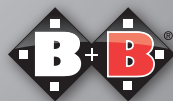


# Operating manual

## Flip



*Enjoy mobility.*



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## **1. Preface**

Dear User,

You have chosen a high-quality scooter from B+B. Thank you for your trust in our product.

This operating manual contains all necessary information about operating your Flip scooter.

The scooter is designed to offer many advantages and satisfy your needs. Thanks to the various adjustment options and optimum adaptability, the scooter can be adjusted according to your individual body size.

The compact design means the scooter is suitable for use both indoors and outdoors.

Please read and follow the operating manual carefully before operating your new scooter for the first time. The operating manual is an integral and necessary component of the scooter. Keep the operating manual where you can refer to it and if you transfer the scooter, give the manual to the new owner.

Repairs and adjustments require special technical training and therefore can only be carried out by specialist retailers authorised by Bischoff & Bischoff GmbH.

## 1.1. Signs and symbols



Important! Indicates particularly useful information in the specific context.



Caution! Indicates information that is specifically relevant to safety. Follow the operating manual!

## 2. Important safety instructions

### 2.1. General safety instructions

In order to avoid toppling and dangerous situations, you should first practice handling your new scooter on a level, easily manageable surface. We recommend having someone accompany you in this situation.

Before operating the scooter, please check that all attached parts are correctly fastened.

Before using the scooter for the first time, practice driving on a level and easily manageable surface. Ensure that you are highly familiar with how the scooter behaves when braking and accelerating while driving straight ahead and cornering. For your safety, the speed while cornering is automatically reduced using sensors.

Please note that the risk of tipping to the side and tipping backwards may increase due to shifts in equilibrium caused by body movements or loading of the scooter.

The scooter must not be used to transport more than one person or load. Please ensure that you respect the intended purpose of the product.

Be aware of the risk of trapping body parts when making settings and adjustments to the scooter.

Never operate the scooter under the influence of alcohol or other substances that affect your attention or your physical and mental capacity.

Please always use ramps to drive over obstacles. Should it be necessary to lift the scooter over an obstacle, this must be done without the occupant in the scooter. The scooter must only be lifted at fixed parts of the frame.

Avoid driving into an obstacle without braking (steps, kerbs). The controller must always be switched off when you get in or out.

Always follow the road traffic regulations when on the road. The lights on the scooter must always be visible to other road users.

Wear bright, conspicuous clothing wherever possible. This will make you more easily visible to other road users.

Please note that upholstery parts which are exposed to direct sunlight become hot and can cause injury to the skin on contact. You should therefore cover these parts or protect the scooter from direct sunlight.

The seat materials comply with the flammability resistance requirements of EN 1021-1 and EN 1021-2. Nevertheless, you should exercise the necessary caution if you are smoking, and should refrain from putting any cigarettes down on the scooter.

## 2.2. Information on EMC interference

Despite compliance with all applicable EMC directives and standards, it is possible that the scooter may affect or be affected by other electrical devices (e.g. mobile phones, alarm systems in department stores). If you become aware of any such interference, either turn off the other device or turn off your scooter and move it outside the range of the interference.

## 2.3. Brakes

When the drive is engaged, after the throttle lever is released the scooter is braked using the automatic brake.

When the drive is engaged, the scooter cannot be pushed or displaced because the brake is automatically applied to the motors.

In pushing mode, only muscular force is available to brake the scooter.



Please note that operation in pushing mode by disengaging the drives must take place only on a level surface. The electro-mechanical brake is thereby disabled. There is a danger of fatal injury if this instruction is not complied with.

## 2.4. Obstacles

Please always use ramps to drive over obstacles (e.g. steps, kerbs, etc.). Avoid driving into an obstacle without braking or travelling down from one level to another.

The maximum obstacle height that can be cleared with an approach of 0.5 m is 50 mm.

## **2.5. Safety in vehicles**

The scooter must be secured against slippage using straps. Ensure that the strap system for your vehicle is approved. You can find information about the hold points in section 4.6.

For explanations as to whether your scooter is suitable for use as a seat in a vehicle for transporting disabled people and how it must be secured, see section 4.6. We recommend that you always change from the scooter to a vehicle seat.

## **2.6. Travelling in road traffic**

Please be aware that you are travelling in traffic on public roads and must comply with the road traffic regulations.

Ensure that you do not endanger other traffic users through inconsiderate driving, especially on pavements.

## **2.7. Purpose**

The scooter is designed for indoor and outdoor use by persons who are unable to walk and persons who are no longer able to travel longer distances independently. It is sufficiently compact and manoeuvrable for use in indoor areas but also capable of overcoming obstacles outdoors. The maximum vehicle load capacity is 130 kg.

## **2.8. Declaration of conformity**

Bischoff & Bischoff GmbH as the manufacturer declares under its sole responsibility that the scooter complies with the requirements of Directive 93/42/EEC and ISO 7176-14:2008.



## 2.9. Indications

Inability to walk or severely pronounced disability which makes walking difficult caused by:

- Paralysis
- Limb loss
- Limb defect/deformity
- Joint contractures
- Joint damage (not on both arms)
- Other conditions

Provision of a scooter is advisable if the use of manually operated wheelchairs is no longer possible because of the disability but the person can still competently operate a vehicle driven by an electric motor.

## 2.10. Contraindications

Provision of scooters is not suitable for people:

- With severe equilibrium disorders
- With reduced and inadequate vision
- With serious cognitive restrictions

## 2.11. Service life

The expected service life of the scooter, if used as intended and the safety, care and maintenance instructions are observed, is up to 5 years. The scooter can continue to be used beyond this time, provided the product is in a safe condition.

## 2.12. Responsibility

We are only able to provide a warranty if the product is used in accordance with the specified conditions and for the intended purposes, if modifications, extensions, repairs and maintenance work are carried out only by persons authorised to do so by us and if the scooter is used in accordance with all instructions for use.

## 2.13. Information about range

The range of the scooter is 12 km. The range that can be achieved by an electric scooter depends on the following factors:

- Composition of the carriageway
- Style of driving
- Battery condition
- Vehicle load weight
- Ambient temperature



We wish to advise you that the following factors severely restrict the range:

- Poor state of charge of batteries
- Low ambient temperature (below 10°C)
- Frequent starting and braking
- Driving uphill
- Driving on surfaces that are not firm (field or forest paths)
- Tyre pressure incorrect or too low

If several factors apply in combination the range can be reduced by up to 50%.

## **3. Product and delivery overview**

### **3.1. Checking the delivery**

All B+B products are subjected to a systematic final in-house inspection and provided with the CE mark.

The scooter is supplied in a special carton. After unpacking, please retain the carton if possible. This can be used to store or return the product at a later stage.

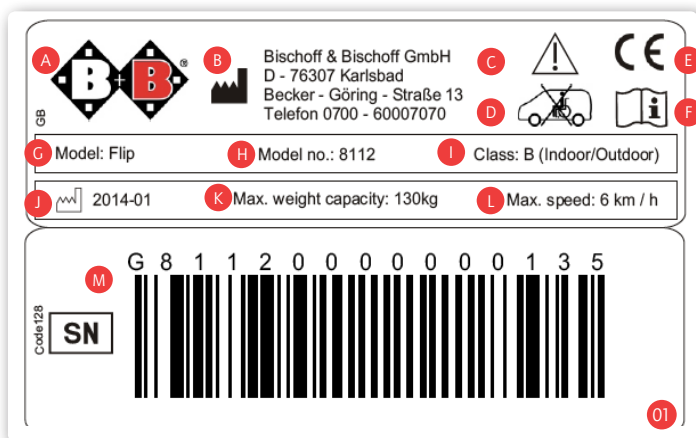
Delivery and training are usually carried out by the qualified medical supplies retailer.

If shipped by rail or a forwarding agent, the goods are to be checked with regard to transportation damage (carton) immediately in the presence of the delivery company.

Check that the contents are complete and intact. In the event of irregularities and damage, contact our customer service department by telephoning +49 (0)700/6000 7070.

### 3.2. Nameplate and serial number

The nameplate and serial number are located on the front under the battery cover.



- A** Manufacturer logo
- B** Manufacturer information
- C** Caution!
- D** Follow instructions for securing the scooter within the vehicle
- E** CE mark
- F** Important - Follow instructions for use
- G** Model designation
- H** Model number
- I** Application class
- J** Date of manufacture
- K** Maximum vehicle load capacity
- L** Maximum speed
- M** Serial number

### 3.3. Scope of supply

When you receive the product, please immediately check that the contents are complete. The contents comprise:

- Outer packaging
- Scooter (ready for use  
incl. 2 batteries)
- Charger
- Seat unit
- Shopping basket
- Operating manual

### 3.4. Product overview

When you receive the product, please immediately check that the contents are complete. The contents comprise:

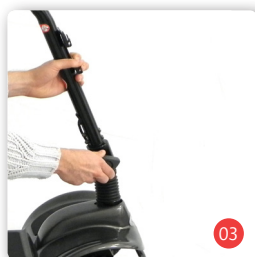


### 3.5. Basic adjustments

Before using the scooter for the first time, it is necessary to adjust the scooter to suit your height. This is essential to ensure that your posture is physiologically correct for driving for extended periods of time without excessive fatigue.

The basic adjustments of the scooter are described below. These adjustments should be made together with the medical supplies retailer.

#### 3.5.1. Steering column



Adjusting the steering column of your scooter enables you to set the driving position so that it is comfortable.

- Hold the handlebar with one hand and with the other hand release the adjustment screw (Fig. 03).
- Move the steering column to the desired position and tighten the adjustment screw again by hand.

#### 3.5.2. Seat

The seat is height-adjustable and can be rotated through 90° to the left or right for ease of getting in and out. Normally the seat height has to be adjusted only once.

### Rotating the seat

- Pull the lever (on the right below the seat surface, Fig. 04) towards you. The seat can now be rotated in both directions.
- There is a fixed lock-in position for the seat at 90°.
- Release the lever and make sure that the seat is locked in position again.

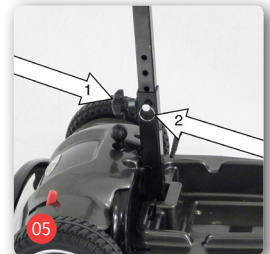


**Caution!** For your own safety, the seat must be facing forwards while you are driving.



### Seat height

- Pull the seat upwards out of the seat tube.
- Now release the adjustment screw (1) and remove the split pin (2) (Fig. 05).
- Move the seat tube to the desired height and insert the split pin again.
- Tighten the adjustment screw again by hand.



### 3.5.3. Armrests

The armrests can be swivelled backwards in order to make it easier to mount and dismount. In addition, the distance and angle of support of the armrests can be adjusted.

#### Abstand

- Release the adjustment screw (Fig. 06) underneath the seat while holding on to the armrest.
- Adjust it to the desired distance and tighten the screw again.





### Angle of support

- You can adjust the angle of support of the armrests by screwing the socket-head screw (Fig. 07) of the relevant armrest further in or by unscrewing it.

### 3.5.4. Shopping basket

A shopping basket is included in the scope of supply of the scooter. You can decide for yourself whether or not you wish to attach it.



The attachment for it is at the front on the steering column (Fig. 08). You can fit and remove the shopping basket as required.



## 4. Using the scooter

After you have adjusted the scooter to suit your height, familiarise yourself with the functions of the controller.

### 4.1. Controls

The controls are a component of the steering column of your scooter. They contain LED displays and functional elements.



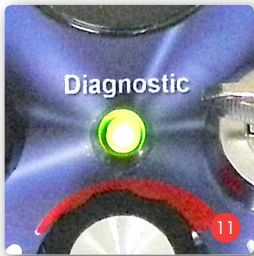


## Key switch

To switch on the scooter, turn the key quarter of a turn clockwise. The diagnostic LED lights up and indicates to you that the scooter is ready for operation.

## Speed setting

You can use this control knob (Fig. 10) to set the maximum speed. Turn the knob to the left (tortoise) to reduce the maximum speed. Turn the knob to the right (hare) to increase the maximum speed.



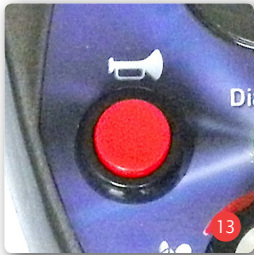
## Diagnostic LED

If the diagnostic LED is constantly lit (Fig. 11), the scooter is fully operational. If a fault occurs, this is indicated by flashing. First check the battery status and whether the drives are engaged. If the LED continues to flash, contact your specialist retailer.



## Battery status display

The battery status display (fig. 12) shows the state of charge. If the pointer is in the green zone, the battery is fully charged. As you use the scooter, the capacity of the battery reduces; the pointer then indicates the current state of charge of the battery. If at the start of the trip the pointer is in the red zone, this means that only short journeys can be made and the battery should be recharged. (See Charging)



## Horn

The horn (Fig. 13) enables you to draw attention to yourself in difficult situations.

## 4.2. Getting in and out

Ensure that the scooter is switched off before sitting on it.

- Swing the armrest away to the rear on the side from which you intend to get on.
- It is easier for you to get on if you rotate the seat 90° to the side from which you intend to get on (see the section entitled Basic adjustments).
- Now sit down.
- Then turn the seat to face in the direction of travel, or swing the armrest forwards again.



**Caution!** Ensure that the seat firmly locks in position again.

- The steering column must be adjusted so that you can comfortably reach all the controls.
- To get out, follow the instructions accordingly in reverse order. However, take out the key beforehand, to ensure that no unintended actions or movements occur.

### 4.3. Driving the scooter

You should make your first journey on a level area with ample space.

- Ensure that you are sitting correctly on your scooter. Set the speed as low as possible (tortoise). You can increase the speed when you are more familiar with handling the scooter.
- To switch on your scooter, insert the ignition key into the ignition lock on the control panel and turn the key a quarter turn to the right.
- To switch off the scooter, turn the key a quarter turn to the left. After getting out of the scooter, always ensure that you have removed the ignition key and do not leave the scooter unattended with the ignition key inserted.
- Pull the right hand throttle lever (Fig. 14) towards you in order to drive forward. The further you pull the lever, the higher the speed. The maximum speed that can be reached is set by the speed controller (tortoise or hare). Release the lever again to come gently to a halt. Practice these two procedures to get used to them.
- Steering is easy and works exactly like a bicycle in that you turn the handlebars in the direction in which you wish to move. Leave plenty of distance when you travel around a curve so that the rear wheels are able to follow the path of the front wheels and do not turn too tightly.



- Take care when reversing. Ensure that your speed is low before reversing. Please bear in mind that you need to steer in the opposite direction when you are reversing. This requires practice. Practice this also on a level area with ample space.
- Pull the left hand throttle lever (Fig. 15) towards you in order to drive backwards. The further you pull the lever, the higher the speed.



Please note that, for safety reasons, the reversing speed is only half the speed going forward.



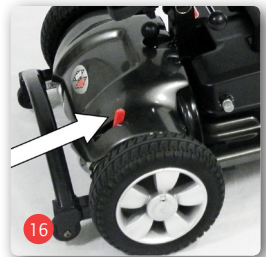
- If you are cornering sharply, turn the handlebars before you accelerate. Always drive in a wide arc around corners and obstacles and ensure that you drive slowly and carefully.
- When the drive is engaged, releasing the throttle lever automatically applies the brake. The scooter then cannot be pushed or displaced because the brake is automatically applied to the motor.

## 4.4. Pushing mode

If in certain situations you wish to push your scooter you must first disengage the drive. It is easy to push the scooter in free wheel mode.



Caution! The electro-mechanical brake will then not operate.



- Push the disengagement lever forwards in the direction of travel (Fig. 16).

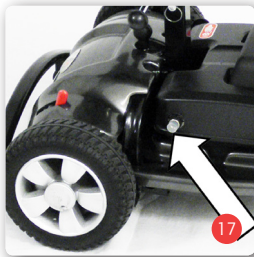
- A small jerk will indicate that the drives are now disengaged.
- To engage the drive, push the lever back to its original position, where it clicks into place automatically.



For safety reasons, the motor drive is locked when the scooter is being operated in pushing mode.



Caution! Danger of fatal injury! The drives may be disengaged only on a level surface.



## 4.5. Overload switch

If the motor is overloaded, for example by driving uphill for too long, it will cut out automatically. This protects the motor and the electrical components.

After the motor has cut out in this way, wait a few minutes then press the overload button (Fig. 17).

The overload button is located on the side of the battery pack.

The scooter should now function properly again. If it does not, please contact your specialist retailer or the customer service department of Bischoff & Bischoff GmbH.

## 4.6. Transporting the scooter

The removable seat and fold-down steering column enable you to save space when transporting the scooter.



**RISK OF ENTRAPMENT!** Ensure that you are aware of the increased risk of entrapment when stowing

First of all, switch the scooter off.

Depending on the available space, it is sufficient to fold down the backrest and steering column and secure the scooter using securing straps on the frame (Fig. 18).

You can also dismantle the scooter in just a few steps, without using tools.

- Switch the scooter off and remove the key. Make sure that the drive is engaged.
- Take off the seat as described in Section 3.5.2 (Seat height).
- Remove the power supply from the battery pack (Fig. 19).
- Remove the battery pack (Fig. 20).
- Pull the connecting pin with the front part of the scooter upwards and slide the front part in the direction of travel.





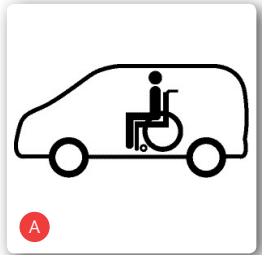
- For assembly, perform the operations in the reverse sequence.
- For jointing the front and rear parts, grasp the seat tube with one hand and slide the two parts into one another (Fig. 21). Check that the connection pin has engaged and is securely seated.
- Then make the electrical connection and switch the scooter on at the key switch.

The scooter, including the batteries, is generally suitable for transportation in an aircraft. You can find out the transportation conditions from your airline. The batteries may need to be removed.

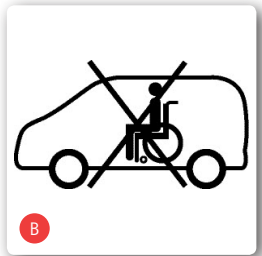


You can determine whether or not your scooter is approved for use as a seat in a vehicle for transporting disabled people by referring to the symbols on the CE sticker on the product:

**Scooter suitable for use as a seat in a vehicle for transporting disabled people**



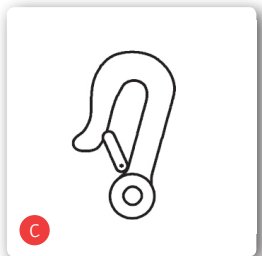
**Scooter not suitable for use as a seat in a vehicle for transporting disabled people**



All products approved by B+B for use as seats in vehicles are tested in accordance with ISO 7176-19.

The tests in accordance with ISO 7176-19 were performed using restraint systems from AMF-Bruns. The correct mounting of the restraint system is a prerequisite for the safe transportation of the products in a vehicle for transporting disabled people and the basis for the approval.

The restraint systems from AMF-Bruns provide the ideal points for the provision of restraint force for the purpose of securing the products in the vehicle for transporting disabled people (known by the German term „Kraftknoten“, which is defined in the standard DIN 75078-2). For the purpose of providing restraint in the vehicle for transporting disabled people, the products must only be secured at these specific points („Kraftknoten“ points).



If possible, use a permanently installed car seat and its belt system. Stow the scooter in the luggage space.

The person responsible for the transportation should be familiar with the current regulations for transportation as well as with the method of operating the vehicle for transporting disabled people and the restraint

## 5. Technical data

### Dimensions and weights

Max. load (kg):	130
Seat width (mm):	370 - 540
Seat depth (mm):	380
Seat angle (°):	1
Seat height, from foot rest (mm):	400 - 475 (in steps of 25 mm)
Length of the armrest (mm):	295
Width of the armrest pad (mm):	50
Backrest height (mm):	350
Backrest angle (°):	105
Overall length (mm):	1015
Overall width (mm):	500
Overall height (mm):	950
Unladen weight (kg):	42 (incl. battery)
Weight of the heaviest part (kg):	10 (battery)

### Electrical system

Fuses	
Overload switch / battery (A):	20 / 40
Battery:	2 x 12 V, 12 AH
Charger:	1.8 A
Motor:	24 V, 270 W, 4700 rpm
Controller:	PG 45A

### Tyres

Powered wheels:	7.5" x 2.35" (PU)
Steered wheels:	7.5" x 2.35" (PU)

**Driving characteristics**

Speed forwards (km/h):	6.0
Climbing capacity (°):	12 (up to 110 kg) 9 (111 kg and above)
Max. obstacle height (mm): (with 0.5 m approach to obstacle)	50
Range (km):	12
Turning circle (mm):	1115
Braking distance from max. speed (m):	0.85 (to a standstill)
Max. safe angle (°):	6
Dynamic stability (°):	3
Static stability (°)	
Downwards:	33
Upwards:	12
Lateral:	14

**Operating forces**

Throttle lever:	approx. 2 N
Disengaging the drive:	approx. 60 N

**Operating conditions**

Temperature (°C):	0 - 50
Air humidity (%):	20 - 80

**Storage conditions**

Temperature (°C):	-20 - 60
Air humidity (%):	45 - 60

**Equipment**

Frame:	Powder-coated steel frame
Panel:	Plastic
Seat:	Foam with synthetic leather covering
Brake:	automatic electro- mechanical brake

## **6. Care instructions for the user**

### **6.1 Cleaning and disinfection**

Ensure that the scooter is switched off before starting to clean it.

- The frame components and panels of the scooter can be wiped over with a damp cloth. You can use a mild cleaning agent if they are very dirty.
- The wheels can be cleaned with a damp brush with plastic bristles (do not use a wire brush).
- You can use a damp cloth to remove dust and minor dirt from the seat, backrest and armrests. Do not use aggressive cleaning agents because they may attack the surface of the material. The upholstery can be washed with warm water at 40°C and can be disinfected with a standard disinfectant.
- Make sure that the electrical and electronic components do not come into contact with water unnecessarily.



**Caution!** Do not use a pressure cleaner or a steam cleaner.

## **6.2. Checks before beginning a journey**

### **6.2.1. Checking the brakes**

Before embarking on any journey, check whether the brake system is functioning correctly.

Carefully start off and then release the throttle lever. The scooter must come to a standstill as usual.

When the scooter is stationary, the electro-mechanical brake must lock in place with an audible click. If you notice unusual behaviour when braking, inform your specialist retailer immediately and do not use the scooter.

The motor brake is operating correctly if you cannot push the scooter when it is switched off. However, if the scooter can be pushed, this means that the electro-mechanical brake is faulty. If this is the case, you must not use the scooter. Contact your specialist retailer immediately.

### **6.2.2 Checking the tyres**

Before embarking on any journey, check that the tyres are in good condition.

Carry out a regular check of the tread depth of the tyres once a month. This should be at least 1 mm. Any faulty or worn out tyres must be changed through the specialist retailer.

## **6.3. Batteries**

Your scooter is fitted with maintenance-free batteries. It is not necessary to check fluid levels and the batteries are electronically protected against deep discharge.

If your scooter is not used for an extended period, the charger should be connected about every 2 months to prevent damage to the batteries by deep discharge.

Before embarking on any journey, just check the charge status of your battery on the battery status display located on your controller. If the battery status display is in the low range, do not travel longer distances and promptly connect the battery charger to the scooter.

We recommend connecting the charger to the scooter after every journey.



### 6.3.1. Charging

Only use approved chargers (of the type specified in the technical data or supplied by the B+B specialist retailer) to charge the batteries. Ensure that you also follow the instructions for use of the charger.

- First of all, switch the scooter off.
- Insert the mains plug of the charger into the mains socket (230 V). The LED lights up red.
- Plug the charger into the charger socket on the battery pack (Fig. 22).
- The LED on the charger shows the status of the charging process (Fig. 23). The charging process can take up to 8 hours.



Red	- Ready for operation
Orange	- Charging in progress
Green	- Charging completed

- When charging is complete, unplug the charger from the mains and unplug it from the battery back.

### 6.3.2 Replacing the batteries

Be very careful when working on the batteries. Do not use metal tools, do not touch the battery terminals and do ensure that you follow the battery manufacturer's instructions.



**Caution!** This work should only be done by a trained technician. There is danger of fatal injury!

The batteries are accommodated in a neat battery pack. This pack should be opened only by specialist technical staff. Only use batteries that are approved for this scooter (see Technical data). Ensure that the scooter is switched off before starting to replace the batteries.

- Disconnect the power supply and exchange the battery pack for a new one.



When the batteries have reached the end of their life, i.e. cannot be sufficiently charged any more, they must not be disposed of with the household waste. When new batteries are purchased, the specialist retailer will take the old batteries and dispose of them correctly.

## **7. Maintenance instructions for specialist retailers**

We recommend having a complete inspection of the scooter carried out at least once a year by the specialist retailer.

If the scooter develops any faults or defects, it must be taken to the specialist retailer immediately for repair.

The information, documentation and circuit diagrams required for repair and maintenance shall be supplied to the specialist retailer on request. A training programme is available for specialist retailers.

If you have any questions, you can contact the B+B customer service department by telephoning +49 (0)700/6000 7070.

## **8. Storage / Shipping**

If the scooter is to be stored or shipped, all attachable and unsecured parts must be removed and packed individually in appropriate cartons. The individually packed parts can then be packaged together in a larger carton. We recommend keeping the original packaging and storing it with these purposes in mind so that it is available if required. Your scooter then has optimum protection against environmental influences during storage or transport.



## 9. Disposal

If your scooter is no longer being used and is to be disposed of, please contact your specialist retailer.



If you wish to dispose of the product yourself, contact local waste management companies to enquire about the waste disposal regulations that apply to your place of residence.

## 10. Transfer of the scooter

When transferring the scooter to another user, please remember to give the new user all the technical documentation required for safe operation and the address of your specialist retailer.



The scooter must be inspected in accordance with the maintenance schedule and must be free from faults.

## 11. Maintenance

Our customer service can provide you with a maintenance schedule.

## 12. Warranty

The warranty covers all defects of the scooter that can be proven to be the result of material or manufacturing defects. If you make a claim under the warranty, please submit the completed warranty certificate with the claim.



Non-observance of the operating manual and incorrectly performed maintenance work and particularly technical modifications and additions (attachments) done without the approval of Bischoff & Bischoff GmbH shall result in the cancellation of the both the warranty and any general product liability.

We provide the statutory warranty of 2 years.

For batteries, replacement devices and repairs, a warranty period of 1 year applies.

Please also observe the B+B care, warranty, hygiene and maintenance instructions. Your specialist retailer will be happy to provide these to you.

## ***Warranty certificate***

(Please note our General Terms and Conditions)

**Product: Flip**

Serial number: \*

\* (to be entered by the retailer)

Specialist retailer:

Date & stamp

\*Information labels are located at the front under the battery cover

**Bischoff & Bischoff GmbH**

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