

# TRIAXE TOUR



Enhance Your Life



## User Manual

August 2018

Thank you for choosing the TRIAXE TOUR Folding Scooter. Please read this manual carefully before operating the TRIAXE TOUR. If you have any questions or need further assistance, please contact your TRIAXE Dealer or Enhance Mobility directly at 800-296-4151 option 2 or [service@enhancemobility.com](mailto:service@enhancemobility.com).

This manual covers the TRIAXE TOUR's characteristics, components, functions, safety guidelines, battery, and maintenance.



The following symbol is used in this manual to indicate warning. It is extremely important you fully understand the content. Failure to note the warnings may cause personal injury and/or damage the scooter.

Please note all information and photos in this manual are for reference only and are subject to factory changes and modifications.

Before using your TRIAXE TOUR Scooter please be sure that the delivery is complete. Your TRIAXE TOUR package should include the owner manual, battery, key (2), battery charger and soft sided basket. If you did not receive a complete delivery, contact your authorized TRIAXE dealer.

If damage has occurred to the packaging or contents during transport, contact the delivery company immediately.

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Children should not operate the Electric Scooter.

People with health concerns should consult a physician before use.

# 1. TRIAXE TOUR Feature Guide

The TRIAXE TOUR is composed of the following parts: handlebar controls, rear tires, front wheel, anti-tip wheels, bumper, tiller, tiller lock lever, foldable seat, seat supporting frame, footboard, battery, charger port, headlight, bumper/pull handle.



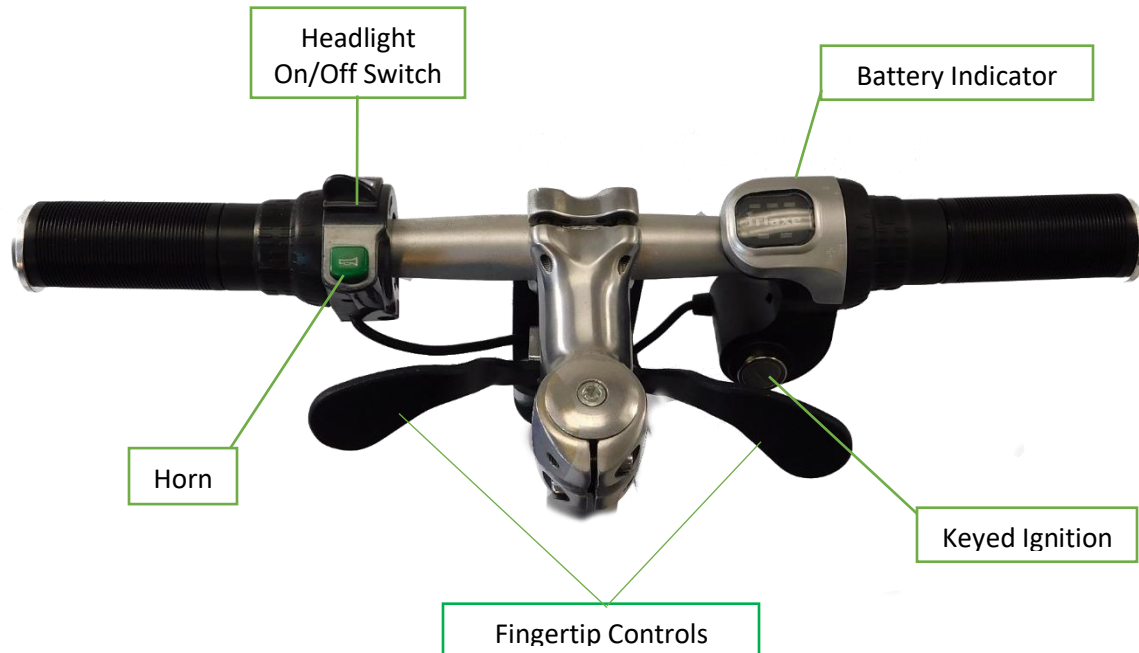
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| 1. Handlebar Controls           | 9. Battery Charging Port  |
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## 2. TRIAXE TOUR Specifications

Model	TRIAXE TOUR T3050
Overall Length	38"
Overall Width	19"
Tires	8" solid front tire
	9.5" Pneumatic Rear Tires with Anti-Flat
Maximum Speed	Up to 6mph
Range	Up to 18 miles
Turning Radius	27"
Weight (without battery pack)	58 lbs
Color	Fiery Red, Reflex Blue
Brake	Electromagnetic Brake System
Drive system	Rear Wheel Drive, Brushless Motor
Handlebar	Aluminum with Rubber Hand Grips
Maximum weight capacity	Up to 375 lbs
Seat Width	13" standard, 18" optional
Seat Height (from the ground)	23"
Battery	24V 12AH
Motor	24V - 180W
Battery Charger	24V - 2AH

### 3. Key Components

#### Handlebar Controls



The Handlebar Control consists of a keyed ignition, fingertip controls, horn and headlight on/off switch.



Be sure to always protect the TRIAXE TOUR Handlebar Controls from humidity and water. If the handlebar controls have been affected by moisture, be sure to dry before operation.



Always slow down when turning or operating in reverse.

## 4. Operating Instructions

### Turning on the Power

Turn battery switch to On position. (-)

Put key in ignition and turn clockwise to turn on.

Turn key counter-clockwise to power off when you stop.

Please note - The TRIAXE Tour will not move using fingertip controls if the Free Wheel Lever is in the locked position.

### Free Wheel Lever

The free wheel lever is located on the rear of the scooter on the right-hand side. Pushing the lever up in the release position will allow the wheels to move freely to push or pull the scooter. The lever must be pushed down to turn on and drive the scooter. When moving the lever to the locked position, be sure to turn off the key and battery. Once locked, turn the key and battery on.

Please note - When pulling the scooter along, lower the anti-tip rear wheels and pull by holding onto to the front bumper, the scooter weight should be on the anti-tip wheels. If pushed/pulled on the rear wheels when Free Wheel is engaged the scooter will slow down if being pushed/pulled too fast.



Free Wheel Lever



Push up to Release

Push down to Lock

### Speed Control

Speed is controlled by the fingertip control. To move forward - slowly push the right-side fingertip control paddle towards the handlebar. The further you push, the faster the scooter will go.

To reverse -slowly push the left side of the fingertip control paddle towards the handlebar. The further you push, the faster the scooter will go.

Stop the scooter by releasing the fingertip control.

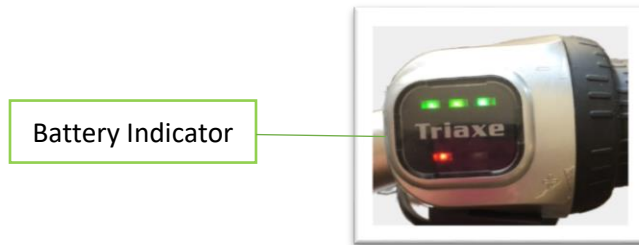


Press Slowly to reverse

Press Slowly to move forward

## Battery Indicator

The battery level indicator will show the battery level when the scooter is on. When 3 green lights are lit, the battery is fully charged, 2 green lights lit, the battery is ½ charged. One green light lit, the battery needs to be charged. The red light indicates the power is on.

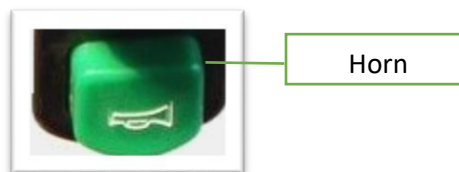


## Brakes

The TRIAXE TOUR is equipped with electromagnetic brakes. Releasing the fingertip paddle control will stop the scooter.

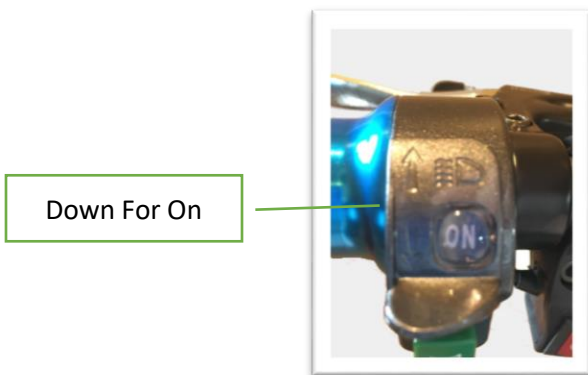
## Horn

The horn button is the green button on the left side of the hand grip. When you press the button, the horn will sound.



## Headlight

The headlight turns on by pushing the switch on the handlebar up for off and down for on.



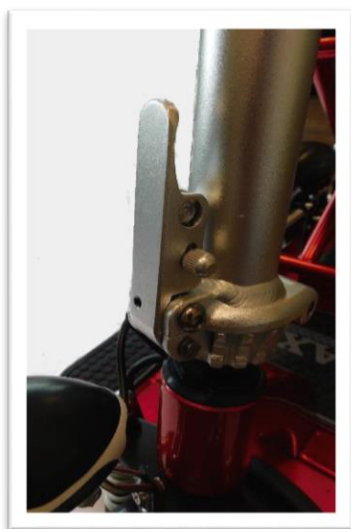
## 5. Folding and Unfolding the TRIAXE TOUR

### To Open the TRIAXE TOUR

1. Pull front tiller forward and squeeze tiller lock lever towards steering tube until it locks in place.
2. Raise back rest.
3. Lift seat straight up until it locks in place (Please note some TRIAXE model are designed to stop midway up and you will have to squeeze the lever under the seat again to raise the seat the rest of the way).
4. Pull handlebars up to a comfortable height and lock into place by squeezing handlebar tube release lever. If handlebar does not stay in place, open the handlebar tube release switch and turn the lever clockwise one revolution to tighten, then close the handlebar release lever. If handlebar is still loose, repeat last step until tight.
5. Pull out bumper/pull handle by holding pin ring out while pulling the bumper/pull handle out.

### To Fold the TRIAXE TOUR

1. Locate the lever under the seat.
2. Squeeze lever towards the back of the seat to lower. (Please note some TRIAXE models are designed to stop midway down and you will have to squeeze the lever again to lower the rest of the way).
3. Fold back rest down.
4. Release handlebar tube release lever and lower handlebar.
5. Release tiller release lever by pulling up on the knob and pulling lever towards front wheel.
6. Bumper/pull handle can be used as handle to transport the TRIAXE Tour like rolling luggage when Free Wheel is turned on.





## 6. Safety Requirements

### Driving Surface

The TRIAXE TOUR has the best stability under the normal driving conditions (dry, level ground with concrete or asphalt). Extra care must be taken when riding on other surfaces (grass, gravel, etc).



It is unsafe to drive the TRIAXE TOUR up steep inclines.  
Please read the manual instruction completely before operation.

- Check the physical conditions (tires, battery, bolts) before driving the scooter.
- ***ALWAYS SLOW DOWN BEFORE TURNING.***
- ***ALWAYS TURN THE KEY OFF BEFORE GETTING ON OR OFF THE SCOOTER.***
- The TRIAXE TOUR Scooters can be used safely in the short grass and hard gravel.
- Avoid driving in loose gravel, covered soil and sandstone.
- Do not drive the scooter in unknown road conditions.
- The TRIAXE TOUR can ride over small obstacles within a certain height, but you must minimize the speed and slowly drive over the obstacle.
- Do not operate the scooter before you have fully read and understand this manual.
- Do not carry additional riders on the scooter, chassis or lap.
- Do not operate while under the influence of alcohol or drugs.
- Ensure the seat is fixed and fastened.
- Slow down when operating on uneven or soft ground.
- Do not park on slopes.
- Changing the initial setting or refitting your scooter is forbidden.
- Use caution when operating near busy streets, markets or shopping centers. Do not operate in unsafe areas. Please consult local authorities about the traffic rules for scooters.
- Hold the handlebar with both hands and put both feet on the footboard when operating.
- Never sit on the TRIAXE TOUR in a moving vehicle.
- Do not exceed the maximum gradient when driving
- Do not exceed the TRIAXE TOUR maximum weight capacity of 375lbs. This weight includes rider, accessories and baggage.
- Do not reverse on uneven slopes or uneven ground; be careful when passing over slopes.
- Never use the TRIAXE TOUR to go up and down stairs.
- Never take your TRIAXE TOUR on an escalator.
- Do not operate on frozen, slippery or salty ground.
- Never charge a frozen battery.

## 7. Battery Maintenance & Charging

The TRIAXE TOUR Scooter is designed to use one maintenance free 24v/12AH lithium Ion Battery. It comes with an easy to use 24V-2AH charger.

- Charge the battery completely before the first operation. Not charging the battery completely prior to operating your TRIAXE TOUR for the first time can cause damage to the battery.
- Be sure the key is in the off position before charging your TRIAXE TOUR.
- Disconnect the Battery from the charger if storing the TRIAXE TOUR for a long period.
- When storing the scooter put the battery switch in the Off (0) position
- The battery should be charged monthly when storing for long periods.
- Battery can be removed and charged off the scooter.

### Charging your TRIAXE TOUR

1. Turn off the TRIAXE TOUR and remove the key.
2. Turn off power switch to the battery.
3. Plug the charger into the charging port on the top corner of the battery.
4. Plug AC power outlet into household power outlet. Turn the battery to the on position. A red light on the charging block indicates power on and the unit is charging. The green light means the battery is fully charged.
5. Unplug the battery when charging is complete



Match the charger socket and charger plug properly. Do not force.

### Removing the Battery from the TRIAXE TOUR

1. Turn off power Switch to the battery.
2. Fold scooter completely and stand scooter up
3. Disconnect the battery from the power connector.
4. Stand facing the bottom side of the scooter and pull at the pin ring on the right-hand side of the battery box to release battery lock while pulling on the battery handle. Once battery compartment is opened, you can slide the battery out.

Stand Scooter up  
to access Battery



Pull pin ring on side  
to release battery

## Guide to Safe and Long Lasting Battery

### How does the charger work?

When the battery voltage is low, the battery charger outputs a large current to charge the battery. When the battery voltage is near full, the battery charger outputs a small current. When the battery is full, the battery charger will output very little current. Therefore, the battery will continually charge after connecting the charger, but will not overcharge. It is better to charge the battery for less than 24 hours

### What does the light on the charger mean?

The red light indicates that the scooter is charging. The green light indicates the battery is fully charged.

### Can other chargers be used?

To charge safely and efficiently, use the charger supplied by the original manufacturer only.

### How often should you charge the battery?

The charge time depends on the use.

- If you're operating the scooter every day, charge after each use so it will have a full charge the next day. The time to charge the battery fully can vary from 4 up to 8 hours.
- If you're operating the scooter once a week, then the battery should be charged once a week.
- Be sure the battery is fully charged before operating.



Do not let the battery fully discharge before charging.

### How can you get the maximum operating distance?

Driving conditions such as hills, uneven and soft surface, temperature and user weight will affect the distance or running time for battery life.

### Methods of obtaining the maximum driving distance

- Fully charge your battery before operating the TRIAXE TOUR.
- Maintain a constant speed when possible.
- Only carry the necessities to reduce weight.
- Avoid intermittent driving.

### Why is the power of the new battery weak?

Deep-cycle batteries use unique chemical technology and design. It can be charged quickly and be used for a long time after full-charge. The battery is fully charged before leaving the factory but may change its initial performance during the transportation due to the temperature. The power of the battery will lessen in higher temperatures and it will extend the charging time in low temperatures. The battery requires a few days to adapt to the surrounding environment before it gets stable performance.

More importantly, a deep cycle battery will get higher performance after several charging - discharging cycles.

**Please follow the steps below to improve the battery performance:**

- A new battery must be fully charged before using.
- Low speeds are recommended for the first time. Do not travel too far until you are familiar with the operation of the scooter and the battery.
- Fully charge the battery after operating the TRIAXE TOUR the second time.
- The battery capacity will reach 100% and extend the driving time after four to five charging and discharging cycles.

**How to ensure the battery life**

A fully charged battery will provide better performance and extend battery life. Do not fully discharge the battery.

**How to store scooter and battery**

- Charge your battery fully before you store it.
- Remove battery from the TRIAXE TOUR.
- Store your scooter and battery in warm, dry place. Not hot.
- Avoid storing the scooter in area with temperature variations.
- If storing the scooter, charge battery at least once per month.
- For optimal battery life, be sure to use your scooter monthly.



Do not dismantle the Li-polymer battery and do not add water. Failure to observe this warning will void the warranty and damage the battery and scooter.



If battery is frozen, warm for several days before charging.

## 8. Maintenance

With care and regular maintenance, the TRIAXE TOUR is designed to provide years of enjoyment. The following will keep your TRIAXE TOUR running at optimum levels.

### Battery

- Make sure battery is fully charged.
- Store the battery in a dry environment.
- Check electrode connections for corrosion.
- Never charge a frozen battery (warm for a couple days before charging).

### Seat

- Clean seat cover with clean, damp cloth.

### Cleaning

- A clean, damp, non-abrasive cloth works best to wash and clean the TRIAXE TOUR.
- Do not wash your TRIAXE TOUR with a water hose as this may create an electrical short and damage the electrical system.

### Wiring

- Check all wire connections and wiring insulation for wear and damage regularly. This includes the charger power cord.

### Motor, Bearings and Transmission parts

- These components have been lubricated and sealed by the factory, there is no need to lubricate these parts.
- Store in dry environment. Electric components should avoid moisture. If they come into contact with moisture, dry before use.
- Check and tighten bolts regularly.

### Tires

- For optimal performance, tire life, ride quality and battery life the tire pressure should be checked often and kept at 36 PSI.

## 9. Basic Troubleshooting

Power stops while operating

- Make sure key is in the ON position.
- Make sure battery is properly inserted.
- Make sure battery is properly charged.
- Battery switch is in the ON position

Slow speeds while driving

- Make sure battery is properly charged.

If you continue to have trouble with your TRIAXE TOUR, contact Enhance Mobility at 800-296-4151 - Option 2 or your authorized TRIAXE dealer.

## 10. Warranty

Our standard warranty is as follows...

**TRIAXE TOUR Scooter**

1 year parts for all components \*

6 month warranty for battery

3 year warranty on frame

\*Please Note - tires, rims, inner tubes, seats and disc brakes are not covered under the warranty.

Enhance Mobility will ship the parts directly to the customer or to the service center of their choice. Enhance Mobility will provide technical assistance and documentation to ensure the scooter is repaired properly.

If after calling in to the Enhance Mobility Service line 800-296-4151- Option 2 and speaking to a service representative, it may be determined that the repair is covered under the warranty and requires return to the factory. In this case the customer will prepay for shipping to and from Enhance Mobility. Shipping Labels will be provided.

Return shipping must be in Original Packing to protect against damage. Enhance Mobility is not responsible for damage caused by shipping. Enhance Mobility will perform the necessary labor and replace covered parts at its expense and ship back to the customer.