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## SUNDERWELL EX02

# SUNDERWELL Electric Heavy Duty 3-Wheel Mobility Scooter EX02 User Manual

Brand: SUNDERWELL | Model: EX02

## 1. INTRODUCTION

This manual provides essential information for the safe and effective operation, maintenance, and care of your SUNDERWELL Electric Heavy Duty 3-Wheel Mobility Scooter, Model EX02. Designed for seniors and adults, this scooter offers enhanced mobility with a robust 500 lbs capacity. Please read this manual thoroughly before using your scooter to ensure proper understanding and to maximize your experience.



Figure 1: SUNDERWELL EX02 Electric Heavy Duty 3-Wheel Mobility Scooter (Red model shown).

## 2. SAFETY INFORMATION

Your safety is paramount. Always adhere to the following guidelines:

- This product is intended for adult and senior use only.
- Always wear appropriate safety gear, including a helmet, when operating the scooter.
- Ensure the safety belt is securely fastened before each use.
- Familiarize yourself with all controls, including speed adjustment, brakes, horn, and lights, before operating.
- Avoid operating the scooter under the influence of alcohol or medication that may impair your judgment or reaction time.
- Do not exceed the maximum weight capacity of 500 lbs.
- Exercise caution on uneven terrain, inclines, and slippery surfaces. The anti-tipping rollers are designed to enhance stability but do not eliminate all risks.
- Regularly inspect tires, brakes, and battery connections for proper function.

- Keep hands and feet clear of moving parts.

For further safety details, refer to the included safety manual.

### **3. SETUP AND INITIAL PREPARATION**

The SUNDERWELL EX02 mobility scooter is shipped fully assembled and ready to ride. No complex assembly is required. Upon delivery, ensure all components are present and undamaged.

#### **3.1 Unpacking and Inspection**

- Carefully remove the scooter from its packaging.
- Inspect the scooter for any signs of shipping damage. Report any issues to the carrier and manufacturer immediately.
- Confirm all accessories are included: remote key, charger, rearview mirrors, and any additional storage components.

#### **3.2 Battery Connection and Initial Charge**

The scooter is equipped with a 48-volt 20-ah lead-acid battery. Ensure the battery is properly connected before first use.

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Video 1: Product Installation Instructions. This video demonstrates the general installation and setup process for a mobility scooter, including battery connection and initial checks.

#### **3.3 Seat and Armrest Adjustment**

The seat is adjustable for optimal comfort. Adjust the seat height and position, and the armrests, to suit your preference.



Figure 2: Rear view of the scooter, highlighting the adjustable seat and anti-tipper wheels for stability.

## 4. OPERATING INSTRUCTIONS

Familiarize yourself with the controls before operating the scooter.

### 4.1 Powering On/Off

- Insert the remote key into the ignition.
- Turn the key to the 'ON' position. The LCD monitor screen will illuminate.
- To power off, turn the key to the 'OFF' position and remove it.

### 4.2 Speed Control

The scooter features a variable speed control dial, allowing adjustment from 7.5 mph to 15 mph. Rotate the dial to select your desired speed.



Figure 3: Speed adjustment dial on the handlebar for precise control.

### 4.3 Driving the Scooter

- Once powered on, gently press the throttle lever to move forward or backward.
- Use the handlebars to steer.
- Apply the front and rear brakes as needed. The parking brake should be engaged when stationary.

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Video 2: XW-E02 Powered Mobility Scooter. This video provides a brief overview of the scooter's features and shows it in operation, demonstrating its mobility.

### 4.4 Lighting and Horn

The scooter is equipped with a front headlight (high/low beam), rear running/brake lights, and turn signals for visibility. Use the horn to alert others.



Figure 4: Controls for lights and horn located on the handlebar.

## 5. KEY FEATURES

- **Powerful Motor & Battery:** Equipped with an 800-watt brushless motor and a 48-volt 20-ah lead-acid battery, providing a travel range of 25-31 miles on a single charge.
- **Comprehensive Lighting:** Features a front headlight with high/low beam, rear running/brake lights, and turn signals for enhanced visibility and road safety.
- **User-Friendly Controls:** Includes an LCD monitor screen displaying speed and range, speed control dial, parking brake, and remote key functionality.
- **Comfort & Convenience:** Adjustable seat with comfortable backrest and armrests. Two storage spaces, a phone holder, and a USB charger port are integrated for user convenience.
- **Safety Enhancements:** Features a safety belt, anti-tipping rollers, anti-theft system with siren warning, front shock absorbers, and a 4.5-inch ground clearance for a secure and smooth ride.

## A FULL LED LIGHTING PACKAGE

Delivers exceptional visibility with directional Led Light turn signals, brake lights

## ANTI-TIPPER WHEELS

Stabilize the vehicle body when it is silted. prevent the vehicle form tuning backwards.



Figure 5: Visual representation of the full LED lighting package and anti-tipper wheels.

## 6. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your scooter.

- **Battery Care:** Charge the battery fully after each use. Avoid completely draining the battery. Store the scooter in a cool, dry place when not in use.
- **Cleaning:** Clean the scooter regularly with a damp cloth. Avoid using harsh chemicals or direct water spray on electrical components.
- **Tire Pressure:** Check tire pressure periodically and maintain it at the recommended level for optimal ride quality and safety.
- **General Inspection:** Periodically check all nuts, bolts, and fasteners for tightness. Inspect brake cables and lights for proper function.

## 7. TROUBLESHOOTING

If you encounter any issues, refer to the following common troubleshooting steps:

- **Scooter does not power on:** Ensure the battery is fully charged and properly connected. Check that the key is fully inserted and turned to the 'ON' position.
- **Loss of power or reduced range:** This may indicate a low battery charge. Fully charge the battery. If the issue persists, the battery may need replacement.
- **Unusual noises:** Stop the scooter immediately and inspect for any loose parts or obstructions. Contact customer support if the noise continues.
- **Brakes not functioning properly:** Check brake cables for tension and wear. Adjust or replace as necessary.

For issues not listed here, please contact SUNDERWELL customer support.

## 8. SPECIFICATIONS

| Feature            | Detail                          |
|--------------------|---------------------------------|
| Model Number       | EX02                            |
| Product Dimensions | 57.5"D x 27.6"W x 52.8"H        |
| Item Weight        | 230 Pounds                      |
| Weight Capacity    | Up to 500 lbs                   |
| Motor              | 800-watt brushless motor        |
| Battery            | 48-volt 20-ah lead-acid battery |
| Max Speed          | 15 mph (variable speed control) |
| Travel Range       | 25-31 miles on a single charge  |
| Ground Clearance   | 4.5 inches                      |

# SOLVE The Travel Problems Of The Elderly

Overall Size : 57.5×27.6×52.8inch



Figure 6: Detailed dimensions of the SUNDERWELL EX02 scooter.

## 9. WARRANTY AND SUPPORT

SUNDERWELL provides the following limited warranty for your mobility scooter:

- **Frame:** Lifetime warranty.
- **Battery and Motor:** 12-month warranty.
- **Electronic Components:** 6-month warranty.
- Limited warranty for other parts.

For any questions or support, please contact SUNDERWELL customer service. Our support team is located in California, USA.

**Important Note:** Please be aware that if the mobility scooter is ridden or used, returns for a refund may be subject to restocking fees.