



## Royale Scooter Range

Instructions for use



ROYALE 3



ROYALE 4



ROYALE 4 SPORT

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## 1. INTRODUCTION

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Thank you for purchasing this product. These instructions for use should be read carefully and understood before operating the scooter. Improper use or unfamiliarity of the scooter may result in harm, injury or traffic accidents. A service record chart is also included at the back. Keep this manual with the scooter, or in a safe place.

Contact Drive DeVilbiss Healthcare Ltd. or check our website for the latest version of this document. Users with visual, reading or cognitive disabilities should seek advice from a professional care provider for an appropriate format. If this is not viable, users should contact their provider or Drive DeVilbiss Healthcare Ltd. If you have any questions concerning the operation or maintenance of the scooter, contact your provider.

## 2. CONTACT INFORMATION

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For assistance in setting up, using, maintaining your scooter, to report unexpected operation or for any service, warranty, sales or customer service information regarding this product, please contact your provider. If in doubt, contact Drive DeVilbiss Healthcare Ltd. at the following address:

Drive DeVilbiss Healthcare Ltd.  
Holmfield, Halifax  
West Yorkshire  
HX2 9TN  
United Kingdom

Contact your distributor for safety notices and product recalls. Provide a product description with all recall notices, including the name, make, model and any distinguishing features, batch, or serial numbers. The serial code for the scooter can be found at the front of the scooter base.

Any serious incident that has occurred in relation to the device should be reported to the manufacturer and the MHRA or competent authority of your Member State. Please quote the product serial code on all correspondence.

### **Service & Maintenance**

Tel: +44 (0)1422 233136  
Fax: +44 (0)1422 233010

### **Spares**

Tel: +44 (0)1274 475125

### **Customer Service**

Tel: +44 (0)845 0600 333  
Fax: +44 (0)845 0600 334

[info@drivedevilbiss.co.uk](mailto:info@drivedevilbiss.co.uk)

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[www.drivedevilbiss.co.uk](http://www.drivedevilbiss.co.uk)

For Service & Support outside the United Kingdom, please contact the local distribution company from where this equipment was purchased. Failure to do so may result in the product warranty becoming void.

## **3. PRODUCT DESCRIPTION**

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### **3.1 Environment**

The Royale 3 (HW001), Royale 4 (HW002) and Royale 4 Sport (HW006) scooters are intended for outdoor use. As Class C scooters, these devices are large in size, so not intended for indoor use, but capable of travelling over longer distances and negotiating outdoor obstacles. This product may not be suitable for home healthcare or community healthcare environments.

### **3.2 Intended User Group**

The Drive Royale scooters are intended for a single user of weight up to 160 kg (25 st). The intended user group for this device is any mobility restricted individual that requires assistance with transport.

The patient / occupant is the only intended operator. Professional users and lay users are intended operators of the scooter. Users must be both mentally and physically capable of operating the device with minimal risk of injury to themselves.

### **3.3 Intended Use**

The intended use of the scooter is to transport an end user with restricted mobility, as defined in section 3.2.

The scooter is intended to support a single occupant. A risk assessment must always be performed on the suitability of the user to the scooter and any ancillary accessories.

### **3.4 Indications**

To provide mobility to an end user who has difficulty walking due to an injury, physical disability or medical condition.

### **3.5 Product Overview**

This product has been designed to provide a comfortable and secure solution for users who have difficulty walking long distances and are capable of operating a large mobility scooter. The product is a class C scooter (under EN ISO 12184:2014), class I medical device and class 3 invalid carriage (under The Use of Invalid Carriages on Highways Regulations 1988).

As a Class C scooter, this scooter is large and intended for outdoor use over long distances. The rated gradient is 10°. For specific guidance with outdoor use, see section 8.7.

This manual is composed from the product design and specifications at the time of publication. As designs change, some illustrations and pictures in the manual may not correspond to the scooter that you purchased. We reserve the right to make design modifications.

## 4. SAFETY

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### 4.1 Warnings & Cautions



**Warning**

Warnings in this user manual highlight potential hazards that if disregarded could lead to injury or death.



**Caution**

Cautions in this user manual highlight potential hazards that if disregarded could lead to equipment damage or failure.

### 4.2 Risk Assessment

Before using the scooter, a risk assessment must be performed by a competent individual to ensure the safe use of the scooter on a user-by-user basis. It is the responsibility of users and carers to determine that they are both mentally and physically capable of operating the scooter with minimal risk of injury to themselves or others.

The risk assessment should include, but not be limited to:

- Entrapment
- Falling out of the scooter
- Small adults (and children)
- Individuals who lack capacity
- Users with visual, reading or cognitive disabilities
- Very active occupants
- Unauthorised people with access to the scooter

### 4.3 Contraindications

- The end user exceeds maximum weight capacity indicated in section 4.4
- The end user has postural support needs
- Inability to safely guide a power mobility device
- Inadequate cognitive function, judgment, vision, motor coordination or the presence of a sufficiently serious spatial neglect, to preclude with reasonable certainty, safe operation of the device

Other contraindications may be relevant which are specific to an individual and / or care environment.

## 4.4 Scooter Loading

The maximum user weight of the scooter is: 160 kg (25 stone)

Maximum user weight is the sum of the user mass and the mass of ancillary attachments or accessories. Exceeding the maximum weight capacity will void your warranty. Drive DeVilbiss Healthcare Ltd. will not be held responsible for injury and / or damages resulting from failure to observe weight capacities.



**Warning**

- The maximum load is for the scooter to be occupied by one person only. Additional weight could damage components or destabilise the scooter, potentially causing injury.
- The scooter may only be used to transport one person at a time. It should not be used for climbing. The backrest is not designed to support an entire person's body weight, and the armrests are not designed to support other individuals sitting / leaning — risk of collapse, entrapment.
- The scooter is not a toy. Children should not be allowed to play near or operate the scooter, as they are at risk of harm.
- Never sit on the scooter when it is being used with any type of lift or hoist — a hazard may be introduced.

## 4.5 Training

All individuals operating the scooter are to be suitably familiar with the functionality and limitations prior to use. It is the responsibility of the user to ensure they are suitably trained to use the scooter and any associated parts safely and correctly. Every effort should be made to resolve deficiencies and should include consideration of retraining, falls prevention and equipment alterations and modifications.

There are certain situations, including some medical conditions, where the scooter user will need to practice operating the scooter in the presence of a trained attendant. A trained attendant may be a family member or care professional especially trained in assisting a scooter user in various daily living activities.

If these instructions for use are not deemed sufficient and the need for training is required, please contact Drive DeVilbiss Healthcare Ltd. or your local provider (see section 2) who can discuss training options with you.



## 4.6 General Warnings



### Warning

- Do not use a damaged or badly worn scooter — risk of harm.
- This device is a large scooter, designed for outdoor use. Care should be taken when cornering and negotiating drops, obstacles and gradients.
- Under no circumstances should the scooter be used as a seat in another motor vehicle.
- The scooter is to be installed and put into service following the information provided in these instructions for use. Any serious incident that has occurred in relation to the device should be reported to Drive DeVilbiss Healthcare Ltd.
- Avoid unnecessary movement of the scooter.
- The scooter is designed for occupants who weigh less than 160 kg; overloading may put the user at risk of falling or entrapment.
- Do not touch any exposed contacts or connectors while using the product or while in contact with other individuals.
- Misused electrical equipment can be hazardous.
- Only Drive DeVilbiss Healthcare approved parts, specified for the Royale scooters, should be used. Accessories that have not been approved or designed for use with the scooter are not to be used – a hazard could be introduced due to product combination incompatibility. If in doubt, contact Drive DeVilbiss Healthcare Ltd. or your local distributor.
- Modification of the scooter, its parts or features is not allowed without the permission of Drive DeVilbiss Healthcare Ltd. – a hazard could be introduced.
- The scooter is electrically operated, so should not be used in oxygen-rich environments, in the presence of flammable gases, sources of heat or naked flames – risk of explosion / fire. Damaged or worn upholstery increases the risk of fire hazard, and should be replaced immediately.
- Individuals unable to drive the scooter without assistance or supervision must not use the scooter without such supervision. Unsupervised use of the scooter must be avoided if there is any doubt about the ability of an individual to operate it safely.
- If children, adults with learning difficulties or pets pose a potential risk of tampering with the scooter, its suitability for use is to be considered during the initial user / product risk assessment.

## 5. TRANSPORT & STORAGE

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Environmental conditions for transport and storage:

Scooter ambient temperature:	-40°C to +65°C
Battery/charger ambient temperature:	-15°C to +40°C

These conditions should be followed when transporting or storing the scooter:

- The scooter should be stored on a flat and level floor.
- Always fully charge, then remove the battery prior to long-term storage.
- The scooter should be stored in clean and dry conditions. Cover to protect from fluid ingress, dirt, dust, extreme temperatures etc.
- Scooters should not be stored on their side, on their backs, or stacked atop each other.
- When transporting scooters by vehicle, they should be securely stowed in the back of a van, truck, or trunk of a car. Adjustable parts should be removed or properly secured during transport.
- Keep the keys and instructions for use with the scooter or in a safe place.

Note: This vehicle is suitable for land and air transport, but contact your carrier in advance to determine their specific requirements. The battery may require special packaging and storage provisions in line with IATA or UN Guidelines. See this section for details on how to remove the battery.

If your scooter is stored for a prolonged period, flat spots may develop in the wheels, causing an uneven sensation when driving. This should work itself out over time. Drive DeVilbiss Healthcare Ltd. suggests placing a sturdy platform under the frame to lift the wheels off the ground, and take weight off the wheels during storage. If you notice flat spots after continued use, replace the scooter wheels immediately.



**Caution**

- Always lift the scooter by the frame. Do not attempt to lift by any removable parts (e.g. seat or body shrouds).
- Infrequently charged batteries, or batteries stored without a full charge are susceptible to permanent damage, causing unreliable performance from your scooter.
- Avoid placing the scooter in direct sunlight — this could damage the electrical system and / or cause label fading.
- Do not store in damp or humid conditions, as this will lead to mildew and rapid deterioration of the upholstery.
- Remove the key from an unattended scooter.



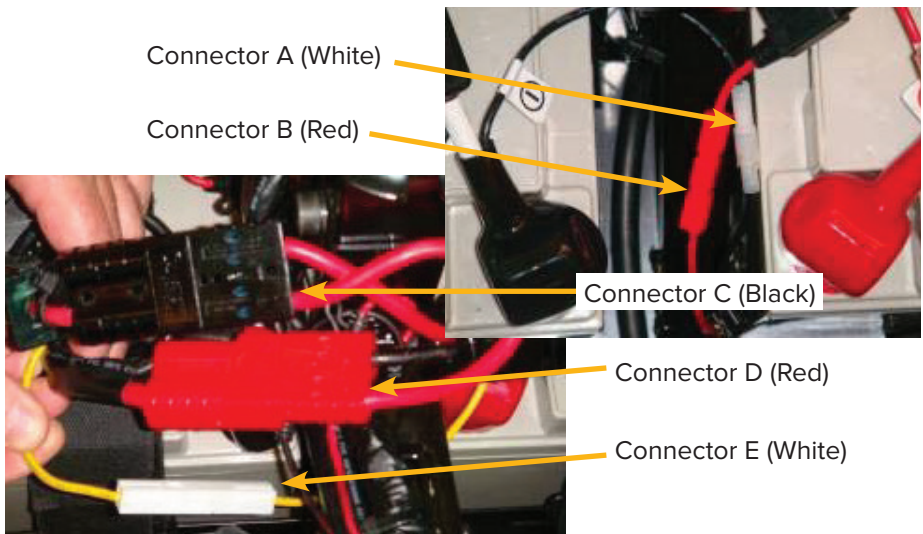
### Warning

- Improper storage of your scooter may result in permanent damage to the frame and electronics.
- Do not transport or store batteries with tools or metal wire. This can cause fire or cause the battery to leak acid, overheat, or explode.
- Do not sit in the scooter while in a moving vehicle.
- To prevent the risk of cross infection, prior to removal, transport or storage, ensure the scooter has been cleaned and disinfected in line with section 9 of these instructions for use. Ensure that disposable gloves are used for all decontamination activities and that they are then discarded appropriately, unless the scooter and ancillary parts have been suitably cleaned and disinfected.

The procedure below shows how to disconnect the battery for transportation or replacement. This should be done by competent persons, such as approved service engineers:

1. Switch the scooter on and off, remove the key and exit the scooter.
2. Pull the swivel lever to release the seat (see section 7.2) and lift to remove.
3. Remove the battery compartment lid and unfasten the tie-down strap.
4. Disconnect the battery connectors (two main and three smaller).
5. Once all connectors (A, B, C, D, E) are separated, remove the batteries.

To insert the batteries, place a battery in each battery well, then reconnect the connectors. Check all the connectors are in the correct position. Reconnect the battery tie-down strap and reinstall the battery cover and seat.



## 6. SYMBOL DEFINITION

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The following symbols are found on this scooter:

Symbol

Description



Warning  
Beware of potential hazard



Caution  
Beware of potential product damage



Refer to instructions for use - Recommended  
Failure to read the instructions for use could introduce a hazard



Refer to instructions for use - Mandatory  
Failure to read the instructions for use could introduce a hazard



Medical Device



Safe working load



Do not create a stack of more than 2 boxes



Fragile, handle with care



Use no hooks



This way up

Symbol

Description



Serial number



Product code



Importer code



Quantity



UK Responsible person



Authorised EU Representative



Manufacturer



Date of manufacture



Importer



Distributor



W.E.E.E Label - Found on individual parts of electrical system  
(Waste Electrical and Electronic Equipment) Refer to section 13)



Keep away from rain



Beware of trapping points



This device must not be used as a seat in a motor vehicle.

## 7. CHARGING & PREPARING FOR USE



### Warning

- Before preparing the scooter, ensure the instructions and safety labels have been read and fully understood.
- Prepare the scooter indoors before exposing in wet conditions – risk of electric shock.
- Only competent persons are to prepare the scooter for use. If in doubt, contact Drive DeVilbiss Healthcare Ltd. or your local distributor.
- Ensure a risk assessment in line with local health and safety policy is undertaken to ensure that staff are not put at risk when performing assembly activities.

### 7.1 Charging the Batteries

Before you first use your scooter, charge the batteries for 24 hours.

To charge, position the front of the unit next to a standard electrical outlet and remove the cover from the charging port (underneath the controls on the tiller). Plug the charger into the scooter, and then into the mains. Remove the charger when the batteries are fully charged.



### Warning

- Do not open the battery.
- Do not connect an extension cord to the battery charger.
- Keep metal objects away from the battery terminals; electric shock may occur.
- Charge your batteries indoors in well ventilated areas.
- Ensure the charging cable is not under excessive tension to avoid cable damage – damaged cables can create an electrocution / fire risk.
- Ensure the battery is not exposed to direct sunlight or a secondary heat source – direct heating of the battery via an external source could pose a fire risk or cause an explosion.
- Disconnect the charger from the scooter and the mains supply when not in use.



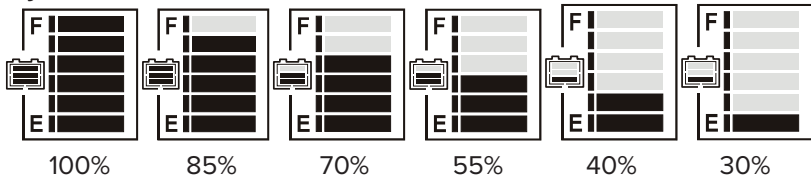
### Caution

- Only charge the Royale scooters with the charger approved by Drive DeVilbiss Healthcare Ltd. Never charge the scooter using a different charger.
- Failure to charge the batteries often could result in a reduced range.

The battery light indicates different charge statuses. The table below shows the lighting modes. Any other signals may indicate faulty equipment. See sections 10.2 and 10.6 to diagnose and resolve some charging issues.

Light indicator	Status
Green flash	Power on
Orange flash	Pre-charge
Orange	Charging is in operation
Green and orange flash	Bulk charging (80% charge) is complete
Green	Fully charged (trickle charging)
Red flash	Charging error. See section 10 for support.

### Battery levels:



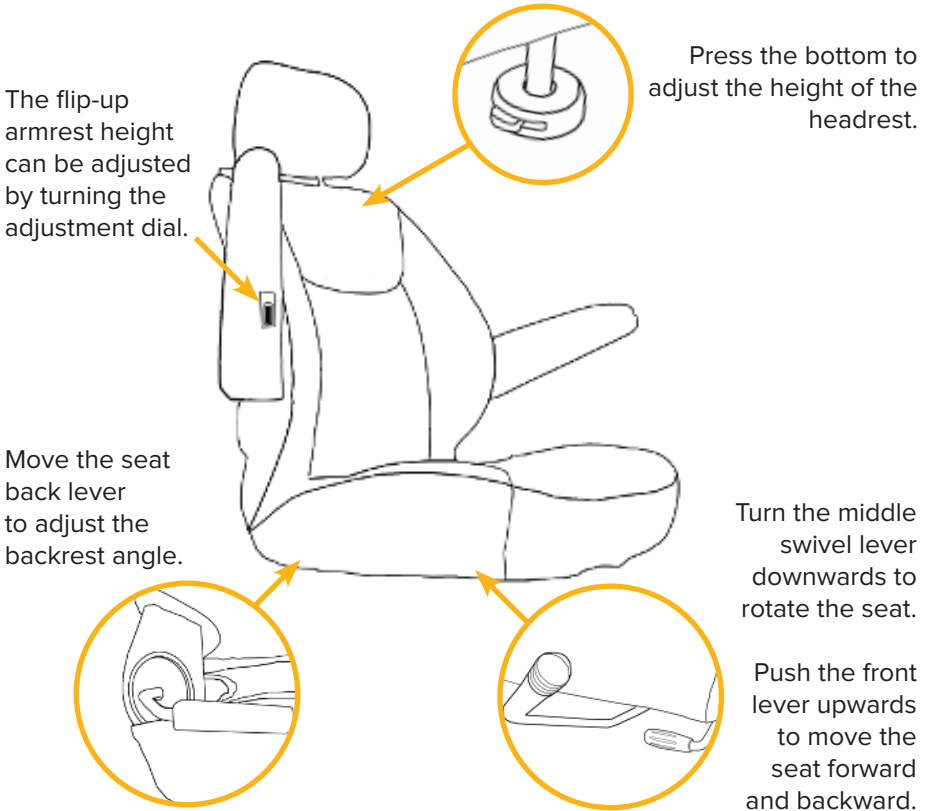
With regular use, Drive DeVilbiss Healthcare Ltd. recommends charging the battery after every trip, or 10-14 hours a week. If you do not frequently use the scooter, fully charge the batteries at least once every two weeks to prevent battery failure. Completely discharging the batteries may damage the batteries, or shorten the expected life of the batteries.

**Note: If the battery gauge drops below 30% (one bar), the gauge will flash and the warning sound will beep at 5 second intervals. Recharge the scooter as soon as possible. If the battery cannot be charged (Orange light does not turn Green) or if the Orange light turns Green immediately, check the scooter with a technician. The battery may be defective.**

For any concerns about the electrical parts or indicators, see section 13.2 for fault finding, contact Drive DeVilbiss Ltd. (section 2) or contact your provider.

## 7.2 Adjustments for Comfort

Prior to using your scooter, the seat should be adjusted on a user-by-user basis. To make the adjustments, follow the instructions below, ensuring all parts of the seat are secure when ready to use.



**Warning**

Always make these comfort adjustments before using the scooter, while the user is seated in the scooter. Unsuitable adjustments, or adjusting while the scooter is in motion put users at risk of falling. Positioning of the backrest can especially affect the overall stability of the scooter.



### 7.3 Transferring Users

If users are unable to enter or leave the scooter without assistance or supervision, an attendant should always be present while transferring in and out of your scooter. Safely reduce the distance between your scooter and the object you are transferring onto, and turn the power off.



**Warning**

- Always make sure the power is off before getting on and off the scooter. Carers should keep clear once the scooter is powered on. Do not operate the controls while anyone is entering or leaving – a hazard may be introduced.
- Position yourself as far back as possible before transferring, and never place your weight or downward force on any adjustable or moving parts.
- The motor surface can reach temperatures greater than 41°C after driving. Any surfaces of the scooter that can come into direct contact with skin during normal use shall not exceed this temperature. Wait until these surfaces are cooled before use.

### 7.4 Checking the Scooter

Before it is put into use, ensure the scooter has been correctly assembled and set up by carrying out the following checks:

- Electrical connections and wire harness – secure and free from corrosion
- Batteries – fully charged and free from corrosion with harnesses secure
- Brake – check the electromagnetic brake is functioning
- Folding system – ensure the scooter is fully folded out
- Tyres – inflated to their rated pressure

Drive DeVilbiss Healthcare Ltd recommends that a safety check is performed before each use to make sure your scooter operates safely.



**Warning**

Damaged or worn upholstery increases the risk of fire hazard, and should be replaced immediately.

Drive DeVilbiss Healthcare cannot be held responsible for any injury or incident which relates to the use of any product combinations not approved by Drive DeVilbiss Healthcare Ltd.

## 8. OPERATION OF THE SCOOTER

### 8.1 Operational Limits

Scooter ambient temperature:  $-10^{\circ}\text{C}$  to  $+45^{\circ}\text{C}$   
Charger ambient temperature:  $-25^{\circ}\text{C}$  to  $+40^{\circ}\text{C}$

Batteries may freeze in extremely cold conditions, depending on the charge, usage, and composition. The scooter may not operate at all under  $-15^{\circ}\text{C}$ . In extremely hot conditions your scooter may operate at a lower speed. This is due to the safety mechanism built into the unit to prevent damage to the gearbox and other electronic functions when operating too hot.

Should your scooter come in contact with water or moisture, dry your scooter thoroughly with a towel. Allow your scooter to sit in a dry place for 8 to 12 hours to allow unseen moisture to evaporate. Check the throttle operation and brakes before using your scooter again. If any items require service, please contact your authorised Drive DeVilbiss provider.

### 8.2 Control Panel

Please refer to the diagram below to identify your scooter control panel and its functions. Familiarise yourself with the terminology to better understand references throughout these instructions.



**Caution**

Make sure the scooter functions work correctly before operating, using the checklist in section 7.4 for guidance.

When the scooter is first switched on, all the display will light up for 3 seconds whilst the scooter runs a self test.

Note: If the scooter finds an error during this time or during operation, the red WARNING light will show and the speedo will display a number. See section 10.5 for information on the error codes.

#### LEDs

1. Left Indicator (Green)
2. Hazard Light (Red)
3. Warning Light (Red)
4. Parking lamp (Amber)
5. Headlight (Blue)
6. Right Indicator (Green)

#### Buttons:

7. Left-Indicator
8. Right-Indicator
9. Hazard Light
10. Headlight button
11. High / Low speed
12. Side lights control
13. Horn
14. 'MODE' switch
15. 'SET' switch
16. LCD Display (see section 8.4)

### 8.3 Buttons

#### (7, 8) Indicators

Press the LEFT or RIGHT INDICATOR button to operate the indicators, which will flash with a buzzer sound. Press the button again to stop the indicator.

#### (9) Hazard Warning Light

Press the HAZARD button to operate the hazard warning light, which will flash with a buzzer sound. Press the button again to stop the lights.

#### (10) Headlight

Press the HEADLIGHT button to switch on the headlight. Press the button again to switch off the headlight.

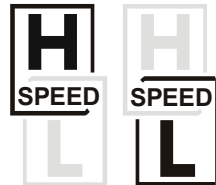
#### (11) High / Low / Turn Speed

Press the HIGH / LOW button until the display shows 'H' or 'L' to select high or low speed. (as shown).



**Warning**

- Do not adjust the speed dial whilst driving as this could result in loss of control.
- Do not set to the highest speed whilst driving indoors.



#### (12) Side Lights

Press the SIDE LIGHT button to switch on the side light. Press the button again to switch off the side light.

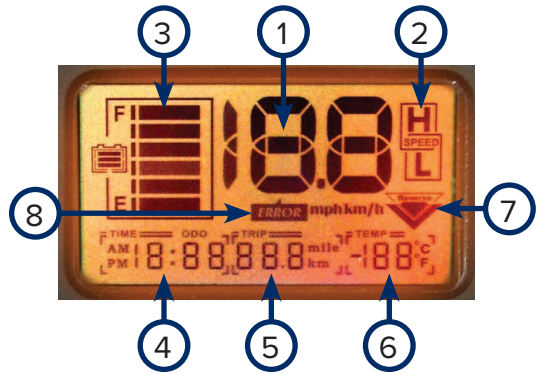
## 8.4 LCD Display

### (1) Speedo

Displays current speed in miles per hour (mph) or kilometres per hour (kph).

To change the speedo units:

1. Hold the MODE and SET buttons until the clock starts flashing.
2. Press the MODE button until the kph or mph is flashing.
3. Press SET to change to the desired setting.
4. Leave the scooter until the display stops flashing, or hold down the MODE and SET buttons for 2 seconds.

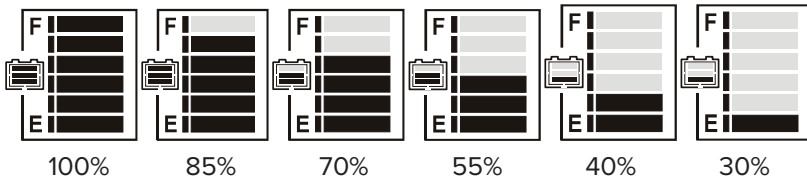


### (2) High / Low / Turn Speed

Shows 'H' or 'L' top speed. If the display is flashing 'L', the scooter is automatically limiting its speed. This is a safety feature for when the scooter is cornering.

### (3) Power Indicator

Shows the remaining battery level.



**Warning**

If the battery gauge drops below 30% (one bar), the gauge will flash and the warning sound will beep at 5 second intervals. Recharge the scooter as soon as possible to avoid unexpected shutdown during use.

The remaining power indicated by the battery gauge will vary by the driving time incurred and how you drive. Repeated starting, stopping and climbing will consume power more quickly.

#### **(4) Clock**

To change the clock:

1. Hold the MODE and SET buttons until the clock starts flashing.
2. Press the MODE button until the hour is flashing.
3. Press SET to change the hour to the desired setting.
4. Press MODE again so the minutes are flashing.
5. Press SET to change the minutes to the desired setting.
6. Leave the scooter until the display stops flashing, or hold down the MODE and SET buttons for 2 seconds.

#### **(5) Odometer**

When the scooter is first started it will show '**ODO**' and the total mileage of the scooter for 5 seconds. After this, the scooter will show '**TRIP**' and the trip distance. To reset the trip counter, hold the SET button down for 3 seconds.

#### **(6) Temperature**

The temperature gauge shows the ambient temperature in °C or °F.

To change the temperature units:

1. Hold the MODE and SET buttons until the clock starts flashing.
2. Press the MODE button until the temperature gauge is flashing.
3. Press SET to change to the required setting.
4. Leave the scooter until the display stops flashing, or hold down the MODE and SET buttons for 2 seconds.

#### **(7) Reverse Light**

Will flash when reverse is engaged.

#### **(8) Error Message**

Will illuminate when the scooter detects an error during startup or operation. The red WARNING light will show and the speedo will display an error number.

If an error occurs, read the error number on the speedo and see section 10.6 for more information. If necessary, contact approved service personnel for any servicing.

## 8.5 Driving & Braking

You must exercise awareness, caution, care, and common sense when operating your scooter. Always keep in mind your own limitations and substance use.

Users may encounter difficult manoeuvring situations such as narrow doorways, travelling up and down ramps, cornering, and travelling on uneven terrain. Be sure to lower the speed, take your time, and carefully manoeuvre the scooter.



**Warning**

- Never use your scooter while tired, smoking, under the influence of alcohol or other mind-altering substances. Be aware of precautions, warnings, and safety issues when taking prescribed or over-the-counter drugs before driving.
- If there is a history of active seizures in the last 6 months, clearance should be obtained from a neurologist that the patient's seizures do not prohibit safe use of a motorised device.
- Before driving, always check that the drive wheels are engaged (in drive mode, and not freewheel mode).
- When operating the scooter, the occupant is expected to be positioned appropriately in the seat, with limbs clear of moving parts to prevent entrapment. Never reach, lean or bend when driving the scooter.
- Do not drive the scooter on motorways.
- It may be difficult for traffic to see users seated on the scooter. Obey all local pedestrian traffic rules, wait until your path is clear of traffic, then proceed with extreme caution.
- Do not drive or sit on the scooter when in freewheel mode.
- Do not let children play near or operate the scooter.
- Keep your feet on the foot board at all times during operation. Do not stand on the foot board.
- Keep hands and feet away from moving parts while driving.
- Keep hands and loose clothing away from the wheels while driving, as they may get caught.



**Caution**

Always check the scooter is free of obstructions before use.  
Loose-fitting clothes that can become caught in the drive wheels.

To allow the scooter to move forward, press the 'F' side of the Forward / Reverse button (located on the right hand side of the handlebar). Move the throttle lever on the right hand side of the handlebars, whilst holding the handlebars. The more the lever moves, the faster the scooter will travel.

To stop the scooter, slowly release the throttle. The lever will return to neutral and the scooter will come to a prompt stop.

To reverse, press the 'R' side of the button. When pressed, the indicators will flash and a buzzer will sound to alert people that the scooter is reversing. Move the throttle lever to reverse. Always ensure that you look behind you and use your mirrors when reversing.

**Note: Quickly moving the throttle in the opposite direction of travel may cause the scooter to come to an abrupt stop, and may cause erratic movements if you are unfamiliar with the controls.**



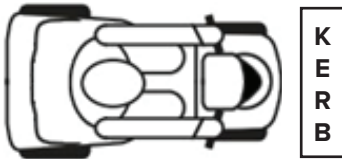
**Warning**

- Do not switch off the ignition or power whilst driving. This will bring the scooter to an extremely abrupt stop and puts users risk of damage or injury.
- Always reduce your speed and maintain a stable centre of gravity when turning corners. The scooter automatically limits speeds during turns.
- To ensure the user's familiarity with the scooter's operation, practice driving manoeuvres, decelerating, turns and inclines at low speeds in a spacious, hazard-free area.
- Turn off your powered scooter as soon as it is safe if you experience the following:
  - Unintentional scooter movements
  - Unintended or uncontrollable direction.
  - Unexpected brake release

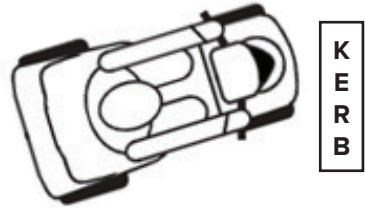
## 8.6 Inclines, Raised Areas & Fixed Obstacles

If driving near or over large fixed obstacles. Use extreme caution when operating your scooter near raised areas and fixed obstacles (inclines and declines, kerbs, porches, stairs, escalators, unprotected ledges etc). Approach slowly, and make sure the front of the scooter is perpendicular to the obstacles.

### Correct Approach:



### Incorrect Approach:



### Warning

- Never attempt to navigate your scooter over a kerb or other obstacle above the maximum ground clearance or stability angle for this scooter. Refer to section 13.1 for this information. Exceeding the stability angle may cause unstable conditions.
- Drive your scooter straight up or down an incline or obstacle, never backwards or at an angle.
- Make sure that there are no steps, kerbs or other obstacles behind you while reversing – tipping / falling risk.
- Erratic movements, or back and forth patterns may increase the chance of tipping.
- Never attempt to operate your scooter on steps or escalators.

### To manoeuvre up an incline or kerb:

Try to keep the scooter moving forward. If you must come to a stop, use caution and slowly accelerate the scooter forward. Increase the forward speed until the scooter has cleared the obstacle or incline, then reduce the speed or return the throttle to neutral.

### To manoeuvre down an incline or kerb:

Lower the scooter speed setting and reduce the speed before the front wheels come into contact with the obstacle. Remain at the reduced speed until scooter has cleared the obstacle.

If the scooter is travelling down the incline faster than you expected, slowly release the throttle to come to a stop, then slightly push the throttle forward to continue safely down the incline.



## 8.7 Weather Precautions

These scooters are intended for outdoor use only. Exposure to inclement weather should be avoided where feasible. If you find yourself caught in severe weather conditions while operating your scooter, proceed to the closest shelter immediately. Completely dry your scooter before operating, charging, or storing.



**Warning**

- Avoid driving your scooter in busy areas or shopping malls.
- If you get caught in the rain, seek shelter immediately and dry the scooter with a cloth.
- Do not drive your scooter at night without proper lighting.
- Avoid exposure to moisture, standing water, rain, snow, ice or salt when possible. Operating in rain, snow, salt, mist and on icy or slippery surfaces may have an adverse effect on the electrical system.
- Plan your journeys to avoid bad weather. At extreme low temperatures ( $<-15^{\circ}\text{C}$ ), the batteries may freeze, putting the user at risk if the scooter stops functioning.



**Caution**

Avoid uneven terrain, soft surfaces, tall grass, loose gravel, loose sand, fresh water, salt water, edges of streams, lakes or oceans. If you are unsure about a surface, avoid it.

## 9. DECONTAMINATION

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### Warning

- Always disconnect the scooter from the mains supply prior to cleaning. Cover connection ports to protect them from ingress.
- PPE must be worn during manual decontamination to prevent the risk of infection.
- Regular cleaning and disinfection of the scooter and relevant parts will help to prevent the risk of cross-infection.
- Clean and disinfect the device and relevant accessories between users to avoid risk of cross-contamination.
- Deviating from the specified cleaning instructions could cause a biological hazard, especially in multi-user environments, and adversely affect the life and efficiency of the product.



### Caution

- Never use any neat bleach or similar chemicals on the upholstery of your seat, as this may cause the seat to dry out and crack.
- Do not use pressure hoses on the scooter or expose it to direct contact with water. This could cause damage to the electrical components.
- Do not use cleaning fluids to clean the connection ports.

To clean your scooter, use a damp cloth with a mild, non-abrasive cleaner on the plastic and metal parts. If necessary, clean your scooter with an approved disinfectant safe for use on your unit.

The scooter needs to be cleaned more regularly and thoroughly when used more frequently, or when exposed to excessive amounts of dirt. Keep wheels free from lint, hair, sand and carpet fibres. Ensure that all residues are cleaned away and the scooter is fully dry before reuse.

Infection control and routine cleaning must be carried out in accordance with your local infection control policy or regulatory body.

**Note: With regular use, we recommend cleaning and disinfecting the scooter and relevant parts every two to three days. If multiple persons use the scooter, clean and disinfect before different persons use the device.**

## 10. MAINTENANCE & SERVICING

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### Warning

- Always turn off the scooter and disconnect from the main power supply prior to performing any maintenance procedures (where viable).
- Never attempt to deconstruct, re-wire or replace any components unless specified in these instructions for use. Modification of the scooter is not allowed without the permission of Drive DeVilbiss Healthcare Ltd. and electrical system components are only to be replaced by authorised service personnel.
- No maintenance or servicing should be conducted while the device is in use – risk of electric shock, entrapment, loose parts, etc. If not possible due to the occupant’s mobility, a risk assessment should be carried out, and if deemed safe to proceed, care should be taken to avoid contact with the occupant when working on electrical items.
- Failure to carry out the following checks at the stated frequencies could negatively influence the essential performance of the scooter and as a result put individuals at risk.
- The motor surface can reach temperatures greater than 41°C after driving. Do not touch these parts when disassembling the scooter, or wait until the motor is cooled down.



### Caution

All maintenance on the device specified in this section shall only be done by a competent person. Disassembling the controller, motor, or charger by anyone other than an approved service engineer is prohibited, and voids any applicable warranty. For any maintenance concerns, contact Drive DeVilbiss Healthcare Ltd. or your provider.

### 10.1 General Guidelines

Your scooter is an advanced mobility device, and with the correct routine maintenance you can ensure years of maximum use. While some of the maintenance can be done by yourself, you may need assistance from an authorised Drive DeVilbiss provider. If you have any doubts, contact your provider.

If there are any signs of damage, or the scooter is not performing as it should, withdraw it from service until the scooter has been repaired and is fit for use. Contact your provider for order codes to purchase replaceable parts.

The following conditions may indicate a serious problem with your scooter. Contact your provider if one of the following conditions occurs:

- Motor or gearbox noise
- Frayed electrical harnesses
- Cracked or broken connections
- Uneven wear on any of the tyres
- Jerky motion or veering to one side
- Bent or broken wheel assemblies
- Will not power on, or will not move when power is on
- Loose seat or seat components

If in doubt about the correct replacement of a component, or for more information about servicing, contact Drive DeVilbiss Healthcare Ltd. (see section 2), visit the website or contact your local distributor. For Service & Support outside the UK, please contact the local distribution company from where this equipment was purchased. Failure to do so may result in the manufacturer's warranty becoming void.

## **10.2 Charger LED Troubleshooting**

- If the LED is not lit, check the mains socket is supplying power.
- If the Green LED keeps flashing, and does not remain orange or green:
  - Check that the battery connector is connected properly.
  - Check if there is any short circuit on the output connection.
- If the Red LED is lit and the charger is connected to the scooter, the charger may be defective or have a poor cable wiring connection.
- If the Red LED keeps flashing:
  - Check if the battery connection is reversed.
  - Check there is no short circuit on the output connection.
  - Check that the ambient temperature is not too low (keep above 0°C).
  - The battery charger may otherwise be defective.
- If the charging LED (orange) turns to green (fully charged) immediately:
  - The battery may be already fully charged.
  - The battery may be defective if the battery is not fully charged.

If the charging LED (orange) cannot turn to green, the battery may be defective. Stop charging and repair or replace the battery.

## 10.3 Regular Inspection & Servicing

Preventative maintenance is key to keeping your scooter in prime operating condition. We recommend the scooter is serviced annually by your provider or other authorised service personnel. A service record sheet is also available towards the end of this booklet to keep track of inspections and repairs. Make sure to periodically inspect your scooter for serviceable items, and follow the guidance below.

- Avoid abuse to the throttle and control functions.
- Avoid prolonged exposure to extreme heat or cold.
- Keep the scooter clean and free from moisture.
- Never use a conditioner on the tread of the wheels.

### Daily Checks

- Visual check on the conditions of tyres
- Check the battery gauge on the display if batteries need to be charged

### Weekly Checks

- Your scooter comes with standard pneumatic tyres. Maintain the rated tyre pressure (around 30 psi). If in doubt, check the tyres for markings.
- Inspect the tightness of all nuts and bolts. Secure or replace if required.

### Monthly Checks

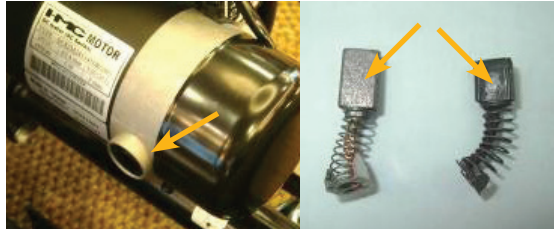
- Visually inspect the controller harnesses for fraying, cuts or exposed wires
- Visually inspect the tyre tread. If less than 1 mm (1/32"), contact your provider your tyres replaced by your local dealer.
- Occasionally check the seat and back for sagging, cuts and tears. Replace if necessary.
- All moving mechanisms can benefit from simple lubrication with petroleum jelly or light oil. Do not use too much oil, otherwise small drips could stain and damage carpets and furnishings etc.

### Semi-Annual Checks

- Inspect the motor brushes for wear and discolouration of the braiding. Inspect sooner if the power scooter is not operating smoothly. If the brushes have excessive wear, they must be replaced or motor damage will result.
- Inspect the state of the battery terminals for corrosion or loose connections. Periodically apply a thin film of petroleum jelly on the surface of terminals to guard against corrosion.

## 10.4 Maintaining Motor Brushes

1. Unscrew the motor brush caps (use a screwdriver on the caps shown left)
2. Remove the brushes
3. Inspect the brushes for wear. Replace if the length is less than 9 mm (shown right).
4. Inspect for discolouration of the braiding inside the spring. Replace if the braiding is discoloured.



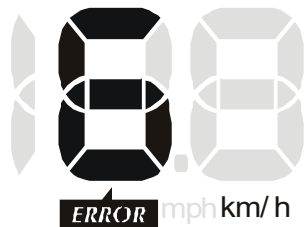
## 10.5 Battery Care & Maintenance

There are many factors that affect the range of your batteries, including the surfaces, inclines, curves, or wind you encounter when operating your scooter. If not kept in ideal conditions, all of these factors will reduce the travel time or distance between charges. Follow these guidelines to maximise life from your batteries, and continued use of your scooter:

- Fully charge the batteries prior to any trip
  - If you use your scooter on a daily basis, charge the batteries as soon as you are finished with the day's activities, and leave it on the charge until you are ready to use the following day.
  - If used infrequently, charge the batteries for 10-14 hours and /or whenever you have used the scooter.
  - Charge at least every two weeks if the scooter is not been used.
- Replace and recharge both batteries at the same time
- The voltage difference between the batteries on a power unit must not be more than 0.5 V; inspect the battery case for cleanliness or damage.
- Plan your trip in advance to avoid inclines
- Limit baggage and accessory weight to essential items
- Maintain an even speed, avoiding stop-and-go driving

## 10.6 Error Codes

If the scooter finds an error, the error code will show on the display, the red WARNING light will show and the speedo will display an error number. The error codes for the S-Drive controller are listed here. If a fault does occur, please try the following suggestions, as these may help in diagnosing or resolving the fault.



No.	Error	Impact	Notes
1	Low Battery Voltage	Error flashing	The battery either requires charging or has a bad connection. Recharge batteries and check battery connections.
2	Motor Connection	Scooter will not drive	Check all connections between the motor and controller.
3	Short circuit	Scooter will not drive	Check battery and motor connections
4	Freewheel Lever	Scooter will not drive	The scooter may be in freewheel mode. Check the position of the freewheel lever.
5	High Temperature or Current	Scooter will not drive	The motor is stalled. The controller or motor may have overheated, or be in current foldback.
6	Inhibit circuit	Scooter will not drive	Inhibit circuit has become active not permitting drive. Likely to be caused by a charger being connected or a fault within the controller or wiring.
7	Throttle fault	Scooter will not drive	A throttle fault has been indicated. Ensure the throttle is in neutral before switching the scooter on. Throttle may require calibration.
8	Controller fault	Scooter will not drive	A controller fault has been indicated. Make sure all connections are secure. Also cycle the keyswitch as this fault can be initiated by a break in the circuit during keyswitch initiation.
9	Brake fault	Scooter will not drive	There is a fault within the electromagnetic brake circuit. Check all brake and motor connections. Make sure controller connections are secure and that the scooter is not in freewheel mode.
10	Excessive Voltage	Scooter will not drive	An excessive voltage has been applied to the controller. This is often caused by a poor battery connection. Check all connections from the batteries to the controller.

If you experience any technical problems, it is recommended that you check with your provider before attempting to troubleshoot on your own.

## 11. DISPOSAL OF PARTS

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When the scooter, the electrical system or any associated packaging and accessories have come to the end of their useful life, follow W.E.E.E. (Waste Electrical and Electronic Equipment) policies, local and national regulations for recycling and disposal.

Individual parts can be separated and disposed according to the type of material. The electrical components of the scooter should not be disposed in municipal waste. Some of these electrical components could be harmful to the environment and where viable, can be recovered and reused / recycled.

When the scooter is unpacked for the first time, the cardboard box, and plastic packaging used can be recycled at recycling centres that offer suitable cardboard and polymer recycling programmes respectively.

For further information about disposal, contact your local waste agency, recycling centre, or provider. If in doubt, contact Drive DeVilbiss Healthcare Ltd. (see section 2).



**Warning**

The scooter and any associated parts are to be decontaminated before disposal to avoid the risk of cross-contamination.



## 12. ELECTROMAGNETIC COMPATIBILITY (EMC)

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Electromagnetic interference (EMI) tests have shown to produce adverse effects on the performance and control of electrically powered mobility devices. EMI can be produced from different sources, such as cellular phones, amateur radio transmitters (HAM), microwave signals and emergency vehicle transceivers. The EMI produced from hand-held radios are of special concern.

The EMI waves can cause unintentional movement of the scooter, or damage to the controller. Every electrically powered mobility device has a resistance to EMI. The higher the resistance level the greater the protection. The intensity of the interference can be measured in volts per meter, V/m.

If the scooter or any alternative equipment is found to be operating abnormally, turn off the piece of equipment that is believed to be causing the interference (if possible, as soon as it is safe) to identify the source of the RF energy. Once identified, mitigation measures are to be taken, such as the separation distances being increased and / or the device(s) being re-orientated. If the scooter continues to operate abnormally, disconnect the device from the mains and contact Drive DeVilbiss Healthcare Ltd. (see section 2) or your local distributor.

The warnings listed below are recommended to prevent possible interference with the control system of your scooter. Your scooter, with no modifications, has an immunity level of 20 V/m. For specific emissions and immunity information relating to the scooter, contact Drive DeVilbiss Healthcare Ltd. or your local distributor. Report EMI incidents to Drive DeVilbiss Healthcare Ltd.



**Warning**

- Do not operate hand-held transceivers or turn on personal communication devices while the scooter is powered on. Avoid use adjacent to or stacked with other equipment where possible. If adjacent use is necessary, the scooter should be observed to verify normal electrical operation in the configuration in which it is to be used.
- Use of accessories and cables other than those specified or provided by Drive DeVilbiss Healthcare Ltd. could result in increased electromagnetic emissions or decreased electromagnetic immunity of the scooter and result in improper operation or driving performance.
- Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm to any part of the scooter (including its cables), otherwise a degradation in performance could result.

## 13. SPECIFICATION

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### 13.1 Scooter Data

<b>Product names:</b>	<b>Royale 3</b>	<b>Royale 4</b>	<b>Royale 4 Sport</b>
Models:	HW001BLK HW001RD HW001WH	HW002BLK HW002RD HW002WH	HW006BZ

Product codes:			
Black	PT7-BLK	PF7-BLK	
Red	PT7-RD	PF7-RD	
White	PT7-WH	PF7-WH	
Copper			PF7S-BZ

Maximum Range*	32 miles (50 km)	32 miles (50 km)	28 miles (45 km)
Ground Clearance	15 cm (6")	15 cm (6")	12 cm (5")
Turning Radius:	126 cm (49.5")	160 cm (63")	160 cm (63")

#### Scooter Dimensions:

Length	158 cm (62")	158 cm (62")	169 cm (66.5")
Width	73 cm (29")	73 cm (29")	75 cm (29.5")
Height	135 cm (53")	135 cm (53")	173 cm (68")
Backrest height	70 cm (27.5")	70 cm (27.5")	75 cm (29.5")

Wheel base	104 cm (41")	100 cm (39")	109 cm (43")
Footwell	46 cm (18")	46 cm (18")	33 cm (13")

Front Wheels	41×9 cm (16x3.5")	36×9 cm (13x3.5")	36×9 cm (13x3.5")
Drive Wheels	41×10 cm (16x4")	41×10 cm (16x4")	48×12 cm (19x4.7")

<b>Maximum user weight:</b>	<b>160 kg (25 st)</b>
Top Speed*:	8 mph (13 kph)
Suspension:	Full
Wheel Type:	Pneumatic tyres, 30 psi
Maximum Gradient:	10°

Seat Width × Height × Depth:	51 cm (20") × 71 cm (28") × 46 cm (18")
Total weight of batteries:	54 kg (119 lb)
Seat weight:	20 kg (44 lb)

Application environment: Intended for outdoor use only. See section 3.1

\* Speed and range may vary depending upon user weight, type and incline of terrain, weather, battery charge and condition, operating speed and general driving situation.

## 13.2 Electrical Data

Charger Model:	4C24080A 1.7 kg, Black, 185 mm × 130 mm × 195 mm Constant current, two-stage constant voltage
Output Detection:	Short Circuit Protection, Reverse Power Protection Overheat Protection, Charging Plug Protection
Charger Input:	3.8 A max. AC, 100-240 V, 50/60 Hz
Charger Output:	8 A ±5% DC, 28.8 V Off Board
Floating Voltage (DC):	27.6 V
Efficiency:	85% min AC-DC
Switching Method:	Switching mode
Battery Application:	24 V Lead Acid, Rechargeable
Charging Temperature:	0°C - 40°C
Charging Humidity:	20 - 85% RH
The battery charger is considered a detachable part of the scooter equipment.	
Controller type:	PG S-Drive
Electrical shock protection:	Class II
Battery:	12 V, 75 Ah, 2 pcs (100 Ah recommended for Royale 4 Sport)
Motor:	4100 RPM, 1300 W, 21:1 (Royale 3, 4) 1500 W DC 4-pole (Royale 4 Sport)

### Environmental conditions:

	<b>Operational Limits**</b>	<b>Transportation/Storage Limits</b>
Scooter Ambient Temperature	-10°C to +45°C	-40°C to +65°C
Battery/Charger Ambient Temperature	0°C to 40°C	-15°C to +40°C

Expected service life: 5 years\*\*\*

\*\* Always ensure the scooter is brought to room temperature before plugging in or operating – Drive DeVilbiss Healthcare Ltd. recommends the scooter is left for at least two hours to cool / warm from storage temperatures.

\*\*\* The service life of the scooter and its components are dependent on it being serviced and maintained in accordance with section 11 of these instructions.

The information contained herein is correct at the time of publication; Drive DeVilbiss Healthcare Ltd. reserves the right to alter specifications. The above specifications may have been achieved using optimal test conditions. For information about materials, contact Drive DeVilbiss Healthcare Ltd. (see section 2).

## 14. WARRANTY

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Drive DeVilbiss Healthcare Ltd. guarantees this product is free from defects in material and workmanship under normal use for 2 years (1 year for batteries and tyre wear, 1 further year for main frame, seat post, platform and frame welds only) from the date of purchase from Drive DeVilbiss Healthcare Ltd. and its subsidiary companies or its authorised dealers. All implied warranties, including but not limited to those implied warranties of fitness and merchantability, are limited in the total duration of 2 years from date of purchase.

DRIVE DEVILBISS HEALTHCARE LTD. MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. IN NO EVENT WILL DRIVE DEVILBISS HEALTHCARE LTD. BE LIABLE FOR PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, OR FOR AN AMOUNT IN EXCESS OF THE PURCHASE PRICE OF THE DEFECTIVE DRIVE DEVILBISS HEALTHCARE LTD. PRODUCT OR PRODUCTS.

Proof of purchase must be presented with any claim. Except as provided herein, this warranty will not apply to any Drive DeVilbiss Healthcare Ltd. products that have been (a) damaged by lightning, water, or power surges, (b) neglected, altered, abused, or used for a purpose other than the purpose for which they were designed, (c) repaired by you or any other party without Drive DeVilbiss Healthcare Ltd. prior written authorisation, (d) used in conjunction with a third party product or products not approved in advance by Drive DeVilbiss Healthcare Ltd., (e) damaged or failed by or attributes to acts of God, (f) damaged, caused by failure to follow instructions, or (g) otherwise used in a manner inconsistent with any instructions provided by Drive DeVilbiss Healthcare Ltd. The warranty explicitly exempts consumable items.

This warranty contains the entire agreement between you and Drive DeVilbiss Healthcare Ltd. with respect to any warranty matters, and supersedes any and all other written or oral statements, representations or agreements relating to the subject matter of this warranty.

In the event of a product defect during the warranty period you should contact your supplier, whether it be Drive DeVilbiss Healthcare Ltd., its subsidiary companies, authorised dealers or international distributors who will at their option unless otherwise provided by law; a) correct the defect by product repair within the terms of the warranty b) replace the product with one of the same or similar design or c) refund the purchase price. All replaced parts and products on which a refund is made become the property of Drive DeVilbiss Healthcare Ltd. Repaired or replaced parts and products are warranted for the remainder of the original warranty period. You will be charged for repair or replacement of the product made after the expiration of the warranty period.

This limited 2-year warranty gives you specific legal rights and you may also have other rights.

Drive DeVilbiss Healthcare Ltd. cannot be held responsible for any injury or incident which relates to the use of this scooter in conjunction with accessories manufactured by companies other than Drive DeVilbiss Healthcare Ltd.

Drive DeVilbiss Healthcare Ltd. has a policy of continual product improvement and reserves the right to amend specifications covered in this document.

No part of this document may be reproduced without the written approval of Drive DeVilbiss Healthcare Ltd.





## 16. SERVICE RECORD

Inspect your scooter routinely for service issue or wearable items.

YEAR	1	2	3	4	5	YEAR	1	2	3	4	5
<b>Service Dates</b>						<b>Service Dates</b>					
Controller						Upholstery					
On/Off Switch						Seat					
Control Lever						Back					
Braking						Armrests					
Recharge point						Electrics					
Batteries						Connections condition					
Levels						Lights					
Connections						Test run					
Discharge Test						Forwards					
Wheels and Tyres						Reverse					
Wear						Emergency stop					
Pressure						Left turn					
Bearings						Right turn					
Wheel nuts						Slope test					
Motors						Over obstacles					
Wiring						List items repaired					
Noise											
Connections											
Brake											
Brushes											
Chassis											
Condition											
Steering											

**SUGGESTION** – Once a year, take your scooter to your provider or an authorised service engineer for inspection and maintenance.

**drive**

**DeVilbiss**  
HEALTHCARE



Drive DeVilbiss Healthcare Ltd  
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Drive DeVilbiss Sidhil Ltd.  
4 Trench Road, Mallusk, Newtownabbey, BT36 4TY, Northern Ireland



Emergo Europe  
Prinsessegracht 20, 2514AP, The Hague, Netherlands



Heartway Medical Products Co., Ltd.  
18 Jingke Central 1st Road, Nantun District, Taichung City, 40852, Taiwan

Drive DeVilbiss Healthcare Ltd provide these instructions for use and product markings.

NB. IMAGES CONTAINED IN THIS DOCUMENT ARE FOR ILLUSTRATION AND PARTS IDENTIFICATION PURPOSES ONLY,  
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ORIGINAL INSTRUCTIONS

HW001 / HW002 / HW006, 2022-10 — rev3