

Dear Customer,

Congratulations on purchasing the Savvy 4, the mobility scooter that keeps on giving.

With some care and attention your Savvy 4 should offer you freedom and excitement for many years to come. With that in mind we've prepared this pack for you. It contains all the information you need to get started, and some recommendations to help keep your Savvy 4 in perfect condition. The pack contains:

User Manual: This booklet covers the basics of using, caring for, and servicing your Savvy 4. Make sure to read this manual thoroughly, as it contains information about the kind of terrain the Savvy 4 is used on, and tips on driving it safely.

Warranty Registration: As the proud owner of a Savvy 4 you are entitled to ongoing support for your vehicle from the day you purchase it. Please carefully fill out the warranty registration form and return it to Scooterpac via the address below. This will ensure there is no delay if you require help in the future.

Battery Care Guide: In our experience, it is battery care that causes the most concern for scooter users. This guide has been produced to help ensure your batteries achieve the very best performance and reliability.

Certificate of Newness: This is our legal declaration that the scooter you are receiving is new, and has not been registered in the UK by another user before. This is required when registering your scooter with the DVLA.

DVLA Registration Form: Your Scooterpac retailer may have already helped you complete this form, if they have not, you will need to do so. Please complete the highlighted fields and send to DVLA. Mobility scooters are tax exempt but will need to be registered with the UK government.

In the back of the User Manual, you will find several pages set aside for your Service Engineer to record the details of services carried out on your Savvy 4. We recommend that your Savvy 4 is serviced every 12 months, this will help to keep it in the best possible condition.

We would like to take this opportunity to thank you for purchasing a Savvy 4 from one of our retailers.

Kind regards,



Dane Lawrence
Managing Director

We stand by our products at Scooterpac – that is why your new Sawy 4 comes with a 12 month warranty from the day it is delivered to you. Fill in this form to ensure there are no delays should you require help from us in the future.

Please fill out this form and return it to the address below. We'll keep your details on file so that if you ever need to claim under warranty, you can simply supply the serial number of your car and we'll be able to help.

Title	
Forename(s)	
Surname	
Phone Number	
Email Address	
Address 1	
Address 2	
Town / City	
Postcode	
County	
Country	
Colour	
Serial Number	
Date of Delivery	
Original Retailer	
Retailer Location	
Retailer Phone	

About You

Tell us a little about yourself. We never share our data with anyone else, so you're totally safe.

Contact Details

We keep a record of where Scooterpac products end up - they're valuable products and it helps us to ensure we have the correct aftersales network around the country.

Product Details

Don't forget that your warranty begins the day you receive it, not the day it's ordered.

Retailer Details

Our retailer network are responsible for repairs and servicing our products.

We'd love to keep in touch with special offers and the latest news from Scooterpac. You can ask us to stop any time. If you do want to hear from us please tick this box.
Scooterpac does not share or sell your personal information.

Alternatively, complete this form online.



Scan QR code with your smartphone camera.



HOW TO LOOK AFTER YOUR SCOOTER'S BATTERY

In our experience, it is battery care that causes the most concern for our customers. This basic guide has been produced to help you look after your batteries, so that your scooter can achieve the very best performance and reliability.

We strongly recommend you read the user manual that came with your mobility scooter. This guide is a summary of the key points in that handbook rather than a replacement for it.

As most Scooterpac mobility scooters are fitted with AGM/SLA batteries, we have written this specifically for AGM/SLA batteries. Please note, this advice does not apply to gel or lithium batteries.



Your battery has a natural life expectancy of 2-3 years. Good maintenance is essential to achieve this.



Always use a charger that has been approved by Scooterpac and is compatible with your battery.



Charge your battery overnight for 12 hours to achieve a full charge.



Always read the charger instruction leaflet. Overcharging can occur. Some chargers have a three-stage intelligent charging cycle where you must not interrupt the charging sequence.



If you are not going to use your scooter for over a week, give it a full charge overnight, once a week.



While the battery is connected to the charger keep the mains electricity on. Turning off the electricity whilst connected will drain the battery.



Cold weather REDUCES the capacity of all batteries. Batteries will take longer to charge when cold and you may find you can travel SHORTER distance than stated.



Your scooter's battery is factory tested to give a run time, usually described as a range (e.g. 20 miles). This range is a guide only and many factors such as size/weight of user, terrain, temperature, and scooter size will have an influence on the battery run time.



If it is used frequently, it is not unusual for a battery to require replacement after 12 months. Following these simple care tips will help your battery last longer.

To whom it may concern,

This document serves as a Certificate of Newness for all official purposes. It is only valid when supplied by Scooterpac directly. Please do not photocopy.

Date	
Model Name	Savvy 4
Serial Number	
MPH	4 mph
Weight	115 Kilograms

I declare that the vehicle described above is a new vehicle which has not been registered in any country before it was registered in the the United Kingdom.

Kind regards,



Dane Lawrence
Managing Director



What should I do if I have a technical issue or a problem with my Scooterpac product?

In the first instance please contact the Scooterpac Dealer you purchased your product from. If your dealer requires assistance they will contact us directly on your behalf.

How often should I recharge my mobility scooter?

Please fully charge your vehicle, at least once a week to maintain battery life & maximise performance. Even when the vehicle isn't in use. For more information, refer to the enclosed Battery Care Guide.

What happens if I lose my mobility scooter keys?

In the first instance please contact the Scooterpac Dealer purchased your product from. If your dealer requires assistance they will contact us directly on your behalf to order any parts you may require.

What should I do if I need to make a claim on my warranty?

Please contact the Scooterpac Dealer you purchased your product from. They will contact Scooterpac to manage the warranty claim process.