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FX Pro User Manual

FX Pro



Thank you for choosing the Muick Sandy FX Pro.

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

1 Dashboard
2 Silicone handle grips
3 Forward & reverse lever
4 Tiller
5 Height adjustment clip
6 Unfolding button
7 Foot pad
8 Front wheel
9 Backrest
10 Armrest
11 Seat folding handle
12 Rear wheel
13 Anti-tip wheels
14 Folding pedal
15 Battery compartment
16 Optional second battery



Specifications

Folded size	L755 x W510 x H330 mm
Unfolded size	L973 x W510 x H957 mm
Angle of climb	0-10°
Turning radius	1400 mm
Max capacity	21.5 st / 136 kg
Weight without battery and cushion	2.5 st / 15.8 kg
Maximum driving distance	8 miles / 13 km, 16 miles / 25 km
Maximum speed	4 mph / 6 km/h
Motor	Brushless 150W
Lithium battery	6Ah (x1), 12Ah (x2)
Charging time	3-5 hrs
Drive system	Rear Wheel Drive
Brake system	Electromagnetic
Front wheel diameter	PU 7" Solid Front Tyre
Rear wheel diameter	PU 7" Solid Rear Tyre



Display & Controls

1 Power/speed dial
2 Throttle lever
3 Auto-decelerate†
4 Display locked
5 Lights active
6 Mute active
7 SOS alert active*
8 NFC sensor
9 Battery level
10 Horn button§
11 Speed
12 SOS button
13 Mute function‡
14 Light button

! † The shield icon will illuminate when the auto-deceleration function is active (travelling on slopes or making sharp turns).

* SOS function. A warning sound will operate intermittently. Press again to cancel.

§ Press the horn button twice to toggle between mph and km/h.

‡ The mute function is activated by simultaneously pressing the horn (10) and light (14) buttons. Press again to cancel.



Folding Your Scooter



STEP 1

Press the foot pedal

Press the foot pedal to unlock the mechanism. At the same time grab the seat handle.



STEP 2

Pull handle upwards

Pull the seat handle upwards and the scooter will begin to compress together.



STEP 3

Continue pulling

Continue pulling upwards whilst holding the tiller. The scooter will compress further.



STEP 4

Final check

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

Unfolding Your Scooter



STEP 1

Press the button

Locate the button on the vertical pole and press down to release the mechanism.



STEP 2

Separate scooter

Grab the tiller and the seat and pull apart. The scooter will begin to expand outwards.



STEP 3

Apply pressure

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

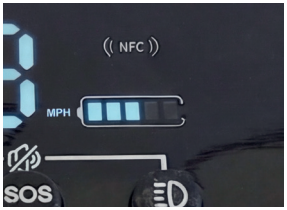


STEP 4

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 dial clockwise to turn the scooter on. Press your NFC tag up against the 'NFC' sensor icon. Ensure the battery is suitably charged before using your scooter.



Assign the correct speed

The scooter speed can be adjusted as required. Rotate the dial clockwise to assign your preferred speed level (up to a maximum speed of 6mph).



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. Ensure the tiller can be accessed comfortably when seated.



Snap shut once adjusted

Snap the clip shut. Ensure the clip is fully closed to prevent any unexpected vertical movement when riding.



Other Adjustments



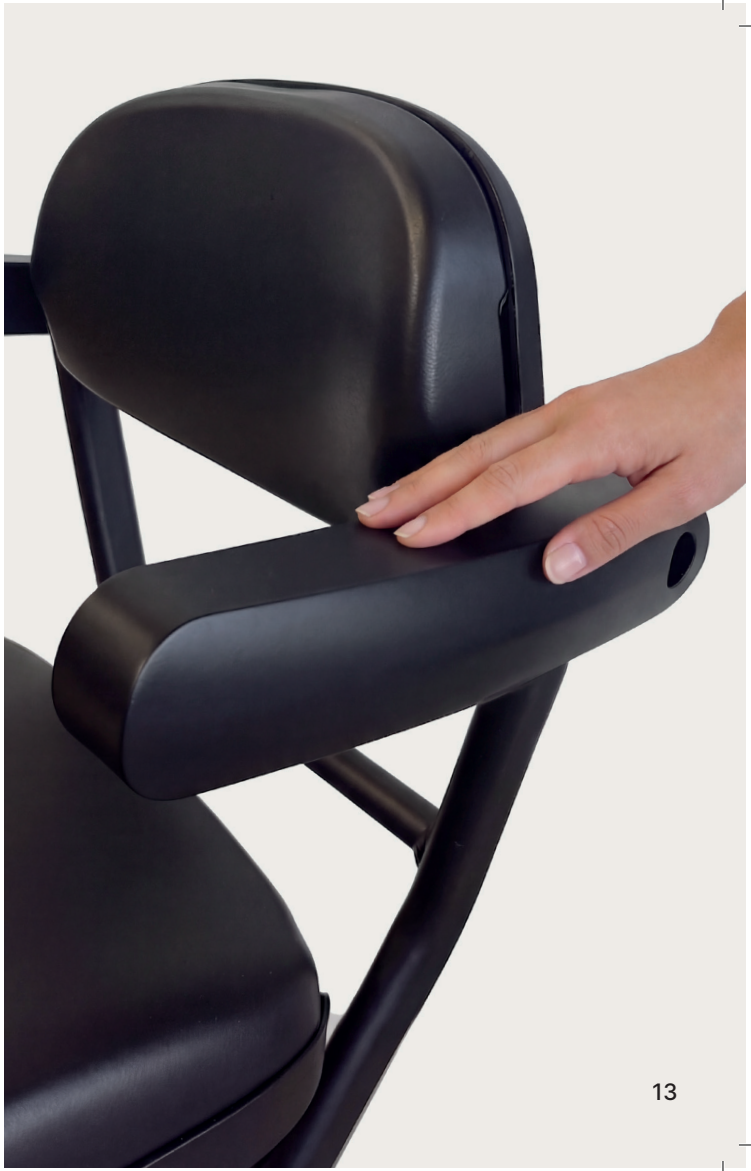
Angling the armrests

The armrests can be manually angled up and down, to assist with boarding the scooter and for ease of storage.



Unfolding the seat back

The back of the seat can be angled to achieve the most comfortable position. Alternatively, it can be folded flat for ease of storage.



Lights



Activating the lights

Press the light button on the tiller display (see photo opposite) to activate the front and rear lights.



White front light

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



Red rear light

The light button on the display will also activate a red strip light at the rear of the scooter.

> ! 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, press the unlock button and simply remove.



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.



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.



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
F0	Brake fault	See if the freewheel lever is closed (down position). Lift lever and re-test.
F1	Controller communication fault	The drive assembly and controller may need to be replaced.
E0	Power tube fault	The drive assembly may need to be replaced.
E1	Motor overcurrent	Restart the scooter. If the issues persist the drive may need to be replaced.
E2	Motor fault / phase loss / hall sensor fault	The drive assembly may need replacing. If the fault persists replace the motor.
E3	Charging fault	Charger is not powered or charger is damaged. A replacement is required.
E5	Voltage too high	Restart the scooter. If the issue persists, verify that battery is an original.
E6	Voltage too low	Charge battery immediately, or replace if necessary.
E7 / E8	Throttle fault (E7 left / E8 right)	The upper controller may need to be replaced.
E9	Gyroscope fault	Restart the scooter. If the issues persist the drive may need to be replaced.

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 dial	Is it functioning and rotating 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 dial to “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 entrapment or injury.

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