEL HP1202L3(2A)).** Do not charge the battery with any other charging system. If the battery or charger is damaged due to improper use, the limited manufacturer warranty shall be void. Do not use the charger near flammable materials such as carpet or paper. 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.

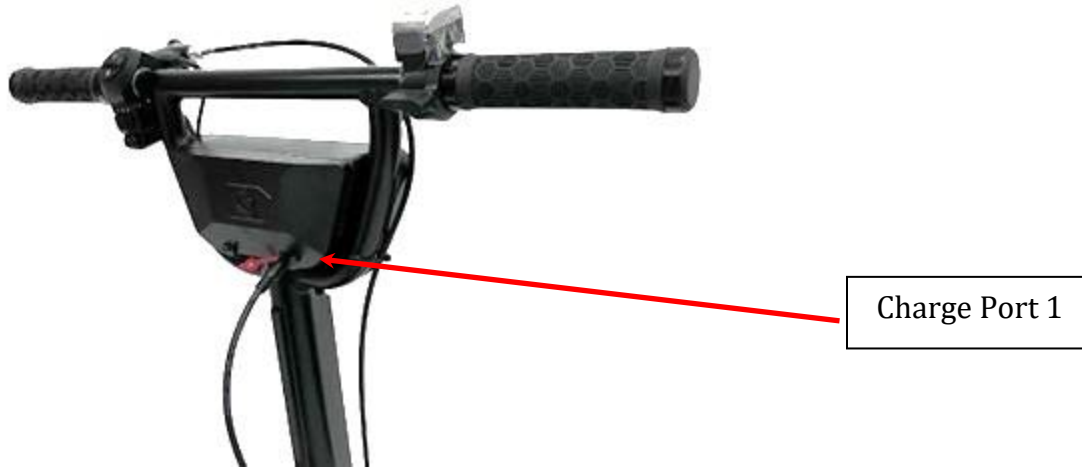


**The SNAPnGO battery complies with the United Nations Transport Regulations standard UN38.3 therefore is eligible for airline travel. Always check with the airline you are traveling with for additional guidelines and requirements.**

## 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 blue.
2. Always charge the battery in a clean, dry location, free of debris.
3. Charge the battery often. 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 S335.1 has 2 charging ports. One is at the front in the controller box and the other charging port is located on the battery. Normally, charging port 2 is connected to charging port 1 via a jumper cable through the scooter frame. You can charge the battery when it is connected by the cable to charging port 1 or detach the battery from the scooter and charge it using charge port 2 located on the battery.





There is also a battery level indicator LED panel on the side of the battery. With the battery power switch in the on position, press and hold the large red dot to determine battery level. Three green lights indicate the battery is full.



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.** Use the key provided to unlock the battery. Slide the battery out of its docking station. Note: To protect your investment, never detach the battery and leave the exposed battery docking station in the rain. This could cause a short and damage it.



## BATTERY SAFETY:



**WARNING!** Fully read the owner's manual and battery charging instructions in this manual before charging the battery.



**Keep area dry.**



**Keep area clean.**



Contact your local recycling center for proper recycling of battery. To search online, go to [www.call2recycle.org](http://www.call2recycle.org) and enter your zip code or call 1-877-2-RECYCLE to find the nearest retailer that collects lithium-ion batteries.



**Do not tamper with, modify, or attempt to repair the battery. If you experience issues, please contact support at: [support@e-snapngo.com](mailto:support@e-snapngo.com) or call 855-432-4566.**



**WARNING!** You must use the charger supplied with the scooter to charge the battery. Inspect the battery, charger, wiring, and connectors for damage before each use. Contact support if damage is found: [support@e-snapngo.com](mailto:support@e-snapngo.com) or call 855-432-4566.



**Keep away from open flame, heat, and heat sources.**



**Do not dispose of battery by throwing it in the trash. Please refer to proper recycling information above.**





**WARNING: Explosion may occur if exposed to extreme heat, flames or mishandling of battery.**



**Keep tools and other metal objects clear of battery contacts. Electrical shock or explosion may occur.**



**Do not allow unsupervised children to play near the scooter while the battery is charging. We recommend that you do not charge the battery while the scooter is occupied.**

## **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 blue.
2. The provided charger has a built-in overcharge protection to prevent the battery from overcharging.
3. Charging time is approximately 3.5 hours for a fully discharged battery.
4. Regularly inspect the charger for damage to the cord, plug, protective case, 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 SNAPnGO (Model HP1202L3(2A)).



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



Connect Power Cord to Power Outlet



**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. (Either charge port 1 or 2).
2. Plug the charger into the power outlet.

3. A solid red light on the charger indicates the battery is charging. A solid blue light indicates the battery is fully charged.
4. Remove the plug from the power outlet, then remove the charger from the charge port. 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/throttle switch control. When the scooter is turned on, the battery level indicator is on.
2. Three lights mean the scooter is at least 75% charged. Less than three lights indicate the battery is approaching empty. A single red indicates the battery has voltage of 33.5v to 36.4v. The red and yellow indicates the battery voltage is between 36.5v to 39.4v. Red, yellow and green indicate the battery voltage is 39.5v to 42.0v. The battery has 42 volts when fully charged.
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 as you will get an inaccurate reading.
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 a 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 a 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.**

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 uncharged for more than 3 months could permanently damage the battery and is not covered by warranty.**



**WARNING: Risk of Fire – No User Serviceable Parts**  
**AVERTISSEMENT- Risque d'incendie et de choc électrique - Aucune des pièces ne peut être réparée par l'utilisateur**

### **BATTERY DISPOSAL:**

Your SNAPnGO 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. 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 -10°C (14°F) and 40°C (104°F).
2. Fully charge the battery every three months if not in use.
3. Keep the scooter clean (See section on Cleaning and Servicing).
- 4.

### **REMOVABLE PARTS**



**WARNING! Do not attempt to lift or move your scooter or seat by grasping or holding onto any of its removable parts. Grasp only solid, non-removable frame components to lift or move your scooter or seat.**

## PREVENTING UNINTENDED MOVEMENT



**WARNING!** If you anticipate being seated in a stationary position for an extended period of time, power off the scooter. This will prevent unexpected motion from inadvertent thumb throttle contact. This will also eliminate the possibility of unintended scooter movement from electromagnetic (EM) sources.

### REACHING AND BENDING

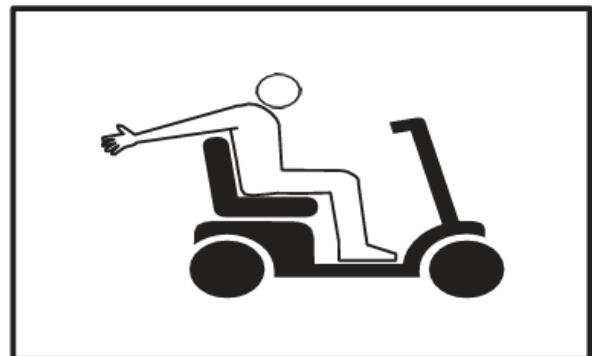
Never reach, lean, or bend while driving your scooter. Bending forward creates the risk of accidental throttle contact. Bending to the side while seated creates the risk of tipping. If it is absolutely necessary to reach, lean, or bend while seated on your scooter, it is important to maintain a stable center of gravity and keep the scooter from tipping. Make sure the wheels are pointed in the forward position to create the longest possible wheelbase. We recommend that the scooter user determine his/her personal limitations and practice bending and reaching in the presence of a qualified attendant.



**WARNING!** Do not bend, lean, or reach for objects if you must pick them up by reaching down between your knees, if you have to lean from either side of the scooter, or if you have to reach over the back of the seat. Movements such as these may change your center of gravity and the weight distribution of the scooter. This may cause your scooter to tip.



**Proper Reaching and Bending**



**Improper Reaching and Bending**



**WARNING! Keep your hands, clothing, and all other objects away from the tires when driving. Do not allow any personal belongings or objects to drag behind the scooter when driving. Be aware that loose fitting clothing or other objects can become caught in drive wheels and/or they may become entangled in the running gear.**



**WARNING! Possible strangulation hazard! Be aware that clothing, lanyards, necklaces, other jewelry, purses, and other accessories worn or carried by you while you are seated on or operating the scooter may get caught around the armrests or twist throttle. Be careful to avoid this potential danger.**



**WARNING! Do not allow objects or accessories to protrude from your scooter when driving. Be aware protruding objects can become caught on items surrounding the scooter's path.**

## **TRANSFERS**

Transferring onto and off your scooter requires a good sense of balance. Always have an attendant present while learning to properly transfer. To eliminate the possibility of injury, we recommend that you or a trained attendant perform the following tasks before attempting a transfer:

- Turn off the power button.
- Ensure the parking brake is engaged and make sure the seat is fixed securely in place.



**WARNING! Before transferring, engage the parking brake.**



**WARNING! Before transferring, position yourself as far back as possible in the scooter seat to prevent the scooter from tipping forward during transfer.**



**WARNING! Avoid putting all your weight on the scooter tiller. Such use may cause the scooter to tip, resulting in a fall from the scooter and personal injury.**



**WARNING! Avoid putting all your weight on the scooter footrests. Such use may cause the scooter to tip.**

## **PHYSICAL LIMITATIONS**

Users must exercise care and common sense when using a scooter. This includes awareness of safety issues that arise because of any physical limitations of the scooter user.



**WARNING! Do not use your scooter if your ability to operate the scooter safely is impaired in any way. Examples include, but are not limited to, a lack of awareness of surroundings or lack of ability to think clearly; impaired vision or hearing; impaired dexterity of upper extremities that limits the capacity to use controls or steer. Operating this scooter while impaired in any way may result in erratic steering, acceleration, braking, instability, tipping, misdirection, and/or collision with persons or objects. Any of these circumstances can result in serious personal injury or death.**

### **DRUGS/MEDICATIONS**

Users must exercise care and common sense when using a scooter. This includes awareness of safety issues that arise when taking prescribed or over-the-counter drugs/medications.



**WARNING! Consult with your physician if you are taking prescribed or over-the-counter drugs/ medications. Some drugs/medications may impair your ability to operate your scooter safely. Operating this scooter while impaired may result in erratic steering, acceleration, braking, instability, tipping, misdirection, and/or collision with persons or objects. Any of these circumstances can result in serious personal injury or death.**

### **ALCOHOL AND OTHER INTOXICANTS/SMOKING**

Users must exercise care and common sense when operating a scooter. This includes awareness of safety issues that arise after consuming alcohol and other intoxicants, including marijuana and various forms of narcotics.



**WARNING! Do not use your scooter while you are under the influence of alcohol or other intoxicants, including marijuana and other forms of narcotics, which may impair your ability to operate your scooter safely. Operating this scooter while impaired may result in erratic steering, acceleration, braking, instability, tipping, misdirection, and/or collision with persons or objects. Any of these circumstances can result in serious personal injury or death.**



## SMOKING

Users must exercise care and common sense when operating a scooter. This includes awareness of safety issues that arise from smoking which may impair your ability to use your scooter in a safe manner.



**WARNING! Do not operate your scooter while smoking. Smoking may impair your ability to use your scooter safely or cause a fire. Operating a scooter while smoking can distract the user from safely operating the scooter and can interfere with properly operating the scooter's controls which may result in erratic steering, acceleration, braking, instability, tipping, misdirection, and/or collision with persons or objects. Any of these circumstances may result in serious personal injury or death. Smoking while operating the scooter can also result in physical burns and/or scooter/property damage and can ignite a fire that can result in serious personal injury or death.**



**WARNING! We strongly recommend that you do not smoke cigarettes while seated in your scooter, even though the scooter has passed the necessary testing requirements for exposure to cigarette smoking. You must adhere to the following safety guidelines if you decide to smoke cigarettes while seated on your scooter.**

- **Do not leave lit cigarettes unattended.**
- **Keep ashtrays a safe distance from the seat cushions.**
- **Always make sure cigarettes are completely extinguished before disposal.**

## FLAMMABILITY PRECAUTIONS



**WARNING! Even though the plastics and seat used on your scooter have been tested and have passed flammability standards, we recommend that you do not expose your scooter to open flames.**



**WARNING! Exercise extreme caution when using oxygen near electrical circuits and combustible materials. Contact your oxygen Dealer for information on using oxygen safely.**



**WARNING! Replace worn or damaged upholstery immediately to reduce the risk of fire hazard.**



**WARNING! Be aware that washing upholstered items may reduce the resistance to flammability of the fabric.**

### **HAZARDOUS ENVIRONMENTS**



**WARNING! Due to the electrical make-up of our products, we do not recommend the use of our scooters in Class I Division I industrial or commercial environments where the work area could have combustible air composition. In such an environment, it is possible for the scooter to become an ignition source for a fire or explosion.**

### **SPORTS AND ATHLETICS**



**WARNING! The scooter is not intended to be used in sports or athletics. SNAPnGO LLC will not be held liable for personal injury and/or product damage resulting from use of the scooter in any sports-related activity.**

### **ELECTROMAGNETIC AND RADIO FREQUENCY INTERFERENCE (EMI/RFI)**



**WARNING! Laboratory tests have shown that electromagnetic and radio frequency waves can have an adverse effect on the performance of electrically powered mobility vehicles.**

Electromagnetic and Radio Frequency Interference can come from sources such as cellular phones, mobile two-way radios (such as walkie-talkies), radio stations, TV stations, amateur radio (HAM) transmitters, wireless computer links, microwave signals, paging transmitters, and medium-range mobile transceivers used by emergency vehicles. In some cases, these waves can cause unintended movement or damage to the control system. Every electrically powered mobility vehicle has an immunity (or resistance) to EMI. The higher the immunity level, the greater the protection against EMI. This product has been tested and has passed at an immunity level of 3 V/m.



**WARNING!** Be aware that cell phones, two-way radios, laptops, electricity generators or high-power sources, and other types of radio transmitters may cause unintended movement of your electrically-powered mobility vehicle due to EMI. Do not turn on hand-held personal communication devices, such as citizens band (CB) radios and cellular phones, while the scooter is turned on. Be aware of nearby transmitters, such as radio or TV stations, and avoid coming into proximity to them.



**WARNING!** The addition of accessories or components to the electrically powered mobility vehicle can increase the susceptibility of the vehicle to EMI. Do not modify your scooter in any way not authorized by the scooter manufacturer.



**WARNING!** The electrically powered mobility vehicle itself can disturb the performance of other electrical devices located nearby, such as alarm systems.

***NOTICE:*** For further information on EMI/RFI, contact your authorized Dealer. If unintended motion occurs, turn your scooter off as soon as it is safe to do so. Contact your authorized Dealer to report the incident.

## OPTIONAL ACCESSORIES

Please check out our website at [e-snapngo.com](http://e-snapngo.com) to see accessories that are available for the scooter. Options include:



Phone Holder



Mirror



Extra Battery Keys



Water Bottle Holder



Cane Holder



Car Charger



Extra Battery



Extra Charger



Safety Flag



Arm Rests



Front Wire Basket



Travel Seat



Travel Seat with Back Rest

## GENERAL TROUBLESHOOTING

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

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

Potential causes/solutions:

1. The scooter is not turned on. **Solution:** Turn on the scooter by pressing the on/off button.
2. The battery is not charged. **Solution:** Charge the battery.
3. The hand brake or parking brake is inadvertently engaged. **Solution:** Make sure the hand brake/parking brake is not engaged.
5. The battery is not locked and secured. **Solution:** Secure the battery by locking it onto the docking station by using the key provided.
6. The on/off switch on the battery is off. **Solution:** Turn the power switch on by pressing the straight-line side of the battery switch down.

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

Potential causes/solutions:

1. The scooter runs in low speeds only and when current from battery is increased, scooter shuts down. **Solution:** Charge the battery.

2. The battery is not locked and secured into its base. **Solution:** Secure the battery by locking it to the docking station using the key provided.

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

Potential causes/solutions:

1. Rider weight. **Solution:** Do not exceed 136 kg (300 lbs.) maximum weight limit. Doing so will void the warranty.
2. Riding conditions. **Solution:** Use only on flat, dry surfaces. Avoid inclines and areas with debris on the surface.
3. Battery not fully charged. **Solution:** Charge the battery until it is full.
4. Old/Damaged Battery. **Solution:** Replace the battery. Order a new battery or contact Customer Service on our website: [e-snapngo.com](http://e-snapngo.com).

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

Potential 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 this 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.**

Potential causes/solutions:

1. The charger needs to be reset. The charger may be experiencing a 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 the battery or charge port 1, 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 855-432-4566, by email at [support@e-snapngo.com](mailto:support@e-snapngo.com) or on our website: [e-snapngo.com](http://e-snapngo.com). Also visit our website for replacement parts, product support, and instructional videos. Use only replacement parts supplied by SNAPnGO.

## 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 the 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 to 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 (e-snapngo.com). Your satisfaction is our greatest priority!

## QUESTIONS AND ANSWERS ABOUT PROPOSITION 65

### What is Proposition 65?

Proposition 65 requires businesses to provide warnings to Californians about significant exposures to chemicals that cause cancer, birth defects, or other reproductive harm. These chemicals can be in the products that Californians purchase, in their homes or workplaces, or that are released into the environment. By requiring that this information be provided, Proposition 65 enables Californians to make informed decisions about their exposures to these chemicals. Proposition 65 also prohibits California businesses from knowingly discharging significant amounts of listed chemicals into sources of drinking water. Proposition 65 requires California to publish a list of chemicals known to cause cancer, birth defects, or other reproductive harm. This list, which must be updated at least once a year, has grown to include approximately 900 chemicals since it was first published in 1987.

### What types of chemicals are in the Proposition 65 list?

The list contains a wide range of naturally occurring and synthetic chemicals that include additives or ingredients in pesticides, common household products, food, drugs, dyes, or solvents. Listed chemicals may also be used in manufacturing and construction, or they may be byproducts of chemical processes, such as motor vehicle exhaust.

### What does a warning mean?

If a warning is placed on a product label or posted or distributed at a workplace, a business, or in rental housing, the business issuing the warning is aware or believes that it is exposing individuals to one or more listed chemicals. By law, a warning must be given for listed chemicals unless the exposure is low enough to pose no significant risk of cancer or is significantly below levels observed to cause birth defects or other reproductive harm.

### Where can I get more information on Proposition 65?

If you have specific questions on the administration or implementation of Proposition 65, you can contact OEHHA's Proposition 65 program at [P65.Questions@oehha.ca.gov](mailto:P65.Questions@oehha.ca.gov), or by phone at (916) 445-6900.



## USER SAFETY NOTICE

Your safety is important to us. If there is any information in this manual which you do not understand, or if you need additional assistance with setup or operation, please contact your authorized Dealer. Failure to follow the instructions, warnings, and notes in this manual and those located on your product can result in personal injury or product damage and will void the product warranty.

## PRODUCT REGISTRATION

We encourage you to register your SNAPnGO 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 Scooter at: [e-snapngo.com/product-registration/](https://e-snapngo.com/product-registration/) Please keep your original proof of purchase in a safe place in the event of a warranty claim. The scooter serial number is on the left side of the seat post base (see diagram on page 11).



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

## SNAPnGO LIMITED WARRANTY

SNAPnGO LLC warrants to the first retail purchaser of this product that it is free from defects 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, SNAPnGO LLC 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 SNAPnGO LLC ships the SNAPnGO/functionally equivalent product to you. SNAPnGO LLC'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 SNAPnGO LLC 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, SNAPnGO LLC IS NOT LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR SERVICE OF 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. SNAPnGO LLC 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.

SNAPnGO Mobility Assist  
701 4<sup>th</sup> Ave.  
Suite 3  
Holdrege, NE 68949

**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.**