

CASWE M10

Mobility Scooter User Manual



Introduction

Thank you for purchasing our electric mobility scooter. This product is specially designed for the elderly and individuals with limited mobility. It is a practical mobility solution that primarily serves seniors and people with mobility challenges. Additionally, it can be used by corporate managers, security personnel for patrolling, and as a convenient transport option in places such as golf courses, large theme parks, amusement parks, zoos, museums, tourist communities, and large supermarkets.

Our electric mobility scooter is designed with three core features: efficiency, intelligence, and safety. It includes multiple safety protection features, combining functionality with entertainment to provide a freer, more independent, and more comfortable lifestyle.

Your safety is very important to us. Therefore, before using the scooter, please make sure to read this user manual carefully and thoroughly. This is crucial for your safe operation. If you ever transfer the scooter to someone else, please ensure that this manual is handed over along with the product.

We believe that our electric mobility scooter will not only offer you safe operation but, more importantly, will bring greater convenience and enjoyment to your daily life. We also welcome your valuable feedback regarding the quality and after-sales service of our product.

Thank you once again for choosing and trusting our company and products!

I. Safe Operation

Before using your electric mobility scooter for the first time, please **read this section carefully** and fully understand all safety precautions to ensure a safe, comfortable, and independent riding experience. If you have any questions, please contact us.

(1) Before Operation:

1. Familiarize Yourself with Local Traffic Regulations

Electric mobility scooters are classified as non-motorized vehicles. According to traffic laws, no driver's license is required, but **you must follow pedestrian traffic rules**. Please ride on sidewalks or non-motorized lanes. Do not suddenly cross the street diagonally when traveling along a road.

2. Practice Operation

Before your first use, become familiar with all functions of the mobility scooter. Practice in a **safe, uncrowded area with a flat surface**, and try basic maneuvers such as: moving forward, accelerating, decelerating, stopping, reversing, going uphill and downhill, and turning. Only operate the scooter on public roads once you are fully confident and skilled.

Before each use, always check the scooter's condition—ensure the brakes are working properly, all functions are normal, and the battery is adequately charged.

3. Warnings:

1. Never expose the scooter's electrical system to moisture for extended periods (e.g., rain or snow). Do not wash the scooter with running water. If it becomes wet, allow it to dry completely and confirm there are no faults before using it again.
2. Do not operate the scooter in harsh weather conditions such as rain, snow, heavy fog, strong winds, or extreme temperatures. Avoid riding in deserts, on beaches, muddy terrain, waterlogged areas, icy surfaces, or slippery roads, as this may impair

performance and cause accidents or injury.

3. Never operate the scooter while under the influence of alcohol, overly fatigued, or mentally impaired. If the user suffers from mental illness or conditions that may cause sudden loss of control while operating the scooter, it is strictly forbidden to use it.

(2) During Operation:

1. This mobility scooter is designed for single-person use only. Do not carry passengers. The scooter is not intended for transporting or towing goods.

2. Do not stand while operating the scooter. The user must remain seated with both hands firmly on the handlebars. Avoid swerving, making sharp turns at high speed, or shifting your body weight abruptly to prevent tipping over.

3. On uneven or complex surfaces or in crowded areas, maintain high alertness. Drive slowly and cautiously. Do not use mobile phones or wireless devices while driving. Always stop in a safe place and turn off the power before using such devices.

4. When reversing, check your surroundings for people or obstacles and move slowly. Move carefully when exiting rooms, passing through elevators, and do not use escalators with the scooter.

5. When going up or down slopes, be extremely cautious. Firmly grip the handlebars and move slowly in a straight line. Do not attempt to climb slopes that exceed the maximum incline limit. Avoid crossing obstacles or steps higher than 8 cm (3.1 inches), as this may prevent the scooter from proceeding or cause accidents.

6. At intersections, follow traffic laws. Do not run red lights. Always stop and check for safety before proceeding on a green light.

7. Avoid frequently turning the power on and off or repeatedly starting and stopping the scooter unnecessarily.

8. Do not lend the scooter to anyone unfamiliar with its operation or to first-time users.

Keep children away from power switches and the control handle.

(3) After Operation:

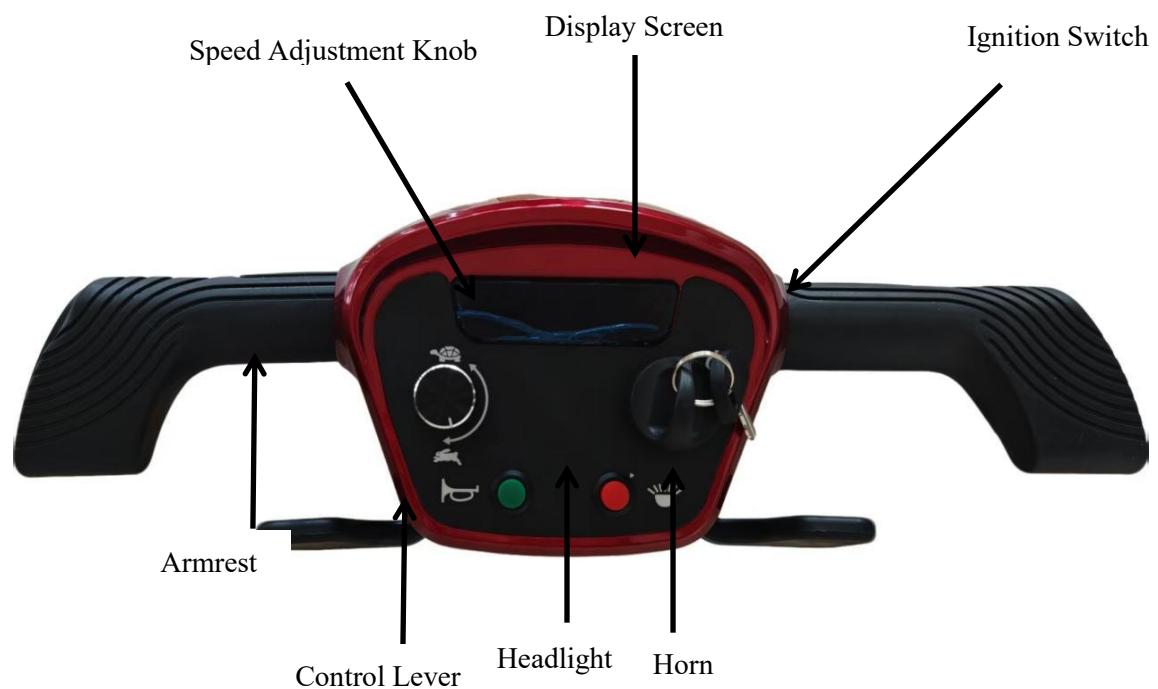
1. When parked and unattended, turn off the power and do not leave the key in the ignition.

2. If you will not use the scooter for more than one week, please disconnect the battery.

II. Instructions for Use

(1) Function Overview

Please refer to the diagram below.



1. Ignition Switch

Controls the power supply of the entire vehicle. Turns the scooter on and off.

2. Throttle Lever

Controls forward/reverse movement, acceleration, deceleration, and stopping.

After turning on the ignition switch:

- Use your right thumb to push the right throttle lever forward to move the scooter forward. The more you push, the faster it goes. Gently release the lever to decelerate. When fully released, the lever returns to its original position, the scooter stops, and the brake engages automatically.
- Use your left thumb to push the left throttle lever forward to move the scooter backward. The more you push, the faster it goes. Gently release the lever to decelerate. When fully released, the lever returns to its original position, the scooter stops, and the brake engages automatically.

3. Speed Adjustment Knob

Adjusts the maximum speed of the vehicle.

- Turn the knob clockwise to increase the top speed.
- Turn it counterclockwise to decrease the top speed.

4. Headlight Button

Press this button to turn on the headlight.

Press again to turn off the headlight.

5. Horn Button

Press this button to sound the horn.

6. Battery Level Indicator

When the power switch is turned on, this gauge will show the battery level.

- A full bar means the battery is well charged.
- A low bar indicates low battery — please recharge promptly.

Other Functions and Features:



Note: Brake Release Lever

Controls the engagement and disengagement of the brake system. It switches between "Powered Drive" and "Manual Push" modes.

Powered Drive Mode: Pull the brake release lever **backward** to the “closed” position. The scooter is now in **brake-engaged** mode and cannot be pushed manually. In this state, the scooter can operate normally under power.

Manual Push Mode: Push the brake release lever **forward** to the “open” position. The scooter is now in **brake-released** mode and can be **manually pushed**. (This function works **whether the scooter is powered on or off**. In this mode, **the scooter cannot be driven**.)

! Warning: Never switch to “Manual Push Mode” (by pushing the lever forward) **while going downhill**, as **there will be no braking function** in this state. Doing so may result in serious injury or damage. Always prioritize the user’s and scooter’s safety.

(2) How to Drive the Mobility Scooter

1. After the driver is seated securely, turn the key in the ignition switch to power on the scooter.
2. Hold the handlebars with both hands, and gently pull the throttle lever backward with your right hand fingers to move the scooter forward.
3. Adjust the speed control knob according to road conditions, your surroundings, and personal preference to set a comfortable driving speed.
4. To stop the scooter, simply release the throttle lever with your right hand. Once it returns to the center position, the scooter will stop smoothly.
5. To reverse, make sure to check your surroundings carefully, then gently pull the throttle lever backward with your left hand fingers. To stop, release the lever and the scooter will come to a smooth stop.

III. Assembly and Disassembly





(1) Assembling the Mobility Scooter

1. Adjust the vertical support column to an upright position and tighten the knob.
2. Pull out the small knob on the right side of the seat while unfolding the seat backward. Once the seat is fully unfolded into position, release the knob to lock it in place.
3. Rotate the seat backrest 180°.
4. Cover the backrest with the leather cover.
5. Hang the fabric storage bag onto the hook located in the middle of the support column. Assembly is now complete.

(2) Disassembly

Note: The disassembly process should be carried out in the reverse order of assembly.

IV. Battery Charging and Maintenance

(1) Basic Knowledge of Battery Maintenance

The lifespan of a battery not only depends on the manufacturer's quality and the system configuration of the mobility scooter but also heavily relies on how the user maintains and uses the battery. Therefore, while ensuring product quality, it's also extremely important to understand and follow basic battery maintenance practices.

1. Keep the battery in a "fully charged" state:

Make it a habit to keep the battery fully charged. Regardless of whether you ride 10 km or 20 km a day, you should recharge the battery daily to keep it in a long-term "saturated" (full) state.

2. Perform deep discharges periodically:

It is recommended to perform a full (deep) discharge once every two months. Avoid storing the battery in a discharged state, as this can significantly reduce its lifespan. The longer the battery sits without a charge, the more severe the damage.

3. Avoid high-current discharges:

Heavy loading or climbing steep slopes can cause high current discharge, which is harmful to the battery. Also, temperature has a significant effect on battery capacity. During cold weather, charging time should be appropriately extended.

4. Keep other parts of the scooter in good condition:

Maintain the cleanliness of the battery's surface and avoid long-term exposure to direct sunlight (especially during charging). Store the scooter in a cool, ventilated, and dry place whenever possible.

(2) Usage of the Charger



Before charging, **make sure the scooter's power switch is turned off.**

1. Insert the output plug of the charger into the scooter's charging port.
2. Then insert the input plug into a household power outlet, and turn on the charger.
3. While charging, the indicator light on the charger will be red. Once fully charged, it will turn green.

Please use the dedicated charger for this vehicle only, otherwise the battery may be damaged.

(3) Fuses and Overload Protector

If the power indicator shows no response after switching on, please check whether the fuse is blown.

When the scooter is overloaded or climbs a slope that is too steep, the overload protector on the battery box will activate and automatically cut off power for safety.

To restore power, simply press the overload protector button again.

V. Maintenance and Care

To keep the scooter in good condition, reduce the risk of malfunction, and ensure safe and comfortable driving, please pay attention to the following points in daily use:

1. Read and understand all safety operation instructions carefully.

The controller is a key component of the scooter. Do **not attempt to open, repair, or modify** the controller in any way.

Regularly clean the surface of the controller with a **dry, soft cloth**. Do not use the controller in environments that are too hot, overloaded, or excessively humid.

2. Do not attempt to open or modify the motor.

Any unauthorized tampering may damage the motor and void the warranty. Avoid **long-term overloading or motor stalling**. Regularly clean any dirt from the motor's

surface, especially around the **wires and terminals**.

Do not allow water to enter the motor. Avoid driving through water deeper than 5 cm, as it may cause water ingress and **permanent damage** to the motor.

3. Do not use gasoline or harsh chemicals to clean the scooter's covers or components. Use a **soft cloth dampened with water and wrung out** for cleaning instead. Perform regular inspections and maintenance on the scooter.

- Check daily if charging is needed.
- Before each use, inspect the braking system for proper function.
- Periodically check whether the throttle lever's mounting screws are loose and ensure the lever returns to its center position.
- Avoid getting the electrical system wet; use only after it is dry.
- Regularly inspect the battery condition. If necessary, clean the battery terminals.
- If the scooter will not be used for an extended period, charge the battery about once a month.
- Regularly check the wiring insulation and ensure all connectors are properly seated.
- Inspect the front and rear wheels for any wobbling or looseness.

If you notice anything unusual, please have our professional technicians perform a comprehensive inspection of your mobility scooter.

VI. Specifications

Dimensions (L × W × H)	39.4" × 19.7" × 36.0"	Battery	24V 10AH ~ 13AH (Lithium Battery)
Gross Weight / Net Weight	55.1 lbs / 41.9 lbs	Motor Power	24V 250W*2
Forward Speed	0–3.7 mph	Controller	24V 32A
Braking Distance	<3.3 ft (Dry Surface Braking)	Charger	DC24V2A
Maximum Load Capacity	264.6 lbs	Maximum Climbing Ability	12°
Ground Clearance	3.5"	Braking Method	Electromagnetic Brake
Front and Rear Tire Size	Φ6.9"×2.0" (Front) Φ7.3"×2.2" (Rear)	Cruising Range	Max 15 mi

VII. Common Malfunctions and Troubleshooting Methods

No.	Malfunction	Possible Causes	Troubleshooting
1	Throttle malfunction or low maximum speed	① Battery voltage too low ② Electromagnetic brake lever not engaged ③ Throttle wiring disconnected ④ Throttle return spring stuck or damaged	① Fully charge the battery ② Engage the electromagnetic brake lever ③ Reconnect wiring ④ Clean or replace the throttle

2	Motor not working after power is turned on	① Battery voltage too low ② Electromagnetic brake lever not engaged ③ Throttle wiring disconnected ④ Throttle return spring stuck or damaged	① Fully charge the battery ② Engage the electromagnetic brake lever ③ Reconnect wiring ④ Seek assistance from a professional or service center
3	Insufficient driving range after a full charge	① Inadequate charging or charger malfunction ② Battery aging or damaged ③ Frequent uphill driving, headwinds, heavy braking, or heavy load	① Fully charge or replace charger ② Replace battery ③ Avoid such conditions as much as possible
4	Charger not charging	① Charger socket loose or plug not fully connected ② Blown fuse in charger or charging port on scooter ③ Battery connection loose	① Secure the socket and plug ② Replace fuse ③ Reconnect wires
5	Abnormal noise while driving	① Loose screws or nuts ② Worn wheel bearings	① Tighten all loose screws or nuts ② Replace bearings
6	Power indicator shows no power	① Battery voltage too low ② Electromagnetic brake lever not engaged ③ Throttle wiring disconnected	① Fully charge the battery ② Engage the electromagnetic brake lever ③ Reconnect wiring
7	Power shuts off while driving	① Controller protection triggered ② Battery box thermal protector activated ③ Motor overheated	① Turn the key off and restart ② Reset the thermal protector ③ Wait for motor to cool down before use
8	Other faults not listed above	Issues outside of listed guidelines	Contact us. Do not disassemble by yourself.

VIII. Warranty

M10 comes with a 5-year warranty for the frame against manufacturing defects. Other components, such as motors and batteries, are covered under separate warranty periods based on their specific categories.

IX. User Manual Disclaimer

The final right of interpretation of this user manual belongs to our company. Any printing errors or product improvements will be updated and noted in the latest version of the manual.

Our company may release new products at any time to meet market demands. If there are any discrepancies between the product functions or performance indicators and the information described in this manual, the actual product and any accompanying supplementary instructions shall prevail.

This manual will not reiterate such discrepancies further.

Other language versions. Video guidance.



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