i3 Foldable Electric Mobility Scooter
User Manual
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Introduction

Thank you for your purchase of this brand new iLIVING Foldable Mobility Scooter. For almost 10 years now, iLIVING has been creating and distributing the finest products for your home, health, and well-being. Now, iLIVING introduces its newest and most advanced product to date. This foldable mobility scooter is designed to be comfortable, mobile, and travel-friendly. The iLIVING scooter easily folds up in less than a minute, and features a nimble, lightweight design, ensuring that this will be the best foldable mobility scooter you ever buy.

At iLIVING, we’re all about creating products that help foster an active, healthy lifestyle. We believe that mobility scooters should complement an on-the-go lifestyle, rather than hindering it. As such, creating a scooter that both carries easily and folds up quickly became our driving goal.

It is imperative to the safe and effective operation of your iLIVING scooter that you read and understand the User Manual in its entirety. Prior to using/operating the iLIVING scooter for the first time, familiarize yourself with the instructions and recommendations in this User Manual. If there is anything within this User Manual which you do not understand, or you have questions regarding the operation or maintenance of this scooter, please contact us right away. Our Customer Service Department can be reached at 1-800-317-1688, between the hours of 9 AM – 5 PM (PST), Monday through Friday. We can also be reached by email at service@ilivingusa.com.

Legal Disclaimer:

iLIVING USA, including its affiliates and partners, cannot be held responsible for personal injury or property damage that results from the unsafe or improper use of the iLIVING i3 Scooter. Upon purchase of the iLIVING i3 Scooter, you agreed to use the iLIVING i3 Scooter in a manner consistent with the
instructions, recommendations, and directions provided to you in this User Manual. iLIVING USA is not responsible for any injuries and/or damage resulting from any person’s failure to exercise good judgment and common sense regarding the operation of the iLIVING Scooter.

From time to time, iLIVING USA may make improvements, modifications, adjustments, and other design changes to the iLIVING i3 Scooter. As a result of this, there may be minor differences between the product you have purchased and the images and instructions for the Mobility Scooter in this User Manual. If you have any questions or concerns about your product or purchase, please feel free to call us or email us.

**What’s in the Box:**

Inside the box of your new iLIVING i3 Foldable Electric Mobility Scooter should be the following items:

- iLIVING i3 Foldable Electric Mobility Scooter
- 2 Keys
- A/C Wall Charger
- 1 Battery
- Owner’s Manual

If there is anything missing from the box, please contact iLIVING USA immediately. Please keep the original box that the iLIVING Scooter was shipped to you in as this may prove useful and handy if you end up moving or need to send in the scooter for service.

**Optional Accessories:**

- Basket
- Additional Battery
- Armrests
- Bigger Seat
- Carrying Bag
- Portable Charger
- Lift

These accessories are available for purchase either at the time of your Scooter purchase or by contacting iLIVING USA.

**Warranty Information**

The iLIVING Scooter comes with a (3) three year limited parts and components warranty for the frame/structure of the scooter and a (1) one year limited parts and components warranty for the electrical components on the scooter. The battery for the iLIVING Scooter is only covered under warranty for (6) six months. If a problem arises with your iLIVING Scooter, please contact us immediately.

If a problem arises with your iLIVING Scooter within 30 days of purchase, we will bring in the scooter for service at no cost to you. We will pay for the shipping of the scooter to and from our service center. In addition, all parts and labor fees will be waived. We require a proof of purchase; please keep your receipt/invoice from the purchase of the iLIVING Scooter.

After 30 days from purchase, and within the warranty period, you will be responsible for covering the shipping of the scooter to our service center. The parts and labor fees will still be waived. Once the scooter has been serviced and repaired, we will ship the scooter back to you at our cost.

We also offer the option of sending you a part directly to replace yourself on your iLIVING Scooter. Please note that under warranty, the part(s) is/are free. A shipping and handling fee does apply. The warranty covers parts and service; it does not cover shipping/handling.

Due to safety considerations, there are a few actions which would cause the warranty to be voided. Please note that any unauthorized changes to the design of
the iLIVING Scooter, as well as the use of any non-authorized parts in the repair of
the iLIVING Scooter will void the warranty. Further, the warranty for the
iLIVING Scooter does not cover any mechanical damage caused by accidents
involving the scooter with property or persons, or for any mechanical damage
caused by improper use of the iLIVING Scooter. Proper and appropriate use of the
iLIVING Scooter is necessary at all times. The following pages of this User
Manual will give detailed instructions on using, operating, and maintaining your
iLIVING Scooter.

Please note that the warranty for this iLIVING Scooter is non-transferrable and
only applies to the original owner of the iLIVING Scooter. We do not provide any
warranty coverage for scooters that are re-sold, as we cannot guarantee the quality
or safety of the product.
Removing the Scooter from the Box:

NOTE: First take out the Accessory Box and the protective paper columns on the side.

**Step 1:**
Open the Tiller Adjustment
Latch and pull the handlebars up
towards you.

**Step 2:**
Carefully tilt the box to the side.

**Step 3:**
Lay the box flat on the ground.

**Step 4:**
Pull up the handlebars with both hands.
Step 5:
Pull up the handlebars to the top edge of the box.

Step 6:
Carefully pull the scooter outward along the rails.

Step 7:
Pull out the entire Scooter.

Step 8:
Reposition the scooter so that it is upright as shown.
General Safety Warnings and Recommendations

Before you begin operating your iLIVING Scooter, it is imperative that you read and understand these health warnings, safety guidelines, and recommendations for use.

Please read and review this User Manual as often as needed.

**IMPORTANT NOTICE – READ BEFORE OPERATING YOUR iLIVING SCOOTER**

1. Every iLIVING Scooter is a little bit different. Just like with a new car, please take the time to familiarize yourself with your iLIVING Scooter. Take in the feel of the seat and get a sense of your surroundings while sitting on the scooter. Check to see that you understand all the functions on the scooter dashboard in front of you before beginning to operate your scooter.

2. We recommend that you consult a health care professional as to the adjustments on this scooter that would best suit your individual needs. Every person’s body type is different. The iLIVING Scooter should be adjusted to fit your individual needs and to ensure the smoothest and most comfortable ride possible.

3. Before attempting to operate your new iLIVING Scooter for the first time, you should take the time to read and understand how to safely operate your iLIVING Scooter. If you need additional information, please contact us at any time.
4. Have someone help you practice reaching, transferring to, and/or bending towards the iLIVING Scooter until you are comfortable doing these actions safely on your own.

5. It is important that you familiarize yourself with the areas where you plan on using the iLIVING Scooter. As much as possible, check for potential hazards in these areas and learn how to avoid terrain that may be unstable or uneven. Uneven/unstable terrain will increase the risk of your iLIVING Scooter tipping over.

6. The iLIVING Scooter is intended for one person only. There should never be additional persons riding or hanging onto the scooter or armrests while the scooter is in operation.

7. The weight capacity of the iLIVING i3 Scooter is 300 lbs. The scooter operator and any additional items on the scooter should not exceed 300 lbs. Exceeding the weight capacity on the scooter will likely cause damage to the seat, frame, and fasteners, leading to scooter failure.

8. Exceeding the weight limit will void the warranty.

9. Whenever your scooter is parked or idle, please power down the scooter. This action serves several purposes. By powering down the scooter, you can prevent the scooter from moving forward or backward as a result of accidental contact with the throttle lever and/or interference from EMI sources.

10. It will take some time for you, the scooter operator, to become familiar with the display functions on the dashboard of the scooter as well as the sensitivity of the throttle lever in adjusting speed and slowing down to a stop.
11. Never attempt to go up or down stairs or escalators on your iLIVING Scooter. The scooter was never designed for that sort of operation and doing so will cause severe damage to the scooter and potential injury to you.

12. The iLIVING Scooter is not waterproof or water-resistant. You should never use your iLIVING Scooter in the rain or very wet surfaces. If your iLIVING Scooter will be stored outdoors, please make sure that it is covered with a waterproof tarp to ensure that no water gets into the electrical components of the scooter.

13. Contact with water can cause an electrical malfunction and severely damage the scooter.

14. Similarly, the iLIVING Scooter was not designed for use in the snow, on icy surfaces, or in the sand or on rocky and uneven surfaces that may damage the undercarriage of the mobility scooter.

15. If you feel that any of the wheels on the iLIVING Scooter is losing traction, stop immediately. All four wheels of the iLIVING Scooter must have traction in order for the scooter to perform properly. Otherwise, the scooter may lose control and risk tipping over.

16. As with all electrical devices and electrically-powered vehicles, the iLIVING Scooter may be susceptible to electromagnetic interference (EMI) from a variety of radio wave sources. Electromagnetic waves emitted from sources such as, but not limited to, TV stations, two-way radios, cell phones, radio stations, and “HAM” radio transmitters may cause the iLIVING Scooter to move by itself, move in a direction un-intended by the operator of the scooter, and/or cause the brakes to accidentally release or engage. These EMI sources may also permanently damage the iLIVING Scooter’s control system.

17. Electromagnetic interference from various sources vary in intensity as well as potential for effect on your iLIVING scooter. Every electrically powered vehicle can resist EMI sources up to a certain intensity. That means that each
electrically powered vehicle has a certain “immunity” to EMI interference. The intensity of the interfering EMI source can be measured in volts per meter (V/m). Your iLIVING Scooter has an immunity level of 20 V/m.

18. Electromagnetic energy rapidly gains intensity as you move closer to the transmitting source. As such, certain devices are of particular concern if the iLIVING Scooter is used near or around these devices. EM interference from hand-held radio wave sources are usually of the highest intensity and thus, most prone to cause damage to your iLIVING Scooter’s control system or affect the functions of your scooter. These hand-held sources include, but are not limited to, cell phones and CB radios. It is always a good idea to turn OFF your cell phone when you are using your iLIVING Scooter.

19. If you notice that your scooter is moving on its own or that the brakes release or engage unintentionally, power OFF your scooter immediately and check for potential sources of EMI interference.

20. When driving your scooter up an incline, lean forward slightly in the seat and place your feet on the floorboard. Make sure your back is not on the backrest. This will correct your center of balance and reduce the risk of your scooter tipping over.

The warning labels shown below are located on different parts of the scooter. Please pay close attention to these labels. The labels are designed to help you understand how to safely and effectively use your new iLIVING Scooter.

**Battery Switching Label**

**Free Wheel Release Switch Label:**
Neutral and DRIVE
Armrest Warning Label

Weight Capacity & Do Not Drive Under Rain/Snow Label

STOP Label

FOR YOUR CONVENIENCE, PLEASE LAY THE BOX ON THE FLOOR AND OPEN FROM THE SIDE.
1. Read the User Manual carefully before operating this scooter.
2. This scooter is intended for use on flat surfaces such as sidewalks, roads, parking lots, and driveways.
3. You should consult your physician if a change in your physical condition occurs as this may impair your ability to safely use the scooter.
4. The scooter is designed for one person only; the scooter operator should not carry passengers.
5. Do not operate the scooter under the influence of alcohol.
6. This scooter should not be used when it is raining or snowing or on wet and/or snowy surfaces.
7. Radio wave sources, such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, and cell phones can affect motorized scooters.
8. Be aware of nearby transmitters, such as radio or TV stations, and try to avoid them when possible.
9. If unintended movement or brake release occurs, turn the scooter OFF as soon as it is safe to do so.
10. Report all incidents of unintended movement or brake release to the motorized scooter manufacturer.
11. Never use unauthorized parts or make changes to your scooter without first consulting the scooter manufacturer. Doing so will void the warranty and may create a safety hazard.
12. ILIVING USA disclaims any liability for personal injury or product damage as a result of improper use of the scooter.
Using Your iLIVING i3 Scooter

GETTING TO KNOW YOUR iLIVING SCOOTER

- Control Console
- Back Seat Rest
- Optional Armrests
- Premium Cushion Seat
- Tiller - variable positions
- Locking levers to adjust Tiller Height
- Unlocking Lever
- Tiller Angle Adjustment Knob
- Front Chassis Cover
- Headlight
- Front Tire
- Storage Compartment
- Floorboard Pull Handle
Understanding the Dashboard:

The majority of the functions on your iLIVING Scooter can be found on the dashboard. Once the key is inserted and the scooter is turned on, the battery status display will light up and display the current battery charge of the scooter.
Once the scooter is turned on, the battery display icon should light up and the light should remain solid. If the battery display icon light is flashing, refer to the Basic Troubleshooting section for potential scooter malfunction reason.

The yellow horn button will only work if the Horn Switch on the back of the scooter is turned on. If the Horn Switch is turned on, pressing the yellow horn button will cause the scooter to emit a brief “beep,” to alert people in front of your scooter.

If you want the scooter to move forward, push the Speed Control Throttle on the right hand side. If you want the scooter to move backward, push the Speed Control Throttle on the left hand side.

Remember to turn off your scooter and remove the keys when the scooter is not in use. This will help save battery life as well as protect your scooter from unauthorized use.
When you sit on the scooter, you will notice a small USB port underneath the dashboard. This USB port is designed to be a cell phone or tablet charger.

<table>
<thead>
<tr>
<th>Product Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Model Name</strong></td>
</tr>
<tr>
<td><strong>Number of Tires</strong></td>
</tr>
<tr>
<td><strong>Keys</strong></td>
</tr>
<tr>
<td><strong>Total Weight (w/Battery)</strong></td>
</tr>
<tr>
<td><strong>Maximum Capacity</strong></td>
</tr>
<tr>
<td><strong>Front Wheel Size</strong></td>
</tr>
<tr>
<td><strong>Rear Wheel Size</strong></td>
</tr>
<tr>
<td><strong>Seat Options:</strong></td>
</tr>
<tr>
<td><strong>Ground Clearance</strong></td>
</tr>
<tr>
<td><strong>Length</strong></td>
</tr>
<tr>
<td><strong>Width</strong></td>
</tr>
<tr>
<td><strong>Height (Steering Handlebar)</strong></td>
</tr>
<tr>
<td><strong>Steering Handlebar Angle</strong></td>
</tr>
<tr>
<td><strong>Seat Height</strong></td>
</tr>
<tr>
<td><strong>Armrest Width</strong></td>
</tr>
<tr>
<td><strong>Motor</strong></td>
</tr>
<tr>
<td><strong>Battery</strong></td>
</tr>
<tr>
<td><strong>Battery Charger</strong></td>
</tr>
<tr>
<td><strong>Input Voltage:</strong></td>
</tr>
<tr>
<td><strong>Battery Flight Mode</strong></td>
</tr>
<tr>
<td><strong>Backup Beep</strong></td>
</tr>
<tr>
<td><strong>Horn</strong></td>
</tr>
<tr>
<td><strong>Frame Structure</strong></td>
</tr>
<tr>
<td><strong>Cellphone Charger</strong></td>
</tr>
<tr>
<td><strong>Front Safety Light</strong></td>
</tr>
<tr>
<td><strong>Rear Safety Light</strong></td>
</tr>
<tr>
<td><strong>Braking System</strong></td>
</tr>
<tr>
<td><strong>Drive System</strong></td>
</tr>
<tr>
<td><strong>Speed</strong></td>
</tr>
</tbody>
</table>
You are now ready to begin using/operating your iLIVING i3 Scooter. The following pages will guide you on how to fold and unfold your iLIVING scooter as well as how to charge the battery, the various functions on the scooter, and how to safety and effectively operate the iLIVING scooter.

Folding/Unfolding Your Scooter:

Unfolding the Scooter:

Push the black release lever under the handlebars on the scooter (as shown in the diagram below) to unfold the scooter frame.

<table>
<thead>
<tr>
<th>Travel Range</th>
<th>Up to 14 miles per charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turning Radius</td>
<td>48”</td>
</tr>
<tr>
<td>Maximum Incline Angle</td>
<td>Up to 8 degree</td>
</tr>
<tr>
<td>Storage Compartment size</td>
<td>2.5 W x 8”L</td>
</tr>
</tbody>
</table>
DO NOT PUT YOUR HAND ANYWHERE ON THE FLOORBOARD OF THE SCOOTER WHEN UNFOLDING YOUR SCOOTER AS THIS COULD LEAD TO SEVERE INJURY.

Push the black release lever forward and gently use your foot to press down on the center of the floorboard. The scooter should unfold and “click” into place. When fully unfolded, the floorboard on the scooter should be flat. Consult the tutorial video on our website or Facebook page if you are unsure how to safely perform this operation.
How to Fold:

1. Pull the latch under the seat towards you to fold the seat back.

2. Seat folds down.
3. Lift the latch on the center of the floorboard to fold up the scooter.

4. Push the front bar and the seat towards each other until scooter folds up with a “click.”
Consult the tutorial video on our website or Facebook page if you are unsure how
to safely perform this operation.

Carrying/Lifting Your Scooter:

After the iLIVING Scooter is in the folded position, please use the black handle
shown on the diagram for safe and convenient carry of the iLIVING Scooter.

When lifting and carrying the scooter, it is always recommended to use both hands.
Have a second person help you to lift and carry the scooter whenever possible.

Installing the Battery:

When you remove the iLIVING Scooter from the box for the first time, you will
notice a separate Accessory Box. Inside this Accessory Box is the lithium battery
for the scooter. The battery is not pre-installed inside the scooter due to safety
issues during shipping and transport of the scooter. Open the Accessory Box and
remove the battery. Use the key to open the battery compartment and install the
battery on either side of the battery compartment. You will need to push the
Battery Slot Lever to the side and insert the battery. Make sure the battery is firmly
locked in place. Close the battery compartment and turn the Battery Selection Switch to the side that the battery is in to enable the battery.

**Install battery into compartment**

1. Line up the battery with desired compartment.

2. Insert the battery into the compartment.

3. Use your key to close and lock the

**Remove battery from compartment**

1. Use your key to open the battery compartment cover.

2. Push the slot lever outward to release the battery.

3. Remove the battery.
battery compartment cover.

Charging the Battery:

Prior to operating your scooter for the first time, make sure to charge the battery for approximately 6-8 hours. When the scooter battery is fully charged, the light indicator on the charger will be green. When the scooter battery is charging, the light indicator on the charger will be red. See illustration below:
To charge the battery on your scooter, first make sure that the key is inserted and the scooter is turned on. Check to make sure that the battery selection switch is turned toward the battery that needs to be charged.

Next, fully insert the charger head into the scooter charging port on the scooter and insert the electrical plug head into a 110/120V outlet. This scooter’s AC Charger has a three-pronged plug that plugs directly into a 120V outlet.

On the scooter, the charging port is right above the left tail-light. To avoid dust and dirt entering the charging port, there is a cover over the port. Use your finger to slide the cover open. See illustrations below:

Once the charging port cover is open, plug the charger head fully into scooter’s charging port as far as it will go. Then, plug the electrical head into a 120V outlet. See illustrations below:
When the battery is charging, the light indicator on the charger’s AC adapter should be red.

**CAUTION:**

*Before operating your scooter, always make sure that the scooter seat is locked in place. Failure to do this could result in serious personal injury as well as damage to the scooter.*

Please refer to the image below for the proper position of the red latch when the scooter seat is locked in place. The red knob will be fully aligned within the red circle. The scooter is now ready for use.

![Red latch properly locked](image)

When the red latch is not properly locked in place, it may look like the image below. The red knob of the latch is not fully within the red circle. When this happens, the scooter seat is not locked in place. As a result, if you were to sit in the seat and lean backwards, you and the scooter may tip over, potentially causing serious injury.
Operating the Scooter:

You are now ready to begin operating your new iLIVING i3 Mobility Scooter. The i3 scooter is designed to be very user-friendly. Here are a few quick reminders to keep in mind when operating your scooter:

When driving the scooter up an incline, make sure to lean forward slightly in the seat. Do not lean backwards in the seat. Leaning backwards in the seat when going up an incline may create a risk of the scooter suddenly tipping over backwards resulting from an uneven distribution of the weight.

When attempting to make a turn on the scooter, be sure to reduce speed. Making a turn while the scooter is at maximum speed can create a risk of the scooter tipping over. Reducing speed as you turn can be accomplished in two different methods: either gently throttle back on the speed lever or turn the speed adjustment knob closer to the turtle image on the left.

When operating the i3 scooter, always be sure to firmly grip the handlebars with both hands. It is never safe to operate your scooter with only one hand on the handlebars; this could lead to loss of control of your scooter. Steering the scooter requires turning the handlebars to either side. You can steer the scooter in any direction while going forward or going in reverse.

It is never safe to operate your scooter while it is raining or snowing. Additionally, it is not advised to operate your scooter on any very wet or icy surface. Such
conditions on the road or ground greatly increase the risk of your scooter’s wheels losing traction and you losing control of your scooter.

Powering on your scooter requires turning the key in the ignition. This key is the same used to lock and unlock the battery compartment of your scooter.

Operate your iLIVING Scooter at a slow and cautious speed until you are familiar with the speed levers and the rate of acceleration. Practice going forward and reverse in a familiar, enclosed space before operating your scooter outside.

The iLIVING scooter’s brakes will engage once you release the speed lever. Familiarize yourself with these regenerative brakes by gently releasing the speed lever. This will help you to gauge the rate at which the brakes engage.

In most states, it is illegal to operate a power mobility scooter on public roads. Always be alert of other motor vehicles and pedestrians on roads, parking lots, and other venues where you may be operating your scooter.

Whenever operating your scooter at night, it is your responsibility to wear reflective clothing and/or reflective accessories so that cars, bicyclists, and pedestrians can quickly and easily see you in the dark. The iLIVING Scooter features a pair of small headlights and a pair of red tail lights. In addition, the iLIVING Scooter is equipped with brake lights so that others can see when you are stopping. This is particularly useful at night or when operating your scooter in the dark or in low visibility conditions.

This iLIVING Scooter is designed only for use on firm, even surfaces, such as concrete, asphalt, hardwood floors, and indoor flooring. Never attempt to operate your scooter on rough terrain, on or through sand, or in loose soil. The scooter’s wheels need to be able to easily retain traction with the ground; uneven surfaces can damage the scooter’s body and axles and can cause you to lose control of your scooter.

When operating your scooter in reverse, constantly check to make sure your path is clear of obstacles.
Free Wheel Release Switch:

The Freewheel Release Switch is located on the back of your iLIVING Scooter, to the right of the Horn Switch. It is the red switch behind the right rear tire of your scooter. When the switch is perpendicular to the ground, the scooter is in DRIVE mode. To unlock the freewheel release, thereby putting the scooter in Neutral, push the switch forward. The purpose of the freewheel release switch is to allow the scooter operator to easily push the scooter forward should certain situations arise, such as the battery ran out before getting home or the operator feels that a particular area is not conducive to driving the scooter. When the free wheel release switch is pushed forward (Neutral mode), it unlocks the wheels when the scooter is not in operation. When the free wheel release switch is locked (Drive mode), however, the scooter’s wheels will not move when the scooter is turned off and being pushed forward.

Care, Maintenance, and Basic Troubleshooting
Care and Maintenance:

Your iLIVING Scooter is designed for long-lasting performance and durability. Just like with your car, taking a few simple steps toward routine care and maintenance of your iLIVING Scooter will ensure its continued performance for a longer period of time.

1. Make sure that you keep the battery fully charged. When storing the battery, make sure it is in a cool, dry place. We recommend storing the battery inside the battery compartment of the scooter. From time to time, check to make sure that there is no corrosion on the electrode connections of the battery and the scooter.
2. The seat is made from a durable faux leather material known as polyurethane. The seat can be cleaned with any soft, non-abrasive cloth, such as a washcloth. If desired, gently dampen the washcloth before cleaning the seat.
3. Never wash your iLIVING Scooter with a water hose and never get excessive amounts of water on the iLIVING Scooter when cleaning the seat. If water gets into the electrical components of the iLIVING Scooter, it can critically and permanently damage the functionality of the scooter.
4. Avoid moisture from coming into contact with the electrical components of the scooter, including the control panel and the battery compartment.
5. The bearings, motor, and transmission of the iLIVING Scooter have been permanently lubricated and sealed at the factory. No further lubrication of these parts is necessary or advised.
6. When checking on the overall functionality of your iLIVING Scooter, there are a list of items you might consider reviewing:
   - Pay attention to whether the brakes are working properly. When you release the accelerator, the iLIVING Scooter should always come to a complete stop almost immediately. It should never coast to a stop.
   - Make sure that the red switch governing the “Free wheel” release works
properly. When the switch is perpendicular to the ground, the scooter is in Drive mode; when the switch is pushed forward, the scooter is in “free wheel” (Neutral) mode.

- Check to make sure that the scooter’s battery indicator light on the dashboard of the scooter lights up and is working properly.
- Always make sure the battery compartment of the scooter is closed before operating the scooter.

Basic Troubleshooting:

Issue: **Scooter has no power**.

Recommended Action: Make sure the key is properly inserted and turned on. Make sure the battery is properly installed in the compartment and is charged. Check that the battery selection switch is turned to the correct battery. For scooters with one battery, make sure the switch is turned to the compartment with the battery in it. For scooters with two batteries, make sure the battery selection switch is turned to the battery compartment with the charged battery.

Issue: **Scooter is turned on and battery is charged, but scooter does not move forward or backward when I push the throttle**.

Recommended Action: Check to make sure that the Free Wheel Release Switch is not pushed forward (engaged). The Free Wheel Release Switch is like putting your car in “Neutral.”

Issue: **Speed slows down dramatically while driving**.
Recommended Action: Battery needs to be charged. Battery may be aging and may need to be replaced.

Issue: **Tiller will not stay in locked position.**

Recommended Action: Tighten the tiller adjustment with the knob as shown on the picture below:

![Tiller Adjustment Picture]

Issue: **I lost my key(s).**

Recommended Action: Please call us at 1-800-317-1688 to order replacement key(s). Each replacement key costs $20.00. Shipping and handling is included for all domestic U.S. addresses. Additional shipping fee applies for international orders.

**Support and Contact Information**

**Support**
iLIVING USA strives to provide you with the best customer service possible. We hope you will enjoy your new iLIVING i3 Scooter for many years to come. Should you have any questions, comments, concerns, or just need to get in touch with us, please feel free to do so at any time. We generally respond to all emails within 1-2 business days. We can also be reached by phone during our normal business hours of 9 AM – 5 PM (PST), Monday through Friday. If you wish to call us after hours, please leave us a detailed message and we will return your call within 1-2 business days.

Warranty Information

The iLIVING Scooter comes with a (3) three year limited warranty for the frame/structure and a (1) one year limited warranty for the electrical components. The battery for the iLIVING Scooter is covered under warranty for (6) six months. If a problem arises with your iLIVING Scooter, please contact us immediately.

If a problem arises with your iLIVING Scooter within 30 days of purchase, we will bring in the scooter for service at no cost to you. We will pay for the shipping of the scooter to and from our service center. In addition, all parts and labor fees will be waived. We require a proof of purchase; please keep your receipt/invoice from the purchase of the iLIVING Scooter.

After 30 days from purchase, and within the warranty period, you will be responsible for covering the shipping of the scooter to our service center. The parts and labor fees will still be waived. Once the scooter has been serviced and repaired, we will ship the scooter back to you at our cost.

We also offer the option of sending you a part directly to replace yourself on your iLIVING Scooter. Please note that under warranty, the part(s) is/are free. A shipping and handling fee does apply. The warranty covers parts and service; it does not cover shipping/handling. Typically, we charge between $5.00 and $15.00 for shipping/handling depending on the weight of the part.

Due to safety considerations, there are a few actions which would cause the warranty to be voided. Please note that any unauthorized changes to the design of the iLIVING Scooter, as well as the use of any non-authorized parts in the repair of
the iLIVING Scooter will void the warranty. Further, the warranty for the iLIVING Scooter does not cover any mechanical damage caused by accidents involving the scooter with property or persons, or for any mechanical damage caused by improper use of the iLIVING Scooter. Proper and appropriate use of the iLIVING Scooter is necessary at all times. The following pages of this User Manual will give detailed instructions on using, operating, and maintaining your iLIVING Scooter.

Please note that the warranty for this iLIVING Scooter is non-transferrable and only applies to the original owner of the iLIVING Scooter. We do not provide any warranty coverage for scooters that are re-sold, as we cannot guarantee the quality or safety of the product.
i3 Foldable Scooter

SPECIFICATION

- Battery: 3.7 lb, 25.2 V/11.5 Ah, 292W
- Charger: 100~240 VAC, 29.4V, 2A
- Maximum weight: 300 lb
- Front wheel: 7"; Rear wheel: 8"
- Capacity: Up to 14 mi.
- Maximum incline angle: 8"
- Minimum turning radius: 48"

Colors available:

- Blue
- Red

Speeds:
- Forward (High): 3.7 mph; Low: 1.8 mph
- Backward (High): 3 mph; Low: 0.6 mph
Contact Us:

By Phone:
Toll-free: 1-800-317-1688
Local number: (650) 952-2257

By Email:
Customer Service: service@ilivingusa.com
Alternate: sales@tlmsupply.com

Our Physical Address:

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South San Francisco, CA 94080

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