

TRAVELMATE

FREQUENTLY ASKED QUESTIONS



BATTERIES/CHARGING

Q: How far can my TravelMate go on a full charge?

A: Battery range depends on many factors, including driver weight, terrain, temperature and age of the battery. Ideal operating conditions can allow you to travel up to 6 miles per charge.

Q: The unit will not turn on or just stops running, but I know the batteries are fully charged -- what can I do?

A: The batteries inside the battery case may have become disconnected. Reference the owner's manual for battery diagrams to help you open the battery case and reconnect the batteries.

Q: How often do I need to replace my batteries?

A: Depending on frequency of use, batteries generally need to be replaced every 12-18 months.

Q: What can I do to prolong battery life?

A: Batteries should be charged at every opportunity – frequent charging will not harm the batteries. An optional spare battery pack can also be stored under the seat of the TravelMate, and will double your travel capacity. Spare batteries can be ordered by calling **(800) 248-9131**. Please have your serial number ready to expedite the order process.

Q: When I plug the charger into the battery pack, and then into the wall, the light on the charger turns green immediately. Is this normal?

A: No, the orange LED on the charger should come on first. First, ensure the charger plug is connected firmly to the battery case. If this doesn't fix the problem, the batteries inside the battery case may have become disconnected. Open the battery case and reconnect the batteries. Reference the owner's manual for battery diagrams.

ELECTRONICS

Q: My TravelMate seems noisy, is this normal?

A: The hub motor on the TravelMate uses high strength steel gears for extra durability, which tend to be slightly louder than standard power-operated vehicles (POVs).

Q: Small lights next to my battery gauge are blinking. What does this mean?

A: The small lights to the right and left of the battery gauge will flash diagnostic codes to help you troubleshoot a problem. For example, if both the left and right diagnostic lights blink once, pause, then blink twice, the diagnostic code would be 1-2. Reference the owner's manual for a full list of diagnostic codes and troubleshooting tips.

Q: How do I release the brake to move the TravelMate if my battery runs out?

A: The TravelMate has a freewheeling switch on the front tire. Freewheeling mode can be used if the TravelMate needs to be pushed. The TravelMate must be set to normal mode before regular use is resumed. Reference the owner's manual for more freewheeling instructions.

GENERAL QUESTIONS

Q: Can I get arms for the seat on my TravelMate?

A: Due to the unique folding design of the TravelMate, arms cannot be attached to the seat.

Q: What is the weight limit for the basket?

A: 5 lbs.

Q: Is the TravelMate safe for air travel?

A: Yes – the TravelMate's non-spill able, sealed batteries are approved for commercial airline travel. Special handling tags are suggested when transporting your TravelMate by air. Contact your chosen airline before your trip if you plan to gate-check your TravelMate.

Q: My tiller doesn't seem to rest properly on the seat when I fold my TravelMate. Is there something wrong?

A: The TravelMate was designed to be folded with the battery pack removed, and should not be folded with the battery pack in place. If the battery pack is removed, the TravelMate will fold properly. Reference the owner's manual for diagrams showing proper folding instructions.

Q: What is the knob on the controls for? Can I hang something from there?

A: The knob is for folding purposes, and we do not recommend hanging anything from the knob. When folding the TravelMate, a rubber tube can stretch over the knob to keep the TravelMate in the folding position. Refer to the folding instructions in your owner's manual for details.

Q: How steep of an incline can I safely travel up or down?

A: We do not recommend traveling over any slope with more than one inch of elevation change over each foot of run (5-degree incline).

Q: Can the seat be adjusted while someone is sitting in it?

A: No, the seat should only be adjusted when the seat is vacant.

Q: Are there any accessories available, such as a cover, or a larger seat?

A: Due to the unique design of the TravelMate, only one version of the seat is available. While Amigo does not currently offer covers, you may be able to find one through a third party.

Q: Can the Amigo be folded and stored upright so that the rear wheels of the Amigo rest on the ground?

A: Yes, the TravelMate was designed to be stored vertically or horizontally. Remember to always remove the battery pack before folding and storing.

Q: Can I ride the TravelMate while it's being transported in another vehicle?

A: No, it is unsafe to sit on the TravelMate while it is being transported in a vehicle.