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FX Carbon User Manual

FX Carbon



Thank you for choosing the Muick Sandy FX Carbon.

Please read the user manual carefully before operation. If you have any questions or require further assistance, contact Muick Sandy on: **Freephone 0800 043 2323**.



The above symbol is used in this user manual to indicate a warning.

It is important that you fully understand your scooter before operation. Failure to pay attention to these warnings could result in injury and may cause damage to the scooter.

Please note: The photographs featured in this manual are for reference purposes only. Your scooter may vary slightly in appearance and design.

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Feature Guide

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Specifications

Folded size	L710 x W430 x H440 mm
Unfolded size	L980 x W430 x H930 mm
Angle of climb	0-6°
Turning radius	1400 mm
Max capacity	19.5 st / 125 kg
Weight without battery	2.5 st / 16 kg
Maximum driving distance	9 miles / 14.5 km
Maximum speed	4 mph / 6.5 km/h
Motor	Brushless 150W
Lithium battery	10.4Ah
Charging time	6-10 hrs
Drive system	Rear Wheel Drive
Brake system	Electromagnetic
Front wheel diameter	PU 7.5" Solid Front Tyre
Rear wheel diameter	PU 7.5" Solid Rear Tyre



Display & Controls

1 NFC sensor
2 Increase speed
3 Decrease speed
4 Mileage display
5 Speed level
6 Forward & reverse levers
7 Speed
8 Overall distance
9 Power on/off
10 Activate lights
11 Sound horn
12 Battery level*

* Ensure the battery is suitably charged before setting off. If the bars are not fully lit, turn off the display and follow the charging instructions on page 15 of this manual.



Folding Your Scooter



STEP 1

Grab the handle

Reach over and grasp the orange handle located at the base of the scooter.



STEP 2

Pull handle upwards

Pull the handle in an upwards motion and the scooter will compress together.



STEP 3

Angle the scooter

Stand in front of the scooter, hold the tiller arms, and lean the scooter towards you.



STEP 4

Final check

The mechanism will click shut. Ensure the scooter is fully folded before transportation.

Unfolding Your Scooter



STEP 1

Press release handle

Locate the orange handle and press firmly downwards to release the mechanism.



STEP 2

Separate scooter

Grab the tiller and the seat with opposite hands and pull apart. The scooter will open.



STEP 3

Apply pressure

Apply gentle downward pressure on the seat or the base to fully expand the scooter.



STEP 4

Final check

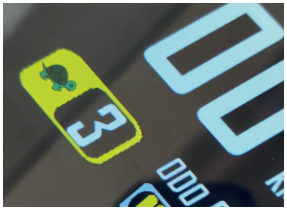
Listen for a click. This confirms that the base has locked into position and is ready to ride.

Pre-ride Checks



Power on and swipe the NFC tag

Turn on the power button and press your NFC tag up against the 'NFC' sensor pictured opposite. Ensure the battery is suitably charged before using your scooter.



Assign the correct speed

The scooter speed can be adjusted as required. Press the tortoise or hare buttons to assign speed levels 1 through to 5. Level 1 is the slowest speed and level 5 is the fastest.



Moving, reversing and braking

Locate the forward and reverse lever. Push the right lever to move the scooter forwards and push the left lever to move backwards. When released, a brake will automatically stop the scooter.



Freewheel lever *(pictured)*

The freewheel lever can be moved up or down to switch between "freewheel mode" (moving by hand) or "drive mode" (typical scooter operation).

LEVER UP = FREEWHEEL MODE

LEVER DOWN = DRIVE MODE

If the power is turned off while the scooter is moving, the electromagnetic brakes will activate as a safety measure and the scooter will stop suddenly.

Tiller Adjustment



Open the tiller adjustment clip

To adjust the height of the tiller, firstly locate the clip on the vertical pole and pull it open.



Adjust the tiller height

Adjust the height of the telescopic pole until it is in the desired position. Snap the clip shut to prevent further movement.



Adjust the tiller angle

To adjust the angle of the tiller press the orange lever and then angle the pole towards the seat until it is in the preferred position. Release when complete.



Armrest Adjustment



Locate the quick release pin

The armrests on your scooter are fully removable. Locate the quick release pin and pull towards you to release the locking mechanism.



Remove the armrest

Once the pin is removed, the armrest can be lifted out and stored safely. To reinsert the armrest, press down until the locating pin clicks into position.



Angling the armrests

The armrests can be manually moved up and down, to assist with boarding the scooter.



Lights



Red rear light

When the light button is activated on the display (see photo opposite) a red light will illuminate at the rear of the scooter.



White front light

The light button on the display also activates a bright white light at the front of the scooter, to assist with visibility in poorly lit areas.



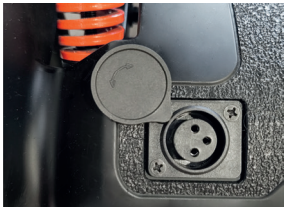
Amber handlebar lights

The light button on the display also activates two prominent amber lights either side of the handlebars, to assist with overall visibility.



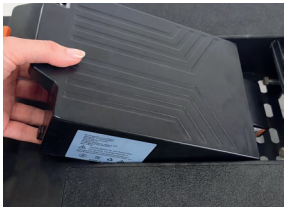
Your scooter is best used during daylight hours. The built-in lights improve overall visibility, but riding at night increases the risk of accident, so is not recommended.

Charging



Option 1: Scooter charging port

The scooter offers two convenient charging options. Option 1 involves plugging directly into the charging port located at the back of the scooter using the supplied cable.



Option 2A: Charge the battery

Option 2 involves connecting the charging cable directly to the removable lithium battery. Locate the battery in the scooter base and simply lift upwards to release.



Option 2B: Locate the port

Locate the charging port at the back of the battery and use the supplied charging cable to plug into the mains. Once charged, reinsert the battery by sliding and snapping into the base.

Power on / fully charged

Charging

- Ensure the display is turned off before charging commences.
- A full charge will take 6-10 hours.
- When the scooter is not in use, charge once a month to preserve the battery.
- Unplug when charging is complete to prevent accidental scooter movement.



Charger Details

Your scooter has a safety circuit to prevent overheating during charging. Please ensure that the battery charger is disconnected from the charging terminal before riding. Store and use the charger in a dry environment between -25°C and 40°C. The charger should not be used if any damage is visible. In all cases, the charger must only be repaired by Muick Sandy.

Warning

1. Only use the original charger. Using other chargers will affect the product warranty. Using unapproved chargers can cause serious damage to the battery or scooter and may even pose a fire hazard.
2. Handle batteries and chargers with care. Do not throw batteries into a fire.
3. Dispose of exhausted batteries in accordance with local regulations.
4. Do not place batteries around heating equipment. Overheating may cause the battery to explode.
5. Do not squeeze or puncture the battery. Do not subject the battery to external high voltage, otherwise it may short circuit or overheat.
6. Do not charge the battery in an environment with smoke or open flames, do not touch the metal terminals and use only specially supplied batteries. If the battery is damaged or the battery casing is compromised in any way, contact Muick Sandy immediately and do not attempt a repair yourself.



Model: **HP0810WB**
Input: **220V AC 50Hz 2.7/1.7A**
Output: **24V DC/2A**

Battery Details

The scooter is equipped with a rechargeable battery. No maintenance is required except for normal charging. The sealed battery case allows safe transportation. The battery is approved for transportation on planes, ships, and trains. Ensure correct transportation and storage. Only use batteries provided by Muick Sandy.

Maintenance

1. Only use an approved charger to charge the scooter.
2. Do not interrupt the charging cycle.
3. If you do not need to use your scooter, you should still charge it regularly, which will help maintain battery health.
4. When the power is cut off, please do not leave the charger plug connected to the terminal, as this will drain the battery.
5. If you leave your scooter (for more than 5 days), your battery should be charged for 10 hours. Once complete, unplug and ensure the battery is disconnected.
6. Improper full-load charging will damage the battery, which can result in reduced driving range and permanent failure.

Cleaning

If the battery is contaminated with water, battery fluid, dust, etc., it may discharge more readily. To clean the battery, turn off the power, open the outer shell, remove the battery, and clean with a cloth. If there is white powder on the terminals, wipe it with warm water.



- Battery fluid is corrosive; avoid direct contact with it. In case of contact with skin or clothing, rinse immediately with soap and water. In case of contact with eyes, immediately rinse eyes with water for at least 10 minutes and seek medical attention. Do not dispose of batteries as normal waste. Dispose in accordance with local laws.
- Remember to unplug the scooter when charging is complete to prevent the scooter from moving. Do not operate the scooter while charging.
- The battery needs to be checked regularly for signs of damage. If there is any obvious damage please contact Muick Sandy immediately.
- Before inspecting or handling the battery, remove any metal jewellery such as watches, rings, or necklaces, as these can conduct electricity and cause a short circuit. Taking these precautions will help protect both you and your battery, ensuring safer maintenance and a longer battery life.

Troubleshooting

Error Code	Fault Description	Solution
E0	Forward & reverse lever fault	Check the lever connections are secure. Reconnect or enquire about a replacement.
E1	Brake fault	Check the brake lever returns fully. Connections and wiring may require servicing.
E2	Motor fault	Check the motor cables are secure. If the issue continues, contact us for assistance.
E3	Charging error	Ensure the charger is disconnected before using the scooter.
E4	Controller fault	Restart the scooter and check all controller connections.
E5	Idle timeout	Press the power on/off button or adjust the speed to wake the scooter.
E6	Communication error	Ensure that the display and controller cables are securely connected.

The error codes listed above are shown on the tiller display. If the solutions outlined are unsuccessful, please contact Muick Sandy for an assessment and to avoid further damage.

Warranty

Warranty conditions

1. Repair or replace with a Muick Sandy authorised service agent.
2. To ensure your scooter qualifies for warranty support, please meet the following conditions and report any issues to Muick Sandy as soon as possible. During the warranty period, your scooter could be subject to service and repairs by our team, depending on the nature of the issue and the terms of your warranty.
3. From the date of purchase, your scooter is covered by a 1-year warranty. During this period, any defective components may be replaced free of charge at our authorised service centre, subject to standard warranty conditions.
4. Natural wear and tear of parts is not covered under the standard warranty, unless there is clear evidence that the wear was caused by a manufacturing defect. This exclusion applies to components such as decorative parts, internal pipes, batteries, armrest pads, handles, and other similar items.
5. Under normal circumstances, Muick Sandy does not assume the responsibility for repair or replacement of parts caused by the following situations:
   - i The scooter or parts have not been maintained according to the manufacturer's recommendations or the original equipment has been used incorrectly;
   - ii Damage caused by negligence, accidents, or improper use is not covered under the warranty;
   - iii The scooter or parts have been modified to be different from the original specifications and parameters, or have been repaired by the customer before going through our company's service department.



Please save our freephone number for future reference (0800 043 2323). If a fault occurs, contact us and provide a detailed description of the issue so we can assist.

Warranty *(continued)*

The warranty does not cover the following

1. Minor cosmetic imperfections or noises that do not affect the scooter's performance or operation.
2. Discomfort due to wear and tear or changes over time (natural fading and deterioration of painted surfaces, plated surfaces, resins, etc.).
3. Issues caused by a failure to carry out regular inspections.
4. Damage caused by improper or incorrect maintenance.
5. Use of the scooter outside the instructions in the user manual, including overloading or exceeding the weight limit.
6. Unauthorised modification without the company's permission.
7. Water damage or problems caused by external factors such as soot, chemicals, bird droppings, acid rain, flying stones, metal powder.
8. Issues arising from disasters such as floods, fires, earthquakes, etc.

Warranty and validity

1. This product is warranted for 1 year under normal operation.
2. Consumables (such as: batteries, seat back pads, tyres, armrest pads, etc.) are not covered by the warranty.

The following expenses are not covered

1. Replacement and replenishment costs of consumables and grease ('consumables' include: tyres, fuses, plastic products, glass products, lubricants, and other items of this type).
2. Costs required for inspection, adjustment, oiling, cleaning, etc.
3. Regular inspection and maintenance costs specified by the company.
4. Repair costs incurred outside the company's authorised maintenance centre or after-sales service outlets.

Customers should comply with the following

Customers must comply with the below in order to receive support:

1. Operate correctly according to the methods shown in the manual.
2. Perform daily inspections.
3. Perform inspections specified by the company.

Routine Maintenance

Before driving, please complete the following checks. If any abnormalities are found, do not use the scooter and have it inspected by Muick Sandy.

Steering handle	Is it loose? Can it turn left and right smoothly?
Speed buttons	Are they functioning as expected?
Direction levers	Do they move when pushed and return to the centre position?
Display	Is the battery indicator lit? Is the battery level sufficient?
Horn	Is there any sound coming from the horn?
Footpad	Ensure this is free of debris to ensure smooth movement

Battery cleaning

If the battery is contaminated with water, battery fluid, dust, etc., it may discharge more readily. To clean the battery, turn off the power, open the outer shell, remove the battery, and clean with a cloth. If there is white powder on the terminals, wipe it with warm water.

Fuse check

Turn the power button "ON". If the battery indicator does not display as expected, please check the fuse in the battery box.

Other checks

1. Regularly check the insulation of all wires and the tightness of wire connectors.
2. Avoid moisture in all electronic control components, otherwise they must be completely dried before use.
3. Please use a soft cloth to wipe the dirt on the vehicle body, and avoid using water to clean the scooter body directly.

- If you notice anything abnormal or functioning incorrectly, please contact Muick Sandy for an inspection and maintenance check.
- If the scooter is not used for a long time, charge it once every month.
- We recommend that you do not perform maintenance tasks on the scooter other than those described in the manual. Our service team is trained and can provide maintenance when repairs are required. Only use accessories provided by Muick Sandy. All replaceable parts are in stock. Users must not replace parts on their own.

Top Tips



Follow these practical tips to enhance safety and enjoyment, ensuring a smoother experience when using your scooter.

- Use a higher speed when travelling uphill to maintain momentum. Use a lower speed downhill for better control and a smoother, safer ride.
- If you are going down an incline, ensure your speed setting is as low as it can be.
- Ensure the tiller height adjustment clasp is firmly shut to prevent unexpected movement.
- Keep your battery indoors throughout cold periods and winter months to prevent it from freezing.
- If you need to store your scooter outside, always keep it dry under a special scooter cover. Prolonged exposure to rain, moisture, or sunlight can lead to rust, electrical faults, and reduced battery life.
- Conduct regular maintenance checks and ensure your scooter is clear of leaves, dirt or debris.
- Double-check that the tiller and seat are locked before riding. Failure to do so may result in injury.

- Ensure that hands remain well clear of the scooter base when unfolding to prevent a risk of injury.



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