

*Whisper*

S-787NA

# USER MANUAL



*Please ensure this manual is read and understood  
before using the scooter.*

# CONTENTS

<b>Introduction</b>	<b>3</b>
<b>Intended Use</b>	<b>3</b>
<b>Feature Guide</b>	<b>3</b>
<b>Safety Advice</b>	<b>4</b>
<b>Adjustments</b>	<b>5</b>
Seat Removal	
Seat Height Adjustment	
Scooter Length Adjustment	
Folding the Tiller	
Free Wheeling	
Anti-Tip Wheels	
<b>Tiller Controls</b>	<b>6</b>
Speed Controls	
Battery Level Indicator	
Key Switch	
Horn	
Thumb Lever Controls	
<b>Free Wheel Operation</b>	<b>7</b>
<b>Starting To Drive</b>	<b>8</b>
Getting Started	
Moving Off	
Steering	
Reversing	
Dismounting	
<b>Extra Guideline For Controlling Your Scooter</b>	<b>8</b>
Ramps Grass and Gravel	
Transport and Storage	
<b>Transport and Storage</b>	<b>10</b>
<b>Batteries</b>	<b>10</b>
<b>Battery Charger</b>	<b>10</b>
<b>Charging</b>	<b>10</b>
<b>Care and Maintenance</b>	<b>10</b>
Cleaning your scooter	
Maintaining your scooter	
<b>Trouble Shooting</b>	<b>11</b>
Circuit Breaker	
Fuses	
Check List	
<b>Technical Specification</b>	<b>11</b>
<b>Warranty</b>	<b>12</b>

# INTRODUCTION

## INTRODUCTION

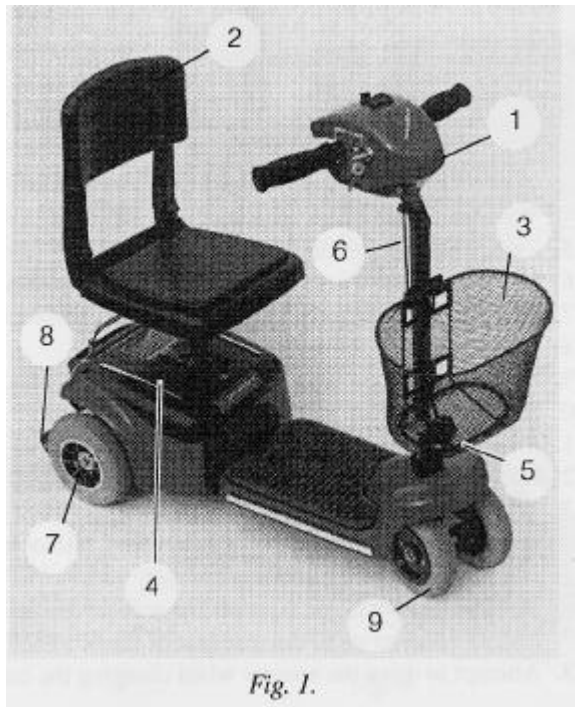
Congratulations on your purchase of the RMA Whisper scooter. This scooter incorporates the latest innovative designs having articulating front wheels. The RMA Whisper can be used in confined spaces both indoors and out. Direct drive rear transaxles and electromagnetic brakes give a safe and efficient ride. The RMA Whisper is designed for those persons with limited mobility.

## INTENDED USE

The RMA Whisper scooter is for use with persons who have limited mobility with a maximum user weight of 90kgs (200lbs [14 stone]). The small wheelbase and acute manoeuvrability prohibit the use by persons who are severely physically impaired or those who have balance difficulties. If in doubt please seek medical advice.

## FEATURE GUIDE (Fig. 1)

1. Tiller control head
2. Detachable seat with fold down back
3. Detachable basket
4. Detachable cover with integral battery pack
5. Tiller release knob.
6. Carrying stay/rod.
7. Alloy wheels
8. Anti tip wheels
9. Puncture proof tyres.



## SAFETY ADVICE

To avoid damage to your RMA Whisper and for your own safety, please observe the following

### DO...

1. Read the owner's manual before driving.
2. Turn the key to off when getting on or off the scooter, ensuring the key is in the off position before getting on the scooter.
3. Select a slow speed when going down steep gradients [Max 60 slope], and request assistance.
4. Keep your feet on the scooter when moving.
5. Ensure the seat is in a fixed position before driving.
6. Make allowances for pedestrians by driving in a controlled manner.
7. Ensure before starting the batteries are fully charged.
8. Follow the maintenance schedule.
9. Consult your doctor if there is any doubt about your ability to use a scooter.
10. Transfer to a vehicle seat from the scooter when travelling in a moving vehicle.
- II. Detach battery charger before driving, ensure the key is removed before charging batteries on the scooter

### DO NOT...

1. Carry any passengers.
2. Exceed inclines over 6°, request assistance when ascending/descending slopes of over 6°.
3. Turn on steep inclines greater than 6°.
4. Turn suddenly at high speeds.
5. Switch off the scooter when moving.
6. Use the scooter where you cannot safely or legally walk.
7. Attempt to climb kerbs except drop down kerbs not exceeding 50cm (2").
8. Drink and drive, or use a mobile phone.
9. Exceed the maximum user weight of 90Kgs (14st.)
10. Ride through deep water or on soft terrain.
11. Sit on the scooter when in a moving vehicle.
12. Use parts or accessories other than those supplied through an RMA dealer.
13. Travel on the road except when crossing between pavements. [See 7]
14. Allow the scooter to be exposed to heavy rain or high humidity.
15. Use any other type of battery charger.
16. Reverse down a slope. (Get off the scooter and seek assistance).
17. Fit any accessories to the rear seat of the scooter.
18. Attempt to drive the scooter when charging the batteries.

## ADJUSTMENTS

### Seat Removal

Fold down the back of the seat. Unscrew the hand knob under the seat and remove from the seat post.

### Seat Height Adjustment

Remove seat as described above. Slacken the lower hand knob. The seat height can be adjusted to 5 different settings by inserting the steel locking pin into the required hole (Fig. 2). Re-tighten lower hand knob and replace the seat.

### Scooter Length

The wheelbase can be lengthened or shortened depending on its existing settings. The standard length of the scooter is 92cm (37") and this can be extended to 102cm (40"). To adjust the wheelbase remove the seat and the chassis cover complete with integral batteries. Remove the locking pin located at the front of the seat post (Fig. 3), unscrew the red hand lever in front of the pin by turning anti-clockwise. Slide the inner front section until the location holes become aligned. Re-fit the locking pin and tighten the red hand lever, ensuring when fully secured, the lever is facing the seat post as shown in Fig. 3. Refit the chassis cover with integral batteries then refit the seat.

### Folding the Tiller

Fold down the tiller by loosening the hand knob located at the base of the tiller stem (Fig. 4).

**WARNING: Adjusting the seat height and length of the scooter can affect the stability and handling characteristics of device.**

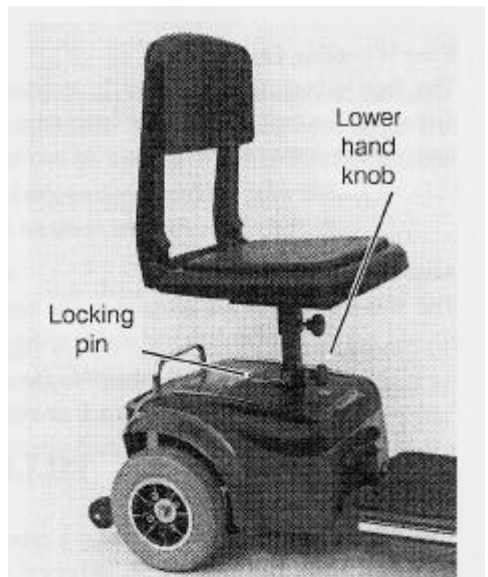


Fig. 2

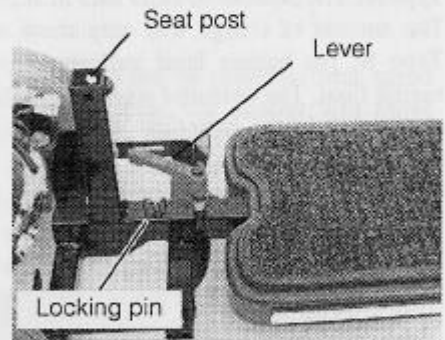


Fig. 3



Fig. 4

## Free Wheeling Operation

The free wheel release lever is located inside the right rear wheel (Fig. 5). To disengage the motor lift up the lever (the scooter can now be pushed), to re-engage the motor push down on the lever.

**Warning - Always re-engage the free wheeling device after use.  
Failure to do so may result in injury.**

## Anti-tip wheels

The anti-tip wheels are located at the rear of the scooter frame (Fig. 5). The scooter should not be used unless the anti-tipping wheels are in place.

**RMA are not responsible for damage or injury incurred due to improper or misuse of the scooter.**

## TILLER CONTROLS

### Speed Control

The speed control allows you to set a speed between I (minimum) and 10 (maximum).(Fig. 6).

### Battery Level Indicator (Fig. 6)

**Type A:** The number of LED bars lit shows the amount of charge left in your batteries. The amount of charge will only show at its true level when the scooter is in

**Type B:** The battery level indicator has three segments: red; yellow; green; with a needle float. The coloured segment in which the needle is resting shows the amount of charge left in the batteries. When the needle reaches the red segment the batteries should be recharged. Leaving the needle in the red segment may cause the batteries to be completely discharged, and this could cause irreversible damage.

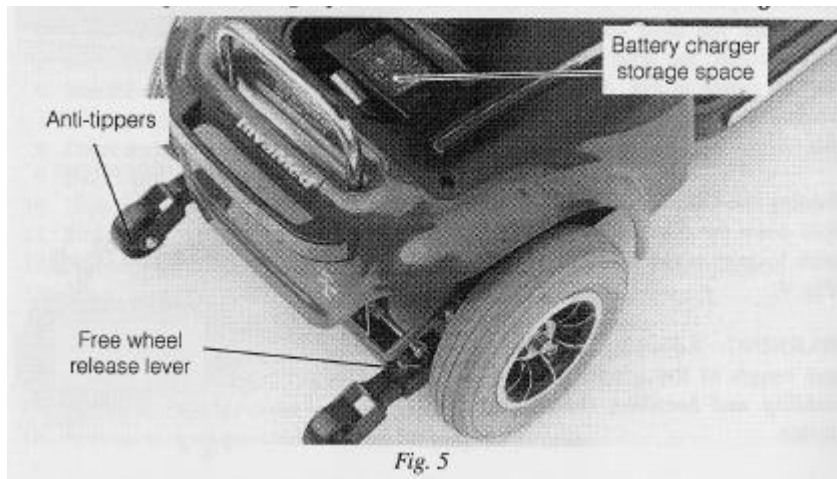


Fig. 5

## Key Switch

Insert the key in to the right side of the tiller control (Fig. 6). Turn the key and the LED bars will light up, (type A), the needle will move into the green segment (type B). There is a delay before the thumb lever control can be operated, while the controller is checking the circuits.

## Horn

Press the yellow horn button to sound the horn.

## Thumb Lever Controls

Located at the rear of the tiller (Fig. 6). The left thumb lever controls the reverse and the right thumb lever controls the forward motion. The amount of pressure applied to each lever will determine the speed the scooter will travel at. Release the lever and the scooter will slowly come to a stop and the magnetic brake will be applied.

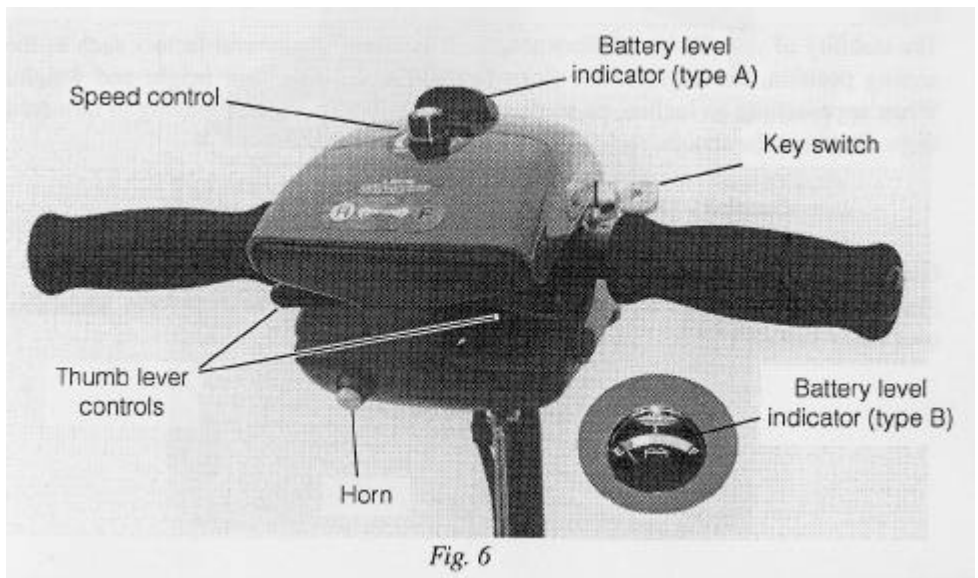
# STARTING TO DRIVE YOUR SCOOTER

## Getting started

Select a level area with plenty of space.

## Moving Off

Ensure that you are seated comfortably. Turn the key to the on position. Your speed setting should be on 1 or 2. Press your right thumb lever, the scooter will move forward slowly. The harder you press the faster the scooter will go but will only reach the speed level that has been selected. Release the lever and the scooter will decelerate before the magnetic brakes are automatically applied.



## **Steering**

Steering the scooter is light and easy. Ensure when starting out with the scooter you give a wide clearance when turning so that the rear wheels clear any obstacle that you are passing. When steering through limited space or negotiating corners, turn the tiller handles in the direction that you want to go and apply power gently. The scooter can turn very tightly with complete stability.

## **Reversing**

Before reversing, ensure that the area behind you is free from any hazards or obstructions. Adjust your speed to a low setting before you reverse. Press the left thumb lever and steer wide of all comers and obstacles.

Do not reverse down a slope.

## **Dismounting**

Before dismounting ensure that the key is turned to the off position.

**Caution - Please ensure that care is exercised when entering or leaving the scooter and that the tiller is not used for support.**

**Warning: Adjustments of the seat height and length of the scooter could affect the stability and handling characteristics of the scooter.**

# **EXTRA GUIDELINES FOR CONTROLLING YOUR SCOOTER**

## **Ramps**

The stability of your RMA Whisper scooter is governed by several factors such as the seating position, the angle of the slope [maximum 61 and your height and weight. When approaching an incline, do so directly and not at an angle, if having to turn on a slope dismount the scooter and seek assistance.

**Caution - Do not switch off your scooter whilst in motion.**

## **Grass and Gravel**

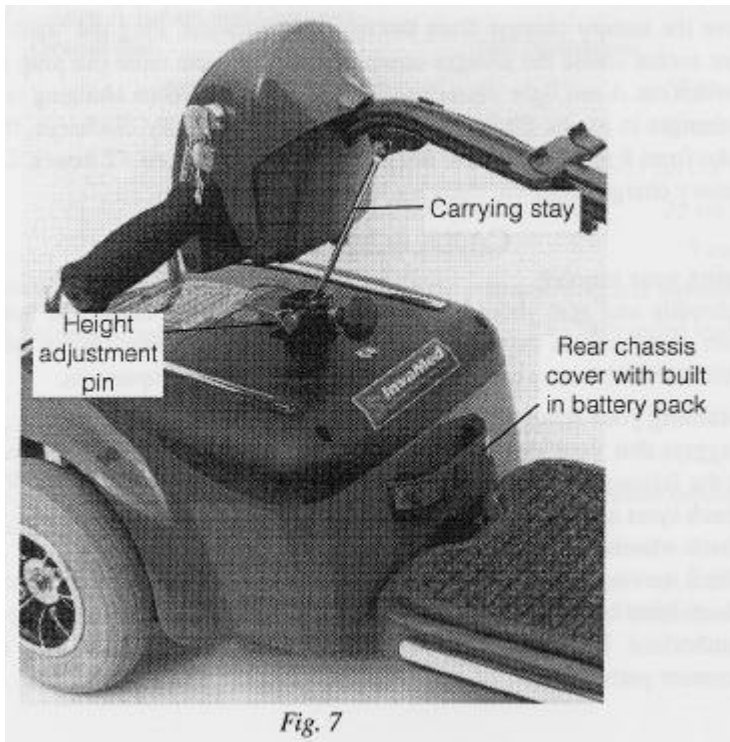
Please follow the guidelines given previously. Your scooter will perform admirably over many surfaces. Avoid long grass, loose gravel and sand.

## TRANSPORT AND STORAGE

The RMA Whisper is designed to fold easily for storage and transportation even in the smallest of vehicles. No tools are required.

1. Turn off your scooter.
2. Remove the basket.
3. Unscrew the hand knob and remove the seat as previously described.
4. Remove the seat post and take out the height adjustment pin.
5. Lift off the rear chassis cover with the built in battery pack using the handles.
6. Fold down the tiller by releasing the tiller hand knob at the front.
7. Unclip the carry stay from the rear of the tiller and place in the square seat post tube.
8. Place the height adjustment pin through the holes in the seat post and the loop of the carrying stay. Secure the pin by fitting the U-spring to either end of the pin (Fig. 7).
9. The scooter can now be lifted using the natural handle formed by the tiller and the chrome handle at the rear.

The RMA Whisper is now separated into three sections, the chassis cover with integral battery pack, the seat and the main body. To reassemble the scooter, reverse the above procedure.



# BATTERIES AND BATTERY CHARGER

## **FULLY CHARGE YOUR NEW BATTERIES BEFORE USE.**

The RMA Whisper is supplied with two maintenance free 12 Amp, 12 Volt sealed lead acid batteries. Performance of the batteries increases to reach their top level after a number of battery charging cycles have been completed.

Battery performance can be affected by temperature, terrain, weight of user. The battery level indicator is only a guide and can only be effective when the scooter is moving, only then is the true discharge level displayed. When the scooter stops the battery level indicator may return to full. The rear chassis cover with battery pack can be removed from the scooter and charged separately. When charging the battery pack when fitted to the scooter, the battery charger must be removed before the scooter is started. To ensure there is no possibility of the scooter being driven away with the battery charger still operating, the starting key should be placed at the rear on top of the battery box. This practice will ensure collecting the key to start will ensure the user remembers to detach the battery charger from the scooter.

**Warning: Remove the key when the battery charger is connected. Please detach the battery charger before using the scooter**

The battery charger supplied with your RMA Whisper should only be used with this product and is only suitable for indoor use.

## **CHARGING**

Remove the battery charger from the rear compartment. Plug the 'Jack' plug into the charger socket inside the charger compartment. Plug the three pin plug into the mains and switch on. A red light illuminates whilst charging. When charging is complete, the light changes to green. Depending on the amount of battery discharge, the charge time can take from 8 to 12 hours. Do not charge for longer than 12 hours. Do not turn off the battery charger until the charging cycle is complete.

## **CARE & MAINTENANCE**

Cleaning your scooter

The shrouds and seat should be cleaned using a damp cloth. Do not use abrasive cleaners or solvents as these will cause damage to the plastics. Do not spray water onto your scooter as this may cause damage to the electrical components.

### **Maintaining your scooter**

We suggest that your dealer checks your scooter once a year. It is good practice to check the following items on a weekly basis.

- Check tyres are in good condition
- Check wheels spin freely
- Check moving parts, pivots and frame fixings for any signs of wear or damage.
- Check hand knobs are secure.

An authorised RMA scooter dealer must carry out repairs and the fitting of replacement parts.

# TROUBLE SHOOTING GUIDE

## Circuit Breaker

Your scooter is fitted with the latest in electronic controls that are programmed to protect the system from abnormal electrical overloads. Fitted for extra protection is a circuit breaker. Should there be a situation where your scooter stops for no apparent reason, please check that the circuit breaker has not popped out. The circuit breaker can be found at the rear of the seat post, access can be gained through an aperture in the rear chassis cover and can be reset by pressing the red button.

## Fuses

On the main black control box is an in-line fuse which protects the wiring circuits.

## Check List

If your scooter does not operate, please check the following.

Unit is switched on

All plugs and connectors are firmly fixed

Connection points for batteries are not dirty

Battery level shows full charge

Freewheeling device is in the drive position.

Please consult your dealer if your scooter does not run after checking these points.

## WHISPER TECHNICAL SPECIFICATIONS

Overall Size		Seat Dimensions	
Length	94- 102cm(37"-40")	Width	33 cm (13")
Width	43 cm (17")	Depth	30cm (12")
Height folded	48 cm (19")	Height	46-51 cm (18"-20")
Height total	87 cm (34")	Backrest height from seat	35 cm (13")
Weight with batteries	33 kg (731b)	Ground clearance	5 cm (2")
Weight without batteries or seat	18 kg (391b)	Brakes - Electro magnetic regenerative.	
Heaviest Part	11kg(24lb)	Battery	2 x 10A/h sealed lead acid Deep cycle 12V
Maximum user weight	90 kg (2001b)	Battery Charger	240V - 24V, 0.7A
Maximum climbing angle	6 degrees	Range	19km (12miles)*
Safe climbing angle	6 degrees	<i>*user weight, terrain and weather conditions can affect range</i>	
Turning radius	96 cm (38")	Obstacle climbing	5 cm (2")
Size of wheels	20 cm (8")		

Passenger weight, ground conditions, temperature and battery condition  
can affect distance of travel

## WARNING

The RMA Whisper scooter model has been supplied since September 2001. The following performance values using this product are now:

### 1. SAFE CLIMBING ANGLE

The degree of slope the scooter is capable of climbing safely is 60 maximum. When climbing angles of 60 please proceed carefully and at a low speed.

#### Reason

To improve the stability of the scooter.

## WARRANTY

The RMA Whisper is guaranteed for one year from the date of purchase. The warranty is not transferable. The guarantee excludes tyres, plastics and all items that have been subject to undue wear and tear or misuse. Changes or modifications undertaken without the written authority of RMA will invalidate the warranty.

*Manual converted to Acrobat format by*

**Discountscooters**  
.co.uk Ltd

**08000 96 12 96**

**www.discountscooters.co.uk**

**email: [info@discountscooters.co.uk](mailto:info@discountscooters.co.uk)**

## WARNING

**The maximum climbing angle for this product is 6°  
Reduce speed prior to turning sharply**