

# SHOPRIDER®

**ATTENTION**  
Please read your  
owner's manual before  
driving your scooter.



**VENTURER**

**Owner's Manual**

# **SHOPRIDER®**

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# SHOPRIDER®

## INTRODUCTION

Congratulations on your purchase of the Shoprider® scooter. This scooter incorporates the latest innovative designs patented and only available on a Shoprider® scooter. This scooter can be used in confined spaces both indoors and outdoors. Direct drive transaxles and electromagnetic brakes give a safe and efficient ride. This Shoprider® scooter is designed for persons with limited mobility.

***Please read this manual carefully and thoroughly before using your scooter and make sure you understand all the instructions.***

## FEATURE GUIDE (Venturer)

1. Tiller Handle Bar
2. Rear Mirror (option)
3. Black Vinyl Captain Seat (option)
4. Armrests
5. Seat Reclining
6. Black Pneumatic Tire
7. Footrest Mat
8. Front Bumper (Replaceable Independently)
9. LED Headlight
10. Detachable Basket (option)
11. Front Indicators
12. Rear Indicators & Hazard Lights
13. Taillights
14. Anti-tip Wheels
15. Rear Bumper (Replaceable Independently)





## **SAFETY ADVICE**

- Do not carry passengers.
- This mobility Product is intended to assist you. For your own safety, please read the Owner's Manual before using the Scooter. If in any doubt, contact your supplier directly for advice.
- Do not exceed inclines over 9 degrees (15% grade).
- Driver weight may exceed weight of the unit, speed must be reduced when turning.
- Do not get on or off the scooter unless the brake is on and the scooter is switched off.
- Do not switch off the scooter while the scooter is moving.
- Do not drive the scooter where you can not safely or legally walk.
- Do not attempt to drive over curbs greater than 1.5 inches in height. Doing so could cause your scooter to turn over, causing personal injury or damage to the scooter. For curbs less than 1.5 inches, always approach them at an angle of 90 degrees and at a low speed.
- Do not drink or use a mobile phone when driving your scooter.
- Do not exceed the suggested user weight limit to use the product. Doing so, could cause personal injury and invalidate the warranty.
- Always keep your feet on the scooter when moving.
- Please make sure that you are physically fit to operate this unit. Consult your dealer/doctor for advice.
- Always slow down and proceed carefully when traveling over rough or uneven ground.
- For individuals with balance problems, practice getting on the scooter with the assistance of a qualified healthcare professional.
- Do not operate the scooter without anti-tip wheels installed.
- Do not use an escalator to move a scooter between floors or serious injury could occur.
- Do not drive the scooter on an incline that has oil, water or ice film on it.
- Do not try to lift the scooter by its seat, tiller, rear chassis cover, or any removable parts. Any of these could cause injury to the user or damage to the scooter.
- Do not use parts or accessories that are not authorized by the original manufacturer of the scooter.
- Before sitting in or exiting the scooter, REMOVE the key from the ignition. This will insure the POWER is off and the scooter can not move under its own power. As a general precaution, always remove the key from the ignition while the scooter is not in use. This will prevent the use by untrained and unauthorized persons.

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- Do not connect any foreign device to the scooter battery or charging port. This could cause failure of the device, the scooter and personal injury.
- Make sure the tiller is properly adjusted and locked to the user or damage and injury could result.
- It is not allowed to have any person sitting in the scooter when transported by a vehicle, otherwise any injury or damage that might result.
- Do not use the scooter in the rain, near a shower or in a damp bathroom. Direct exposure to rain or dampness could cause the scooter to electrically malfunction and prematurely rust.
- Do not lean against or pull forward on the tiller while mounting or dismounting the scooter. Otherwise, injury may occur.
- Do not operate the unit or turn the key on while charging.
- Whenever a center bolt of the wheel assembly has been loosened, please replace a specified new bolt from authorized dealers and secure with a torque of  $240 \pm 5$  kg-cm together with Loctite 271 adhesive (or equivalent).
- Charge batteries daily after use.
- Charging plug has to be removed from the scooter after charging.
- Battery cables must be securely fastened onto battery terminals by the authorized dealers before using the unit.
- Batteries must be tied down correctly and securely.
- Any loose cable can not be allowed when the unit is driving.
- Must check the battery charge remained before operating the unit.
- Always charge the batteries of the unit in a well ventilated area.
- If the unit went over or sank into deep water, please switch off power of the unit and consult with your authorized dealer for help right away.
- Switch off power of the unit while not in use or before charging, removing and installing the batteries. Otherwise, injury and/or damage to the unit or surrounding property may occur.
- Do not operate the unit in the way of exceeding to the product's specification listed in this owner's manual.
- Do not use the thumb/finger lever before the key switch is turned on, or the operation will be prohibited until to turn key switch off and then on.



## **EMI Warning**

Shoprider® scooters may be susceptible to electromagnetic interference (EMI), which is a kind of interfering electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radio, and cellular phones. The interference (from radio wave sources) can cause the scooter to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the scooter's control system. The sources of radiated EMI can be broadly classified into three types:

1. Hand-held portable transceivers (transmitters-receivers) with the antenna mounted directly on the transmitting unit. Examples include: citizens band (CB) radios, "walkie talkie", security, fire and police transceivers, cellular telephones, and other personal communication devices.

**NOTE! Some cellular telephones and similar devices transmit signals while they are ON, even when not being used.**

2. Medium-range mobile transceivers, such as those used in police cars, fire trucks, ambulances, and taxis. These usually have the antenna mounted on the outside of the vehicle.
3. Long-range transmitters and transceivers, such as commercial broadcast transmitters (radio and TV broadcast antenna towers) and amateur (HAM) radios.

**NOTE! Other types of hand-held devices, such as cordless phones, laptop computers, AM/FM radios, TV sets, CD players, and cassette players, and small appliances, such as electric shavers and hair dryers, so far as we know, are not likely to cause problems to the scooter.**

## **Scooter Electromagnetic Interference (EMI)**

Because EM energy rapidly becomes more intense as one moves closer to the transmitting antenna (source), the EM fields from hand-held radio sources (transceivers) are of special concern. It is possible to unintentionally bring high levels of EM energy very close to the scooter's control system while using these devices. This can affect scooter movement and braking. Therefore, the warnings listed below are recommended to prevent possible interference with the control system of the scooter.



## **WARNINGS**

1. Do not operate hand-held transceivers (transmitters-receivers), such as citizens band (CB) radios, or turn ON personal communication devices, such as cellular phones, while the scooter is turned ON.
2. Be aware of nearby transmitters, such as radio or TV stations, and try to avoid coming close to them.
3. If unintended movement or brake release occurs, turn the scooter OFF as soon as it is safe.
4. Be aware that adding accessories or components, or modifying the scooter may make it more susceptible to EMI.

**NOTE! There is no easy way to evaluate the overall immunity of the scooter.**

5. Report all incidents of unintended movement or braking to your Shoprider® dealer, and note whether there are sources of EMI nearby.

***WARNING: The original manufacturer and the importer of the scooter is not responsible for damage or injury incurred due to improper and unsafe use of our scooter.***

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## ADJUSTMENTS

### Tiller Angle Adjustment (Fig. 1)

The tiller of your scooter is uniquely designed to allow you to position it to a comfortable driving position. Your scooter's tiller is very versatile, and can be adjusted to different positions. To decide which position best fits your needs, carefully push the black lever that is located on the right side of tiller, and gently lower or raise the tiller. Once you are satisfied with the position of the tiller, simply release the black lever and the tiller will automatically lock for your safety.



Fig. 1

### Seat Slide & Swivel Adjustment (Fig. 2)

Pulling up on the seat slide lever allows the seat position to be adjusted forward or backward. Release the lever and the seat will lock in that position. Under the right side of the seat there is a spring loaded red lever. Pulling up on the lever allows the seat to swivel, when released the seat will lock into one of 4 positions.



Fig. 2

### Seat Removal (Fig. 3)

Fold down the back of the seat. Pull up the swivel seat adjustable lever (fig. 2) and lift seat off.

### Seat Height Adjustment (Fig. 3)

Remove seat as described above. Loosen seat tightening bolt by hex key wrench. Remove the locking pin that secures the seat adaptor. Lift the seat adaptor out of the seat post. The seat height can be adjusted to 4 different settings by inserting the steel locking pin in the required hole. Retighten the bolt and replace the seat.

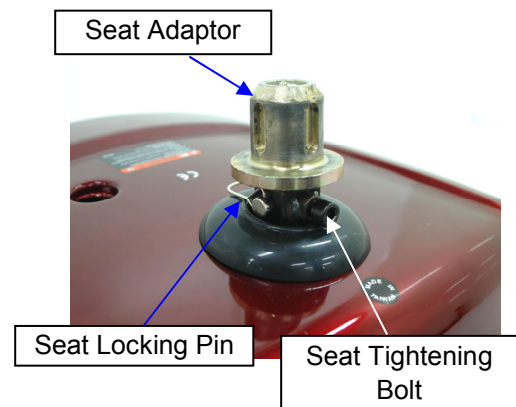


Fig. 3



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## Armrest Width Adjustment (Fig. 4)

On the underside of the seat there are two hand knobs, one either side. Loosening the hand knob allows the arm rest to be adjusted to the required width, or removed for transportation.

***Do not use the scooter without the arms being fitted.***



Fig. 4

## Armrest Angle Adjustment (Fig. 5)

Flip up the armrests to allow access to the adjustable bolt and lock nut, unscrew the lock-nut and screw the bolt in or out to increase or decrease the angle. Re-tighten the lock-nut. Your scooter is dispatched from the factory with the armrests set parallel to the floor.

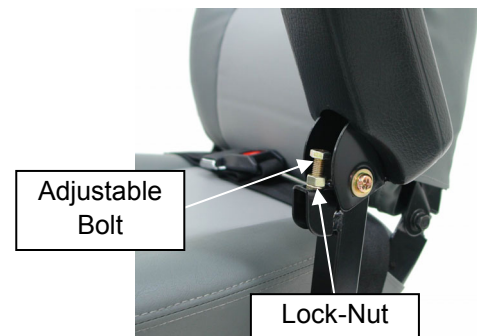


Fig. 5

## Armrest Height Adjustment (Fig. 6)

The vertical square tube connected with the armrest can be reset to the desired position by re-tightening the hand knob for armrest height adjustment.



Fig. 6

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## SCOOTER TILLER CONTROLS (Fig. 7)

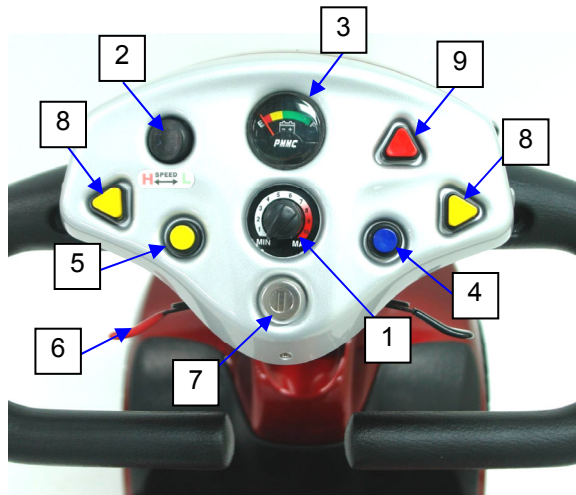


Fig. 7

### (1 & 2) Speed Controls

The speed control allows you to set a speed between 1 (minimum) and 10 (maximum). Turn the dial knob counter-clockwise to “minimum” to decrease speed, and clockwise towards “maximum” to increase your speed. The “High / Low” switch for extra speed. Please use extra caution when using the scooter in “High” mode.

**NOTE:** When attempting to climb slopes, you will need to set the dial to “high” setting. Remember the higher the number you set your speed dial to, the faster your scooter will travel.

### (3) Battery Level Indicator

The gauge is marked from “E” empty, to “F” full. For extra clarity there is a colored graduated scale ranging from RED, (E) through YELLOW to GREEN, (F).

GREEN indicates ready for use.

YELLOW indicates batteries to be charged as soon as possible.

RED indicates charge batteries immediately.

### (4) Lights

A blue colored button operates the LED headlights.

### (5) Horn

A yellow button operates the horn.



#### **(6) Thumb/Finger Lever Controls**

The left thumb/finger lever controls the reverse and the right thumb/finger lever controls the forward motion. The amount of pressure applied to each lever will determine the speed the scooter travels at. Release the lever and the scooter will slowly come to a stop and the electromagnetic brake will be applied.

#### **Electromagnetic Brake**

The brake is automatically operated when the control levers are released. There is a slight delay when the scooter decelerates; this allows the scooter to come to a smooth stop.

#### **(7) On/Off Key Switch**

Insert the key in the right side of the tiller. Turn the key on and the needle arm indicator will indicate the battery charge. There is a delay before the thumb/finger lever control can be operated, while the controller is checking the circuits.

#### **(8) Indicator Switch**

Two yellow triangle buttons operate the Right or Left indicator respectively. To depress the button again will turn off the indicator.

#### **(9) Hazard Warning Switch**

A red button operates all indicators flashing.

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## FREE WHEEL OPERATION (Fig. 8)

The free wheel release lever (yellow handle) is located inside the right / left rear wheel. To disengage the motor, lift up the lever (the scooter can now be pushed). To re-engage the motor push down on the lever.

**WARNING! Always re-engage the free wheeling device after use.  
Failure to do so may result in injury.**

### Anti-tip wheels

The anti-tip wheels are located at the rear of the scooter frame. The scooter should not be used unless the anti-tipping wheels are in place.

***The original manufacturer and the importer of the scooter is not responsible for damage or injury incurred due to improper or misuse of the scooter.***

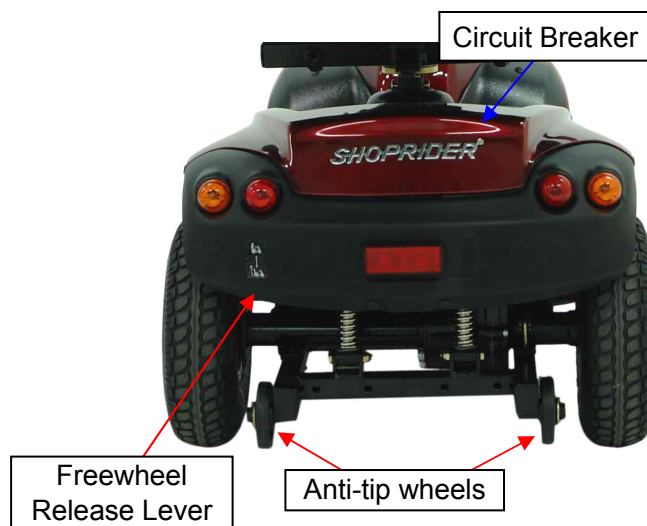


Fig. 8



## **STARTING TO DRIVE YOUR SCOOTER**

### **Getting Started**

- Select a level area with plenty of space.
- Mount the scooter, either by lifting the arm and sliding on to the seat or rotate the seat outwards and then rotate the seat back to face the tiller.
- Adjust the tiller and seat as described previously.

### **Starting Scooter Movement**

- Ensure that you are seated in a comfortable position.
- Turn the key to the ON position.
- Your speed setting should be on 1 or 2.
- Pull your right hand finger lever, the scooter will move forward slowly. The harder you pull the faster the scooter goes but will only reach the speed level that has been selected.
- Release the lever and the scooter will slowly come to a stop and the magnetic brake will be applied.

### **Steering**

Steering the scooter is light and easy. Ensure when starting off you give a wide clearance when turning so that the rear wheels clear any obstacle that you are passing. When steering through limited spaces such as a doorway or when turning around, turn the tiller handles where you want to go and apply power gently. The scooter will turn very tightly, but will still move with complete stability as long as the speed is not too high.

### **Reversing**

Before reversing ensure that the area behind is free from any hazards or obstructions. Adjust your speed setting to a low setting before you reverse. Pull/press the left thumb/finger lever, and steer wide of all corners and obstacles.

### **Dismounting**

Before dismounting ensure that the key is turned to the off position.

***CAUTION: Please ensure that care is exercised when entering or leaving the scooter and that the tiller and foot rest is not used for support.***

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## EXTRA GUIDELINES IN THE CONTROL OF YOUR SCOOTER

### Ramps

The stability of your scooter is governed by several factors such as the seating position, the angle of the slope and your height and weight. When approaching an incline, do so directly and not at an angle and whenever possible avoid making turns. When going down a ramp or slope keep the speed settings to slow. This will ensure there is a safe controlled descent. When the finger levers are released the scooter will slowly stop.

### Safe Climbing Angle

Always follow the guidelines of the safe climbing angle shown as shown in figure 9.

**Caution - Do not turn off the control key while the unit is in motion**

### Grass and Gravel

Please follow the guidelines given previously and your scooter will perform admirably over many surfaces. Avoid long grass, loose gravel and sand.

**NOTE: You should not operate your scooter in wet weather or on wet surfaces. This may cause the motor to sort out.**

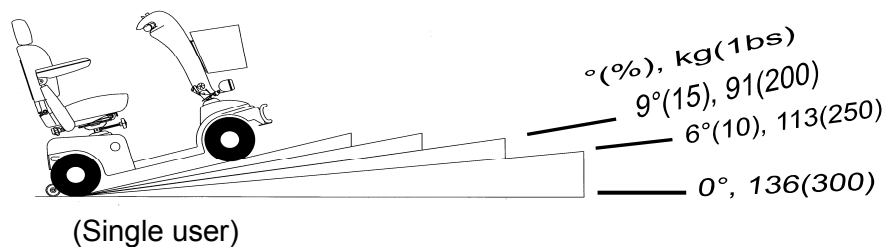


Fig. 9

Angles and weights shown here for this scooter indicate the safe working angles for the user and equipment. Any scooter used outside these parameters may be unsafe and or cause future problems with the electrical systems



## **BATTERIES AND BATTERY CHARGER**

The Shoprider® scooter is supplied with maintenance free, sealed lead acid batteries.

Battery performance can be affected by temperature, terrain, condition of battery, type of battery charger, the weight of the user, wind speed, etc. The battery level indicator is only a guide and is most effective when the scooter is moving, only then is the true discharge level displayed.

- When the scooter stops the battery level indicator may indicate full.
- An active user can use up to 30% of battery capacity or more per day.
- Inactive users may only use 50% of battery capacity in a week.
- In both these instances the battery should be put on charge over night.

### **Battery Charger**

The battery charger supplied is special to your scooter, and may not be suitable for any other power mobility product. Use only the charger supplied with your scooter; other marks of chargers may permanently damage your scooter batteries, and would void the warranty. All the information of battery charger and its operation instruction shall be referred to the user manual attached with the charger in its packaging paper box.

### **First Time Use**

Prior to using your Portable scooter for the first time, you must charge the batteries fully (refer to Battery Charging Procedures). Charging may take up to 12 hours. Charging the batteries completely prior to first time use will benefit battery efficiency. Failure to do so may cause damage.

### **Charging**

To charge the batteries connect the 3-pin male plug lead into the 3-pin female battery-charging socket located on the scooter tiller. Plug the A/C cord plug into the wall socket and the other end into the charger (2-pin). Please refer to the LED indicator description based on charging status of the charger's manual. Once the batteries are completely charged, unplug the A/C cord from the wall then unplug the 3-pin lead from the scooter tiller.

***WARNING: Only use the original Shoprider® approved charger!***

***This charger is for indoor use only. DO NOT expose it to rain or water spray.***

***Do not leave the charger plugged into the charger port if the charger is not charging.***



## MAINTENANCE

### Lubrication

At six-month intervals you should lubricate the following parts with a light oil or similar lubricant:

- Seat pivot post.
- Seat release lever pinion.
- Wheel bearings.
- Axle of scooter.

**CAUTION – DO NOT USE WD40 TO LUBRICATE PARTS!! DO NOT LUBRICATE TRANSAXLE/GEAR BOX!! In the event of any difficulties please consult your dealer.**

### Cleaning

Your scooter should be cleaned as required however as with all electrical equipment you must ensure that extreme care is used to not water damage any sensitive parts.

Read the following warnings

- **Only** use a soft damp cloth.
- **Never** use a hose to wash your scooter.
- **Do Not** use abrasive cleaning products – Mild detergents only should be used.

### Wheels and Tyres

The wheels of your scooter have split rims. This allows any punctures to be repaired easily. To change the wheels remove the center 13 mm bolt and slide the wheel off its axles. Take care not to lose the drive key on the rear wheels. When changing a tyre you must deflate the tyre first. Remove the four bolts to split the rim if required. Ensure that when refitting the wheel the retaining bolt is fitted with a locking washer (with drive key for the rear wheel). Tyre pressure is recommended to be kept at 30 psi on the rear tyres and 25 psi on the front. Note when refitting the tube a small amount of air in the tube will prevent the tube from pinching when reassembling the split rim.

**Caution: On the tyre it states maximum tyre pressure is 50psi. This is a maximum tyre pressure and the tyres should never be inflated to this pressure.**

**Attention: Tyres should be maintained at the correct pressure noted above to ensure even wear and ride comfort.**





## **TROUBLE SHOOTING GUIDE**

### **Circuit Breaker**

Your scooter is fitted with the latest in electronic controls that are programmed to protect the electrical system from abnormal overloads. Fitted for extra protection is a circuit breaker, should there be a situation that your scooter stops for no apparent reason please check that the circuit breaker has not popped out. The circuit breaker can be found under the rear chassis cover accessible through a port hole under the seat.

### **Check List**

If your scooter fails to operate, please check the following:

- Unit is switched on.
- All plugs and connectors are firmly fixed.
- Battery level shows full charge.
- Drive/Freewheel device is in the drive position.

If the free wheel device has been operated with the scooter left switched on, then the scooter will not operate until the ignition key has been switched off and then on again. Please consult your dealer if your scooter does not run after checking these points.

**Please consult your selling Shoprider provider if your scooter does not run after checking these points.**



## Warranty Terms & Conditions

The Warranty Terms and Conditions noted below provide your **Shoprider®** scooter with excellent coverage against possible defective parts or possible faulty workmanship. If at anytime you have a warranty issue **YOU MUST** contact the **selling Shoprider® dealer** as they are required to undertake the diagnosis and labour content of the warranty. **Shoprider®** will as noted below supply spare parts as required as part of this agreement.

### Structural Frame – 3 Years

Shoprider Australia warrants that the frame will be free from defects under normal use, for a period of three (3) years from the date of purchase by the original customer.

Shoprider Australia will repair or replace, at our option free of charge any part found on examination by Shoprider Australia to be defective in material and or workmanship within the warranty period.

All parts claimed under warrant must be returned to Shoprider Australia in their present condition. Only an authorised “Warranty Dealer” of Shoprider Australia can undertake warranty work.

Always contact the **selling Shoprider® dealer** to arrange all work and assess if warranty applies.

### Drive Train Assembly – 18 months

Shoprider Australia warrants that the drive train Assembly will be free from defects under normal use, for a period of eighteen (18) months from the date of purchase by the original customer.

Shoprider Australia will repair or replace, at our option free of charge any part found on examination by Shoprider Australia to be defective in material and or workmanship within the warranty period.

All parts claimed under warrant must be returned to Shoprider Australia in their present condition. Only an authorised “Warranty Dealer” of Shoprider Australia can undertake warranty work.

Always contact the **selling Shoprider® dealer** to arrange all work and assess if warranty applies.

### Drive Train Components include

Transaxle, Motor and Magnetic Brake only



## Warranty Terms & Conditions continued

### Other Parts – 12 months

Shoprider Australia warrants that the other parts will be free from defects under normal use, for a period of eighteen (12) months from the date of purchase by the original customer.

All parts claimed under warrant must be returned to Shoprider Australia in their present condition. Only an authorised “Warranty Dealer” of Shoprider Australia can undertake warranty work.

Always contact the **selling Shoprider® dealer** to arrange all work and assess if warranty applies.

### Exclusions

1. All transportation cost associated with the submission and return of the repair or replacement under warranty (as determined by Shoprider Australia) are the responsibility of the original customer.
2. Normal wear items are not covered under warranty. These items include such items as brushes, tyres, tubes, brake pads, upholstery, seating and armrests.
3. Damage caused by
  - Excessive, abusive, misuse, negligence, accident or water
  - Improper maintenance, maintenance carried out by a non approved “Warranty Dealer”
  - Improper operation & storage
  - Any **commercial** use what so ever
4. Where an authorised dealer has not lodged all required documentation at the appropriate time, the warranty is Void
5. All warranties provided do not extend to purchasers of used or secondhand equipment  
**(Warranty’s are not transferable)**

### Please Note

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement part for a major failure and for compensation for any other reasonable foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure

**NOTE:** In the event of a warranty issue, Always contact your **selling Shoprider® dealer** who will arrange any work and return any faulty parts. Parts will be assessed and replaced within 3-5 working days.



## TECHNICAL SPECIFICATIONS

Models		Venturer
Overall Dimensions: L <sup>1</sup> x W x H	mm	1250 x 600 x 1200
Front Tyre Diameter	Front	2 x 10"
Rear Tyre Diameter	Rear	2 x 10"
Suggested User Weight (on the Level Road)	Kg	136
Total Weight (w/ Batteries, Basket, Seat)	Kg	93
Battery Capacity	_V_Ah x Pcs	12V 50Ah x 2
Charger	Amp	5A
Output Power of Motor (Reference Only)	W/Hp	860/1.2Hp
Max. Speed <sup>2</sup>	Kph	9-10
Safe Climbing Angle	Degrees (%)	Fig. 9
Range <sup>3</sup> (Per charge w/ standard battery)	Km	36-40
Turning Radius	mm	1420

**\*\*\*ALL SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE\*\*\***

1. To include the anti-tip wheels
2. Driver weight may exceed weight of the unit; although the speed must be reduced when turning.
3. The actual driving range varies with the factors shown below:
  - a) the weight of occupant
  - c) battery conditions
  - d) type of charger
  - e) ambient temperature
  - f) the way of driving
  - g) terrain
  - h) the wind speed
  - i) etc.



## Disclaimer

Congratulations on your purchase of the Shoprider® Scooter.

This Scooter is not intended to be used by individuals with physical limitations that could prevent the user from operating the Scooter safely. Shoprider® disclaims all responsibility for any personal injury or property damage, which may occur as a result of improper or unsafe use of its products.

The preceding guidance is intended to assist you in the safe operation of this Scooter. If you should have any questions about the correct operation of the Scooter, please contact your authorised Shoprider® provider.

Please complete the information below for future reference

Shoprider Selling Dealer -	_____
Scooter Model Number -	_____
Scooter Serial Number -	_____
Date of Purchase -	_____

**ATTENTION:** This owner's manual is printed based on the latest specifications and product information available at the time of publication. SHOPRIDER® reserves the right to make changes as they become necessary. Any changes to the SHOPRIDER® range may cause slight variations between the illustrations and explanations in this manual and the scooter model that was purchased.

Where possible a newer version of this manual may be available on our website

[www.shoprider.com.au](http://www.shoprider.com.au)

SHOPRIDER Australia Pty Ltd

1 Business Way Malaga

Western Australia 6090

[www.shoprider.com.au](http://www.shoprider.com.au)

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## Notes

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## Notes



**Notes**

A large, empty rectangular box with a thin black border, intended for handwritten notes.