



— **MS|3000** —

– **MS|3000 PLUS** –

User Manual / Warranty

COMFYGO
mobility

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Detail video explanation for **Usage and Operations** and **Remote Pairing** please visit our Youtube Channel.
Detail information on page 9.

For all your spare part needs, please visit www.ComfyGoMobility.com

Don't forget to register your product to activate your warranty, details can be found on page 23.

If you need technical support please contact our customer support team. Detailed information is on the back of the user manual and on page 23.

IMPORTANT NOTICE! BEFORE THE FIRST USE
Make sure battery is connected, and charge the battery at least 6 hours

Simply scan the QR code with your smartphone camera

Register & Activate
Your Warranty



Download
the User Manual





Preface

- This manual contains the operation, assembly instructions, and simple faults solutions for MS|3000 and MS|3000 PLUS.
- This manual contains both scooter maintenance tips and troubleshooting methods so please store it where you can access when needed. If you decide to let anyone else use your scooter, please provide this manual for reference to them and ask that they read it before using the product.
- The annotations and illustrations in this manual may vary slightly from your actual model because we continuously improve and upgrade our components and design.
- If you are uncertain about any aspect of operation, please contact your dealer immediately to clarify.
- Improper use of this vehicle may lead to injury. Riding without paying attention to points of safety could harm you as well as others.
- This electric scooter is intended to comfortably transport people with walking difficulties or just for fun.



Warning symbol

Follow the instructions next to this symbol closely.

Please pay attention to these instructions, otherwise it may result in physical injury or damage to the wheelchair or the environment.

1. Product Performance

- This series of electric scooters is powered by Li-ion batteries and uses DC motors. Users can control direction and adjust speed by using the controls located on the handle bar. This scooter can be used at low speeds, good road conditions and will handle low slope.

Performance Parameters and Technical Specs, MS|3000

Overall size	40" x 21" x 35" (1016 x 534 x 890 mm)
Fold size	21.5" x 14.5" x 29.5" (546 x 368 x 750 mm)
Net Weight w Battery	67 lbs. (30 kg)
Max Speed	3.7/7.5/12 mph (6/12/18 km/h)
Max loading weight	265 lbs (120 kg)
Max Child seat load	66 lbs. (30 kg)
Front wheel diameter	8 inch (200 mm)
Rear wheel diameter	10 inch (254 mm)
Battery	10AH or 15AH li-ion battery
Max distance*	16 mile (25 km) / 25 mile (40 km)
Motor x 2 cs	DC 36V 250W x 2
Battery charge	AC 100-240V, 50Hz, 1.5-5A
Charging time	6-8 hours
Degree of protection	IPX3
Max safe slope	12°
Turning radius	≤1.5m
Climbing angle	12°
Ground Clearance	3" (7.5 cm)
Option parts	Child seat, baskets

* varies based on weight, incline, speed factors

- The actual range of driving range is affected by vehicle configuration, load, temperature, wind speed, road surface, operating habits, and other factors. The data in this manual are for reference only.

- Actual product size and weight may vary slightly due to different measurement methods, assembly tolerances and configurations. The data in this manual are for reference only.

- The technical parameters of MS|3000 will vary from country to country, and the data in this manual are for reference only. For MS|3000 and MS|3000 PLUS technical parameters, please refer to the information provided by the actual purchase office.

- This electric scooter is designed specifically to serve people weighing less than 286 lbs. (130 kg). Please do not use this unit on open highways.



1. Product Performance

Performance Parameters and Technical Specs, MS|3000 PLUS

Overall size	40" x 21" x 35" (1016 x 534 x 890 mm)
Fold size	21.5" x 14.5" x 29.5" (546 x 368 x 750 mm)
Net Weight w Battery	68 lbs. (31 kg)
Max Speed	3.7/7.5/12 mph (6/12/18 km/h)
Max loading weight	265 lbs (120 kg)
Front wheel diameter	8 inch (200 mm)
Rear wheel diameter	10 inch (254 mm)
Seat Area Width	16" (406 mm)
Battery	10AH or 15AH li-ion battery
Max distance*	16 mile (25 km) / 25 mile (40 km)
Motor x 2 cs	DC 36V 250W x 2
Battery charge	AC 100-240V, 50Hz, 1.5-5A
Charging time	6-8 hours
Degree of protection	IPX3
Max safe slope	12°
Turning radius	≤1.5m
Climbing angle	12°
Ground Clearance	3" (7.5 cm)
Option parts	Front baskets

* varies based on weight, incline, speed factors



WARNING

People with the following conditions should not operate this wheelchair:

- Unresponsive upper limbs
- Suffering from senility or dementia
- Unable to take care of themselves
- Use restricted by a medical professional



2. Safety Instructions

2.1 Main Security Features

- Classified based on the type of protection: Against electric shock, Internal power.
- Classified based on the type of protection: Against electric shock, Type B application.
- Classified based on the degree of inlet liquid protection: IPX3
- Classified based on the safe use of in a flammable anesthetic mixture with air or gas mixed with oxygen or nitrous oxide flammable a esthetic gases occurs: Non-AP/APG type.
- Classified based on operation mode: Continuous operation.
- Rating voltage: DC 24V.
- Have no protective effect on the application of defibrillator discharge section.
- No signal output or input part.
- Safety of any non-permanent equipment installed.

2.2 Driving Notice

General Riding Cautions

- Please keep your arms and hands on the direction bar at all times to properly control the scooter.
- To avoid injury, first practice using this scooter in a safe and open environment, such as a park. Practice moving forward, backward, stopping, and turning. As you gain skill and become comfortable with the controls, you can begin to use this scooter in other suitable environments.
- Before riding on any roads, be sure to have a caregiver with you and be sure to always ride safely.
- Please follow all pedestrian traffic rules, the scooter is not considered an automobile.
- Please ride on the sidewalk and the crosswalk only. Do not ride in vehicle lanes.
- Ride at steady speeds and avoid sharp turns or zig zagging.
- If your model comes equipped with a seat belt, please fasten it while in use
- Please maintain proper tire pressure. The lower or higher than recommended pressures may cause unsafe conditions or excessive power loss.



2. Safety Instructions

Avoid Riding in These Conditions Unless Accompanied by a Caretaker

- Riding in inclement weather such as rain, heavy fog, strong winds, snow, etc. If your scooter gets wet, electronic functions may be damaged so please wipe off all water immediately.
- Riding in sub optimal conditions such as muddy areas, trails, sand, gravel, etc.
- Riding in crowded areas, near ditches, near bodies of water, or near any other dangerous areas.
- Riding over railroad tracks. If you must cross a railroad track, inspect the tracks to confirm it is safe to cross. Turn the scooter off and disengage the wheels from the motor so that you or your caregiver can freely push the scooter across the tracks. Cross at an angle that ensures your tires will not get stuck in the track.
- Carrying people or cargo. This electric scooter is designed to be used by only one person. It is not designed to carry additional people or cargo.

Precautions for Uphill and Downhill

- Avoid riding on steep hills, uneven surfaces, high steps, channels or any other steep areas.
- Avoid riding on steep slopes, the slope range should be less than 9 degrees.
- If possible, please keep the scooter moving forward during uphill climbs. It may be difficult to restart an uphill climb from a stand still.
- Use slow speeds during downhill descent.
- Avoid driving sideways on steep areas.
- Avoid riding on or nearby stairs.
- Avoid crossing ditches.
- If you must cross a ditch, try to cross at a 90° angle.



Do not set the scooter to manual mode during uphill or downhill use. If the scooter malfunctions at traffic crossing, please immediately ask passersby for help. Set scooter to manual mode by disengaging the wheels from the motor, then push scooter to a safe location.

2. Safety Instructions

Precautions for Caregivers

- Caregivers should confirm that the users' feet are in the proper position on the footrest.
- Caregivers should make sure the user is in the seat properly and that the user is properly secured
- Caregivers should confirm that there are no loose clothing articles that can get tangled by the wheels or drive motor.
- Caregivers should use caution while pushing the scooter and be always mindful of the surrounding environment to avoid injury.

2.3 Other Important Notices

Repair and Refit

Repair and Reform: If a repair or modification is necessary, please contact your dealer. Do not modify this scooter yourself, it may lead to injury or malfunction.

Protect Environment: In order to protect environment, do not casually discard the wheelchair and/or discard the battery. If necessary, please contact your local dealer for replacement battery.

Keep the Storage Environment Dry: Do not store the scooter in damp conditions, such as near a bathroom. If the scooter gets wet, wipe the water off immediately.

Pushing Someone Else in the scooter: When user is sitting on the scooter, make sure the scooter is set to manual mode by disengaging the motors. Do not push the scooter if the motors are engaged.



Do not replace parts or material randomly.

Do not add weight randomly, as it may cause an imbalance.

Do not use other vehicles to pull or push the scooter when somebody is sitting on the scooter.

If there are abnormal sounds coming from the scooter, contact service immediately.

2.4 Service Lifetime

- The service lifetime is 5 years from date of manufacture. To avoid injury or accidents, users should not use this scooter for more than the service lifetime.



2. Safety Instructions

2.5 Electromagnetic Compatibility

- The scooter should stay away from strong magnetic fields and large inductive electrical equipment, such as radio station, TV stations, underground radio stations, or cell phone transmitting radio stations. Please avoid any strong electromagnetic fields. The electric scooter should always avoid electromagnetic interference.

2.6 Compatibility with Other Devices

- Electric scooters should not be used together in conjunction with any other devices. If you need to connect a device to it, please contact ComfyGO Mobility, so that we may confirm that the scooter will not be adversely affected.



When using the scooter, please do not exceed the rated obstacle height. When crossing obstacles, please remain a low speed and the angle between the vehicle body and obstacles is 90°.



When using the scooter on the uneven ground, please slow down. The scooter cannot wade into the water. If the water level submerges the controller, electric motor or circuit, it may lead to short circuit and damage the electrical appliance.



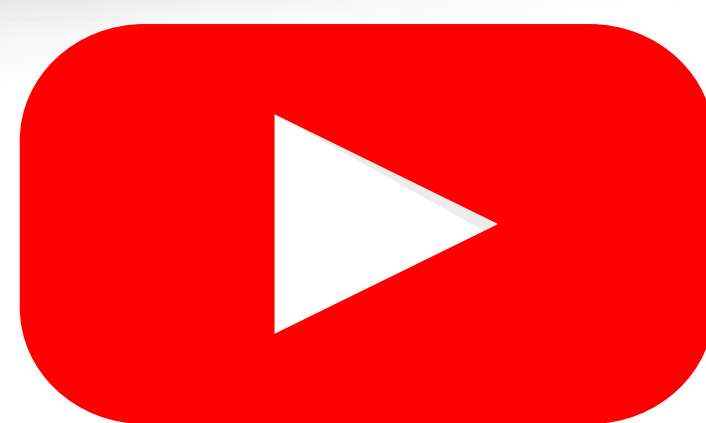
Do not place the scooter in a car trunk during hot weather! At high temperatures, the battery pack may be completely ineffective or even cause burning!



Although this manual will help you better understand and use the MS|3000, we cannot ensure that all types of emergencies are included. Therefore, we recommended that you to drive carefully and ensure your driving safety.

3. Usage and Operation

Please visit YouTube for detailed Usage and Operations explanation. Simply search "**ComfyGo MS|3000 Electric Scooter - Foldable Mobility Scooters**" on YouTube or scan the QR code with your smart-phone's camera.



www.youtube.com/c/ComfyGO



3. Usage and Operation

3.1 Learning to Drive

- Practice in a safe and empty place before taking the scooter out on public roads.
- There is a risk of falling and injury so please wear a safety helmet and protective gear.
- Step 1: Check if the power tire pressure is sufficient, and braking performance before using the scooter.
- Step 2: Insert the key into the power switch located on the light, turn it to the "ON" position, make sure the power indicator light is on.
- Step 3: Use your right hand to engage the throttle on the handle bar.
- Step 4: To brake or slow down, release the throttle with your right hand then grip the brake handle with your left hand and squeeze. Once the scooter comes to a complete stop, then turn the key to the off position.
- Step 5: When done using the scooter, plug it in to charge.
- The scooter has a top speed of 12 mph (18km/h). It can't be turned sharply under high speed. If the direction is changed sharply, it will become unstable, which will cause the scooter to overturn, causing the driver to fall and other risks.

3. Usage and Operation

3.1 Folding and unfolding steps

Folding (MS|3000)

- The scooter is parked in a flat position, and the large red ball on the right side is pulled up to fold successfully. Picture (1, 2, 3)
- After folding, you can pull the scooter direction bar to drag. If you need to put it into the car or transport it, you can open the directional bar quick release handle and rotate the loose nut to adjust to the lowest height.
- Make sure the child seat is not open before folding.



Picture 1



Picture 2



Picture 3

Unfolding (MS|3000)

- Pull the handle of the small red ball below to release the folding lock and pull it back and forth to complete MS|3000 expansion. (Picture 4, 5, 6)



Picture 4



Picture 5



Picture 6

3. Usage and Operation

3.1 Folding and unfolding steps

Seat assembly and removal

Seat Assembly: Pick up the seat, first insert the slot behind the seat into the bracket behind the seat, pull the bar under the seat, and insert the groove in the front of the seat into the bracket in front of the seat. The small bracket can be adjusted forward and backward. Seat position.

Seat disassembly: Pull the bar under the seat and lift the seat up to remove the seat

Folding (MS|3000 PLUS)

- Stop the MS|3000 PLUS on a flat place, remove the seat before folding, and pull up the large red ball on the right to fold it successfully.
- After folding, you can pull the MS|3000 PLUS direction bar to tow it. If you need to put it in the car or transport it, you can open the quick release handle of the direction bar and rotate the loose nut to adjust to the lowest height. (Check section 3.2)

Unfolding (MS|3000 PLUS)

- After pulling the lower small red ball to unlock the folding lock, pull the back end away from the front to flatten out the scooter, then install the seat.



3. Usage and Operation

3.2 Direction bar and child seat adjustment

Adjust the freight of the direction bar

- First, open the quick release handle and rotate the loose nut. Adjust the direction lever to the appropriate height according to your height. After the adjustment is completed, tighten the nut and lock the quick release handle. (Picture 7, 8, 9)
- When adjusting the steering bar, care should be taken not to expose the safety marking the line of the directional tube riser.



Picture 7



Picture 8



Picture 9

Child seat opening and folding (Only for MS|3000)

Open: pull the red sphere backward, with one hand and lift the seat upward with the other hand to open the child seat. (Picture 10-11)

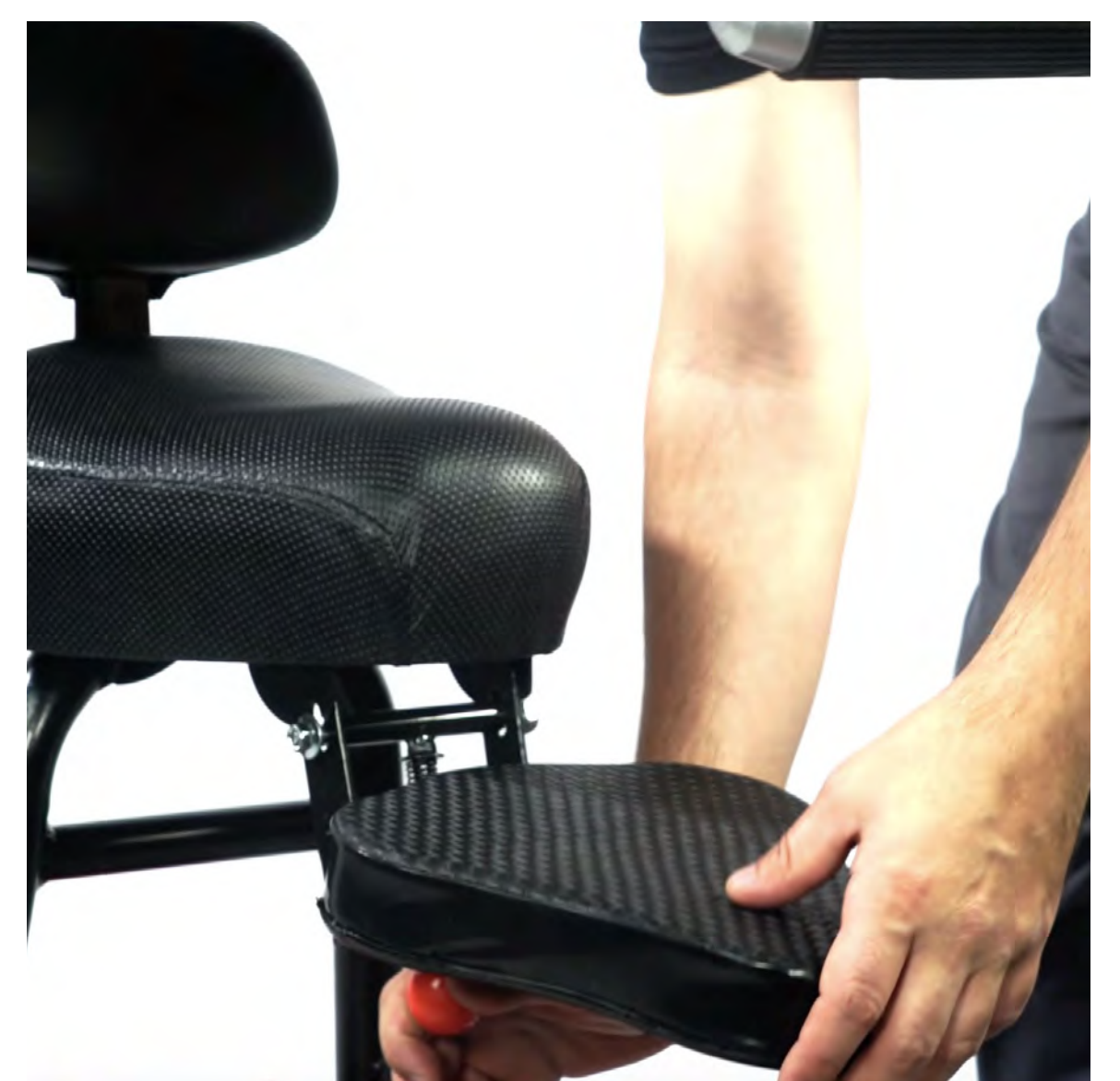
Close: Pull down the red ball and press down the seat with the other hand to fold the child seat. (Picture 12)



Picture 10



Picture 11



Picture 12

4. Battery and Charger

4.1 Charger Requirements

The charger should only be used for charging the batteries. Do not use your scooter while it is charging.

Charger Technical Data

Input voltage: AC220V (110V) $\pm 10\%$

Output voltage: 36V/DC Output current: 1.5~5A

Ingress protection level: IPX1

Meets requirement: GB 4706.1-2005 and GB 4706.18-2005

4.2 Charger Use and Care

IMPORTANT:

- A full charge requires between 5 to 8 hours, do not overcharge more than 10 hours.
- To prevent shortening your battery's life, charge the battery at least once per month when the wheelchair is not being used.
- Do not stop charging until the charging process is finished.
- Repeat use of less than fully charged batteries will shorten the life cycle of your battery.
- When battery is fully charged, the power indicator will turn green. Do not stop charging before fully charged this indicator is lit.
- After charging is complete, ensure to turn off the power supply otherwise the battery will discharge slowly.
- Do not charge more than 10 hours. Over-charging is dangerous.

Follow These Rules to Avoid Issues with Chargers

- The charger should be well ventilated at all times during charging.
- Do not expose the wheelchair to sunlight and humid environment.
- While charging, the temperature range should be between 50°F to 104°F (10°C to 40°C)
- If charged at temperatures outside of this range, the battery can be damaged.
- Never use or sit on the electric scooter when charging.

4. Battery and Charger

- The charging port is under the left pedal of the MS|3000 body, and the charging port cover is opened and the charging interface is dry. (Picture 13)
- Please insert the positioning groove of the charging port of the charger at the charging port of the car body first, and then connect the charger plug to the ac power socket. After charging, unplug the AC power supply, and then unplug the connector that is connected to the charging port of the scooter.
- In order to ensure the safety during transportation, the MS|3000 battery is not fully charged. There may be low or no power when first used. This is normal. Don't worry. Charge according to the charging method.
- Please use the MS|3000 original charger for charging. Do not use other chargers for charging. The company will not be responsible for any consequences caused by not using the original charger.
- The MS|3000 charging time takes about 5 - 8 hours (depending on the battery pack capacity). When charging, the indicator light on the charger lights up red, indicating that the power is on and charging. When the indicator changes from red to green, the battery is fully charged. Stop charging at this time. The maximum charging time should not exceed 10 hours. Long-term charging will affect the life and safety of the battery pack.
- Do not disassemble the charger, as it has a high voltage circuit.
- Do not connect the charger to the AC power supply without the charger working, otherwise, it will damage the life of the charger. When charging, the surrounding environment ventilated, and should be away fire, no flammable or explosive materials around, finally do not cover anything on the charger. Pay attention to prevent liquid and metal particles from entering into the charger, prevent dropping it and impact, so as to avoid damage



4. Battery and Charger

4.3 Battery Use and Maintenance

- Incorrect insertion of the battery may cause danger of explosion. Only use batteries that are provided with this unit.

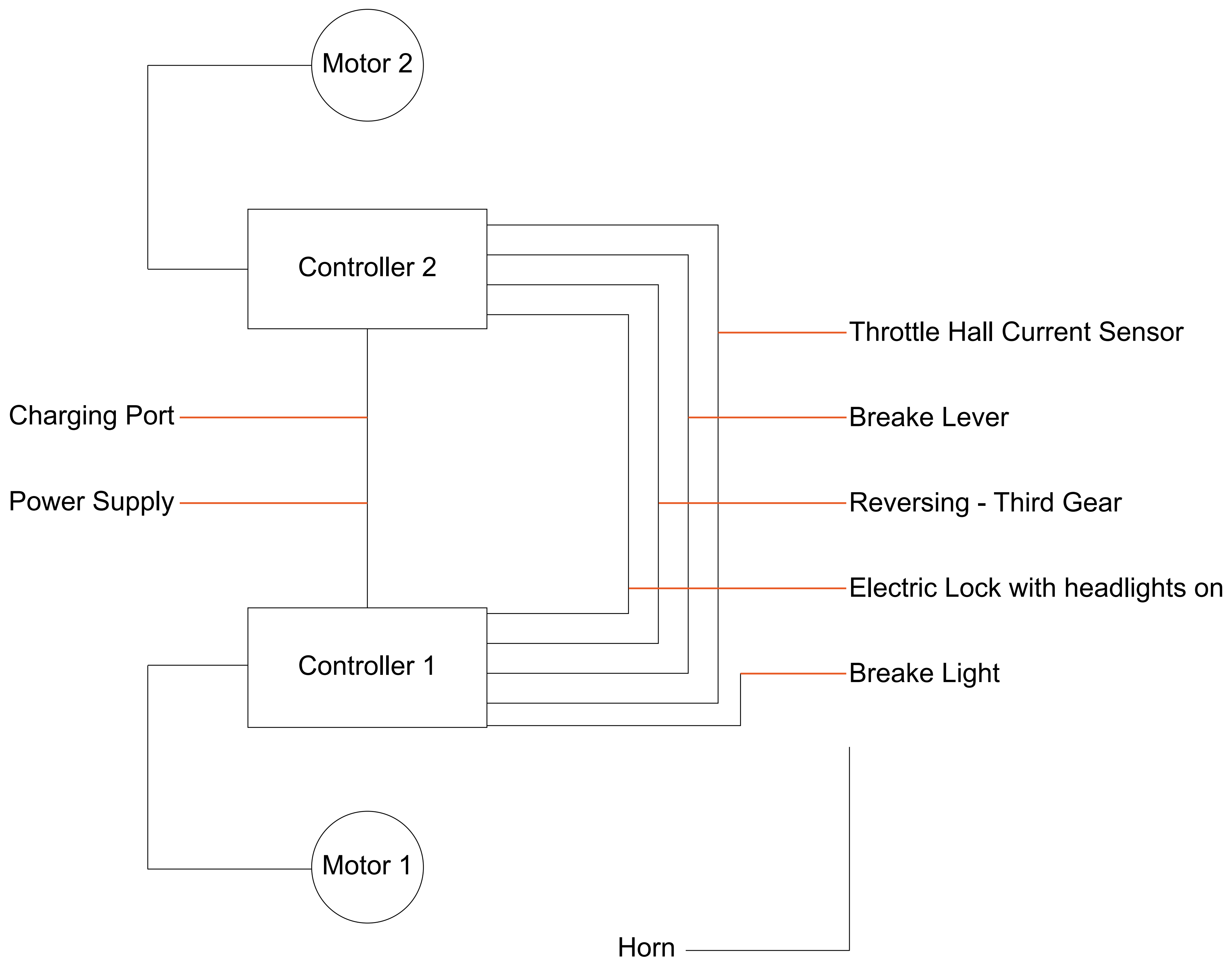
Visit **www.ComfyGoMobility.com** or contact with us via **support@ComfyGoMobility.com** if you need replacement batteries.

- While inserting the battery, ensure that the battery poles are placed correctly. Always refer to the charging instructions provided here in order to maintain an optimal life cycle for your batteries.



Picture 13

5. Electrical Schematic Diagram



6. Controller

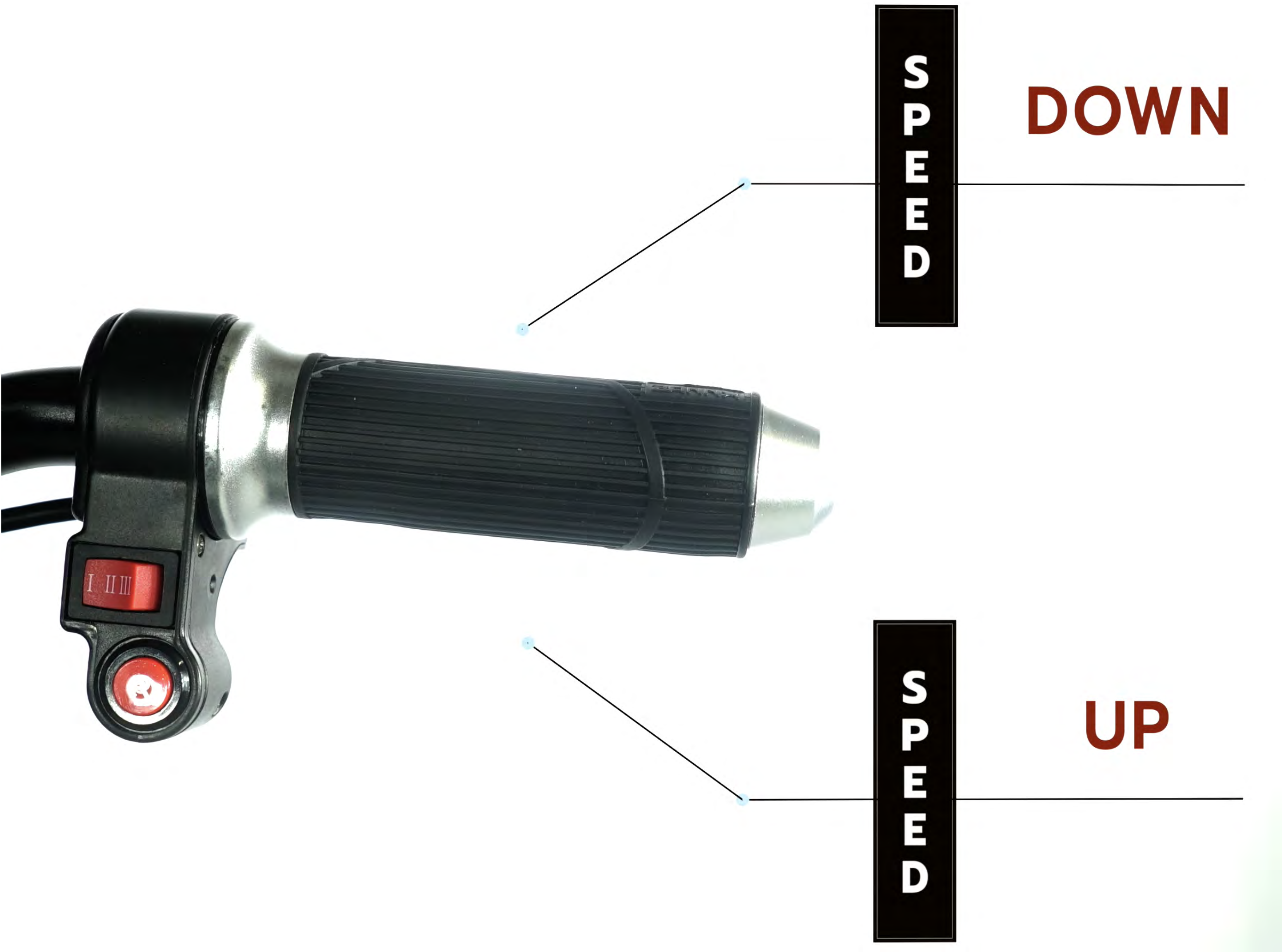
- LCD instrument assembly, lock, LED headlights and power display. Insert the key clockwise to turn on the power switch once, otherwise, turn off the power switch, turn clockwise twice to turn on the LED headlights.
- Press the horn button to sound, to remind the passing pedestrians and vehicles.
- Turn the speed control handle, use the throttle on the right hand, and adjust the acceleration and deceleration according to the direction shown in the f figure.
- Three-speed shift switch, I, II, III three gears respectively correspond to slow, medium, fast (3.7/7.5/12 mph - 6/12/18 km/h).
- The reverse switch "R", press to go in is the reverse, then press again to go forward.
- Parking system (two-speed adjustment of handbrake), to keep from unexpected movement.



6. Function Controller



6. Controller



3-SPEED
SHIFT SWITCH



7. Maintenance

- Do not place the scooter at temperatures above 104°F (40 °C) or in low temperatures below -4°F (-20 °C) (for example, do not place this product or its battery pack in a car exposed to direct sunlight). Do not put the battery pack into fire. Otherwise, it may cause battery failure, overheating, and even a risk of fire.
- Avoid completely exhausting the battery and recharging it. Try to use it as much as possible. This will greatly extend the life of the battery pack. In addition, when used at room temperature, the battery pack can achieve higher cruising range and performance; and if used in an environment below 32°F (0°C), battery life and performance will decrease. Typically, at -4°F (-20°C), the cruising range maybe only half or less at normal temperature. After the temperature rises, the battery's cruising range will recover.
- If you do not use the scooter for a long time, please be sure to charge at least once a month to maintain the life of your battery pack. If it is not charged for a long time, it may cause the battery to be over-discharged and damaged. This damage is unrecoverable.



7. Maintenance



Non-professionals should not disassemble the battery pack, otherwise serious safety issues may result from electric shock or short circuit! At the same time, the battery pack cannot be removed at will. If you need to replace the battery, please contact our company or local distributor, we will provide you with quality professional services.



8. Tech Support

Please visit <https://www.comfygomobility.com/product-registration/>



and register your product now! Registering your ComfyGO product allows for extended warranty service if applicable to your product. You will also receive product updates and important news on our ComfyGO products.

(Simply scan QR code with your phone for the Registration Link)

- The fastest way to get support, please e-mail to support@ComfyGoMobility.com

All warranty and return requests you can visit for getting professional help: <https://www.comfygomobility.com/warranty-or-return-request/>



(Simply scan QR code with your phone for the Warranty Link)

Here are a Few Ways to Keep Your Batteries Healthy.

- Keep your batteries at room temperature. Heat is by far the largest factor when it comes to reducing battery life.
- Batteries deteriorate over time, whether they're being used or not.
- We suggest that after 30 partial charges, you allow for a complete discharge of the battery before recharging. This will allow for a recalibration of the power gauge.
- Gradual deterioration in performance will result if the battery has been left in a discharged state.



9. Warranty Policy

- Our goal is to ensure that you are delighted with your purchase.
- According to our warranty agreement, all new products have a limited warranty. All batteries have a six month warranty. Spare parts have a one year warranty. The limited warranty does not include: labor or device failure due to the owner's misuse or negligence, non-durable components and components subject to normal wear and tear that need replacement from time to time (for example rubber materials, accessories, wheels or brakes, and plastic parts). All warranty claims require proof of purchase and the serial number.

Note that your warranty does not cover these conditions:

- Functional problems: Issues related to normal use and aging such as surface coating and plating, natural fading of resins
- Replacement of consumable materials due to wear and tear, such as tires, fuses, plastic parts, glass parts, lubricates etc.
- Any fees for Inspection, adjustment, adding oil, cleaning, etc.
- Fees for service and maintenance performed dealers as specified by our factory
- Maintenance costs at any unauthorized service centers
- If you fail to regularly check the issues as specified in this manual section 7
- Improper or wrong maintenance
- If unauthorized maintenance has been performed
- Operating differently than what is described in our manual or if you overload the scooter
- Any unauthorized modifications to the wheelchair
- External factors such as: soot, pharmaceuticals, bird droppings, acid rain, flying stone, metal powder, etc.
- Natural disasters such as: typhoons, floods, fires, earthquakes etc. damaging the unit.

Protect the Environment

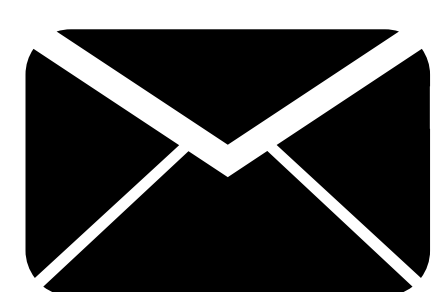
- Please do not dispose of this wheelchair or its components and especially the batteries. Instead, please return them to our service center or follow your local disposal regulation.



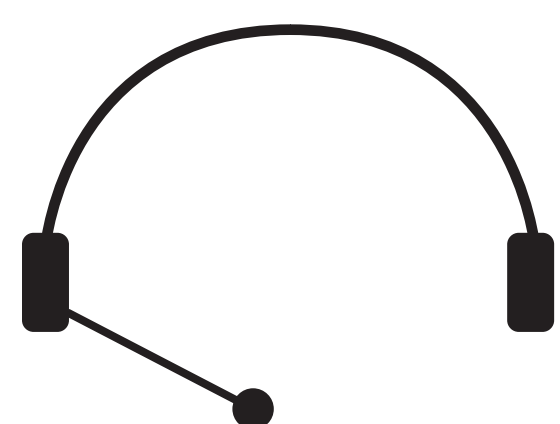
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