



**MS-3000**



Owner's Manual / Warranty

**COMFYGO**  
mobility

# PREFACE

- This manual provides instructions on operation, assembly methods, and basic troubleshooting for the following models: MS-3000 (standard range battery), MS-3000 MAX (long range battery), MS-3000 PLUS (wide seat and standard range battery), and MS-3000 PLUS MAX (wide seat and long range battery) versions.
- This manual includes scooter maintenance tips and troubleshooting guidelines. Please keep it in an accessible location and refer to it as needed. If someone else uses the scooter, please provide them with this manual for reference.
- The annotations and illustrations in this manual might differ slightly from your actual model as we continually enhance and upgrade our components and designs.
- If you're unsure about any aspect of the operation, kindly reach out to your dealer for clarification.
- Improper usage of this vehicle might result in injuries. It's essential to always heed safety recommendations to ensure your well-being and that of others.
- This electric scooter is designed for individuals.
- The scooter is intended to transport only one person.
- This series of electric scooter is powered by Li-ion batteries and uses DC motors. Users can control the direction and adjust the speed using the controls located on the handle bar. This scooter is suitable for low speeds, good road conditions, and can handle gentle slopes.



**WARNING!** Ensure the scooter is locked when unfolded. Prior to the each use, please inspect all nuts and bolts, and tighten as necessary.

- This electric scooter is specifically engineered for people weighing less than the maximum loading weight defined in the technical specs. Please refrain from using this unit in traffic lanes.
- This owner's manual is compiled from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become necessary. Any changes to our products may lead to slight variations between the illustrations and explanations in this manual and the product you have purchased. The latest/current version of this manual is available on our website.
- This electric scooter is designed for comfortably transporting individuals or simply for recreational use.



## Warning symbol

Follow the instructions next to this symbol closely.

Please pay attention to these instructions; otherwise, it may result in physical harm or damage to the user, the product, or the environment.

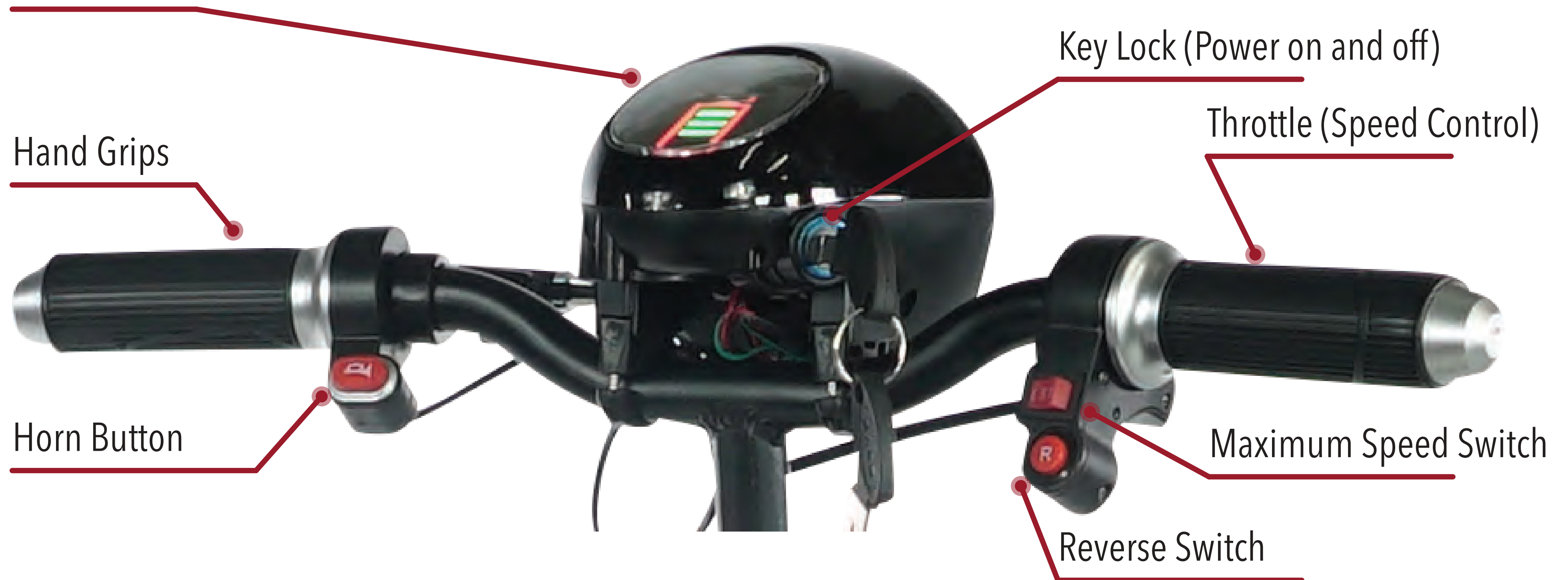


# QUICK START GUIDE

A. Open the box, pull out the scooter, and conduct a visual inspection.

B. Unfold your scooter.

Display



Hand Grips

Key Lock (Power on and off)

Throttle (Speed Control)

Horn Button

Maximum Speed Switch

Reverse Switch



## Headlight:

- Ensure that the headlight plugs and the handlebar connector are properly connected, and that the headlight is securely fastened to the handlebar, as illustrated in the pictures on the left.
- This connection is crucial for the proper functioning of the scooter.

- Practice in a safe and empty area before taking the scooter onto public roads.
- Due to the risk of falling and injury, please wear a safety helmet and protective gear.
- Step 1: Check that the tire pressure is sufficient and the brakes are functioning properly before using the scooter.
- Step 2: Insert the key into the power switch located on the light and turn it to the "ON" position. Ensure the power indicator light is on.
- Step 3: Use your right hand to engage the throttle on the handlebar.
- Step 4: To brake or slow down, release the throttle with your right hand, then grip the brake handle with your left hand and squeeze. Once the scooter comes to a complete stop, turn the key to the off position.
- Step 5: When finished using the scooter, plug it in to charge.



**WARNING:** Please read this user manual carefully and check all of the safety tips  
**WARNING:** Failure to lock the scooter when unfolded is a safety violation.



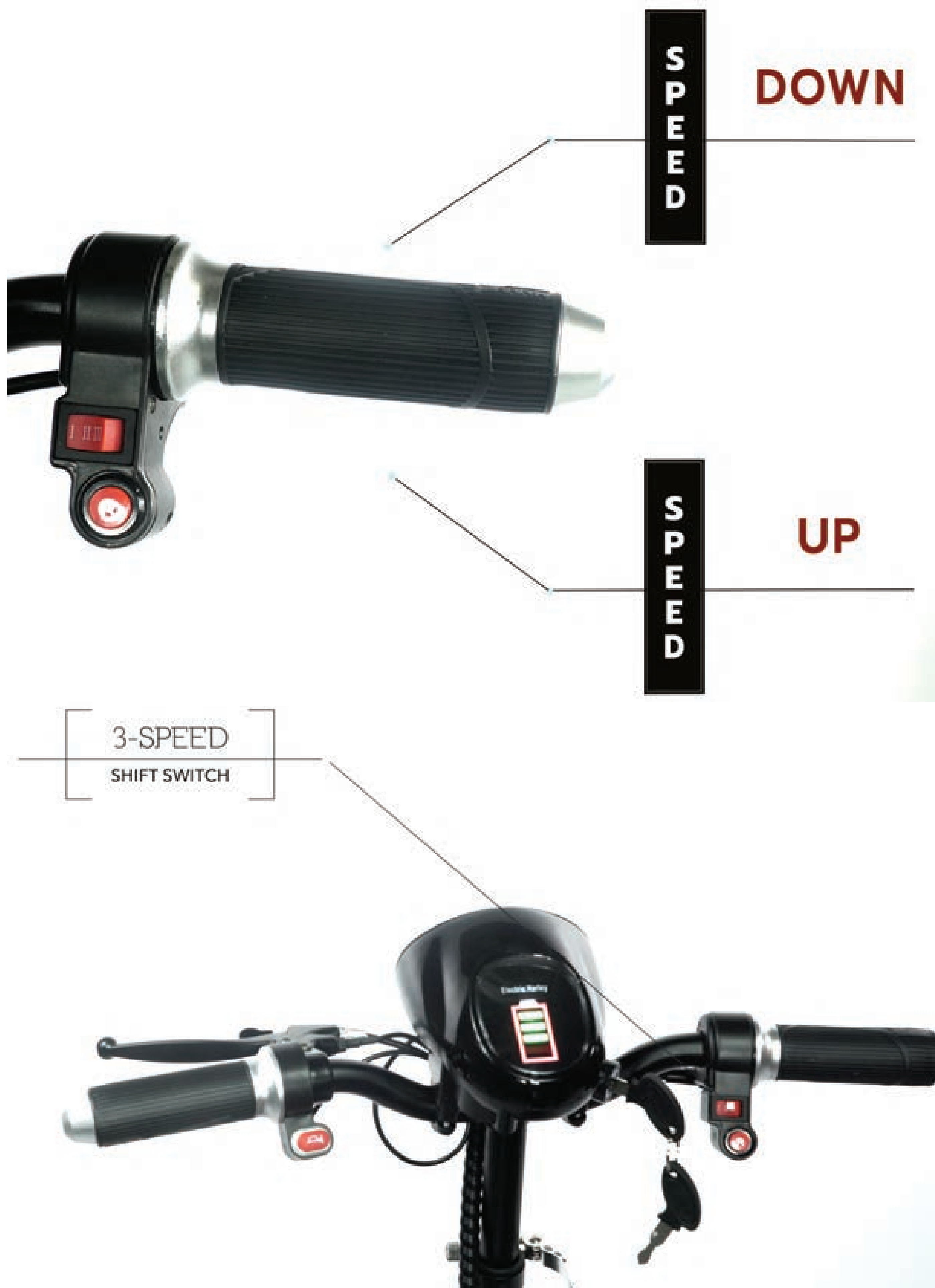
# QUICK START GUIDE

## Throttle (Speed Control)

- Use the throttle on the right hand to adjust acceleration and deceleration.

**!** *WARNING: Both hands must be on the hand grips at all times when the scooter is in motion or powered on. Holding another item or failing to keep hands on the grips can be dangerous and may cause injury.*

**!** *WARNING: Both feet must always be on the footplate when the scooter is in motion or powered on. It is dangerous and potentially injurious to have your feet off the footplate.*



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- For all your spare parts needs, please visit [www.ComfyGoMobility.com](http://www.ComfyGoMobility.com), email us at [info@comfygomobility.com](mailto:info@comfygomobility.com), or call **+1 844 755 5055**.

- Don't forget to **register your product to activate your manufacturer warranty**. Detailed information can be found on page 5.

- Please retain the box and all packaging for at least 30 days from the date of delivery.

**IMPORTANT NOTICE! BEFORE THE FIRST USE:**  
**Ensure the battery is connected and charge it for at least 6 hours.**

To access additional information, simply scan the QR code with your smartphone's camera.



Register & Activate  
Your Warranty



Download the User Manual  
Watch Installation / Assembly Videos



# COMFYGO CARE+ PROTECTION

- Your product comes with a limited manufacturer's warranty: 3 years for the frame, 1 year for the battery, and 1 year for the motor and electronics. More details can be found in the Warranty section on the following pages.
- Keep your mobility products protected and ensure a hassle-free experience with our ComfyGO Care+ Protection Plans.
- Designed for your peace of mind, these plans provide extended coverage for your ComfyGO mobility products, allowing you to focus on what matters most – *your independence and mobility*.

## Headlight

Starting from \$69  
without coverage

## Seat

Starting from \$79  
without coverage

## Battery

Starting from \$249  
without coverage



## Front Wheel

Starting from \$49  
without coverage

## Motor

Starting from \$149  
without coverage



**Get your protection plan today!**

- Scan the QR code with your smartphone
- Call +1 844 755 5055
- Email us at [info@comfygomobility.com](mailto:info@comfygomobility.com)
- Visit our website at [ComfyGOMobility.com](https://ComfyGOMobility.com)

*Prices are for informational purposes only. For the most updated pricing, please visit our website, call, or email us.*



# TECH SUPPORT



## Register & Activate Your Warranty

- Please visit [Comfygomobility.com/pages/product-registration](https://comfygomobility.com/pages/product-registration) and register your product now. Simply scan the QR code with your phone to access the Registration Link.
- When you register your ComfyGO Product, you ensure that you may be eligible for extended warranty service.
- You will also receive product updates and important news from ComfyGO Mobility.

## Getting Tech Support

- For the quickest support, please email [info@ComfyGoMobility.com](mailto:info@ComfyGoMobility.com)
- Call us at **+1 844 755 5055**
- Visit [comfygomobility.com/pages/contact](https://comfygomobility.com/pages/contact) or scan the QR code with your smartphone to fill out the help form.



## Getting Tech Support in EUROPE

- For the quickest support, please email [info@ComfyGoMobility.eu](mailto:info@ComfyGoMobility.eu)
- Call us at **+31 (0) 20 809 7031**
- Visit [comfygomobility.eu/pages/contact](https://comfygomobility.eu/pages/contact) or scan the QR code with your smartphone to fill out the help form.

## Getting Tech Support in Canada

- For the quickest support, please email [info@ComfyGoMobility.ca](mailto:info@ComfyGoMobility.ca)
- Call us at **+1 844 990 5045**
- Visit [comfygomobility.ca/pages/contact](https://comfygomobility.ca/pages/contact) or scan the QR code with your smartphone to fill out the help form.



**!** *WARNING: Do not store personal property or valuables in any storage compartment when left unattended.*

**!** *WARNING: The storage compartment on the rear of the seatback is designed for small personal items. Avoid storing sharp objects in the compartments.*

**!** *WARNING! Do not carry heavy items weighing more than 5 lbs. (2.3 kg) in the storage compartments. Exceeding this weight limit may affect the scooter's center of gravity, potentially causing a tip or fall.*



# CLAIM YOUR FREE ACCESSORY

We're giving away a **FREE ComfyGO accessory** to enhance your ComfyGO Mobility experience!



1. Visit [comfygomobility.com](https://comfygomobility.com) and locate your product, or simply scan the QR code to access the page.
2. Write a review for your product.
3. Email [info@comfygomobility.com](mailto:info@comfygomobility.com) to inform our team about your review.
4. Our team will then provide you with accessory options.



Phone Holder



Headlight & Charger



Cup Holder



Side Bag

**Please also don't forget to leave another review at your point of purchase.**

#### Terms and Conditions

- **Eligibility:** This promotion is open to individuals who have previously purchased a ComfyGO Mobility product, excluding accessories, parts, services, and protection plans. Employees of ComfyGO Mobility, its affiliates, subsidiaries, advertising, promotion, and fulfillment agencies, and legal advisors, as well as their immediate family members and persons living in their same household, are not eligible to participate in this promotion. Limit one entry per household.
- **Promotion Period:** This promotion is open for the first 1,000 customers who complete the review process and notify our team via email at [info@comfygomobility.com](mailto:info@comfygomobility.com). The promotion may end at the discretion of ComfyGO Mobility once a sufficient number of eligible entries have been received.
- **Promotion Modification:** ComfyGO Mobility reserves the right, at its sole discretion, to modify, suspend, or terminate this promotion at any time and for any reason without prior notice. Changes to the promotion, including but not limited to its termination date, will be updated on the ComfyGO Mobility website. Participants agree that ComfyGO Mobility shall not be liable to them or to any third party for any modification, suspension, or discontinuance of the promotion.
- **Selection of Winners:** Participants who have completed the steps mentioned above will be eligible for the giveaway. Our team will contact eligible participants to provide them with options for the free ComfyGO accessory.
- **Prize:** The prize consists of one ComfyGO accessory with a value equal to or less than \$25. The exact accessory will be determined based on available stock. No cash or other substitution of prizes is permitted, except at the sole option of ComfyGO Mobility for a prize of equal or greater value.
- **Shipping:** Winners are responsible for paying any shipping costs associated with the delivery of the prize. ComfyGO Mobility will not cover these costs.
- **Restrictions:** Reviews left on third-party marketplaces such as Amazon, Walmart, and others are not eligible for this promotion due to their review policies.
- **General Conditions:** Participants agree to abide by the terms of these Official Rules and by the decisions of ComfyGO Mobility, which are final on all matters pertaining to this promotion. Noncompliance with the foregoing, failure to abide by these Official Rules, or return of the prize notification as non-deliverable may result in disqualification and selection of an alternate winner.
- **Disclaimer:** ComfyGO Mobility, its agents, and representatives, are not responsible for and shall not be liable for: (i) late, lost, damaged, misdirected, incomplete, illegible, or unintelligible entries; (ii) any condition caused by events beyond the control of ComfyGO Mobility that may cause the promotion to be disrupted or corrupted; (iii) any injuries, losses, or damages of any kind arising in connection with or as a result of the prize, or acceptance, possession, or use of the prize, or from participation in the promotion; or (iv) any printing or typographical errors in any materials associated with the promotion.
- **Data Protection:** By participating in this promotion, participants agree to ComfyGO Mobility's use of their personal information for both online and offline direct marketing purposes.





# MS-3000 TECHNICAL SPECS

Parameters	MS-3000 (Standard Range)	MS-3000 (Long Range)
Overall Dimensions (L x W x H)	40"x21"x35" (1016x534x890 mm)	40"x21"x35" (1016x534x890 mm)
Folded Dimensions (L x W x H)	21.5"x14.5"x29.5"(546x368x750mm)	21.5"x14.5"x29.5"(546x368x750mm)
Seat Height (from ground)	22" (558mm)	22" (558mm)
Backrest Height (from seat)	12" (305mm)	12" (305mm)
Max Loading Weight	265 lbs (120 kg)	265 lbs (120 kg)
Max Loading Weight for Child Seat	66 lbs (30 kg)	66 lbs (30 kg)
Net Weight without Battery	60 lbs (27.3 kg)	60 lbs (27.3 kg)
Net Weight with Battery	67 lbs (30.4 kg)	68 lbs (30.8 kg)
Battery	36V 10AH lithium-ion	36V 15.6AH lithium-ion
Battery Charge	AC 100-240V, 50Hz, 1.5-5A	AC 100-240V, 50Hz, 1.5-5A
Battery Charge Time	6 to 8 hours	6 to 8 hours
Range	Up to 16 mile (25km)*	Up to 25 mile (40km)*
Airline Approval	Not approved	Not approved
Max Speed - Level I	3.7 mph (6 km/h)	3.7 mph (6 km/h)
Max Speed - Level II	7.5 mph (12 km/h)	7.5 mph (12 km/h)
Max Speed - Level III	12 mph (18 km/h)	12 mph (18 km/h)
Motor	2 * 250W (Total 500W)	2 * 250W (Total 500W)
Climbing Angle Max Degrees	9°	9°
Max Safe Slope	9°	9°
Static Stability	9°	9°
Brake	Rear Disc Brake	Rear Disc Brake
Turning Radius	≤ 59" (1500 mm)	≤ 59" (1500 mm)
Reversing Width	≤ 61" (1550 mm)	≤ 61" (1550 mm)
Front Wheel Diameter	10" (254 mm)	10" (254 mm)
Rear Wheel Diameter	8" (200 mm)	8" (200 mm)
Seating Area Width	10" (254 mm) **	16" (406 mm) **
Cushion Size (width x depth)	10" (254 mm) x 9" (228 mm)	10" (254 mm) x 9" (228 mm)
Tire pressure (for pneumatic tire)	30 psi (2 kgf/cm <sup>2</sup> )	30 psi (2 kgf/cm <sup>2</sup> )
Optional Parts (Add-ons)	Front & rear basket	Front & rear basket

\*The actual range of our product can vary due to factors such as weather conditions, load weight, and terrain type. Extreme temperatures, heavy loads, and challenging terrains can all impact battery efficiency and reduce travel distance. While designed for versatility, users should be mindful of these variables to optimize their range and maintain reliable performance.

\*\*The widest distance between armrest support bars.



# MS-3000 PLUS TECHNICAL SPECS

Parameters	MS-3000 PLUS (Standard Range)	MS-3000 PLUS (Long Range)
Overall Dimensions (L x W x H)	40"x21"x35" (1016x534x890 mm)	40"x21"x35" (1016x534x890 mm)
Folded Dimensions (L x W x H)	21.5"x14.5"x29.5"(546x368x750mm)	21.5"x14.5"x29.5"(546x368x750mm)
Seat Height (from ground)	22" (558mm)	22" (558mm)
Armrest Height (from seat)	5" (127mm)	5" (127mm)
Backrest Height (from seat)	12" (305mm)	12" (305mm)
Max Loading Weight	265 lbs (120 kg)	265 lbs (120 kg)
Net Weight without Battery	68 lbs (30.8 kg)	68 lbs (30.8 kg)
Net Weight with Battery	75 lbs (34 kg)	76 lbs (34.4 kg)
Battery	36V 10AH lithium-ion	36V 15AH lithium-ion
Battery Charge	AC 100-240V, 50Hz, 1.5-5A	AC 100-240V, 50Hz, 1.5-5A
Battery Charge Time	6 to 8 hours	6 to 8 hours
Range	Up to 16 mile (25km)*	Up to 25 mile (40km)*
Airline Approval	Not approved	Not approved
Max Speed - Level I	3.7 mph (6 km/h)	3.7 mph (6 km/h)
Max Speed - Level II	7.5 mph (12 km/h)	7.5 mph (12 km/h)
Max Speed - Level III	12 mph (18 km/h)	2 * 250W (Total 500W) Brushless
Motor	2 * 250W (Total 500W)	2 * 250W (Total 500W)
Climbing Angle Max Degrees	9°	9°
Max Safe Slope	9°	9°
Static Stability	9°	9°
Brake	Rear Disc Brake	Rear Disc Brake
Turning Radius	≤ 59" (1500 mm)	≤ 59" (1500 mm)
Reversing Width	≤ 61" (1550 mm)	≤ 61" (1550 mm)
Front Wheel Diameter	10" (254 mm)	10" (254 mm)
Rear Wheel Diameter	8" (200 mm)	8" (200 mm)
Seating Area Width	20.5" (520 mm) **	20.5" (520 mm) **
Cushion Size (width x depth)	16" (406 mm) x 14" (356 mm)	16" (406 mm) x 14" (356 mm)
Tire pressure (for pneumatic tire)	30 psi (2 kgf/cm <sup>2</sup> )	30 psi (2 kgf/cm <sup>2</sup> )
Optional Parts (Add-ons)	Front & rear basket	Front & rear basket

\*The actual range of our product can vary due to factors such as weather conditions, load weight, and terrain type. Extreme temperatures, heavy loads, and challenging terrains can all impact battery efficiency and reduce travel distance. While designed for versatility, users should be mindful of these variables to optimize their range and maintain reliable performance.

\*\*The widest distance between armrest support bars.



# SAFETY INSTRUCTIONS

**IMPORTANT:** Before using your mobility device, please read and understand these safety instructions thoroughly to ensure your safety and the longevity of the device.

## GENERAL SAFETY:

- **User Limitations:** This device is intended for use by individuals.
- **Weight Capacity:** Do not exceed the maximum weight capacity as defined in the technical specifications section of this manual, as doing so may compromise the structure and safety of the device.
- **Inspection:** Regularly inspect your mobility device for signs of wear, loose components, or damage. If any issues are found, cease use immediately and contact the manufacturer or a certified technician for repair.
- **Modifications:** Do not modify the mobility device in any way, as this may affect its safety and void the warranty.

## MAIN SECURITY FEATURES:

- **Protection Against Electric Shock:** Internal power classified as Type B application.
- **Ingress Protection Rating:** Classified based on the degree of liquid ingress protection: IPx3
- **Flammability:** Classified as Non-AP/APG type for safe use in environments where flammable anesthetic mixtures with air or oxygen or nitrous oxide gases occur.
- **Operation Mode:** Designed for continuous operation.
- **Voltage Rating:** Operates at a DC 36V rating.
- **Defibrillator Discharge Protection:** Device has no protective effect on the application of defibrillator discharge.
- **Signal Ports:** No signal output or input part.
- **Non-Permanent Equipment:** Safety ensured for any non-permanent equipment installed.

## ENVIRONMENTAL SAFETY:

- **Terrain:** Use the device on stable and even surfaces. Avoid water, icy, or uneven terrain that may cause the device to slip or tip.
- **Weather Conditions:** Avoid using the device in extreme weather conditions that may impair its function or your control over it.
- **Obstacles:** Be cautious of obstacles in your path and maintain a safe distance from edges, steps, and bodies of water.

## RIDING NOTICE:

### General Riding Cautions:

- To avoid injury, practice in safe, open areas, such as a park, before using the scooter on roads. Start by practicing moving forward, backward, stopping, and turning. As you gain skill and become comfortable with the controls, you can then consider using the scooter in other suitable environments to ensure safety.



# SAFETY INSTRUCTIONS

- Please keep your both hands on the handlebars at all times to maintain full control of the scooter.
- Assistive guidance is recommended until comfortable with scooter control.
- Adhere to pedestrian traffic rules; the scooter is not an automobile.
- Stay on sidewalks and crosswalks; avoid vehicle lanes.
- Maintain steady speeds; avoid sharp turns and zigzag movements.
- Ensure proper tire pressure for safe use and battery longevity.
- If your scooter supports reclining, DO NOT RECLINE the backrest while on any incline or decline.
- This electric scooter is designed for use by a single person and is not intended to carry additional passengers or cargo.
- Always keep your foot on the footplate while sitting or standing on the scooter. Removing your foot from the footplate may cause injury.

## **Avoid Riding in These Conditions Unless Accompanied by a Caretaker:**

- Inclement weather (rain, fog, wind, snow, etc.)
- Wet scooters should be dried immediately to prevent electronic damage.
- Challenging terrain (mud, dirt, sand, gravel, etc.)
- Crowded or busy roads.
- Railways (ensure scooter tires do not get stuck; turn off and cross carefully).

## **Precautions for Uphill and Downhill:**

- Avoid steep inclines and declines; the slope range should be less than that defined in the technical specifications section of this manual, as exceeding this may compromise the structure and safety of the device.
- Operate controller carefully during uphill use.
- Maintain forward momentum uphill or downhill; do not stop abruptly.
- Use brakes to control speed downhill.
- Avoid sideways movements on steep inclines.
- Do not use stairs; avoid crossing high steps.
- Cross ditches at a 90° angle.
- Keep scooter in powered mode during inclines and declines.
- Seek immediate assistance if scooter malfunctions at a railroad crossing; turn off and push scooter to safety.

## **Precautions for Caregivers**

- Ensure the user's feet are properly positioned on the footrests.
- Avoid clothes getting caught in the wheels.
- Push the scooter manually when on steep slopes.



# SAFETY INSTRUCTIONS

## OTHER IMPORTANT NOTICES:

### Repair and Refit:

- Contact the seller or service department for repairs or refits.
- Do not modify the scooter; this could lead to accidents or malfunctions.
- Avoid adding non-approved weights or accessories.

### Keep Your Scooter Dry at All Times:

- Avoid storing or using the scooter in wet conditions.
- Dry the scooter immediately if it gets wet.

### Pushing Someone Else in the Scooter:

- Use only manual mode when pushing someone in the scooter.

### Service Life:

- The recommended service life of this product is 5 years from the date of production.
- Check the label on your unit box for the date of manufacture or contact us.
- Avoid using beyond the recommended period to prevent accidents.

## ELECTROMAGNETIC COMPATIBILITY:

- Avoid strong magnetic fields and large inductive electrical equipment.
- Maintain distance from sources of electromagnetic interference.
- Note that portable and mobile RF communication devices can affect scooter performance.
- Refer to manufacturer's statement for detailed electromagnetic compatibility information.
- Battery cut-off voltage: 35V.
- Classification: D class in GB/T 18029.21.

## EMERGENCY PROTOCOL:

Malfunction: If the device malfunctions, cease use immediately. If safe to do so, turn off the device and contact the manufacturer or a certified technician.

Accidents: In case of an accident, prioritize your safety and seek immediate assistance. Once safe, assess the device for damages.

## CONTACT INFORMATION:

- For further assistance or in case of emergency, please contact our customer support at:
- Phone: +1 844 755 5055
- Email: [info@comfygomobility.com](mailto:info@comfygomobility.com)
- Website: [www.comfygomobility.com](http://www.comfygomobility.com)
- Remember, adhering to these instructions ensures your safety and optimal performance of your mobility device. For battery, please contact your authorized provider.

**IMPORTANT:** Please read and follow all of these safety instructions and warnings to prevent injury or damage. Keep this notice for future reference.



# SAFETY INSTRUCTIONS

## General Usage Instructions and Warnings:

- **Understanding Your Scooter:** Before operating your power scooter, ensure that you have read and understood the user manual, safety instructions, and guidelines provided.
- **Weight Capacity Compliance:** Do not exceed the specified weight capacity of your power scooter. Overloading may result in instability, structural damage, or malfunction.
- **Operating Environment:** Operate your power scooter on stable and even surfaces. Avoid steep slopes, near drop-offs, or unstable ground to prevent tipping over.
- **Seating Safety:** Always remain seated and use the seat belt (if applicable) during operation. Do not attempt to reach for objects if it requires you to lean out or shift your weight significantly.
- This scooter does not meet Standard No. WC19 set forth by the American National Standards Institute (ANSI) and is not intended to be used as a seat in a motor vehicle.
- Do not set the scooter to manual mode or turn it off when going uphill or downhill.
- If the scooter malfunctions at a traffic crossing, immediately seek help from passersby. To switch to manual mode, turn off the scooter, disengage the wheels from the motor, and push the scooter to a safe location.
- Do not randomly replace parts or materials.
- Avoid adding weight arbitrarily, as it may cause an imbalance.
- Do not use other vehicles to pull or push the scooter.
- If you hear abnormal sounds coming from the scooter, contact service immediately.
- When using the scooter, please do not exceed the rated obstacle height. When crossing obstacles, maintain a low speed and ensure the angle between the vehicle body and the obstacles is 90°.
- When using the scooter on uneven ground, please slow down. The scooter must not wade into water. If the water level submerges the controller, electric motor, or circuit, it may lead to a short circuit and damage the electrical components.
- Do not place the scooter in a car trunk during hot weather! At high temperatures, the battery pack may become completely ineffective or even cause a fire!
- Although this manual will help you better understand and use the scooter, we cannot guarantee that it covers all types of emergencies. Therefore, we recommend that you drive carefully to ensure your safety.

## Tire and Wheel Instructions and Warnings:

- **Tire Pressure:** Inflate pneumatic tires to the psi/bar/kPa rating on each tire. Avoid underinflation or overinflation.
- **Tire Care:** Do not use high-pressure hoses or rubber conditioners on tires, as these can cause damage or reduce grip, leading to skidding.

## Battery and Charging Instructions and Warnings:

- **Charging Guidelines:** Follow the specific instructions for battery charging as outlined in the user manual and the information supplied with the battery charger.



# SAFETY INSTRUCTIONS

- **Ventilation:** Charge your battery in a well-ventilated area. Explosive gases may be produced during charging.
- **Charger Compatibility:** Use only the off-board charger supplied with your power scooter. Other types of chargers may cause damage.
- **Charger and Wiring Inspection:** Regularly inspect the battery charger, wiring, and connectors. Contact your authorized provider if you notice any damage.
- **Charger Handling:** Do not attempt to open or repair the battery charger. If malfunctioning, consult an authorized provider.
- **Charger Heat:** Be aware that the battery charger may become hot during charging. Avoid direct skin contact.
- **Charger Protection:** Protect the battery charger from adverse weather conditions if not rated for outdoor use. Allow it to adjust to indoor environmental conditions before use.
- **Battery Type:** Lithium-Ion batteries are recommended to mitigate risks of leakage or explosive conditions.
- **Charging Completion:** Monitor the LED lights on the charger for the status. If charging is incomplete within 12 hours, unplug and contact your provider.
- **Disposal:** Dispose of the power scooter according to local and national regulations. Consult local waste disposal agencies or an authorized provider.

## **Maintenance and Storage Instructions and Warnings:**

- **Routine Checks:** Perform daily, weekly, and monthly checks as specified in the user manual. Pay special attention to tires, brakes, electrical connections, and seating systems.
- **Storage Conditions:** Store your power scooter in a dry place, away from extreme temperature. Disconnect the battery.
- **Storage Precautions:** Improper storage can lead to frame corrosion and electronic damage.
- **Charge the battery periodically during prolonged storage.**

## **Cleaning and Disinfection Instructions and Warnings:**

- **Cleaning Products:** Use a damp cloth and mild, non-abrasive cleanser for cleaning. Avoid products that may scratch the surface.
- **Disinfectant Use:** If using disinfectants, ensure they are safe for your product and follow all safety instructions to avoid skin irritation or damage to the power scooter.

## **Service and Replacement Instructions and Warnings:**

- **Authorized Service:** Wheels, batteries, and other components should be serviced or replaced only by an authorized provider or a qualified technician.
- **Lifting Precautions:** Exercise caution when lifting heavy components like batteries and use proper lifting techniques.
- **Electrical Safety:** Keep tools and metal objects away from battery terminals to avoid electrical shock.



# SAFETY INSTRUCTIONS

## Electric Scooter Safety Usage Checklist

### Before Use:

- Ensure both hands are positioned on handlebar for optimal control.
- Verify tire pressure matches manufacturer recommendations.
- Check battery level.
- Inspect scooter for any signs of damage or wear.
- Confirm the scooter is locked when unfolded, and all nuts are tightened.
- Make sure anti-tip wheels are properly assembled.

### During Use:

- Adhere strictly to pedestrian traffic regulations.
- Stay on sidewalks; avoid vehicle lanes at all times.
- Maintain steady, controlled speeds; abrupt maneuvers are prohibited.
- Avoid inclines and declines over 9 degrees.
- Keep feet firmly placed within the designated foot area.

### In Specific Conditions:

- If weather is adverse, ensure a caretaker is present.
- In case of water exposure, immediately dry the scooter.
- Seek assistance when navigating challenging terrains.
- Employ manual operation at railway crossings and verify tire clearance.
- Ascend and descend slopes with utmost caution, avoiding lateral movements.
- Avoid stair navigation and crossing over high obstacles.
- Ensure user's feet are properly placed on footrests.
- Keep user's clothing clear from the wheels.
- Provide assistance on slopes and in high-risk conditions.

### Post-Use:

- Store the scooter in a dry, safe environment.
- Conduct a brief inspection for potential damage or issues.
- Charge the battery if necessary, avoiding overcharging.

### Repair and Maintenance:

- Contact certified technicians for repairs or modifications.
- Report any malfunction or irregularities immediately.
- Schedule regular maintenance checks as recommended by the manufacturer.

*Note: This checklist is to be followed rigorously each time the electric scooter is used to ensure the safety of both the user and the equipment. Non-compliance with any of these points may lead to unsafe conditions and potential injury.*

*Liability Disclaimer: Adherence to these safety and operation guidelines is a strict requirement for all users and caregivers. Non-compliance or improper use of the scooter absolves the manufacturer of any liability for resultant injuries or damages. These regulations are implemented for the protection and well-being of all users and must be followed rigorously.*

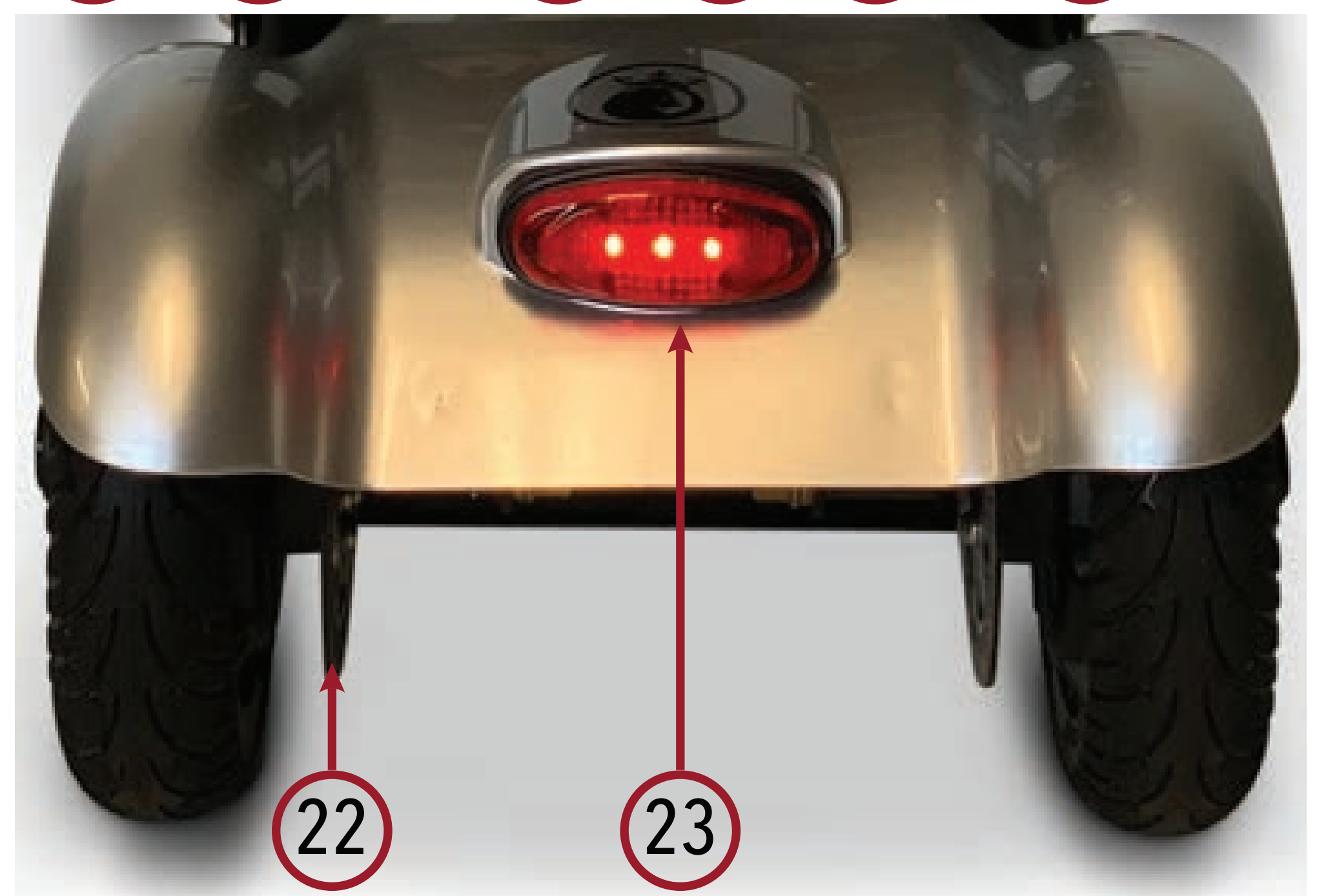




# MS-3000 / MS3000 MAX



1. Headlight
2. Brake
3. Stem Quick Release
4. Backrest
5. Seat
6. Child Seat
7. Child Seat Locking Knob
8. Fender
9. Rear Bumper
10. Rear Wheel / Motor
11. Front Wheel
12. Processor (Drive Unit)
13. Foot Plate / Battery
14. Folding Locking Knob
15. Unfolding Locking Knob



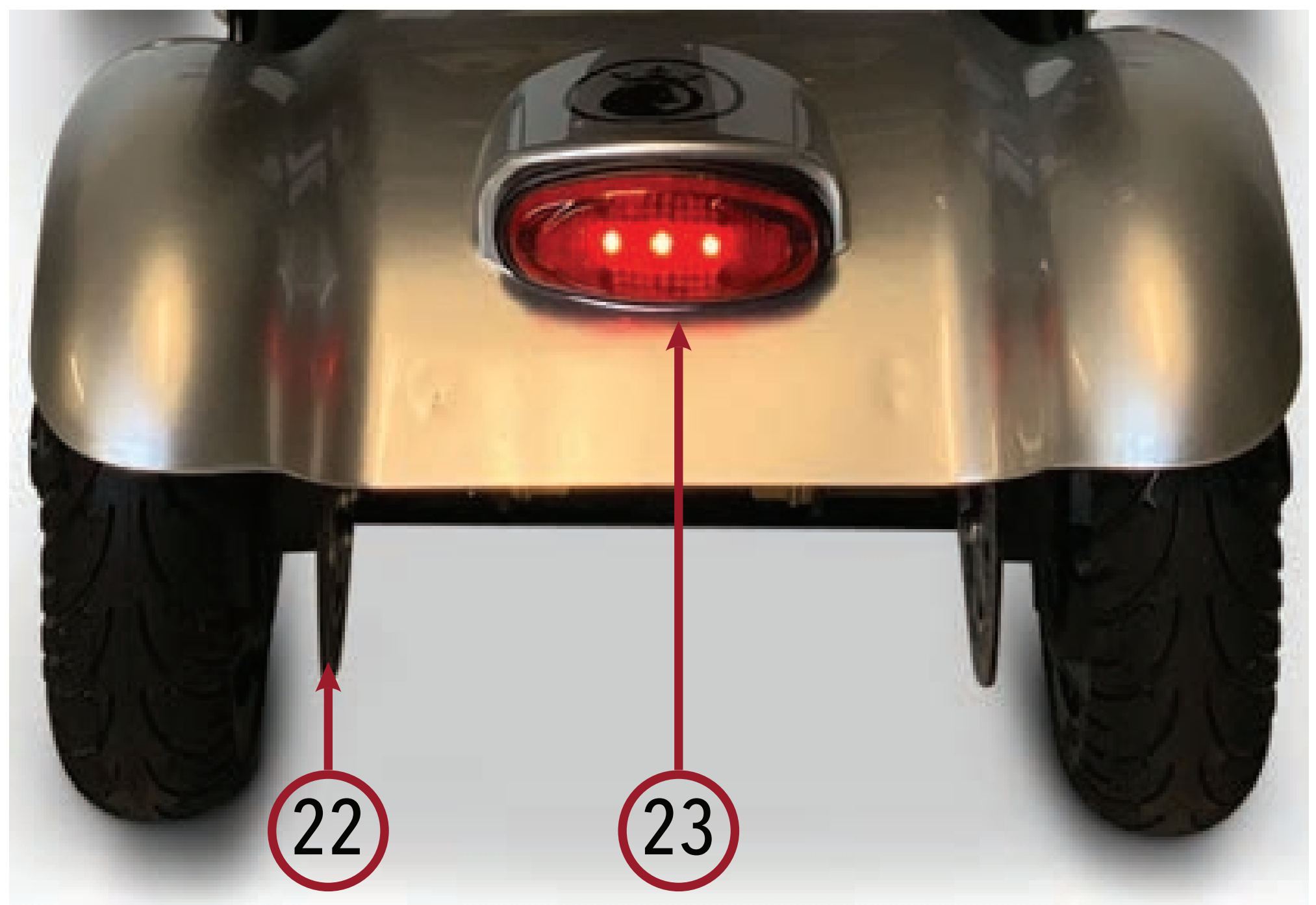
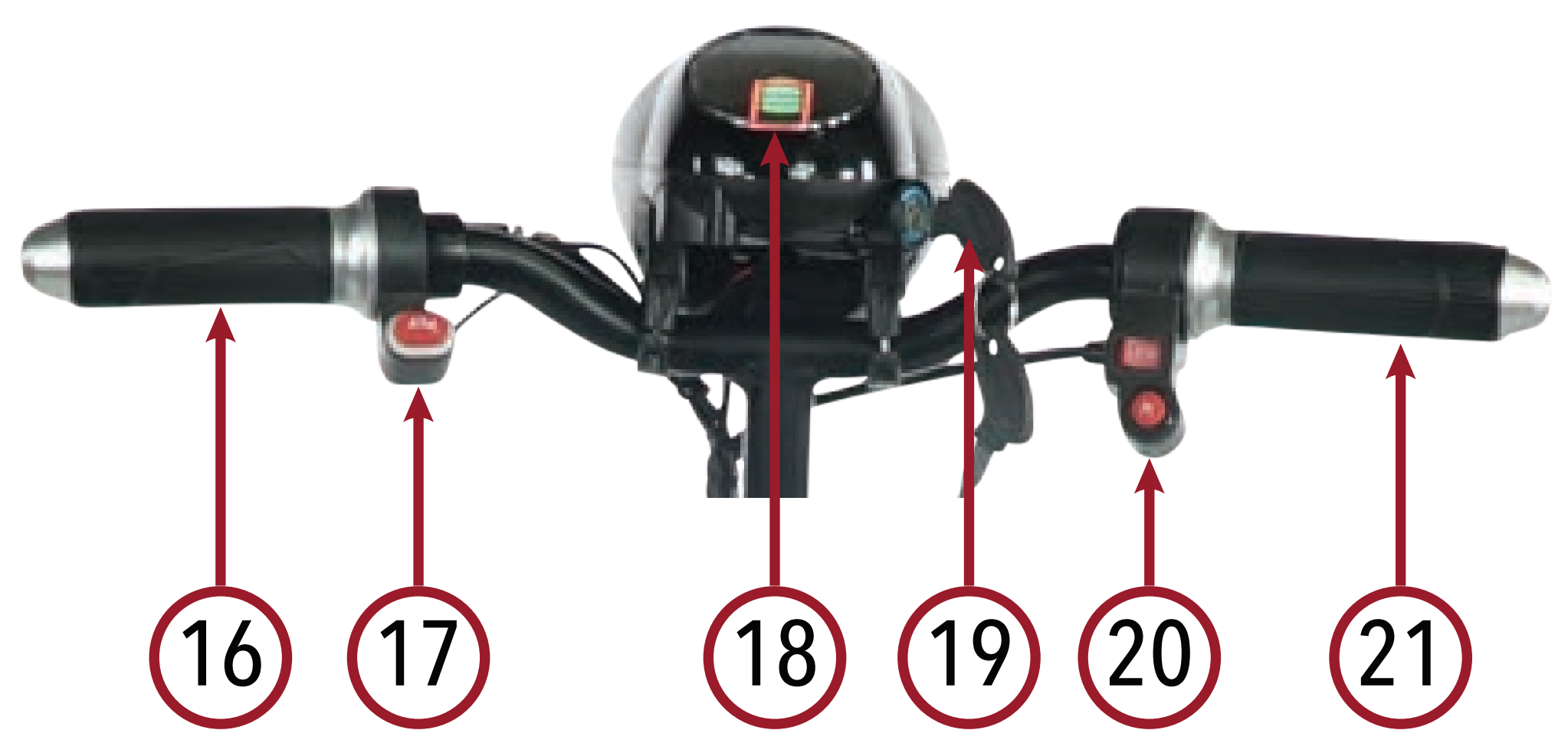
**!** **WARNING!** In an emergency, you can also turn off the power by turning and removing the key from the scooter.



# MS-3000 PLUS / MS-3000 PLUS MAX



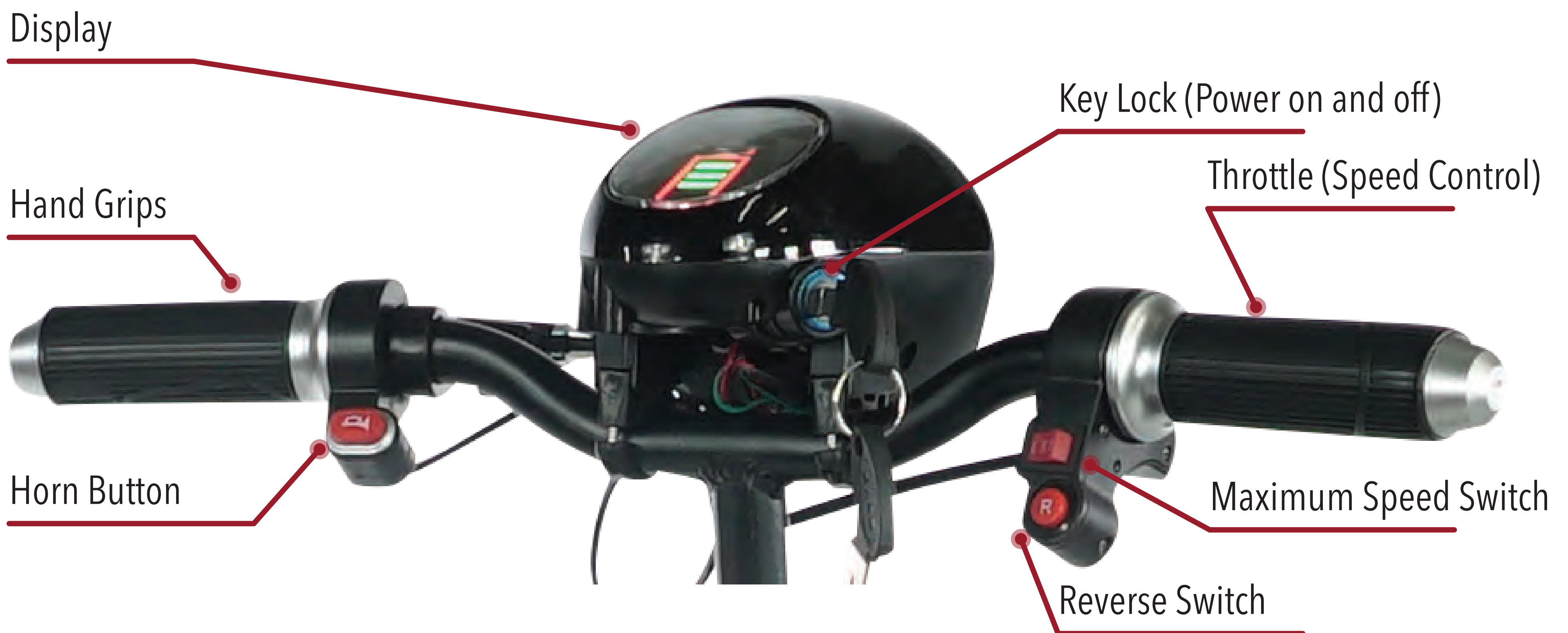
- 1. Headlight
- 2. Brake
- 3. Stem Quick Release
- 4. Backrest
- 5. Armrest
- 6. Seat
- 7. Seat Lock
- 8. Fender
- 9. Rear Bumper
- 10. Rear Wheel / Motor
- 11. Front Wheel
- 12. Processor (Drive Unit)
- 13. Foot Plate / Battery
- 14. Folding Locking Knob
- 15. Unfolding Locking Knob
- 16. Hand Grip
- 17. Horn
- 18. Battery Display
- 19. Key
- 20. Reverse Switch & Maximum Speed Switch
- 21. Throttle / Hand Grips
- 22. Disc Brake
- 23. Taillight



**! WARNING!** In an emergency, you can also turn off the power by turning and removing the key from the scooter.



# CONTROLLER



## Key Lock (Power On and Off)

- Turn the key clockwise to activate the power switch - once to power on, and twice to turn on both the LED headlights and power.
- Turn the key counterclockwise once to turn off the LED headlights and power.
- Turn the key counterclockwise again to deactivate the power switch and power off the system.

## Maximum Speed Switch

- **Level I:** Indicated by the symbol 'I'. Slow speed setting with a maximum speed limit of 3.7 mph (6 km/h).
- **Level II:** Indicated by the symbol 'II'. Medium speed setting with a maximum speed limit of 7.5 mph (12 km/h).
- **Level III:** Indicated by the symbol 'III'. Fast speed setting with a maximum speed limit of 12 mph (18 km/h).

## ⚠ **WARNING! Modifying Speed Settings Can Be Dangerous!**

- **Potential Damage:** Frequent changes in the speed settings may damage the controller and motor due to operational errors.
- **Speed Limit Compliance:** Users are responsible for limiting their speed selection to comply with local, federal, and national laws and regulations.
- **Increased Risks:** Regular alteration of speed settings increases the risk of accidents.
- **User Responsibility:** As a user, you are advised to avoid high speeds and uneven terrains.

# CONTROLLER

## Throttle (Speed Control)

- Use the throttle on the right hand to adjust acceleration and deceleration.

**!** *WARNING: Both hands must be on the hand grips at all times when the scooter is in motion or powered on. Holding another item or failing to keep hands on the grips can be dangerous and may cause injury.*

**!** *WARNING: Both feet must always be on the footplate when the scooter is in motion or powered on. It is dangerous and potentially injurious to have your feet off the footplate.*



# CONTROLLER

## Horn Button

- Press to sound the horn and alert nearby pedestrians and vehicles.

## Reverse Switch

- "R": Press once to reverse; press again to return to forward movement.

## Parking Brake:

- The handbrake includes a parking brake feature. The parking brake should be activated when the scooter is not in use to prevent unexpected movement. It features a two-speed handbrake adjustment.



**!** **WARNING:** Ensure the seat is locked. Unlocked seats can be dangerous during scooter use.

# USAGE & OPERATION



- Please visit our website for a detailed explanation on Usage and Operations.
- Go to [www.comfygomobility.com/pages/user-manuals](http://www.comfygomobility.com/pages/user-manuals) or scan the QR code with your smartphone's camera.
- Once on the website, select your scooter model and the video of interest.
- On the same page, you can also download the most updated digital version of your owner's manual.

## Initial Setup:

- **Unboxing:**
  - Carefully open the box.
  - Gently remove the scooter from the box.
- **Visual Inspection:**
  - Conduct a thorough visual inspection of the scooter to check for any visible damage or missing parts.



## Headlight:

- Ensure that the headlight plugs and the handlebar connector are properly connected, and that the headlight is securely fastened to the handlebar, as illustrated in the pictures on the left.
- This connection is crucial for the proper functioning of the scooter.

- Practice in a safe and empty area before taking the scooter onto public roads.
- Due to the risk of falling and injury, please wear a safety helmet and protective gear.
- Step 1: Check that the tire pressure is sufficient and the brakes are functioning properly before using the scooter.
- Step 2: Insert the key into the power switch located on the light and turn it to the "ON" position. Ensure the power indicator light is on.
- Step 3: Use your right hand to engage the throttle on the handlebar.
- Step 4: To brake or slow down, release the throttle with your right hand, then grip the brake handle with your left hand and squeeze. Once the scooter comes to a complete stop, turn the key to the off position.
- Step 5: When finished using the scooter, plug it in to charge.

**!** **WARNING:** The scooter has a top speed of 12 mph (18 km/h) and should not be turned sharply at high speeds. Sharp changes in direction can cause instability, leading to the scooter overturning and potential injuries.



# FOLDING & UNFOLDING

## Folding the MS-3000 and MS-3000 MAX

- Ensure the scooter is parked on a flat surface. Pull up the large red ball on the right side to fold the scooter successfully. Refer to the pictures below for guidance.
- After folding, you can pull the scooter by the directional bar to move it. If you need to transport the scooter by car, open the quick release handle on the directional bar and rotate the loose nut to adjust the bar to its lowest height.
- Ensure the child seat is closed before folding.



Folding Picture 1



Folding Picture 2



Folding Picture 3

## Unfolding the MS-3000 and MS-3000 MAX

- To unfold, pull the handle of the small red ball located below to release the folding lock.
- Then, pull the scooter back and forth to complete the expansion.
- Refer to the pictures below for assistance.



Unfolding Picture 1



Unfolding Picture 2



Unfolding Picture 3

**!** *WARNING: Failure to lock the scooter when folded or unfolded is a safety violation.*

# FOLDING & UNFOLDING

## Seat Assembly and Removal of MS-3000 PLUS and MS-3000 PLUS MAX

- **Seat Assembly:**
  - Lift the seat and first insert the slot at the back of the seat into the bracket behind the seat.
  - Pull the bar under the seat and insert the groove at the front of the seat into the bracket in front of the seat.
  - The position of the small bracket can be adjusted forward and backward to fine-tune the seat position.
- **Seat Disassembly:**
  - Pull the bar under the seat and lift the seat upwards to remove it.

## Folding the MS-3000 PLUS and MS-3000 PLUS MAX

- Ensure the scooter is on a flat surface and the seat is removed before folding.
- Pull up the large red ball on the right side to fold the scooter successfully.
- After folding, you can tow the scooter by pulling the directional bar. If you need to transport it in a car, open the quick release handle on the directional bar and rotate the loose nut to adjust the bar to its lowest height. (Refer to Section Folding the MS-3000 and MS-3000 MAX for more details.)

## Unfolding the MS-3000 PLUS and MS-3000 PLUS MAX

- To unfold, pull the handle of the small red ball located below to release the folding lock.
- Then, pull the scooter back and forth to complete the expansion.
- Refer to the pictures below for assistance.





# DIRECTION BAR & CHILD SEAT

## Adjusting the Height of the Direction Bar:

- First, open the quick release handle and loosen the nut. Adjust the direction lever to the appropriate height based on your height. Once the adjustment is complete, tighten the nut and close the quick release handle. (Refer to the pictures below for guidance.)
- When adjusting the steering bar, ensure that the safety marking on the directional tube riser is not exposed.



Picture 1



Picture 2



Picture 3

**!** **WARNING:** Both hands must be on the hand grips at all times when the scooter is in motion or powered on. Holding another item or failing to keep hands on the grips can be dangerous and may cause injury.

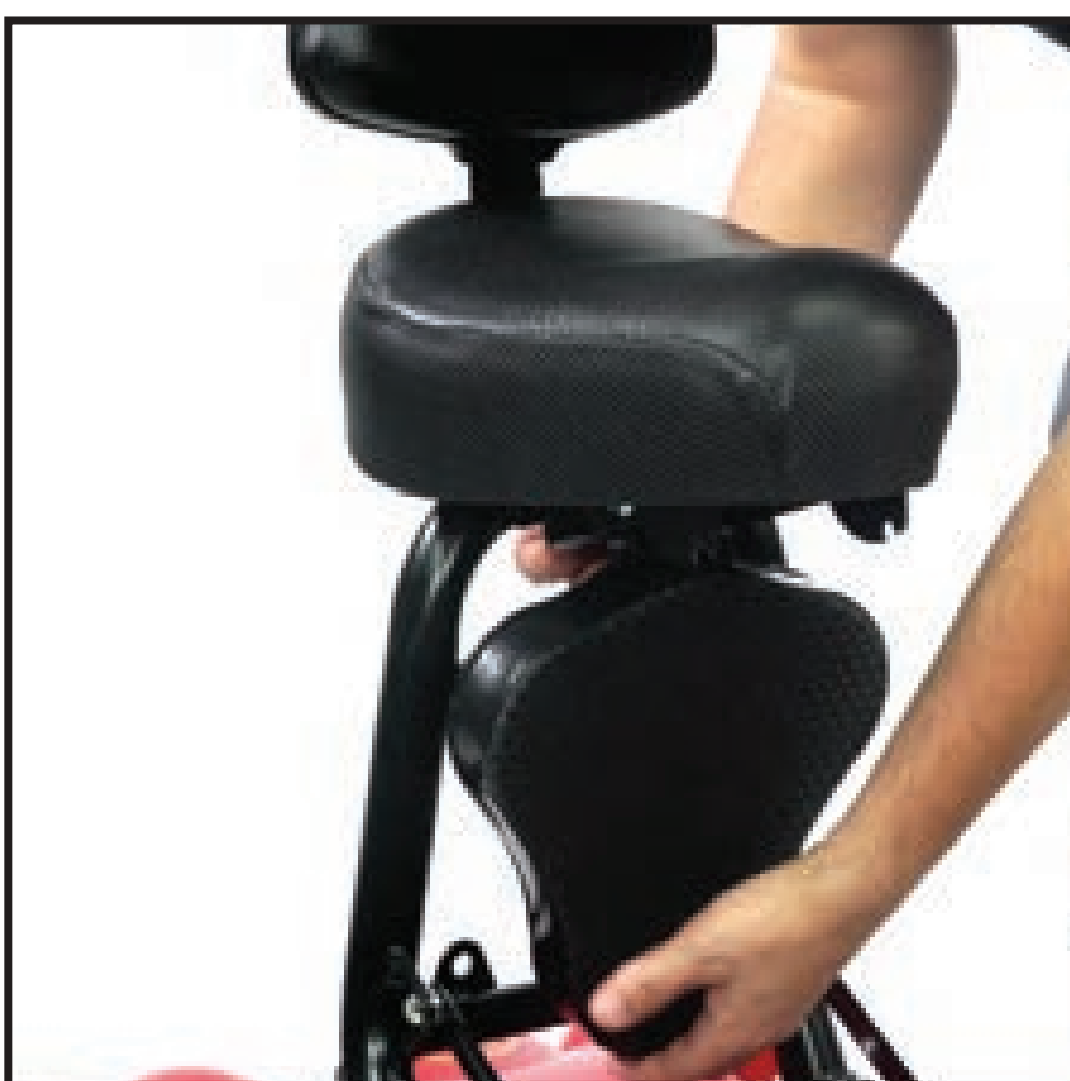
## Child Seat(Only for MS-3000 and MS-3000 MAX)

### Opening the Child Seat:

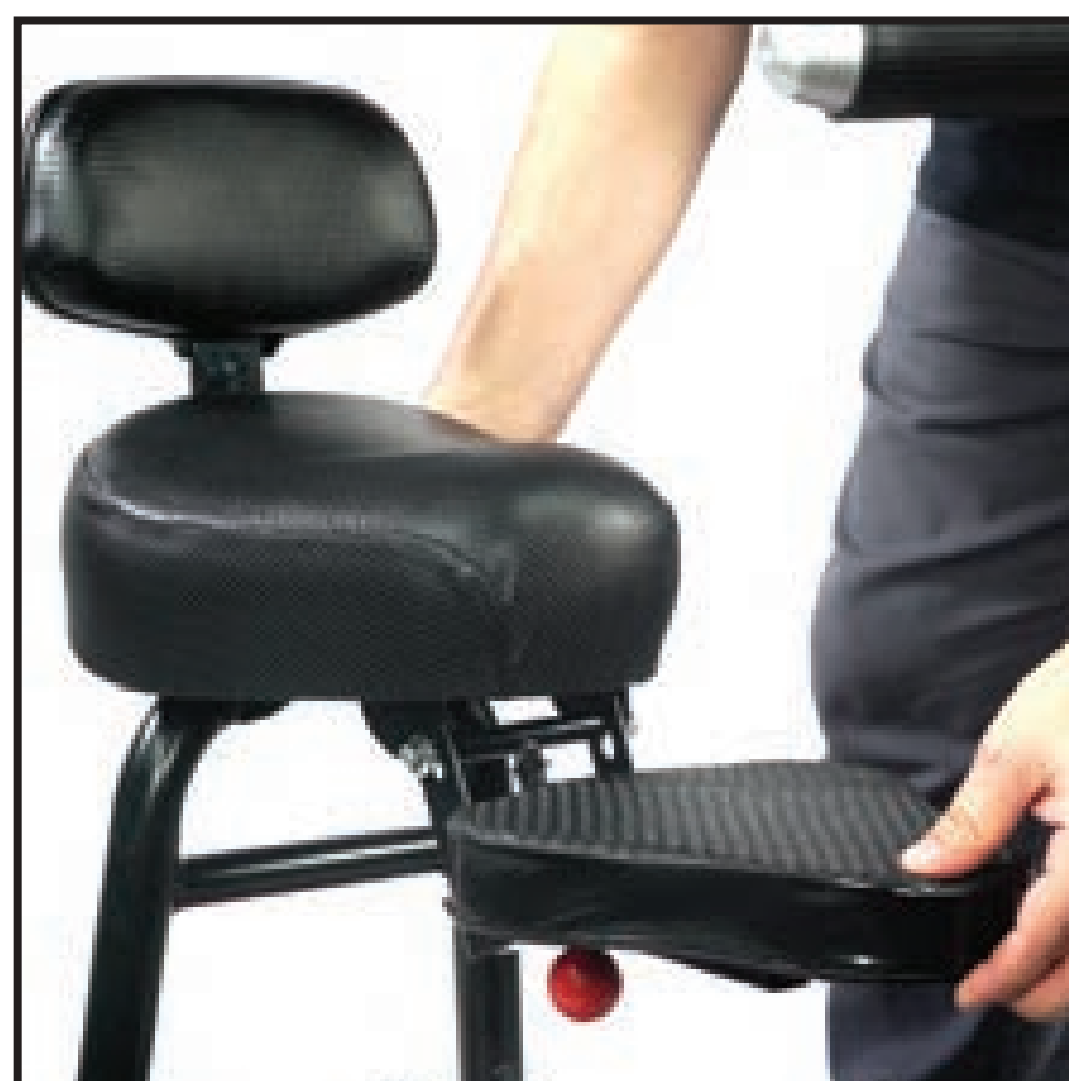
- Pull the red sphere backward with one hand and lift the seat upward with the other hand to open the child seat. (Refer to Picture 4-5)

### Closing the Child Seat:

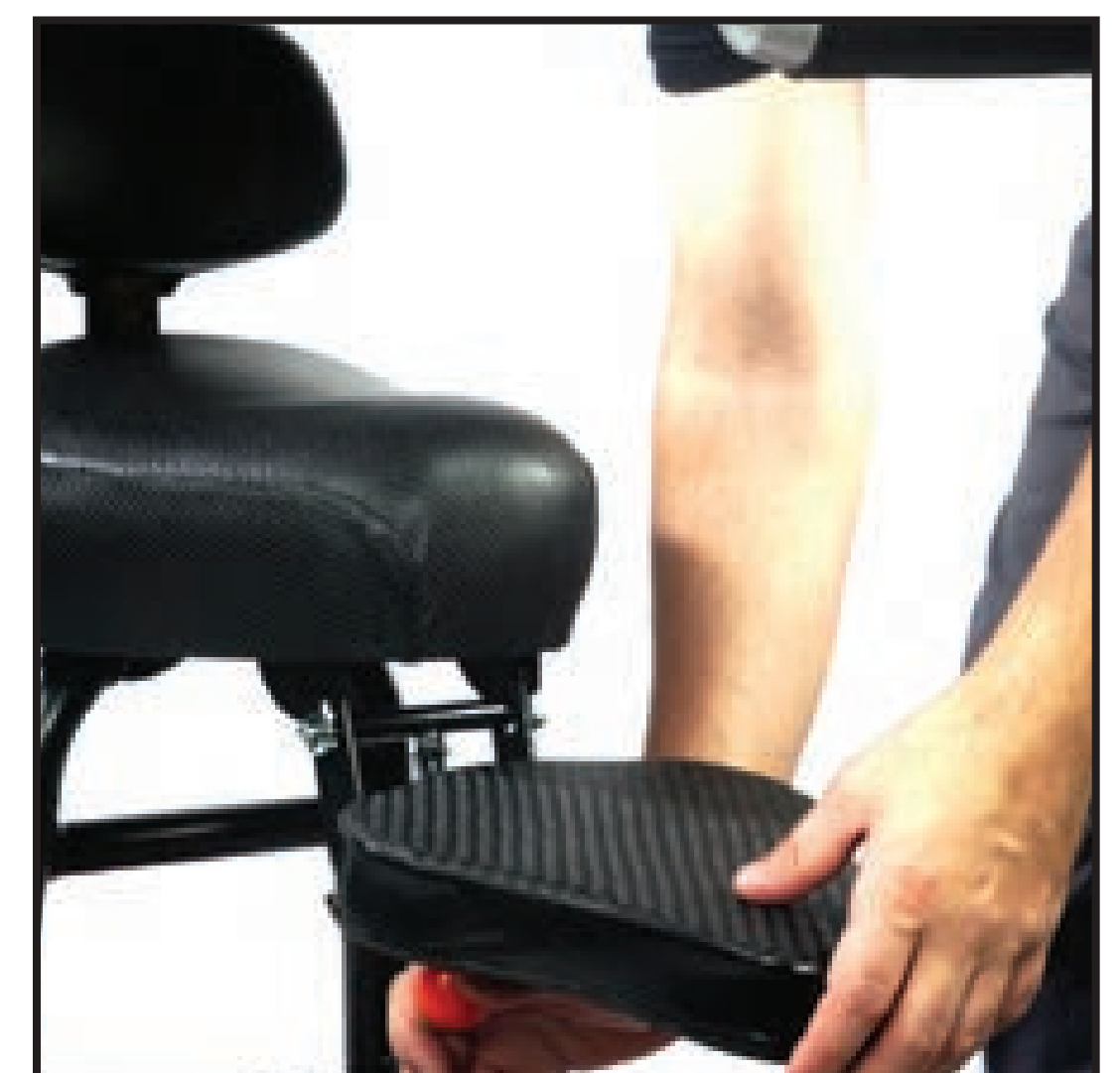
- Pull down the red ball with one hand and press down on the seat with the other hand to fold the child seat. (Refer to Picture 6)



Picture 4



Picture 5



Picture 6

# BATTERY & CHARGER



**Battery  
Charging Port  
Cover**

**Battery Charging Port**

## Charging the Battery:

- Open the battery charging port cover.
- Use the provided charger to charge your scooter.

## Additional Notes:

- Keep the battery charging port cover closed at all times, except while charging the scooter.
- Please pay attention to all the safety notices in this user manual.
- Incorrect insertion of the battery may pose a risk of explosion. Only use batteries provided with this unit.

## Charger Requirements

- The charger should only be used for charging the batteries.
- **Caution:** Do not use, sit on or power on your scooter while it is charging.

## Charger Technical Data

- Input voltage: AC220V (110V)  $\pm 10\%$
- Output voltage: 36V/DC
- Output current: 1.5~5A

## Charger Use and Care

- A full charge requires 5 to 8 hours.
- Do not overcharge for more than 12 hours.
- To prevent shortening your battery's life, charge at least once per month when not in use.
- Do not stop charging until the process is complete.
- Repeated use of less than fully charged batteries will shorten their lifespan.
- When fully charged, the power indicator turns green. Do not stop charging until this indicator is lit.
- Turn off the power supply after charging to prevent battery discharge.
- Avoid over-charging for more than 12 hours as it is dangerous.

## Follow These Rules to Avoid Issues with Chargers:

- Use a national standard charger with an output voltage of 24V/DC 1.5A~5A. If you are in need of a replacement charger, please contact us directly to purchase an original charger that is designed for your specific mobility product.
- Ensure the charger is well ventilated during charging.
- Do not expose the scooter to direct sunlight or humidity.
- Charge within a temperature range of 50 to 104 °F (10 to 40 °C).



# BATTERY & CHARGER

- Never use or sit on the scooter while it is charging.
- It is normal for the charger's fan to make sound during charging.
- Prevent liquid from entering the charger.
- Do not place the charger on flammable items.
- Stay away from flames while charging.
- Do not smoke while charging.
- Avoid unplugging the charger with wet hands or from a wet socket.
- Make sure the charger groove is not blocked.
- Unplug connections between the battery box and the controller.
- Ensure the charger groove is not blocked.
- Ensure the scooter is turned off.
- Make sure the battery and processor (drive unit) are connected.
- Connect the charger's output plug to the charging socket.
- Connect the charger's main plug to the power supply; the red light will be alight.

## Battery Use and Maintenance

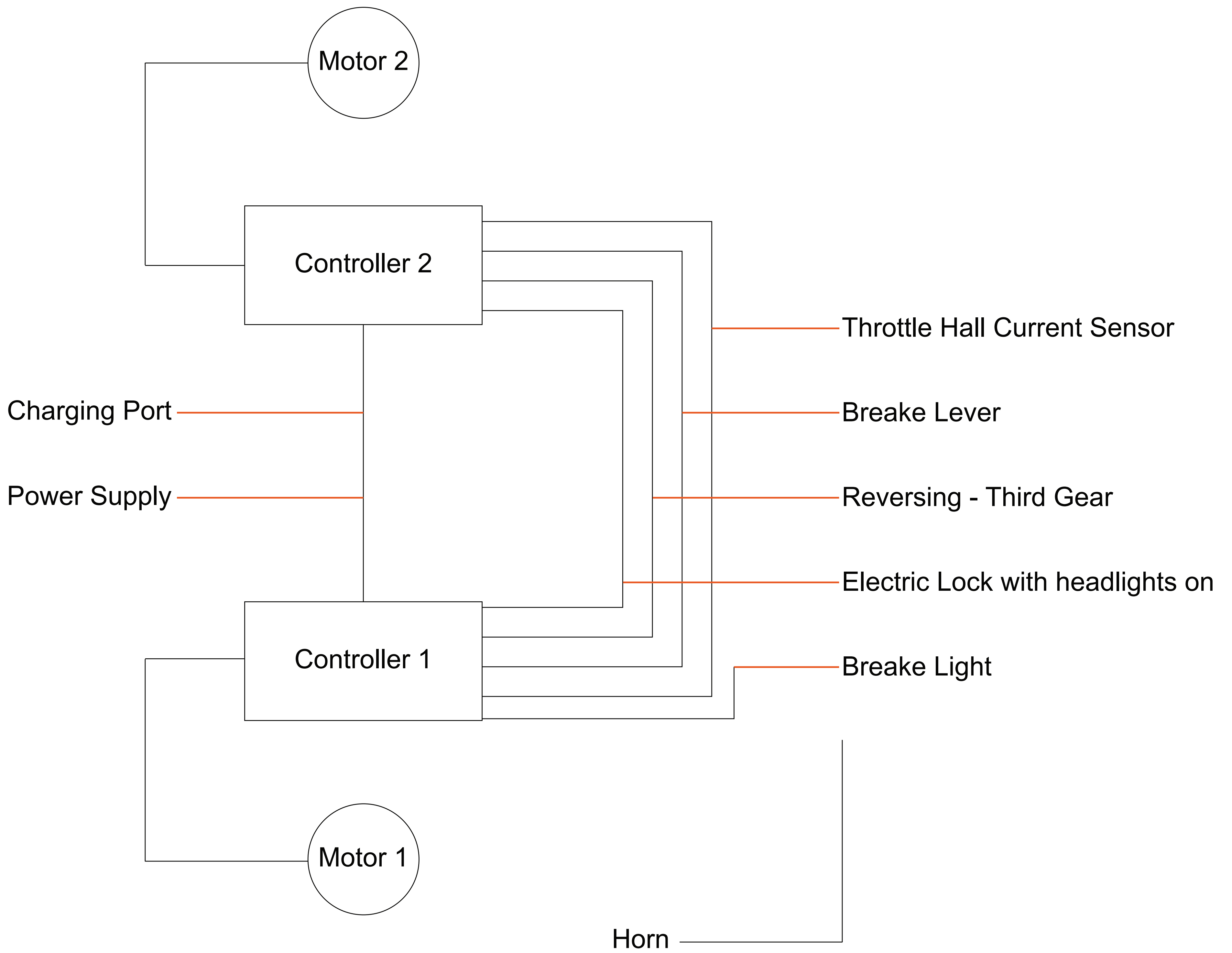
- Incorrect insertion of the battery may cause an explosion risk. Use only the provided batteries.
- While inserting the battery, ensure correct pole placement. Always follow the charging instructions provided here for optimal battery life.
- For replacement batteries, visit [www.ComfyGoMobility.com](http://www.ComfyGoMobility.com) or contact us at [support@ComfyGoMobility.com](mailto:support@ComfyGoMobility.com)

## A Few Ways to Keep Your Batteries Healthy:

- Store your batteries at room temperature. Excessive heat is the primary factor in reducing battery life.
- Remember, batteries deteriorate over time, regardless of usage.
- Avoid completely discharging the batteries, as this can lead to performance deterioration.
- Gradual performance decline can occur if the battery is left in a discharged state for extended periods.



# ELECTRICAL SCHEMATIC DIAGRAM




# SEAT BELT

## Seat Belt (Positioning Belt) (if applicable)

- Your power scooter may come equipped with a seat belt, which can be adjusted for operator comfort. The seat belt is intended to support the operator to prevent sliding down or forward in the seat. It is not designed as a restraining device
- To Adjust the Seat Belt: Once seated, insert the metal or plastic tab on one side of the belt into the plastic housing on the opposite side until you hear a click. Pull the excess strap attached to the metal tab until secure, but ensure it's not too tight to cause discomfort.
- To Release the Positioning Belt: Press the push-button mechanism on the plastic housing.
- The seat belt (positioning belt) should always be secured. Never allow it hang on drag on the floor, as it may become entangled.

 **WARNING:** *The seat belt (positioning belt) should always be secured. Never allow it hang on drag on the floor, as it may become entangled.*

 **WARNING!** *The seat belt (positioning belt) is not intended for use as a seat belt in a motor vehicle. Furthermore, your scooter chair is not suitable for use as a seat in any vehicle. Anyone traveling in a vehicle should be properly belted into seats approved by the vehicle manufacturer.*

 **WARNING!** *Ensure the seat belt (positioning belt) is properly secured to the power scooter and adjusted for operator comfort before each use.*

 **WARNING!** *Inspect the seat belt (positioning belt) for loose parts, damage (including tears, worn spots, bent hardware, damaged latch mechanisms), dirt, or debris before each use of the power scooter. If any issues are found, contact your dealer.*



# MAINTENANCE AREAS

## Maintaining Your Scooter

- Maintenance of your scooter should include cleaning, checking the wheels and battery, and charging the batteries.
- For detailed maintenance information, please contact your dealer.
- It is recommended that you have your scooter inspected every six months and schedule an annual service through your dealer.

## Cleaning Your Scooter

- Regularly clean your scooter, particularly the parts frequently touched by the user (such as the seat cushion, armrest, and controller), using a clean and slightly damp cloth.
- Please refrain from using organic solvents for cleaning, as these might damage the surface.
- The scooter should be cleaned approximately once per week.
- If used by an infectious patient, it should be cleaned and disinfected with suitable disinfectants after each use.

## Tires

- Regularly check the tire air pressure and the condition for wear.
- Tires require replacement when the tread pattern depth is reduced to 2 mm.

## Batteries

- Ensure that the batteries are fully charged.
- To prolong battery life, it is strongly recommended to not charge the unit until the batteries are nearly depleted.
- Also, refer to battery & charger section of this manual for detailed battery maintenance and charging instructions.

## Scooter Malfunction Signals

- If malfunctions occur during the operation of the scooter, turn off the power before inspecting the unit.

## Symptom

- Complete loss of power, and all the LED lights on the battery panel are off.

## Instructions:

- Step 1: Check if the headlight plugs are loose.
- Step 2: Check the connection between the processor (drive unit) plug and the battery box.
- Step 3: Check all the cable connections are connected properly.



# MAINTENANCE AREAS

- If power is not restored after these steps, or if you have any questions, please contact your dealer.

## Maintenance Checking

Your electric scooter should be checked every six months and serviced annually, as recommended. Continuous attention is required for the commonly used elements, which are listed below:

### Area A

**Before each use, check if the following parts are functioning correctly:**

1. Backrest
2. Armrests
3. Direction bar position
4. Footplate
5. Nuts and bolts
6. Battery power
7. Clutch/adjusting lever for conversion between manual and electric modes

### Area B

**The following parts should be checked monthly to prevent loosening or excessive wear:**

1. Screws
2. Brakes
3. Clutch/adjusting lever for conversion between manual and electric modes
4. The front and rear wheels, including tread
5. Connectors of the battery charging port and charger



# WARRANTY POLICY

## Introduction

- We are dedicated to ensuring your satisfaction with our electric scooter. This warranty policy outlines the terms of coverage for your purchase.

## Coverage

- The frame of the electric scooter is covered by a three-year limited warranty.
- The motor, battery, and electronic components are covered by a one-year limited warranty.
- Spare parts, excluding those subject to normal wear and tear, are covered by a one-year warranty.

## Exclusions

- The following are not covered by the limited warranty:
  - Labor costs associated with part installation, and device failure due to misuse or negligence.
  - Non-durable components and parts that undergo normal wear and tear, including but not limited to tires, fuses, and lubricants.
  - Costs for routine service maintenance.
  - Unauthorized alterations or repairs to the wheelchair.
  - Damage from external sources or natural disasters.
  - Normal Wear and Tear
  - Parts that fail or wear due to normal use and aging, which require periodic replacement, are not covered under this warranty.

## Claim Process

- To file a warranty claim:
  - Contact our customer support with your proof of purchase and the scooter's serial number.
  - Follow the guidance provided by our support team regarding shipment and documentation for the parts in question.

## Parts Repair or Replacement

- During the warranty period, defective parts acknowledged by our technicians will be repaired or replaced. The owner will bear the labor costs for the installation of these parts. Replacement parts may be new or refurbished to the manufacturer's standards.

## Shipping Costs

- Shipping costs for warranty service are the responsibility of the scooter owner, except as required by local consumer protection laws.

## Service Turnaround Time

- We aim to complete warranty services within a reasonable timeframe, typically within 30 days of receiving the defective component.





# WARRANTY POLICY

## Warranty Transfer

- This warranty is non-transferable and applies only to the original purchaser of the scooter..

## Limitation of Damages

Our liability under this warranty is limited to the provision of replacement parts. We are not liable for incidental or consequential damages.

## Governing Law

This warranty shall be governed by and construed in accordance with the laws of the State of California, except where local laws mandate otherwise.

## Extended Protection Plans

We offer additional protection plans beyond the standard warranty coverage. For details, please contact our sales team.

## End of Life Handling

For environmental protection, do not dispose of the scooter or its batteries as household waste. Follow local disposal regulations, or return them to our service center.

## Effective Date

This warranty policy is effective as of 05/17/2024 and applies to all products purchased on or after this date.

## Changes to Policy

We reserve the right to change this warranty policy at any time. Customers will be informed of any changes via our website or direct communication.

## International Warranty

International warranty claims should be directed to the local dealer or our international customer service team.

## Contact Information

For questions or to initiate a warranty claim, please reach out to us at:

Phone: **+1 844 755 5055**

Email: [info@ComfyGoMobility.com](mailto:info@ComfyGoMobility.com)

Warranty Registration: [Comfygomobility.com/pages/product-registration](https://Comfygomobility.com/pages/product-registration)



# COMFYGO

mobility

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