

Dear Customer,

Congratulations on purchasing the Savvy 8, the mobility scooter that keeps on giving.

With some care and attention your Savvy 8 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 8 in perfect condition. The pack contains:

User Manual: This booklet covers the basics of using, caring for, and servicing your Savvy 8. Make sure to read this manual thoroughly, as it contains information about the kind of terrain the Savvy 8 is used on, and tips on driving it safely.

Warranty Registration: As the proud owner of a Savvy 8 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 8. We recommend that your Savvy 8 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 8 from one of our retailers.

Kind regards,



Dane Lawrence
Managing Director

We stand by our products at Scooterpac – that is why your new Sawy 8 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	<input type="text"/>
Forename(s)	<input type="text"/>
Surname	<input type="text"/>
Phone Number	<input type="text"/>
Email Address	<input type="text"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
Town / City	<input type="text"/>
Postcode	<input type="text"/>
County	<input type="text"/>
Country	<input type="text"/>
Colour	<input type="text"/>
Serial Number	<input type="text"/>
Date of Delivery	<input type="text"/>
Original Retailer	<input type="text"/>
Retailer Location	<input type="text"/>
Retailer Phone	<input type="text"/>

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 8
Serial Number	
MPH	8 mph (12.8 kph)
Weight	125 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.

Do not use this form if your vehicle is already registered with DVLA. If you have changes to notify you may do so using your V5C vehicle registration certificate (log book) or use a V62 form to apply for a new one at www.gov.uk/government/publications/application-for-a-vehicle-registration-certificate

Please select one option:

- **New** – a vehicle that has never been registered before, with DVLA or any other registration authority
- **Used** – a vehicle that has been registered before, with DVLA or any other registration authority

Send your application to **DVLA, Swansea, SA99 1BE**. Make sure to include all relevant documents (listed in the document checklist over the page) with your application or it will be returned to you. There is no fee.

Your V5C will be issued within 4 weeks. You **do not** need to display number plates.

For more information on the use of these vehicles, go to: www.gov.uk/mobility-scooters-and-powered-wheelchairs-rules

1 Registration number

2 Tax class

3 Period of tax applied for months weeks

4 Registration fee Tax payable £

5 Make

Note: Enter 'Mobility Vehicle' if make is unknown

6 Model

7 Type of body/vehicle

8 Wheelplan

9 Colour(s)

Note: Enter basic colour e.g. Red or blue

10 Type approval number/category (please enter 'EXEMPT')

11 Unladen weight (kg)

Note: You must provide the 'Unladen weight'. This is available from the supplier or manufacturer's handbook. If the weight is below 113.4kg you will need to provide evidence of vehicle speed (please see the checklist overleaf for acceptable documentation).

12 Number of seats

Note: Mobility vehicles should only have one seat. Please refer to the documentation checklist on page 2

13 Date from which tax is to run (date of registration)

Note: This should be today's date

14 Type of fuel

Note: e.g. electric, petrol or diesel

15 VIN/Chassis/Frame N° (in full)

Note: This may be available from the supplier or manufacturer's handbook

16 Engine number

Note: This may be available from the supplier or manufacturer's handbook. If not enter 'Unknown'

17 Cylinder capacity (in cc)

Note: You do not need to provide this if the fuel type is 'electric'

18 Power/weight ratio (kW/kg)

Note: Complete if available

19 Year of manufacture

Note: Enter year of manufacture if vehicle is new or date of first registration if the vehicle has been previously registered

20 Date of original registration

Note: If the vehicle was previously registered with DVLA or any other registration authority, enter that date here

Original dealer code	Original dealer (name, address and postcode)	Selling dealer code	Selling dealer or agent (name, address and postcode)
110	111		

Affix V53 to this box.

	Export code	Private	Captive/Private	Business	Fleet	Manufac/Importer
C						
D Leasing/contract hire use		T	Y	J	K	
Daily rental					Z	
Demonstrator				D		G
Motability					W	
Other		P	L	B	F	C

21 Name and address of vehicle keeper (the address printed on the V5C will be in a format preferred by Royal Mail and may not be exactly the same as the address on your application).

Please tick box
Indicate Mr, Mrs, Miss or state other title in section below

Mr	1	Mrs	2	Miss	3
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* Unincorporated bodies. If registration is in business or association name, please also give full name of person responsible for vehicle.

First names (in full)
Surname
DVLA fleet number
Address

Title or business/company name*	
	If applicable

Post town
Postcode

Day	Month	Year					

The V5C could be delayed if you do not fill in the postcode.

22 Date of birth

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Optional.

Please give your contact details in case we need to get in touch.

Dealer or vehicle keeper phone number _____

Dealer or vehicle keeper email address _____

Document Checklist:

Do not use this application form if your vehicle's weight is over 250kgs, as it would not be classed as a mobility vehicle for registration purposes.

Mobility vehicles must have only one seat. Vehicles with other seating configurations cannot be registered as a mobility vehicle, such vehicles will need to be registered using either a V55/4 or V55/5 application form.

For new vehicles, confirmation of newness from the manufacturer is required. This can be a certificate, letter, receipt or invoice. This must include the frame or identity number of the vehicle together with the date of manufacture.

For used vehicles include evidence showing date of manufacture, if available.

If your vehicle weighs less than 113.4kg you must include one of the following:

- confirmation from the manufacturer that the vehicle can travel over 4 mph (such as a letter or printed email confirmation)
- an extract (original or photocopy) of the vehicle manual, detailing speed of the vehicle
- a printed extract from the vehicle manufacturer's website, detailing the speed of the vehicle

Documents to show the unladen weight of the vehicle. This should be available from the supplier or manufacturer's handbook. Copies of this information are acceptable.

Declaration To be completed in all cases.

Making a false declaration is a criminal offence for which you could be fined or imprisoned.

I declare that I have checked the information given in this form and that to the best of my knowledge it is correct.

DVLA handles your data in accordance with road vehicle law and data protection laws. The law allows us to release your data to the police and other enforcement bodies. We also provide data to other parties where the law allows it. For further information about how we process your data, your rights and who to contact, see our privacy notice at www.gov.uk/dvla/privacy-policy

DVLA date stamp

Signature _____ **Date** _____

In the case of a partnership, limited company or other legal entity, state capacity in which signed

In the case of signature by a duly authorised agent, state full name and address _____

Warning When a vehicle is taxed in a particular tax class there are limitations on the use to which it can be put without breaking the law. Booklet V355/1 "Notes about Taxation Classes", available from www.gov.uk sets out these limitations. **DVLA are empowered to disclose information to the police, local authorities or other third parties who can show reasonable cause.**