SUPERSMITH®

3SCOOTER Owner's Manual

Getting to know your Scooter



Model N°.S1-3SCOOTER

Manual Version: V1-02-2026

SUPERSMITH.CO

We're delighted to introduce your new 3Scooter

Hello!

Supersmith was started to make life easier for members of our family, but it has grown to be much more. We're on a mission to change the way the world sees mobility scooters and you are now also part of making that change.

From feeling unstable to feeling relaxed.
From being looked down on to sitting higher.
From feeling uneasy with your mobility scooter 'to a joyful, confident ride wherever you go.'

Ultimately, it is not about the scooter at all, it is about making your journey as easy as possible as you go about your day to day.

These were, and remain, our aspirations for anyone who uses a 3Scooter. We hope it changes the way you travel, is easy to use, kind of cool and a little bit magic.

One thing we've learned from our years of user testing is that no two people have the same needs or preferences. Please help us to continue to improve by letting us know what would make living with a 3Scooter even easier. Just message us at hello@supersmith.co.

Thank you for choosing a 3Scooter and thank you for helping to change the way the world feels about mobility scooters, one trip at a time.

Best wishes,

Tom Morgan, Emily Morgan, Fred Russell-Pavier
Co-Founders

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1. Introduction

Important Safety Notice: Please ensure you read these instructions for use carefully and ensure they're understood before operating the scooter. Improper use or unfamiliarity with the scooter may result in harm, injury or traffic accidents.

Please note the 3Scooter features pivoting rear legs, which is unusual for a mobility scooter. For your first use, familiarise yourself with the 3Scooter controls and folding mechanism in a safe area away from obstacles, pedestrians and road users before venturing further afield. When first using the 3Scooter, you should operate at low speed in a safe, open, and controlled environment, increasing the level of difficulty and seat height only once you can consistently control your speed and maintain a body position that is centred on the seat and upright i.e. not leaning to one side. These riding habits increase stability.

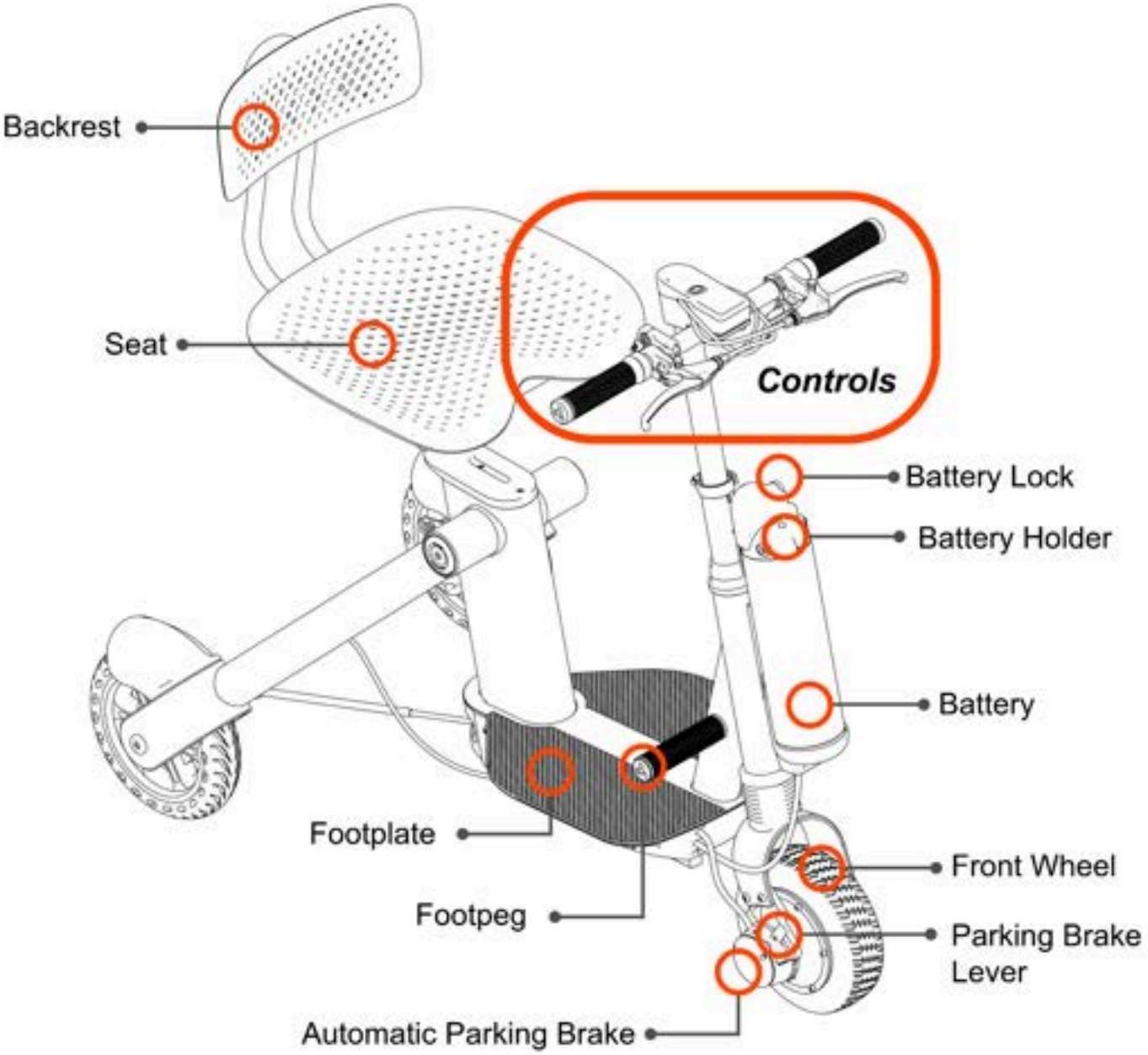
This user manual contains the most common operational and maintenance concerns relating to your 3Scooter. Keep this manual with the 3Scooter, or in a safe place. If you have any questions concerning the operation or maintenance of the 3Scooter, contact Supersmith at hello@supersmith.co or on 0333 041 5290.

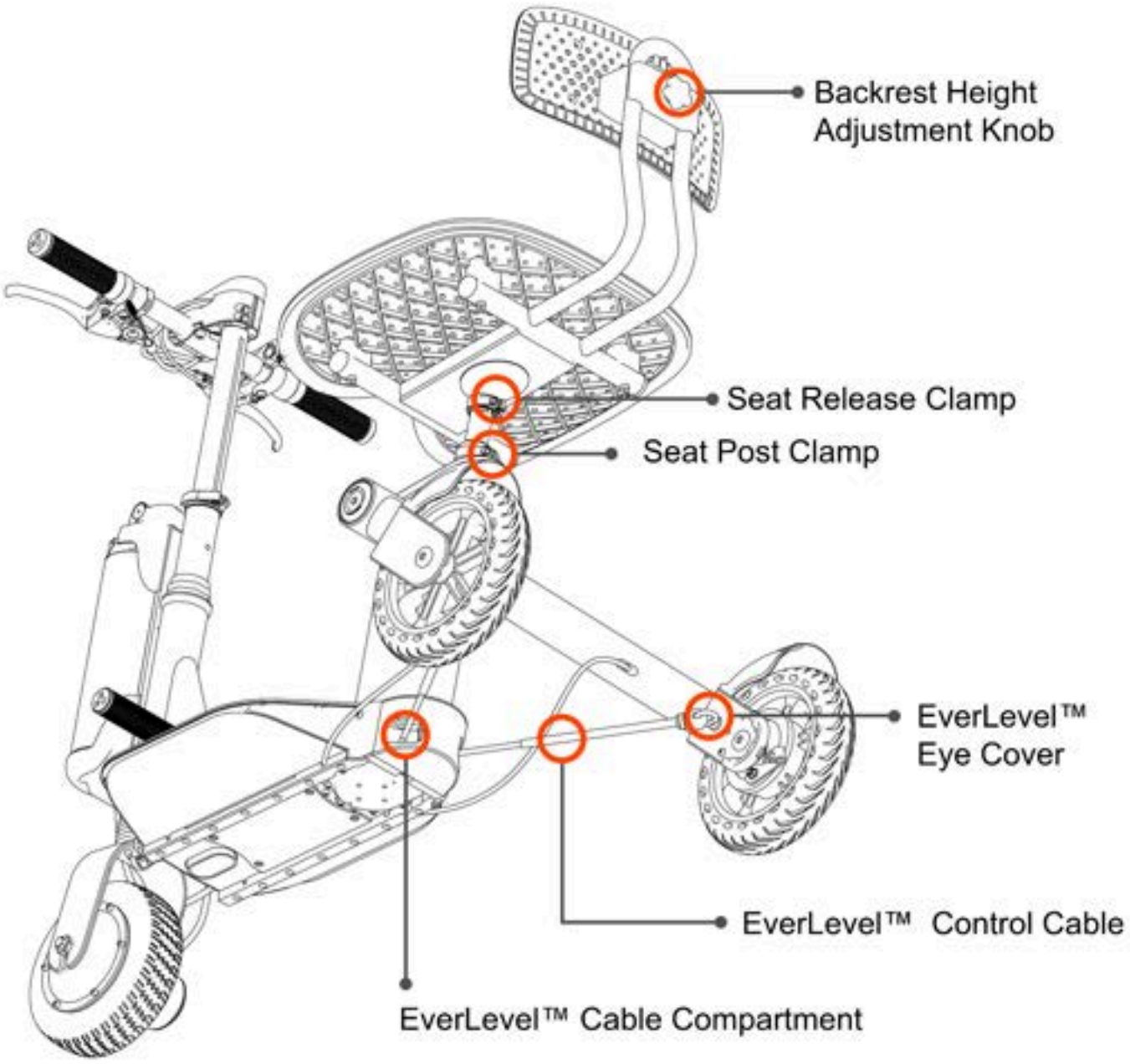
2. Product overview and components

2.1. Purpose of the device

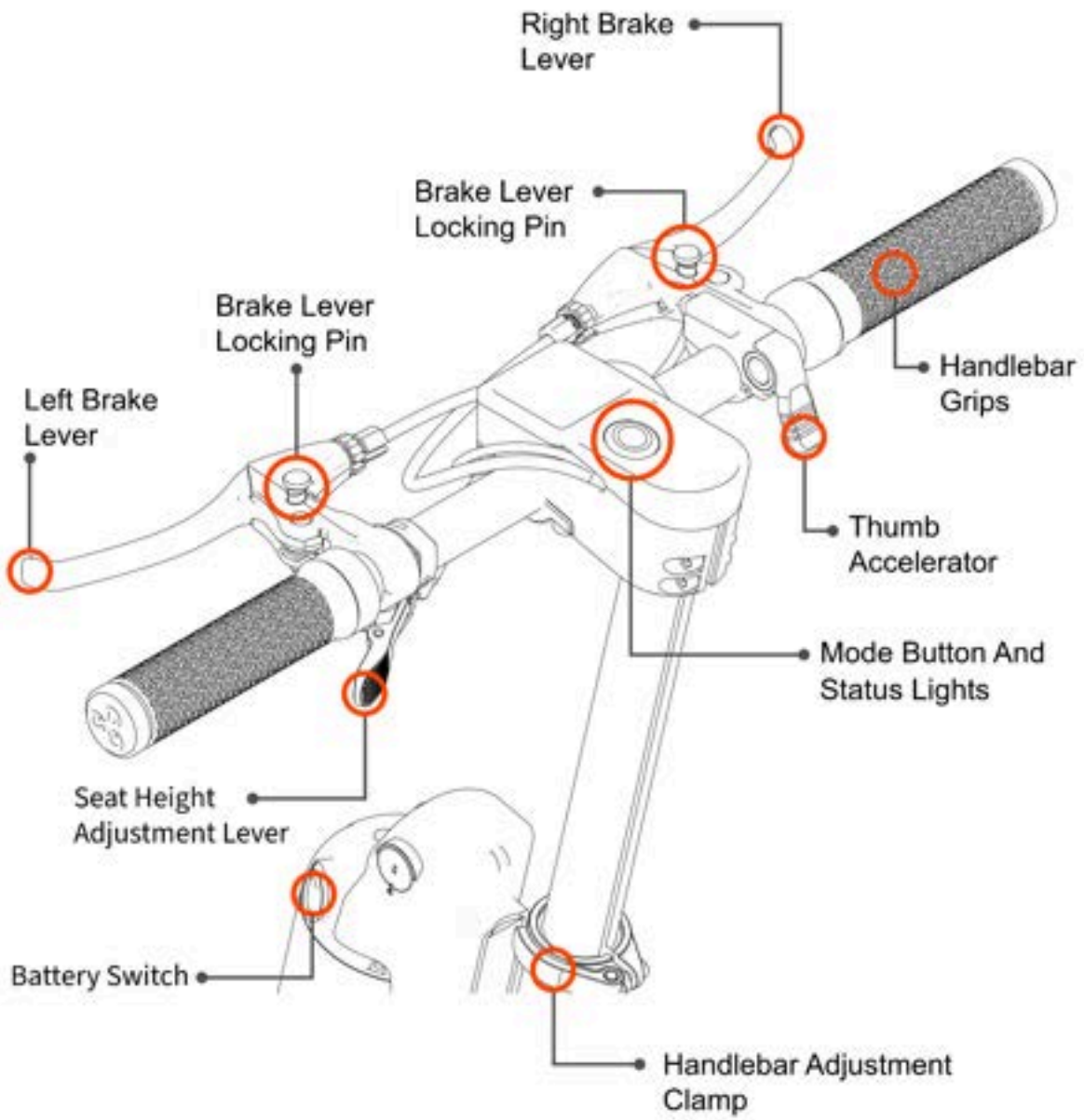
This 3Scooter is designed to provide safe, easy, enjoyable mobility. Your product is certified as a Class 2 Mobility Scooter meaning it is limited to 4 mph, and is legally allowed to be used indoors and on pavements (not roads). Lightweight and foldable, the 3Scooter is designed to fit in car boots and, together with trains and buses, it provides a door to door alternative to walking, when and where needed.

2.2. Key components




Backrest Height
Adjustment Knob
Seat Release Clamp
Seat Post Clamp
EverLevel™
Eye Cover
EverLevel™ Control Cable
EverLevel™ Cable Compartment

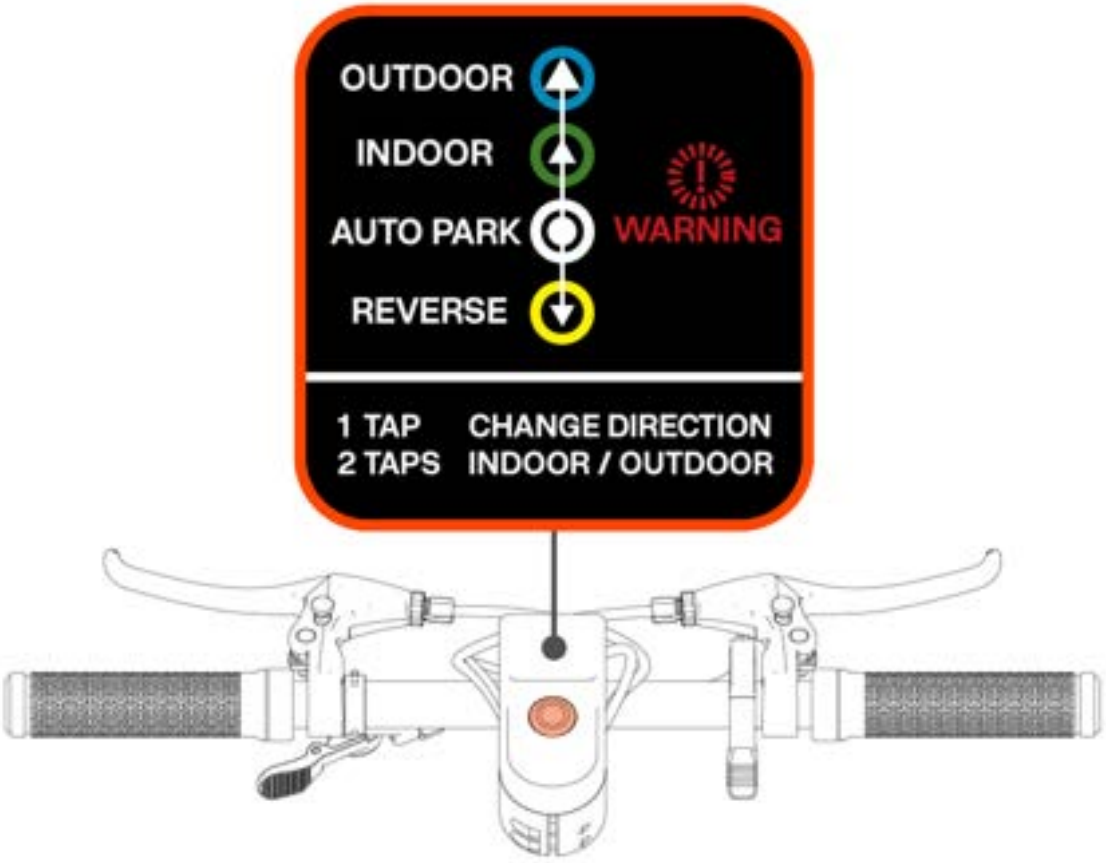
2.3. Controls


Right Brake Lever
Brake Lever Locking Pin
Brake Lever Locking Pin
Left Brake Lever
Handlebar Grips
Thumb Accelerator
Mode Button And Status Lights
Seat Height Adjustment Lever
Battery Switch
Handlebar Adjustment Clamp

2.4. Mode Button and Status Light overview

The Mode Button can be used to switch between driving modes. Whilst in a forward motion mode you can switch between either Indoor or Outdoor via two taps in quick succession. To switch between either of the forwards motion modes and Reverse, it is a single tap. Once you have finished using Reverse, a single tap will take you back into the forward motion mode you were previously in (i.e either Indoor or Outdoor).

The Status Light shows which mode the 3Scooter is in and also provides important warning information. For more about the different modes and Status light information, see sections: Selecting riding mode and Troubleshooting.



3. Safety guidance

Whilst the 3Scooter has been designed from the outset with safety in mind, all electric vehicles come with a level of risk. Please read the following carefully.

3.1. Risk assessment

Before using the scooter, a risk assessment must be performed by a competent individual to ensure the safe use of the scooter on a user-by-user basis. It is the responsibility of users to determine that the 3Scooter is suited to their needs, both cognitively and physically, with minimal risk of injury to themselves or others.

The risk assessment should include, but not be limited to:

- Getting on and off the 3Scooter independently.
- Maintaining a stable sitting position when on the 3Scooter.
- Safe operation of the scooter in public environments with other pedestrians and vehicles.
- Vision, hearing and cognitive impairments that may impact on safe use.
- Unauthorised people gaining access to the 3Scooter.

3.2. Dangers

- Follow all instructions within this manual.
- Do not operate the 3Scooter without first reading and understanding this user manual.
- Keep the 3Scooter away from open flames and ignition sources.
    - Keep away from heaters, gas cookers, candles, barbecues, or other sources of high heat.
    - Do not expose the seat or backrest to sparks, hot ash (e.g. from a cigarette) or naked flames.
- Do not store the device close to heat sources that exceed 50 degrees (e.g. radiator or fires)
- Do not use the device if any of the handlebar controls are faulty (e.g Thumb Accelerator (throttle), brakes, dropper lever and Mode Button).
- Ensure you are fully aware of your surroundings and focused on operating the 3Scooter safely
    - Do not become distracted by events, other people and things like mobile phones.

3.3. Warnings

- Use the 3Scooter on pavements and pedestrian areas only. Do not use it on public roads except when crossing. Follow all applicable local traffic and pedestrian regulations. Refer to the Highway Code for further information.
- Avoid riding the 3Scooter over surfaces or in conditions that cause excessive or continuous vibration. If excessive vibration occurs or the balancing behaviour feels unusual, reduce speed and move to a smoother surface as soon as it is safe to do so.
- Do not use the 3Scooter under the influence of alcohol, drugs, or medication that may impair your ability to operate it safely.

- If any part of the vehicle appears to malfunction, turn the scooter off at the power switch on the battery.
- Never operate the Thumb Accelerator (throttle) unless you are fully seated on and intend to ride the 3Scooter. (Please NOTE: the only exception to this instruction is when using the vehicle maintenance menu where the accelerator is sometimes used for alternative functions).
- Do not use the 3Scooter beyond the limits described in this manual.
- Take care to avoid collisions with pedestrians and obstacles.
- Do not carry passengers on the 3Scooter. Carrying passengers may affect the centre of gravity resulting in a tip or fall.
- Do not attach yourself mechanically to another moving object, e.g. holding a dog lead, attaching a dog lead to the scooter, connecting yourself or the scooter to a vehicle.
- Never travel backwards on a slope of 6 degrees or more at a speed of more than 1.5 mph.
- Possible strangulation hazard. Be aware that clothing, lanyards, necklaces, other jewellery, purses, and other accessories worn or carried by you while you are seated on or operating your 3Scooter may get caught around the tyres, EverLevel™ Control Cable Assembly, handlebars, brake leavers or Thumb Accelerator (throttle).
- Do not use the 3Scooter on stairs or escalators.
- The 3Scooter contains strong magnets, do not operate the device around equipment sensitive to magnetic fields.
- Do not operate the scooter at night near motorised roads or in situations without a clear line of sight.
- Do not attempt to ride the scooter whilst the charger is plugged into the battery and power socket.

Excessive vibration

The 3Scooter uses electronic motion sensors to help it actively maintain balance. These sensors use MEMS (micro-electromechanical systems) technology and are designed to detect the movement and angle of the 3Scooter. Excessive or continuous vibration can interfere with these sensors and reduce the accuracy of their measurements. This may temporarily reduce the balancing performance of the 3Scooter. Excessive vibration may occur when travelling over surfaces with closely spaced bumps, ridges, grooves, holes or other repeated surface irregularities.



Material and Allergen Notice (Contains Natural Rubber): The foot grip on the 3Scooter is manufactured using a compound that incorporates 10% natural rubber. Direct or prolonged skin contact with the footplate may cause an allergic reaction in riders with a known sensitivity or allergy to natural rubber latex.

3.4. Cautions

Setup and preparing to ride

- Ensure the 3Scooter is fully un-folded before sitting on it.
- Always ensure the power is switched off when getting on or off the 3Scooter.

- When lowering the handlebar stem, take care to avoid trapping fingers between the stem and the steerer clamp.
- The footpegs are designed to rest your feet on only while seated, they are not appropriate for standing on.
- Do not sit on your 3Scooter whilst it is being lifted or hoisted.

General riding & safe practices

- Keep your legs and hands inside the 3Scooter at all times while riding.
- Ensure there are no obstacles behind you while reversing.
- Extreme turning can cause the footplate or rear legs to catch on obstacles.
- Be aware that obstacles can cause the front wheel to stop suddenly resulting in the 3Scooter tipping forward.
- Do not ignore the red flashing light on the Status Light. Refer to the Troubleshooting section for more information.
- If you are carrying anything which falls off, stop immediately and ensure nothing is tangled in the wheels.
- Do not attach or carry luggage that may compromise the stability of the 3Scooter. Stability can be affected by, but not limited to, items dangling into the wheels, items dangling into the EverLevel™Control Cable Assembly or items added to the handlebars.
- When considering braking distances, plan to leave at least 1.5 m between the 3Scooter and any obstacles once stopped.
- Ensure you make good safe riding decisions when there is a chance of uneven ground, changes in terrain or a need to turn sharply. Lower the seat and reduce speed to reduce risks.
- Do not freewheel the scooter with the front wheel on the ground at speeds over 1 mph, or for more than 50 meters, for longer than 1 minute. Rolling the drive motor generates electricity that can overload and damage internal electronics. If the device turns on while the front wheel is rotating due to being pushed, STOP and wait for it to turn off again.

Handling slopes, obstacles & hazards

- Do not attempt to climb a gradient greater than the specified maximum: 8 degrees in a straight line at a right angle to the slope (i.e. directly uphill).
- Do not attempt to climb kerbs or surface step changes greater than 40 mm.
- Do not ride off kerbs or surface step changes greater than 100 mm. Please see the kerb negotiation section for more details.
- The stopping distance on slopes can be significantly greater than on level ground.
- Avoid riding over loose ground such as gravel, leaves, sand or unstable surfaces.
- Do not ride the 3Scooter over ice or through standing water.
- Do not operate the 3Scooter with the seat removed.

3Scooter operations & folding mechanisms

- Do not put fingers or objects into the EverLevel™ Control Cable Assembly or the wheels.
- Do not ride the 3Scooter when the EverLevel™ Control Cable is visibly damaged, for example when the white inner core is visible.

- The legs are free to move forwards and backwards, be careful not to trap anything and avoid hitting obstacles.
- Do not lift the 3Scooter by any articulating parts e.g. legs. Lifting by these parts may cause them to articulate, making the user off balance or potentially leading to entanglement or finger trap hazard.
- Debris, like fallen leaves, can get caught up in the rear wheels and mudguards, move the 3Scooter in the opposite direction to allow the debris to be removed, or switch off the 3Scooter and manually remove the debris.
- If the 3Scooter is involved in a collision, check the vehicle for signs of damage including sharp edges.
- The 3Scooter is easy to use and fold, but improper use may result in injury. Keep hands, fingers, jewellery, loose clothing, and other objects clear of moving and folding parts, and avoid wearing loose clothing that could become caught in the wheels.

Visibility & environmental conditions

- When riding in low-light environments, using additional lights is recommended to improve visibility and to ensure other people can easily see you.
- It may be difficult for traffic to see you when seated on the 3Scooter. Take caution when crossing roads on the 3Scooter.
- The 3Scooter surface temperatures can become hot when exposed to external sources of heat e.g. direct sunlight.

Your health & well-being

- Consult your physician if you are taking prescribed medication or if you have any physical impairments. Some medications and impairments may impair your ability to operate the 3Scooter in a safe manner.
- Avoid prolonged use: Extended, continuous use of the 3Scooter without breaks may increase the risk of Repetitive Strain Injury (RSI). Take regular breaks and follow your healthcare provider's guidance on appropriate duration of use.
- Monitor your health: Extended or improper use may lead to discomfort or strain (e.g., back, neck, or upper limb). If you experience pain or adverse effects, stop use and consult a healthcare professional.
- If you believe you are having an adverse reaction to a material on the scooter, isolate yourself from the scooter, get advice from a medical professional and contact Supersmith at hello@supersmith.co.

3.5. Notices

- It is the user's responsibility to fully comply with all local laws of the country they're operating in.
- The 3Scooter should not be stored in a location that compromises fire escape routes.
- Operate the 3Scooter with due diligence and regard to other road users and pedestrians .
- The 3Scooter is intended for use on pavements and pedestrian areas. It is not designed for use on public roads. However, it may be used to cross roads where necessary, in accordance with local regulations.

- For your first use, familiarise yourself with the 3Scooter controls and folding mechanism in a safe area away from obstacles, pedestrians and road users before venturing further afield.
- Wear appropriate clothing, including sturdy shoes that cover all of the foot and high visibility clothing.
- Do not leave the rear wheels brakes locked for excessive periods of time, this could damage the brake cables.
- Riding on slopes and carrying heavier loads will increase battery consumption and reduce range.
- When mounting or dismounting the 3Scooter do not put excessive weight onto the 3Scooter, e.g. by leaning on the handlebars. Excessive weight to be considered 15/20% of the users weight.
- Do not submerge the front wheel in water for extended periods. If the water level remains above the front wheel's central shaft for a long time, it may cause internal corrosion or short circuits.
- Ensure the seat height adjustment lever cannot be accidentally triggered while being transported in another vehicle, accidental triggering this lever may cause damage to the 3Scooter or vehicle.

3.6. Modification

Under no circumstances should you modify, add to, or disable any part or function of the 3Scooter; only designated components, such as the seat, battery, and footpegs, may be removed as specified.

- Do not modify your 3Scooter in any way, modifications shall invalidate the warranty.
- Use accessories approved by Supersmith.
- If you do use off the shelf accessories ensure they do not interfere with any elements of the 3Scooter which may cause a hazard. Use of accessories not approved by Supersmith is at your own risk.
- The addition of accessories to the 3Scooter may unsafely change certain specifications such as the overall weight, size, and/or the centre of gravity.
- Do not change the Thumb Accelerator (throttle), doing so could damage the Vehicle Control Unit and fuses. Relocation is allowed, see section: Alternative positions for the accelerator.
- Do not adjust the black Dropper Post Clamp on the scooter chassis, this could damage cable routing inside the Adjustable Seat Post. Only use the Seat Adjustment Lever to adjust the seat height.

3.7. Public transport usage

- Do not sit on your 3Scooter while it is in a moving vehicle such as a car, ferry, bus or train.
- Make sure the 3Scooter is off whilst being transported.
- Apply both right and left hand brakes and the manual parking brake using the Manual Parking Brake Lever.
- Orientate the 3Scooter so that it is pointing towards the front or back of the transport vehicle, not across the vehicle.

- Where possible, we recommend securing the 3Scooter to the vehicle whilst it is being transported.

3.8. Use in wet conditions

The 3Scooter is designed for normal outdoor use, including operation in light rain and typical UK weather conditions.
However, the product is not waterproof and must not be exposed to excessive water or moisture.

This warranty does not cover damage caused by:

- Submersion or partial submersion in water.
- Riding through deep puddles or flooded areas.
- Pressure washing or cleaning with running water.
- Water entering the battery compartment, charging port, or electrical components.
- Prolonged storage or use in wet or highly humid environments.
- Corrosion or electrical damage caused by excessive moisture.

If the product becomes wet, it should be dried as soon as reasonably possible and inspected before further use. Any water in the battery holder must be removed prior to inserting the battery.
Where water exposure results in corrosion, electrical failure, or battery damage, such damage may not be covered by the warranty.

3.9. Weight limitation

The maximum total weight for the rider, including luggage, attachments and other objects carried by the user, is 120kg.

3.10. Storage conditions

The 3Scooter should be stored in a dry place, protected from extreme temperatures. When storing, ensure the battery is switched off.
Do not leave the 3Scooter for prolonged periods of time outside, in direct sunlight or in adverse weather conditions.

Storage temperature:
−20 to 50 °C (up to 1 week)
−20 to 45 °C (up to 1 month)
−20 to 40 °C (up to 6 months)
−20 to 35 °C (up to 1 year)

Humidity: ≤70% RH

Operating temperature:
Charging (standard): 0 to 45 °C
Charging (quick): 10 to 45 °C
Discharging: −20 to 60 °C

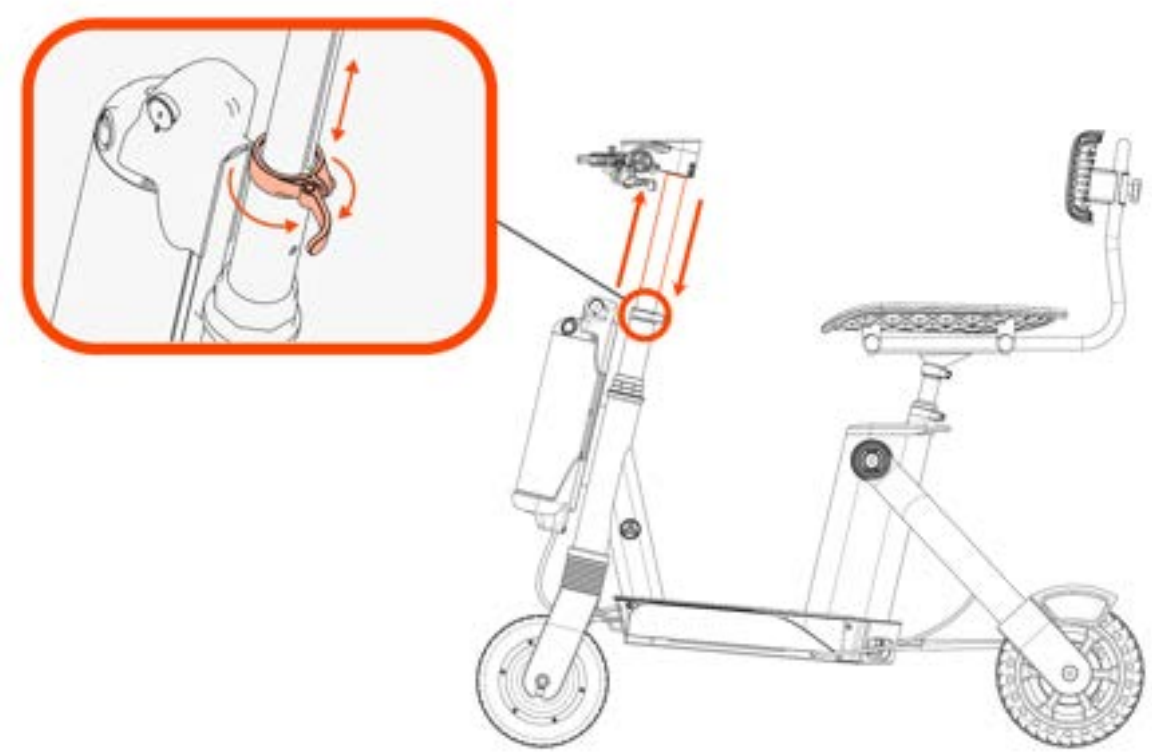
3.11. Magnetic resonance safety statement

The 3Scooter is not suitable for use in MRI environments and presents a projectile hazard.

4. Adjusting your 3Scooter

A comfortable ride is really important and the 3Scooter offers a range of adjustments so you can find what works best for you.

4.1. Handlebar height adjustment



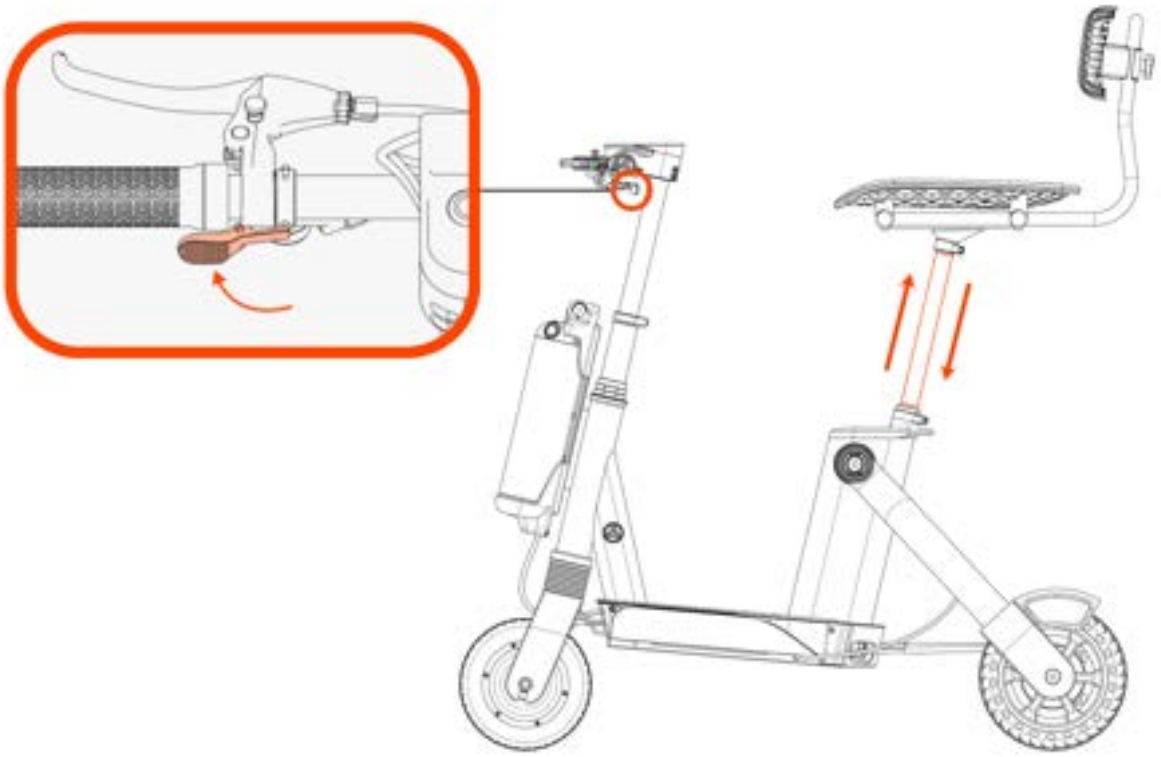
Release the orange Handlebar Adjustment Clamp, slide the Handlebar up or down to the desired height and then close the clamp to secure in place. When adjusting the height, it is best to do this whilst sitting on the scooter and by grasping the stem (not the handle bars).

Always ensure that the Handlebar Adjustment Clamp is in the closed position before riding the 3Scooter.

4.2. Seat height adjustment

The seat on the 3Scooter uses technology found in modern mountain bikes and the height adjustment works very much like an office chair.

- To lower the seat height: first sit on the seat, then take a little weight off the seat by transferring some weight to your legs, then press the Seat Adjustment Lever, and the seat will lower itself.
- To raise the seat height: remove your weight from the seat press the Seat Adjustment Lever, and the seat will rise



Note: the black Dropper Post Clamp under the seat cannot be used to adjust the seat height.

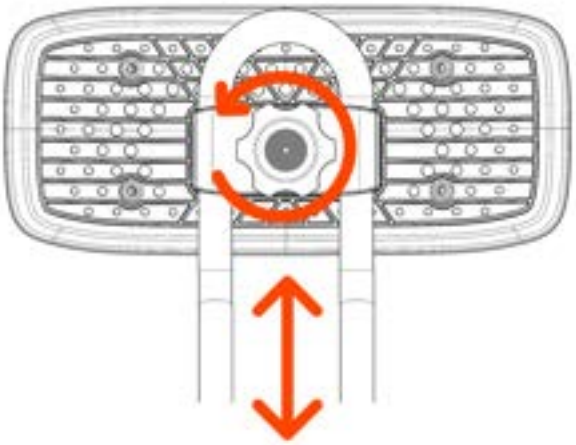
Always ensure that loose clothing, hands or other body parts are clear of the adjustable seat post mechanism.

4.3. Backrest height adjustment

Turn the Backrest Height Adjustment Knob anti-clockwise and then slide the backrest up or down to the desired position. Turn the knob to clockwise to secure the backrest

Note: only hand tighten the Backrest Height Adjustment Knob - over-tightening may damage the backrest.

Always ensure the Backrest is secured prior to leaning back against it.



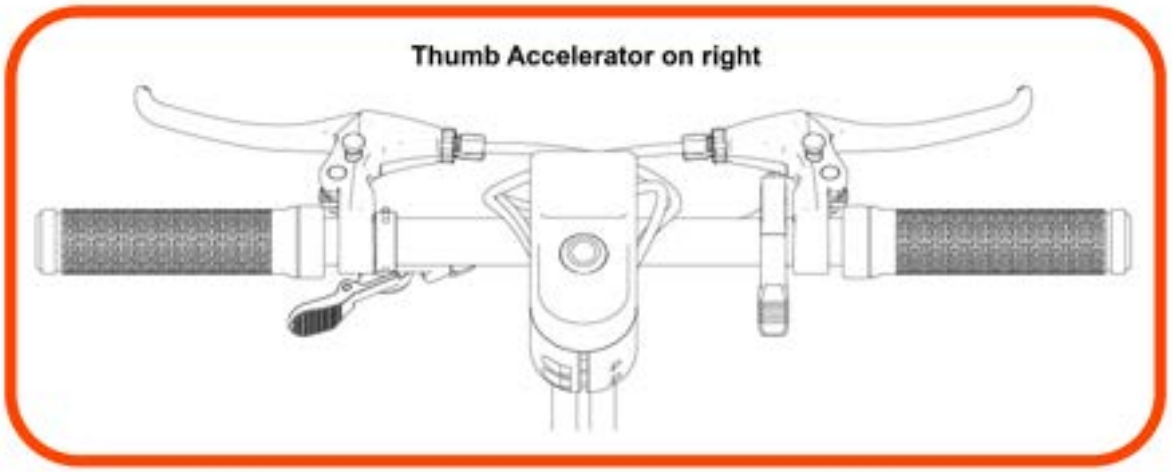
4.4. Alternative positions for the Thumb Accelerator (throttle)

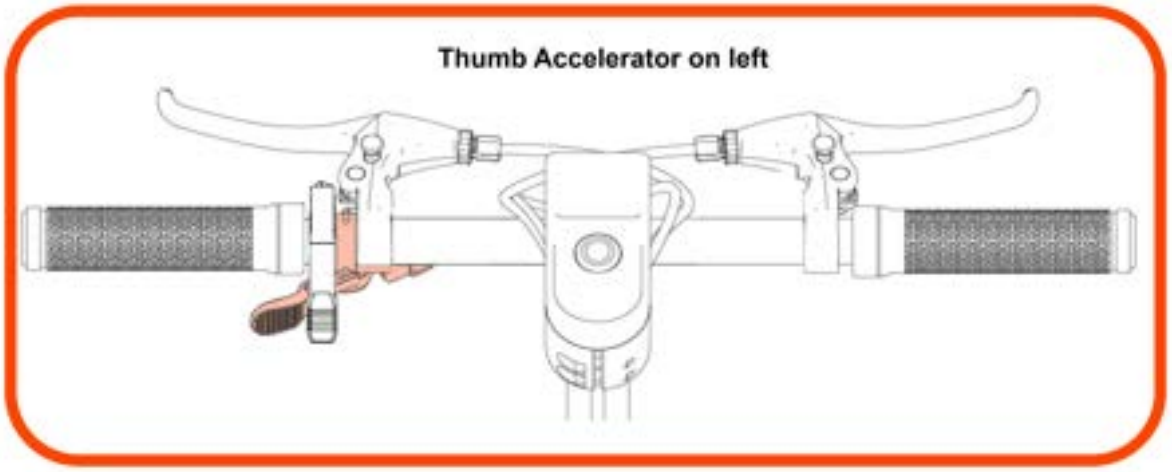
The Thumb Accelerator (throttle) can be positioned on both the right or left of the handlebars. It is on the right hand side when it leaves the factory.

To swap the Thumb Accelerator over to the left hand side:

- Using a 3mm Hex key, undo the bolt on the underside of the Thumb Accelerator
- Loosen the clamp on the Thumb Accelerator, and remove from the handlebar.
- Place the thumb accelerator on the left hand side of the handlebar. Take care not to tangle the accelerator cable with the other cables. Avoid pinching the cable.
- Close the clamp on the Thumb Accelerator
- Using a 3mm hex key, tighten the bolt on the underside of the Thumb Accelerator. Take care not to overtighten this bolt (maximum torque 3Nm).

When on the left hand side, the Thumb Accelerator should be positioned between the hand grip and the Seat Adjustment Lever, so that the Thumb Accelerator is the easiest control to reach. The Seat Adjustment Lever may need to be moved towards the centre of the handlebar to achieve this.
When the Thumb Accelerator is positioned on the left hand side, the Seat Adjustment Lever should be moved away from the handle grip towards the centre of the handlebar, so that the accelerator is easier to reach.





Note: the Seat Adjustment Lever cannot be moved to the right hand side of the handlebars.

Ensure the levers are securely mounted before use.

4.5. Removing the footpegs

The footpegs provide an additional foot rest option for comfort. They also provide a good hand grip point when lifting the 3Scooter. However, they can be removed if preferred. To do so, rotate one of the footpegs anticlockwise using a 23 mm spanner to remove them. The footpegs are bolted together and so removing one will also remove the other. You can’t remove only one footpeg. You may need a wrench to help undo the footpeg.

5. Pre-Ride safety checks

To ensure the 3Scooter is in good working order, carry out these quick checks before each ride:

- Ensure there is no visible damage to the battery.
- Check all electrical connections. Make sure they are secure and not corroded.
- Ensure the battery is locked with the key and sufficiently charged.
- Confirm steering and controls operate correctly:
    - Ensure the steerer moves through its full range of motion without resistance.
    - Ensure the Thumb Accelerator (throttle) can be depressed fully and ensure it returns fully to its starting position.
- Ensure the 3Scooter is level before mounting and riding. If not level, follow the steps in the Troubleshooting section to level the 3Scooter.
- Ensure the EverLevel™ Eye Cover is not damaged and is holding the EverLevel™ Control Cable securely.
- Ensure the Everlevel™ Control Cable is not damaged, ensure no white material is visible through the black sheath. This is a maintenance item and should be checked in line with the Maintenance section.
- Check and test the brake system is functioning correctly, refer to the Using The Brakes section.
- Ensure the Automatic Parking Brake is engaged before riding by pushing the lever forwards.
- Inspect tyres for damage.
- Check the Mode Button label is legible.
- Check the Status light is visible.
- Check for any loose fasteners, fixing and other components.
- Check for environmental debris around the wheels or moving mechanisms.

6. Riding your 3Scooter

6.1. Mounting and dismounting the 3Scooter

When getting on, off, sitting on or riding the 3Scooter, stay centred on the seat and avoid leaning or placing your weight on the edge of the footplate or seat.

You can do this by stepping through the 3Scooter, to stand astride the footplate before sitting down on the seat. Then bring your feet onto the footplate or footpegs.

Always ensure the 3Scooter power is switched off prior to getting on or off.

Always try to switch the 3Scooter on and off and mount and dismount the 3Scooter on level ground.

6.2. Turning on the 3Scooter

Turn on the 3Scooter using the Power Switch on the battery. The Status Light will flash white and, after approximately 10 seconds, it will change to a pulsing white light indicating that the 3Scooter is in Standby Mode and ready to ride.

6.3. Selecting riding mode

The 3Scooter has 3 riding modes to select from: Indoor, Outdoor and Reverse. Each mode is indicated by a different colour on the Status Light, as shown in the table below.

Mode	Light	Purpose	Features	Where to use it
Indoor	Green	To make navigating tight spaces as easy as possible	● 2.5mph top speed ● Stabilisation capability turned down	Indoor environments where the terrain is flat and predictable
Outdoor	Blue	To reduce the risk of tipping when the unexpected happens	● 4mph top speed ● Stabilisation more responsive	Appropriate outdoor environments, appropriate but unpredictable terrain
Reverse	Yellow	To reverse safely	● 2mph top speed	Anywhere with appropriate caution

Switching Between Modes:

- To switch between Indoor and Outdoor forward motion modes: tap the Mode Button twice in quick succession.
- To switch back, tap the Mode Button twice in quick succession again.
- To switch between either forward motion modes (i.e. Indoor or Outdoor) and Reverse: tap the Mode Button once.
- To switch back from reverse, tap once again.

Note: ensure taps are greater than one second apart to avoid confusion with two quick taps.

Status Light

When the 3Scooter comes to a stop, the Automatic Parking Brake will come on and the Status Light will change to white confirming the 3Scooter is safely parked with the brake on. When you press the accelerator, the Status Light will change to Green, Blue or Yellow to show which mode you are in. It may also show errors or warnings in which case a flashing red light will appear.

Note: If using the controls in bright light use your hand to shade the status indicator so that you can see them more clearly.

Note: For information on other Status Light behaviour, please see section titled: Troubleshooting.

Note: if the 3Scooter is not level when switched on, it will carry out an automatic tilt adjustment (see section 6.8 Automatic Tilt Adjustment) when the Thumb Accelerator (throttle) is pressed and prior to moving.

6.4. Moving forward or backwards

Having selected the appropriate mode, press the Thumb Accelerator (throttle) gently to move forward or backward. The accelerator is progressive and the further it is pressed, the faster the 3Scooter will go. Likewise, releasing the accelerator will slow you to a stop.

Note: if the 3Scooter is not level when switched on, it will carry out an automatic tilt adjustment (see section 6.8 Automatic Tilt Adjustment) when the Thumb Accelerator (throttle) is pressed and prior to moving.

Riderless Safety Feature

The 3Scooter will boot up into Standby Mode (pulsing white light), such that when you press the Thumb Accelerator (throttle) for the first time, the 3Scooter will make a subtle side-to-side movement lasting 1.5 to 2 seconds to detect the rider's presence. The rider must keep their thumb on the throttle during this detection process. Once the rider's presence is confirmed, the scooter seamlessly transitions into Indoor Mode (or Outdoor or Reverse Mode if previously selected) and will move off. If the throttle is released part-way through this check, the Status Light will flash red three times to indicate the process was interrupted. Simply press and hold the throttle again to complete the step.

If the Thumb Accelerator (throttle) is pressed without a user being seated, the scooter will perform the side-to-side movement noted above, fail to detect a rider, and refuse to move. A red light will flash three times and this sequence repeats each time the throttle is pressed until a rider is seated.

The 3Scooter enters Standby Mode when it is first switched on or if it is stationary for 30 seconds or more.

Note: If the accelerator gets stuck or the spring return does not fully return please turn off the 3Scooter and contact customer service.

6.5. Turning

Turn the handlebars gently to turn. Lower your speed before turning, avoid turning sharply and do not lean out of a turn. When heading down a slope, extra care should be taken when turning, lowering the seat prior to decent can improve stability.

Note: The 3Scooter is not untippable and sharp, high speed turns should be avoided.

6.6. Using the brakes

When the Thumb Accelerator (throttle) is released, the drive motor will provide electric braking to slow you down. After a short distance of deceleration the Automatic Parking Brake will automatically bring you to a stop when you are travelling sufficiently slowly.

Should you need additional braking assistance, use the Brake Levers on the handlebar. The left brake lever operates the left rear brake, and the right brake lever operates the right. It is not necessary for the brake levers to be applied evenly.

Note: when stationary, including when you are on a hill, the Automatic Parking Brake will hold you stationary and automatically release when the accelerator is pressed.

6.7. Parking your 3Scooter

Whether on level ground or on an incline, once you release the Thumb Accelerator (throttle) and the 3Scooter comes to a complete standstill, you can safely dismount as the automatic parking brake will engage to hold the vehicle securely in place.
Your scooter is fitted with a parking brake lever to manually release the automatic parking brake and enable the scooter to be free-wheeled (See section: Manually moving your scooter). This is located on the front wheel of the 3Scooter, to the right-hand side of the wheel.

With the parking brake lever in the forward position the 3Scooter can be driven. With the scooter turned off and the lever in the backward position the parking brake is released and the 3Scooter can be free-wheeled.



Drive Mode



Free Wheel Mode

Note: if you attempt to operate the Thumb Accelerator (throttle) when the parking brake lever is in the backward position (free wheel mode), power to the drive motor will be cut within a few seconds and the Status Light will flash red. This is a Warning to ensure the 3Scooter is only ridden with the automatic parking brake enabled. If you move the lever to the forward

position, sit back on the 3Scooter and wait four seconds, then press the throttle to initiate the Standby Mode (pulsing white light) for rider detection.

Never release the automatic parking brake (push the lever backward) when the 3Scooter is on a slope.

6.8. Automatic tilt adjustment

Automatic tilt adjustment allows the rider to level the scooter if it is tilted to one side. This can happen when it is switched off on a camber and then manually moved to flat ground to start riding again. Best practice is to always switch the 3Scooter on and off on flat ground or facing directly up/down slopes so rear legs remain level.

If the 3Scooter is less than 10 degrees from level, you may choose to stay seated. If the 3Scooter is greater than 10 degrees, or you would rather not be seated to initiate the automatic levelling, dismount and stand next to the scooter. Press the Thumb Accelerator (throttle), the status light will flash red and the 3Scooter will automatically move slightly in the direction of the lean, before correcting itself and bringing the 3Scooter back to level.

Once the scooter has levelled, there will be 3 white flashes of the status light and the scooter will be properly aligned with the ground. Now, completely remove your thumb from the accelerator, the Status Light will either be solid white or the 3Scooter will enter Standby Mode (pulsing white light). If you dismounted, re-mount the 3Scooter and continue as normal.

6.9. Suitable surfaces and inclines

When driving, look ahead and avoid potentially hazardous surfaces.

Do not travel up surfaces and/or inclines, that could reduce the grip of the 3Scooter tyres. This includes but is not limited to coarse tarmac and areas covered with snow, ice, moss, cut grass, or leaves.

The scooter is rated for ascending a slope of 6 degrees. Gradients up to 8 degrees may be ascended with extreme caution and by an experienced rider, using careful throttle control and regulation of speed. Please note it is much more likely for front wheel spin to occur with increased slope angle. When travelling in a straight line uphill, an experienced rider can put more weight on the front wheel, by leaning forward whilst remaining seated, to improve traction.

Be aware that bumps on an uphill path may cause the drive motor to stall. To overcome these obstacles the rider can turn the steerer to approach them at an angle.

The scooter is rated for descending a slope of 6 degrees. When descending the slope, the rider should take care to move slowly, avoid sliding forward in the seat and do not lean out of any downhill turns.

If a slope of greater than 6 degrees must be descended, or if the rider wishes to improve their stability while descending any slope they can by: taking care to move slowly, lowering the adjustable seat to the minimum position, sit with their back against the backrest, go slower in the turn and turn with a wider radius.

6.10. Safer riding tips

The 3Scooter is designed to help keep you safe but no vehicle is risk free. Follow these four general rules to reduce your risk.

Centred - When getting on, off, sitting on or riding the 3Scooter, stay centred on the seat and avoid leaning or placing your weight on the edge of the footplate or seat.

Slow - When approaching uneven terrain or slope, slow down.

Smooth - Avoid jerky or sudden movements when steering or braking.

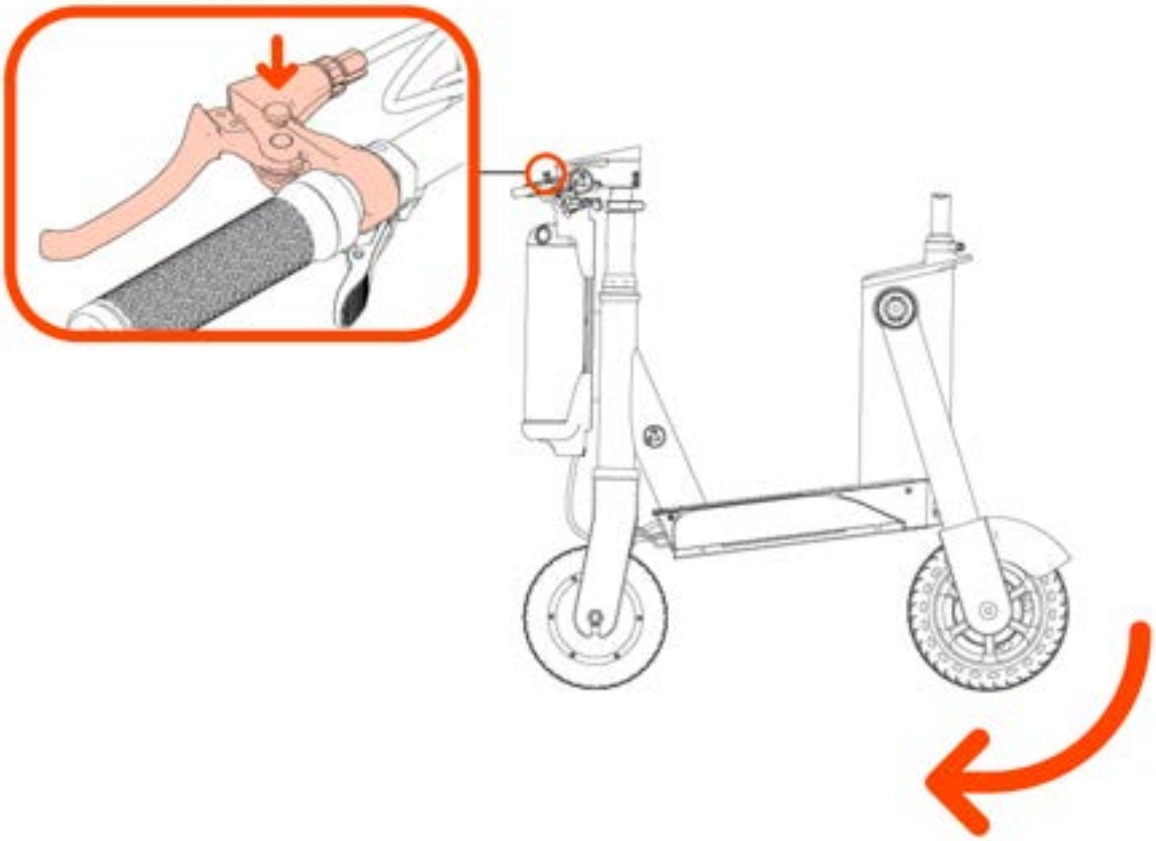
Low - At higher speeds, over uneven or unpredictable terrain or when sharp turns are possible, lower your seat to lower your centre of gravity.

7. Folding and unfolding the 3Scooter

The 3Scooter is designed to be quickly folded and unfolded to make it easy to live with. You can further reduce the size by removing the seat and lowering the handlebars depending on the situation.

7.1. Folding

Lock the rear wheels by squeezing either the Left or Right Brake Lever, and pressing in the Brake Lever Locking Pin. Repeat with the other brake lever.
Gently tip the 3Scooter forward, lifting from the top of the frame or the seat or backrest, leaving the front wheel on the ground. Take care, as the rear legs will swing forward coming to a rest in a near vertical position.The 3Scooter can be left in this position.



Optionally, the handlebars can be lowered and/or the seat can be lowered or removed before the 3Scooter is folded.

Note: do not sit on the 3Scooter while it is folded.

7.2. Unfolding

When unfolding, stand to the front or side of the scooter. Standing behind the scooter while releasing the brakes may cause the legs to fold out into the user.

Unlock the rear wheels by briefly squeezing the left and right Brake Levers and push the 3Scooter forwards to allow the legs to swing backwards. Ensure the rear legs are fully unfurled before mounting the 3Scooter.

8. Moving the 3Scooter without riding it

There will be occasions when it will be more convenient to move the 3Scooter without riding it. There are two ways to do this.

1. For distances less than 50 metres: Pushing the 3Scooter with the Auto Parking Brake off.

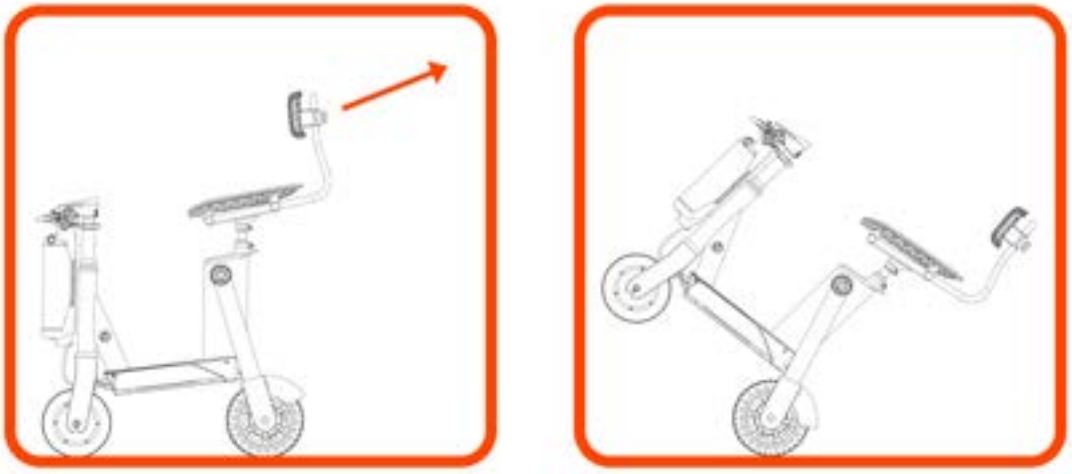
Turn off the 3Scooter - don’t push the 3Scooter if it is on.

Release the automatic parking brake on the front wheel by moving the parking brake lever backward. Release the rear wheel brakes if they are on. The 3Scooter can now be free wheeled. Use the handlebars to push and steer the 3Scooter.

To park the 3Scooter, apply the automatic parking brake on the front wheel by moving the parking brake lever forwards, you'll hear a click as the brake is applied.

Note: Do not free wheel the scooter with the front wheel on the ground at speeds over 1 mph, or for more than 50 metres. Rolling the drive motor generates electricity that can overload and damage internal electronics. If the device turns on while the front wheel is rotating due to being pushed, STOP and wait for it to turn off again.

2. For distances greater than 50 metres: manoeuvring the 3Scooter on its rear wheels.



Lock the rear wheels using the Brake Lever Locking Pins and fold the rear legs in.

Whilst standing directly behind the 3Scooter, hold the sides of the backrest and quickly pull it towards you, tipping the 3Scooter backwards so the front wheel lifts off the ground. Pulling in a slightly upwards direction can help this action. The 3Scooter will now be balanced on its rear wheels.

Unlock the rear wheels by briefly squeezing the left and right Brake Levers to release the Brake Lever Locking Pins.

You can now move the 3Scooter around by pulling or pushing the seat or backrest.

NOTE:

- Do not lift the scooter by the seat or backrest.
- Ensure the 3Scooter is switched off while moving the 3Scooter in this manner.
- The 3Scooter should not be wheeled off steps greater than 170 mm whilst in the folded position, as this may cause damage to the 3Scooter.

9. Safe use and progressive operation

The 3Scooter is designed to operate safely within defined limits. However, certain manoeuvres—such as negotiating kerbs or travelling on slopes - require user familiarity and control.

When first using the 3Scooter, you should operate at low speed in a safe, open, and controlled environment. More challenging conditions (e.g. higher kerbs, steeper slopes, uneven surfaces) should only be attempted gradually, as you become confident in controlling the scooter.

9.1. Progressive use guidance

You should only increase the level of difficulty of use once you can consistently:

- Control speed smoothly, including slowing before obstacles
- Maintain a stable, central and upright body position
- Approach obstacles or slopes in a controlled manner
- Stop and turn safely without sudden or abrupt inputs
- Maintain control throughout the manoeuvre without sudden movements or instability

If you are unsure, do not attempt more challenging conditions.

9.2. Negotiating kerb or surface step changes with the 3Scooter

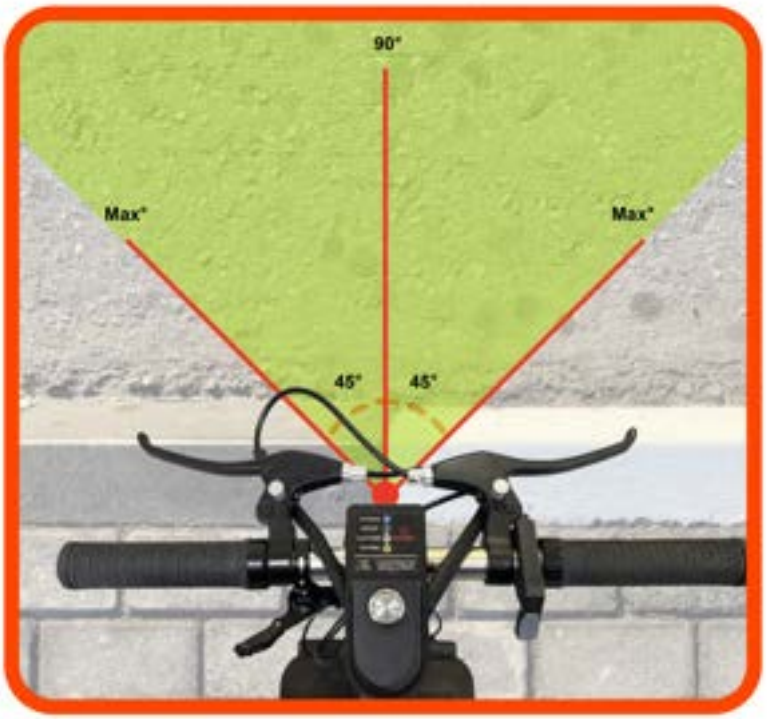
This section primarily focuses on the usage of the 3Scooter over a kerb edge but the method is transferable to other situations which also have step changes in the surface level.

For reference please consider the Highway Code Rule 40:

“When moving off the pavement onto the road, you should take special care. Before moving off, always look round and make sure it’s safe to join the traffic. Always try to use dropped kerbs when moving off the pavement, even if this means travelling further to locate one. If you have to climb or descend a kerb, always approach it at right angles and don’t try to negotiate a kerb higher than the vehicle manufacturer’s recommendations.”

The 3Scooter is designed to ride off kerbs up to **100 mm** when approached correctly.

- New users must **limit kerb height to a maximum of 50 mm**
- If you have to descend a kerb approach it at right angles as described in Rule 40 of the highway code. The Everlevel technology makes it possible to descend a straight kerb with angle less than 90 at the rider's discretion.
- To avoid catching the scooter on the kerb edge the approach angle should never be less than 45 degrees from the right angle (i.e. between 90 and 45 degrees).



Kerb Dismout Approach

- Reduce speed before reaching the kerb.
- Ensure the route is clear and free of obstructions e.g. drains, gutter, other road users
- Do not attempt kerbs over 50 mm until you can safely and consistently manage lower kerbs

The 3Scooter is designed to ride up kerbs to 40 mm when approached correctly.

- New users should limit riding up kerbs to a maximum height of 20 mm
- Always ride up to the kerb at 90 degrees to the kerb
- Reduce speed before reaching the kerb but maintain some momentum
- Ensure the route is clear and free of obstructions e.g. drains, gutter, other road/pavement users
- Do not attempt to ride up kerbs over 20 mm until you can safely and consistently manage lower kerbs

9.3. Slopes

The scooter is designed to operate on slopes up to **6°** under normal conditions.

- New users should **limit use to slopes of 6° or less**
- Maintain a **steady, low speed**
- Avoid sudden acceleration, braking, or turning on slopes
- Do not attempt steeper slopes until you are confident in maintaining full control
- If you find yourself travelling down a slope faster than you expect, you should release the Thumb Accelerator (throttle) to come to a complete stop and then gently apply the accelerator to continue a slow descent.

9.4. Important safety information

- Do not exceed the limits stated in this document.
- Always assess the environment for risks before attempting kerbs or slopes.
- Wet, loose, or uneven surfaces can significantly reduce stability and control.
- If you experience instability, loss of control, or uncertainty, stop and move to a safer condition.
- If in doubt, seek guidance before attempting more challenging use.

9.5. General warning

Failure to follow this guidance may result in loss of control, tipping, or injury.

Important:

While the 3Scooter is capable of operating at its specified performance limits, continuous use at these limits may increase wear on components and reduce the overall operational life of the product.

10. Battery and charging

The 3Scooter's battery has been designed and built specifically for this model. The battery must not be used for any other purpose other than as stated in this manual.

The battery contains no user serviceable or replaceable components.

10.1. Battery safety rules

Charger

- Only use the charger provided or a replacement charger provided by Supersmith
- Do not use modified or damaged chargers.
- If the charger is damaged or no longer functions please return it to where you purchased it. Do not dispose of the charger in household waste.
- The charger should not be used for other devices.
- Remove the battery from its holder before connecting the charger and charging.

Battery

- Never place the battery near, on or against any heat source, e.g. radiators, open flames.
- Avoid physical impact and vibration of the battery.
- Do not attempt to dismantle, dissect or deform the battery or case.
- Do not immerse the battery in any liquid, including water.
- Keep the battery out of the reach of children.
- Do not leave the battery on charge for more than 24 hours.
- Store the battery in a cool, dry, well ventilated area.
- Dispose of the battery in accordance with local laws and regulations.
- If the battery is not used often, charge it every 2-3 months.
- Never store the battery when it is significantly discharged.

- Do not leave the battery unattended while charging.
- The Battery Holder must be handled with care to avoid damage.
- Do not short circuit the battery.

Stop using the charger and battery immediately if it has any of the following signs:

- Frayed or exposed wires
- Burn marks or melted plastic
- Unusual odors
- Intermittent charging or overheating
- Cracked casing or loose connectors

Continued use of a faulty or damaged charger or battery can lead to severe risks including:

- Fire or explosion
- Electric shock
- Battery damage
- Scooter damage

10.2. Battery keys

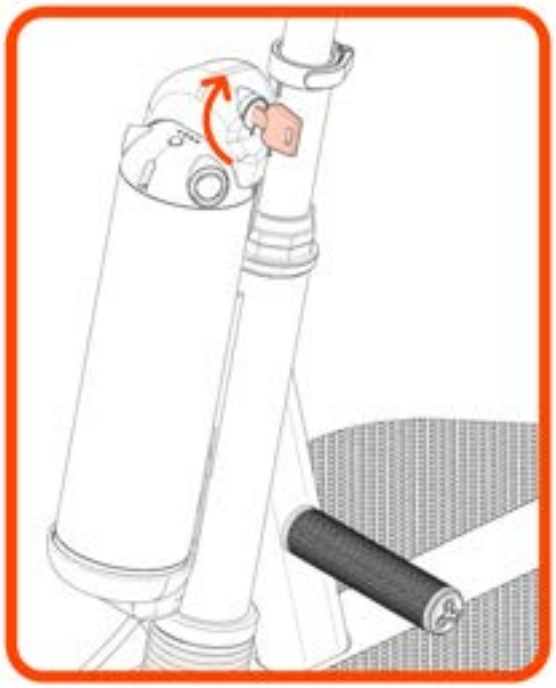
Each battery comes with two keys. If a key needs to be replaced, contact Supersmith at hello@supersmith.co with the key identification code which is on each key and on the Battery Holder.

10.3. Battery level indicator

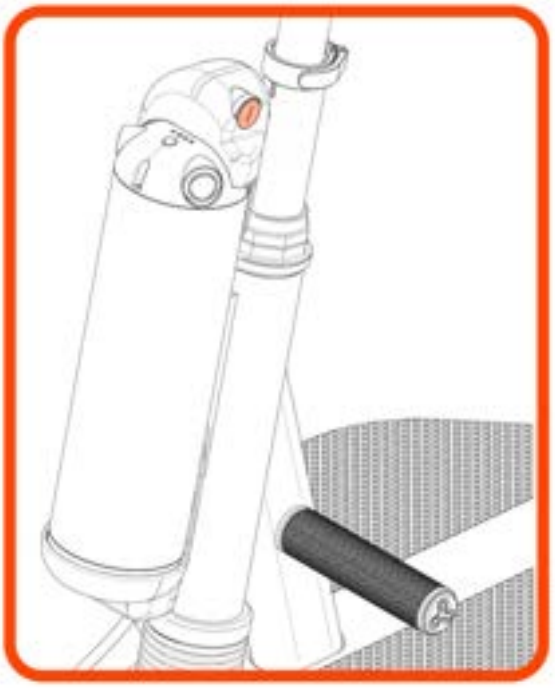
The battery has a 4 stage charge indicator light located at the top of the battery.
A single press of the black button on the top of the battery will illuminate all 4 indicator lights in sequence. After this, the indicator lights will show the current charge of the battery by keeping the number of illuminated lights lit related to the state of the battery charge.

10.4. Locking and unlocking the battery

Warning: You must lock the battery before riding. The key can be removed in the locked and unlocked position.



Lock



Remove Key



Locked



Unlocked

To lock the battery: Insert the key into the Battery Holder and rotate the key 180 degrees clockwise.

To unlock the battery: Insert and rotate the key 180 degrees anticlockwise. The battery can now be removed.

10.5. Fitting the battery

To fit the battery:

- First ensure the Battery Holder is unlocked
- Ensure the switch on the battery is in the off position.
- Align the charging terminal on the base of the battery with the charging pins in the base of the Battery Holder, and slot the battery into place by first placing the bottom of the battery into the Battery Holder and then pushing the top of the battery into position.
- If the battery isn't fitting securely in the Battery Holder, repeat the previous step.
- Lock the Battery Holder with the key before operating the 3Scooter.

To remove the battery;

- First: switch the battery off and unlock the battery
- Hold the top of the battery and pull it away from the 3Scooter in the forwards direction.

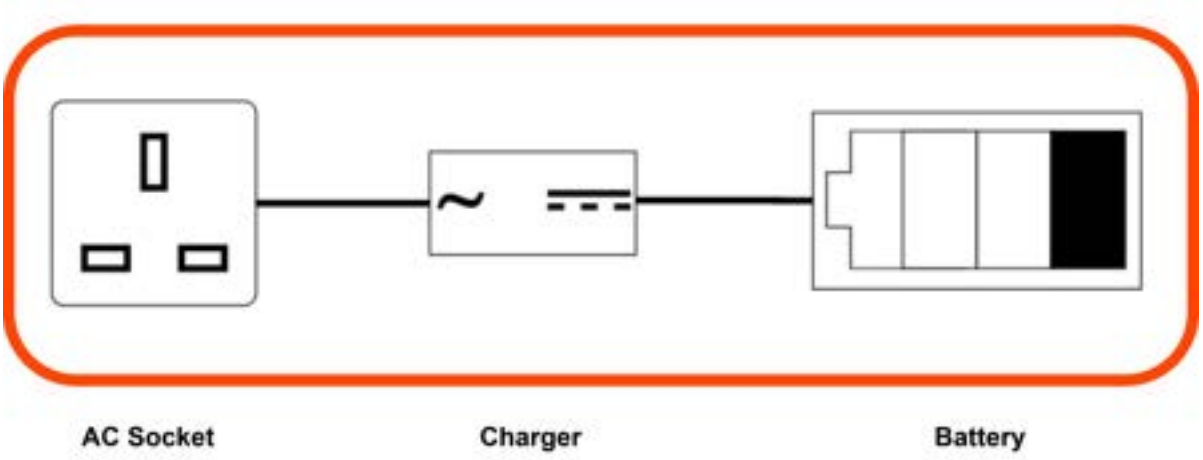
10.6. Charger and charging

- Use the battery charger indoors and in a dry location.
- The charger plugs into a normal home socket, uses a removable mains lead, and automatically adapts to different countries' voltages without the user needing to change any settings.
- The charger and battery will heat up while on charge. It's recommended that the charger is placed only on a heat-resistant surface, avoid placing on flammable surfaces (e.g. carpet, floorboards, wood).
- The charger must be placed on a flat, horizontal surface during operation. Do not operate the charger vertically, upside down, or suspended.
- Ensure the wall socket used for charging is located near the 3Scooter and remains easily accessible at all times. Do not obstruct access to the plug while charging.
- Do not attempt to repair the charger if it is damaged.
- Do not attempt to operate the 3Scooter while also charging the battery.

10.7. How to charge the battery

- The battery should be removed from the 3Scooter for charging.
- Do not charge the battery when the battery is on the 3Scooter.
- Ensure the charger plug and battery charging port are fully and correctly aligned before inserting. Do not use excessive force, as this may damage the connector.
- When the battery is connected and charging, a red LED will illuminate on the charger.
- If the charger is connected to the mains supply without a battery connected, the green LED will illuminate to indicate standby mode.
- The LED indicator will change to green when the battery is fully charged.
- Once charging is complete:
    - Disconnect the charger from the mains supply.
    - Then disconnect the charger from the battery.

LED Colour	Meaning
Red	Charging
Green	Fully Charged
Green (no battery connected)	Power on/standby



11. Loading the 3Scooter into a vehicle

Your 3Scooter has been designed to fold for transport in most car boots. At a lifting weight of 21 kg, some users may find loading easier with assistance or by using equipment such as ramps or hoists.

Take your time and choose the method that feels most comfortable and controlled for you.

11.1. Before lifting

- Make sure the car is parked on firm, level ground.
- Check the boot area is clear and dry.
- Switch off the 3Scooter, remove the seat and battery, and lower the handlebars before lifting.
- Securely hold a footpeg and the rear of the chassis.
- Keep the scooter close to your body while lifting.
- Avoid twisting while carrying or lifting.
- Stop immediately if you feel pain, strain or loss of control.

If you are unsure whether you can safely load the scooter yourself, ask for assistance or use a ramp or hoist.

11.2. Loading options

Method	Effort	Equipment	Notes
Direct, one-person lift	Higher	None	Requires lifting the full scooter weight into the vehicle.
Two-person lift	Medium	None	Reduces the lifting load for each person: load at the front is about 14kg, load at the rear is about 7kg.
Ramp loading	Lower	Suitable loading ramp	Reduces lifting but requires space and control.
Hoist loading	Lowest	Vehicle hoist	Minimises manual lifting.

11.3. Important safety information

Loading and unloading the 3Scooter requires balance, grip strength and control. Not all loading methods are suitable for all users or vehicles.

We recommend:

- Practising the loading method in a safe environment.
- Asking for assistance if needed.
- Using ramps or hoists where appropriate.

Never attempt to catch or support the scooter if it begins to fall. Move clear and allow the scooter to come to rest safely.

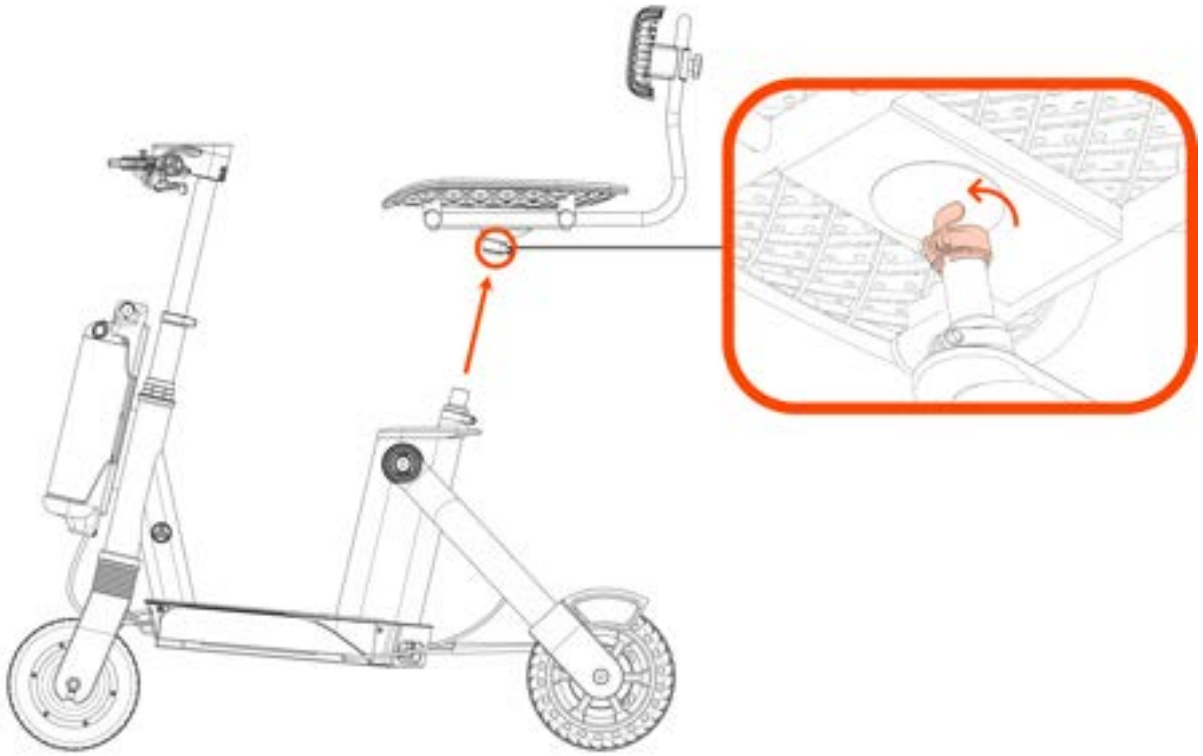
Always make sure the 3Scooter is secured once in the vehicle to prevent movement.

12. Disassembling & lifting the 3Scooter

The battery and seat can be quickly removed to reduce the lifting weight of the 3Scooter.

12.1. Removing the seat

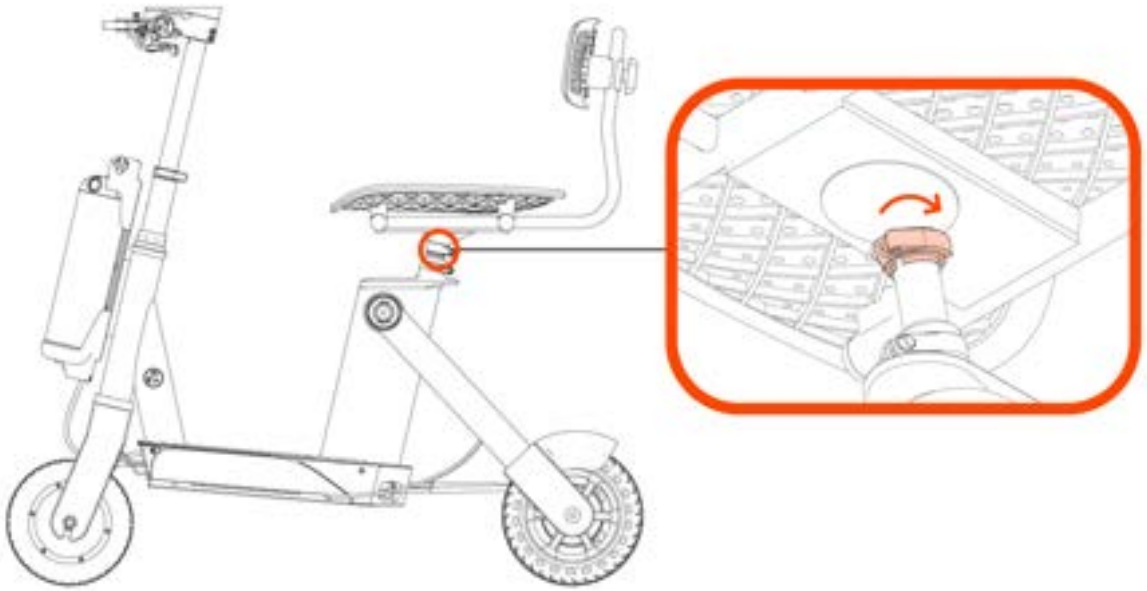
First move the seat to the lowest height, using the Seat Adjustment Lever. Open the orange Seat Release Clamp under the seat, lift the seat off the Adjustable Seat Post.



Do not adjust the black Dropper Post Clamp on the Adjustable Seat Post.

12.2. Attaching the seat

- Fully open the Seat Release Clamp, align the seat with the Adjustable Seat Post and push down until the seat has dropped down to fully engage with the post.
- Check the seat is facing forward and firmly clamp the seat by closing the Seat Release Clamp.
- Check that the seat does not rotate.
- If the seat does rotate, reopen the Seat Release Clamp, tighten the Seat Release Clamp by turning the adjuster clockwise a quarter of a turn, and close the Seat Release Clamp again.
- Repeat until the seat does not rotate on the Adjustable Seat Post.



Always ensure the seat is locked in place before attempting to mount the 3Scooter.

12.3. Lifting the 3Scooter

- Lower the Adjustable Seat Post using the Seat Adjustment Lever
- Optional - remove the seat and battery to reduce the lifting weight.
- Lower the handlebars via the Handlebar Adjustment Clamp and clamp when in lowest position.
- Lock the rear wheels by depressing the Brake Lever Right and Left and locking in place with the Brake Lever Pivot Pin on each brake.
- Lift the rear to allow the rear legs to fold inwards.
- Lift using the recommended lifting points; the footpeg and lip at the rear of the Adjustable Seat Post.

When lifting the 3Scooter be aware:

- The legs are free to move forwards and backwards, be careful not to trap anything and avoid hitting obstacles.
- Do not lift the 3Scooter by any articulating parts e.g. legs. Lifting by these parts may cause them to articulate, making the user off balance or potential leading entanglement or finger trap hazard.
- With the seat and battery removed, the weight is: 21.2 kg
- With the seat and battery on the scooter, the weight is: 25.6 kg
- Practice good lifting technique and ensure you are not at risk of losing your balance.
- Ensure the footpegs are securely fastened before using them to lift the scooter.

13. Transportation of your 3Scooter

When transporting your 3Scooter, in cars, buses or trains for example, always be aware of the following:

- The power switch should be turned off.
- Ensure the Adjustable Seat Post is not near any objects, such as windows, in case the Seat Adjustment Lever is pressed and the post rises unexpectedly.
- Never sit on the 3Scooter while it is in a moving vehicle.
- Always secure and restrict the movement of the 3Scooter and any batteries when it is being transported.
- Do not transport the 3Scooter or batteries with any flammable or combustible items.
- Never transport the 3Scooter in the front seat of a vehicle as it may move and cause distractions.
- Maximise the stability of the scooter by unfolding the legs as far as possible.
- Ensure the direction of travel aligns with the centerline of the scooter (front to back) unless securely stowed.
- Do not tow your 3Scooter with another vehicle.

14. Troubleshooting

Problem	Resolution
The 3Scooter is leaning to one side instead of “standing up straight”.	**Automatic Tilt Adjustment:** Refer to Section 6.8 **Manual Tilt Adjustment Method.** If the 3Scooter is leaning more than 20 degrees to the left or the right or the Automatic Tilt Adjustment cannot be used for any reason, use the Manual Tilt Adjustment procedure: Before performing this procedure: • Place on flat hard ground (excluding carpet) • Apply the handbrakes and ensure the automatic parking brake is on. • Ensure the scooter is in a clear, flat, open space. • Stand on stable ground, close to the scooter. • Position yourself so that you can safely support some of the scooter’s weight if it tilts during the following procedure. Ask a second person to assist if you are unsure or if the scooter could be too heavy to control safely.

	WARNING: DO NOT SIT ON THE SCOOTER WHILE PERFORMING THIS PROCEDURE. Step 1: Turn the 3Scooter off. Turn off the scooter using the on/off switch. Wait 10 seconds. Step 2: Turn the 3Scooter on and enter the Vehicle Maintenance Menu. Turn the 3Scooter on. While the Status Light is flashing, press and hold the Mode Button for 5 seconds and release the button (any duration between 4 and 6 seconds will work). The Status Light will change to a solid purple colour. Step 3: Enter the Manual Tilt Adjustment mode. Tap (short-press) the mode button once. The Status Light will briefly turn white to acknowledge the press, and an audible beep will sound. Step 4: Confirm your selection. Press and hold the Mode Button for more than 1 second. The Status Light will briefly turn white to acknowledge the press, and an audible beep should sound. Release the button. The scooter is now in the **Manual Tilt Adjustment** mode Step 5: Manual Tilt Adjustment mode. Be aware: the next step in this process releases the active stabilisation system and allows the scooter to be tilted freely by hand. Ensure you are holding the 3Scooter securely before continuing. Press **and hold** the Thumb Accelerator (throttle). You may hear a quiet click as the auto-parking brake releases. The 3Scooter will now tilt freely in your hands. Use a firm grip to manually tilt the scooter until it returns to a fully upright position. Once the scooter is in the correct position, release the accelerator.

	Step 6: Switch the 3Scooter off and back on. Turn the 3Scooter off. Wait 10 seconds, then turn the 3Scooter back on. You can now use the 3Scooter as normal.
The Status Light is flashing red.	A red warning light may be seen in the following cases and in the following ways: Driving warning: **Light:** Alternates between RED and either GREEN, BLUE or YELLOW (depending on the current mode). **Vehicle:** speed slows. **Cause:** a safety limit has been approached e.g. driving on a camber outside of the product specification, such as 10 degrees. **What to do:** seek to avoid the problematic terrain. Minor Error: **Light:** Alternates repeatedly between RED and OFF. **Vehicle:** No change. **Cause:** A minor and brief problem has been detected, such as the temperature is above tolerance. **What to do:** Consider any factors that might be causing the issue, continue as normal. Major Error: **Light:** Alternates repeatedly between RED and OFF. **Vehicle:** Slows to a stop for 5 seconds. **Cause:** a safety issue has been detected e.g. the automatic parking brake has been left in the freewheel position when attempting to drive. **What to do:** consider any factors that might be causing the issue, such as applying the auto parking brake. Continue to drive as normal. Critical Error: **Light:** Alternates repeatedly between RED and OFF. **Vehicle:** Slows to a stop, will not move. **Cause:** an error has been detected with an important part of the drive or stabilisation system. **What to do:** consider any factors that might be causing the issue, such as wires that may have come disconnected, reboot the 3Scooter by switching it off and on.

The 3Scooter stops moving when going up a steep hill.	The 3Scooter stops when going up/down a steep hill, this is expected behaviour if the hill is steeper than the rated slope. Return the 3Scooter to a rated slope to continue using it.
The Status Light alternates between white and orange when booting up indicating a Service Warning.	The 3Scooter has reached the 500 km service interval and a routine service is due. Contact a local professional service technician to carry out the service, or contact Supersmith at hello@supersmith.co for support. Your 3Scooter will remain fully operational and can be ridden as normal. If you ignore the Service Warning light for a prolonged period of time, your 3Scooter Status Light will flash orange permanently and the 3Scooter will be immobilised, see below.
The Status Light shows an orange flashing light when booting up and persists once booted and the scooter doesn't function indicating a Major service warning.	If the Service Warning light warning is ignored for a prolonged period of time - typically weeks or months of usage - your 3Scooter Status Light will flash orange permanently and the 3Scooter will not be able to be used. This represents a Major Service Warning. You must contact a local professional service technician to carry out the service, or contact Supersmith at hello@supersmith.co for support.
The seat height adjustment lever doesn't operate the seat.	See section 17.5, related to adjusting the Seat Height Adjustment Lever operation.
The 3Scooter slows down by itself as you're driving.	The 3Scooter will reduce it's speed if it senses very uneven ground, tight turning or excessive vibration from the surface. This is to reduce the risk of tipping and degraded performance. NOTE: Start and end a ride with both the 3Scooter legs returned to the centre and on flat ground; otherwise, the working range of the EverLevel™ stability system can be affected and non-symmetrical. Where flat ground is unavailable, orientate the scooter so that it has the smallest left-to-right slope underneath it before turning off. This is typically directly uphill or directly downhill. Return to the equivalent orientation before booting.

15. Where to go for help

Find guides on our website at www.supersmith.co, or contact us at hello@supersmith.co

If a serious incident or malfunction occurs in relation to the 3Scooter, stop using the device immediately and contact Supersmith using the details provided in this manual.

Serious incidents should also be reported to your country's medical device regulator (for example, in the UK, the MHRA)

16. Cleaning

Cleaning your 3Scooter will help to maintain its appearance and will extend the life of the 3Scooter. Metal and plastic parts can be wiped with a damp cloth with a mild detergent and then dried thoroughly. The 3Scooter should be turned off prior to cleaning. Regular cleaning helps prevent the transmission of unwanted pathogens.

Do not use running water or pressure washers.

17. Maintenance, repairs and servicing

17.1. Maintenance

The maintenance strategy is based on preventive maintenance. Routine inspection and servicing help detect wear and potential faults before they become safety risks. Particular attention is given to safety-critical systems including braking, steering, tyres, EverLevel™ and electrical systems.

Maintenance safety notice:

Safety during Servicing: Never perform any cleaning, adjustment, or maintenance while the 3Scooter is turned on or in use with a rider.

Allowed User Maintenance: All items listed in the weekly, monthly and adjusting your brakes sections.

Prohibited Maintenance Actions: Any maintenance, service, diagnostic check, adjustment, or disassembly not explicitly listed under the weekly, monthly and adjusting your brakes sections is prohibited.

For your safety and to maintain product compliance, do not attempt to:

- Disassemble or open any part of the main chassis, frame weldments, or the under-chassis Vehicle Control Unit (VCU) electronics compartment.
- Modify, adjust, or replace any components of the EverLevel™ Active Stabilisation system, including the EverLevel™ Control Cable, stabilisation motor, any mechanical cables, electrical cables or parts that guide cables, or internal brake drum assemblies.
- Alter or splice any internal electrical cabling, wiring harnesses, battery connectors, or charging terminals.
- Perform structural modifications or install unapproved third-party accessories that could unsafely alter the 3Scooter's weight, dimensions, or centre of gravity

Failure to carry out user maintenance can lead to unsafe operation of the 3Scooter.

Service intervals

Maintenance activities are grouped into the following intervals:

- Before Use (User)
- Weekly (User)
- Monthly (User, Owner)
- Routine Service - indicated by the Status Light alternating between white and orange when the 3Scooter is booting up. (Service Technician)

Additional inspections may be required after impact, transport damage, or prolonged storage.

Before use:

- Verify battery charge level.
- Check brakes are function correctly.
- Inspect tyres for damage.
- Confirm steering and controls operate correctly.
- Check the Status Light is operating and legible.
- Check EverLevel™ Control Cable for visible wear or damage.
- Check for loose or damaged parts.

Weekly:

- Clean scooter exterior with a damp cloth and mild detergent.
- Inspect tyres for wear or debris.
- Check the seat to ensure it is correctly mounted, firmly held in position and not damaged.
- Inspect battery terminals for damage.
- Inspect visible wiring and connectors for signs of wear or damage.
- Operate the brakes and ensure they provide adequate braking force. If they need adjusting, see the ‘Adjusting the Brakes’ section.

Monthly preventive maintenance:

- Inspect frame and chassis for damage.
- Inspect the EverLevel™ Control Cable for excessive wear or damage, see below for detail on how to do this.
- Inspect bolts and fasteners, ensuring they are not loose. Tighten as necessary according to torque settings provided in this manual.
- Inspect wheel alignment and bearings.
- Inspect charging port and connectors.
- Evaluate battery charging behaviour.
- Check the battery and charger are not damaged.
- Seat height adjustment: At least every 30 days the seat should be moved to its lowest and highest position to maintain free moving motion.

EverLevel Control Cable inspection:

- Visually inspect the **Everlevel™ Control Cable** for wear or damage, particularly looking for a white material showing through the black outer material. Use the manual tilt adjustment mode (see section 14 Troubleshooting - Manual Tilt Method) to tilt the 3Scooter and expose more of the Control Cable.

Note: only tilt the 3Scooter to the point where the outer plastic sleeve reaches the entry point to the scooter.
Note: It is normal to see a small amount of white material where the cable connects to the leg.

- Should any wear or damage be present, the EverLevel™ Control Cable you should stop using the scooter immediately and have the scooter serviced by competent personnel experienced in powered mobility equipment. The EverLevel™ Control Cable should be replaced during the 6 month service.

17.2. Consumables and wear components

Typical components that may require replacement over time include Thumb Accelerator (throttle), hand grips, tyres, brake components, batteries, bearings, EverLevel™ Control Cable and seat components. Replacement intervals depend on usage and operating conditions. The EverLevel™ Control Cable should be replaced every 6 months, or sooner if signs of excessive wear or damage.

17.3. Adjusting the brakes

As the rear brakes of the scooter are used, they will wear over time. If the braking force on the rear wheels reduces below acceptable levels due to wear, the brake lever adjuster barrels can be rotated to increase/decrease the braking force as appropriate.

To adjust the brakes:

- Lift a rear leg.
- Spin the wheel and rotate the brake lever barrel adjusters until the wheel makes contact with the brake (this will be audible).
- Back off one rotation of the brake lever barrel adjuster.

17.4. Adjusting the Seat Height Adjustment Lever

During use the seat height adjustment cable will stretch over time. This may lead to the seat height adjustment lever not operating the seat post consistently well.
To adjust the cable, rotate the barrel adjuster on the seat height adjustment lever in a clockwise direction half a turn. Operate the lever to confirm it now operates the seat post. If it does not, repeat the process.



17.5. Routine servicing

A professional service is required in any of the following circumstances, whichever comes first:

- 6 Months
- When the Status Light alternates between white and orange when the 3Scooter is booting up representing the service light flags.
- Or you have reason to believe the 3Scooter needs servicing due to an issue with the stability, drive or control systems.

The service must be carried out by competent personnel experienced in powered mobility equipment. Attempting unauthorised repairs will void your warranty and may cause loss of stabilisation control, tipping, or serious injury.
More details can be found on our website at www.supersmith.co

Failure to have routine servicing completed can lead to unsafe operation of the 3Scooter.

Routine service to include:

- Comprehensive battery diagnostics.
- Motor performance test.
- Brake pad inspection, calibration and adjustment.
- Electrical system diagnostics.
- Status Light is emitting light
- Check the Mode Button label is legible.
- Vehicle Control Unit inspection.
- Replace the EverLevel™ Control Cable, please return the part for continuous improvement purposes as part of our Return Programme, described below.
- Structural inspection of frame and chassis.
- Check for any sharp edges.
- Test battery performance.
- Verify charger output.
- Re-torque structural fasteners.
- Inspection of the adjustable seat post operation.
- Replacement of worn components.
- Check the 3Scooter identification metal label is still intact and legible and request replacement if needed.
- Check for bi-metalic corrosion to all metal on metal sliding contact points; Fork tube pin, Steerer fork tube inner and outer, Stem and adjoining parts - anodised.

Post-service functional checklist

- Functional road test.
- Check the brakes are not excessively worn or brake cables stretched; whilst on flat ground apply brake hand levers and suppress locking pin. Ensure the vehicle remains standing in its folded position.

Inspection Criteria

Components should be considered serviceable when:

- Tyres show no excessive wear or damage.
- Brakes engage correctly and pads have a depth of 1.5mm or more.
- Wiring insulation is intact.
- No structural cracks or deformation are present.
- The EverLevel™ Control Cable shows no excessive wear or damage.

17.6. Torque settings

Part Name	Torque setting (Nm)
Rear wheel axle bolts	6
Stem-steerer bolts	6
Stem-handlebar bolts	5
Front fork wheel nut	15
Front fork wheel bolts	6

17.7. Repairs

Repairs must be carried out by competent personnel experienced in powered mobility equipment. More details can be found on supersmith.co.

Breakdowns

In the unlikely event of a breakdown try switching off the 3Scooter, waiting 10 seconds, and switching it on again. If this doesn't address the problem, contact Supersmith at hello@supersmith.co or consult a competent professional experienced in powered mobility equipment.

17.8. Service life

The expected service life of this mobility 3Scooter is 4 years under normal use and maintenance conditions, based on durability testing and component reliability. The actual lifespan may vary depending on factors such as frequency of use, maintenance and environmental conditions.

17.9. End of life

The 3Scooter has been tested for an expected service life of 4 years under normal use and maintenance conditions. However, it does not necessarily need to be disposed of after this period; the actual lifespan will vary depending on your frequency of use, maintenance routine, and environmental conditions.

The 3Scooter reaches its actual "end of life" and should no longer be used when you observe signs of severe material degradation or wear that cannot be resolved through routine servicing or repairs.

Signs that the 3Scooter must be replaced or stopped from being used include:

- **Environmental degradation:** Signs of brittleness, cracking, or severe discoloration in the plastics, clips, covers, or cabling, typically caused by prolonged exposure to UV light (sunshine) or moisture.
- **Wear and tear:** Excessive deterioration in function as a result of repeated use.

If you identify any of these signs, stop using the device immediately and contact competent service personnel for an inspection.

18. Types of use/reuse

The 3Scooter is classified as a multiple person, multiple use device.

This means:

- The 3Scooter can be shared by multiple riders and have multiple owners, but it must only be ridden by one person at a time.
- It is built to last through many uses over its lifetime.
- To prevent the spread of germs, the device must be cleaned between different users following guidelines in the Cleaning section of this manual.

19. Terms, conditions and disclaimers

19.1. Terms and conditions

Full terms and conditions can be found on the website at www.supersmith.co

19.2. Warranty

Full details of your warranty can be found on the website at www.supersmith.co

19.3. Intended Use Statement

The 3Scooter is a Class I Medical Device. It is intended to provide mobility and compensation for a disability or injury to a single occupant who can walk short distances, but need additional tools to aid mobility.

The maximum weight of the occupant and luggage occupying the 3Scooter must not exceed 120 kg. The user must possess the necessary cognitive, visual, and physical capacity to safely operate the controls and to mount and dismount the 3Scooter without assistance. The user must have the necessary core strength to maintain a safe, stable seated position at all times. The 3Scooter is not intended for users with severe balance disorders, total blindness, or cognitive impairments that prevent the safe management of motorized controls.

The 3Scooter is designed for use on firm surfaces in indoor environments and outdoor pedestrian areas (e.g., footpaths, shopping centers) at speeds up to 4mph. It is not intended for use on public highways except when crossing roads, or to be used offroad unless otherwise specified.

The 3Scooter features pivoting rear legs that are actively adjusted when riding, intended to give improved stability performance and to facilitate compact storage and transport in vehicles or for travel.

If in doubt we suggest you consult a healthcare professional for advice.

19.4. Product compliance

Mobility Scooter Product Class: Class 2
Medical Device: Class I
Medical Devices Regulations 2002 (SI 2002 No 618, as amended) (UK MDR 2002)

19.5. Shipping and delivery

Your 3Scooter will be delivered and unpackaged for you by our designated delivery personnel. While they are present, please inspect the 3Scooter to ensure your order is complete.

Please inform the delivery personnel and contact us immediately at hello@supersmith.co if you notice any of the following:

- The delivery box appears to have been unintentionally opened prior to their arrival.
- The packaging has been exposed to extreme environmental conditions (such as sitting in heavy rain).
- Any damage has occurred to the 3Scooter or its components during transit
- Ensure your order is complete, some components may be individually packaged.

20. Technical specification

Technical Parameter	3Scooter S1
Product Model	3Scooter S1
Maximum Speed	4 mph (6.4 kph)
Maximum Range	20 km This distance will be reduced if the wheelchair is used frequently on slopes, rough ground, or to climb kerbs.
Unfolded Dimensions (L × W × H)	99 x 60 x 101 cm (39 x 23.6 x 39.8 “)
Folded Dimensions (L × W × H)	72 x 60 x 88 cm (28.3 x 23.6 x 34.6 “) With seat attached, steerer collapsed
Total Weight (incl. battery)	25.6 kg (56.4 lbs)
Heaviest Part Weight	21.2kg (46.7 lbs)
Maximum User Weight	120kg (18.9 stone)
Ground Clearance	Ground clearance forward unloaded - 15.5 cm (6.1”) Ground clearance forward loaded with 120kg - 14.5 cm (5.7”) Ground clearance rear unloaded - 11.1 cm (4.4”) Ground clearance rear loaded with 120kg - 10.4 cm (4.1”) Ground clearance forward when folded - 18.8 cm (7.4”) Ground clearance rear when folded - 22.8 cm (9”)
Turning Radius / Diameter	85 cm (33.5”)
Rated Slope	Max Gradient: 6°
Seat Dimensions	Seatpan: Width = 40.8 cm (16.1“) Depth (Front to Back) = 36.8 cm (14.5“) Backrest: Height = 13.9 cm (5.5“) Width = 32.1 cm (16.6”)
Wheel Sizes & Tyre Types	Front: Solid 19.7 cm (7.8”) Rear: Solid 22 cm (8.7”)
Tyre Inflation Pressure	*N/A (Solid tyres)*
Battery Voltage & Capacity	36V, 10.2Ah Lithium Ion
Motor Specifications	36V 250W
Controller Output	36V 250W
Charger	INPUT: 100-240Vac, 2.0A(MAX.) 50/60Hz OUTPUT: 42Vdc 2.0A"
Liquid Ingress Protection	Suitable for light rain
Vehicle Class	Class 2

21. EMC declaration

Electromagnetic Interference (EMI) warning

Electromagnetic interference (EMI) is energy emitted from devices such as mobile phones, hand-held two-way radios, radio/TV transmitters, high-voltage power lines, microwave signals, emergency vehicle transceivers, and medical equipment (e.g., MRI or X-ray machines).

These EMI waves can cause unintentional movement of your 3Scooter, sudden brake release, or permanent damage to the 3Scooter's controller. The 3Scooter is designed with internal immunity to resist common EMI, but higher-intensity sources can still affect performance.

Signs of Interference & What to Do If your 3Scooter behaves abnormally (such as unexpected movement or unpredictable response to controls):

1. **Power Off Immediately:** Switch off the 3Scooter as soon as it is safe to do so.
2. **Move Away:** Safely relocate away from the suspected source of interference.
3. **Verify Function:** Once clear of the source, test operation before continuing.

If abnormal operation continues after moving away from the source, stop using the 3Scooter immediately and contact Supersmith support at hello@supersmith.co.

Safety Warnings

- **Separation Distance:** Keep portable RF communications equipment (including mobile phones, antennas, and hand-held radios) at least **30 cm (12 inches)** away from any part of the 3Scooter, including its cables.
- **Accessories & Cables:** Use only accessories, chargers, and replacement parts specified or provided by Supersmith. Unapproved items may increase electromagnetic emissions or decrease the EMI immunity of the 3Scooter, resulting in improper operation.
- **Adjacent Equipment:** Avoid operating or charging the 3Scooter adjacent to other electronic equipment or life-support devices. If adjacent use is necessary, closely observe the 3Scooter to verify normal operation.

22. Safe disposal

This product contains a lithium-ion battery and electrical components that require appropriate disposal.

Do not dispose of this product with household waste.

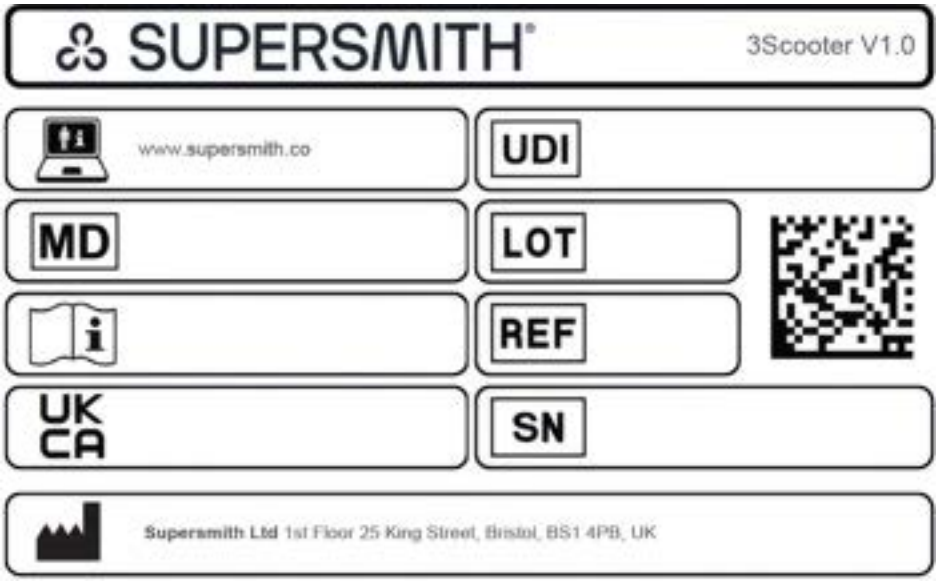
- **Battery**: Remove the lithium-ion battery before disposal and take it to an authorised battery recycling or collection facility. Do not crush, puncture, incinerate or expose the battery to high temperatures.

- **Device**: Do not attempt to disassemble the product. Dispose of the main unit as Waste Electrical and Electronic Equipment (WEEE) via an authorised collection or recycling facility.
- **Accessories, Replaced Components, and Packaging:** Dispose of all accessories (such as seat cushions), components replaced during professional servicing (such as tyres and brake assemblies), and product packaging in accordance with local and national environmental regulations.

If you are unsure how to safely dispose of any component, contact your local authority or Supersmith for guidance.

23. Appendix

23.1. Device label example



23.2. Manufacturer

Supersmith Ltd., 1st Floor 25 King Street, Bristol, England, BS1 4PB

23.3. Symbols used on the 3Scooter identification label

	Manufacturer
	Medical Device
	Patient information website for additional information
	Consult instructions for use
	Serial number
	UK Conformity Assessed
	Reference - catalogue number
	Unique Device Identifier
	Batch code


SUPERSMITH®