



# VIVA

OWNER'S MANUAL



## SAFETY FIRST

For your convenience and understanding, signal words are defined below:



### **WARNING**

Warning is used to indicate the presence of a hazard, which can cause severe personal injury, death or substantial property damage if the warning is ignored



### **CAUTION**

Caution is used to indicate the presence of a hazard, which will or can cause personal injury or property damage if the caution is ignored

## SPECS

<b>Drive system</b>	Rear drive motor
<b>Platform</b>	Aluminum
<b>Weight capacity</b>	250 lbs (113.39 kg)
<b>Speed</b>	Variable 0-4 mph* (0-6.43 kph)
<b>Standard range battery</b>	x2 24V 11 amp AGM batteries 6 miles* (12.8 km) combined range
<b>Standard charger</b>	Universal 3 amp 110V-240V charger designed for AGM
<b>Long range battery option</b>	24V 23 amp Lithium-Ion battery 16 miles* (25.74 km)
<b>Lithium charger</b>	Universal 3 amp 110V-240V charger designed for Lithium- Ion
<b>Seat</b>	Premier I, vinyl. Removable, folding
<b>Front tire</b>	6" Flat-free (15.24 cm)
<b>Rear tire</b>	9" Flat-free (22.86 cm)
<b>Tire material</b>	Polyurethane
<b>Turning radius</b>	33" (84 cm)
<b>Ground clearance</b>	2.9" (7.4 cm)
<b>Overall length</b>	41.2" (104.07 cm)
<b>Wheelbase</b>	22.6" (57.4 cm)
<b>Overall height assembled</b>	35.5" (90.3 cm)
<b>Weight unassembled</b>	63 lbs (28.57 kg)
<b>Weight assembled</b> <i>Standard vs Long range battery</i>	102 - 109 lbs (46.26 - 49.44 kg)

\*Tested at maximum weight capacity. Can vary depending on environmental conditions and rider

## SAFETY GUIDELINES

Use the following guidelines for the safe operation and use of the Viva. Should you have any questions about the safe operation of your vehicle, please contact Amigo Mobility. If you are in doubt about your ability to operate the Viva, consult your personal physician

### **Read this operating manual before using your Amigo.**

- Always turn the Viva OFF before getting on or off
- Always remain seated while the Viva is in operation
- Make sure the seat lock is in the locked position when transferring on or off the Viva
- Always lock the seat before and during operation
- Keep legs on the platform while driving
- Allow the Viva to come to a complete stop before attempting to reverse
- Always drive at a slow, sensible speed
- Drive slowly while turning and on inclines
- Always drive straight up and down inclines
- Avoid sudden starts while the handle is turned sharply, always accelerate slowly
- Always approach obstacles at a low speed
- Be aware of mechanical pinch points, especially when folding, assembling and disassembling the Viva
- Always be careful when maneuvering on inclines or ramps. Not all ramps are constructed according to federal standards

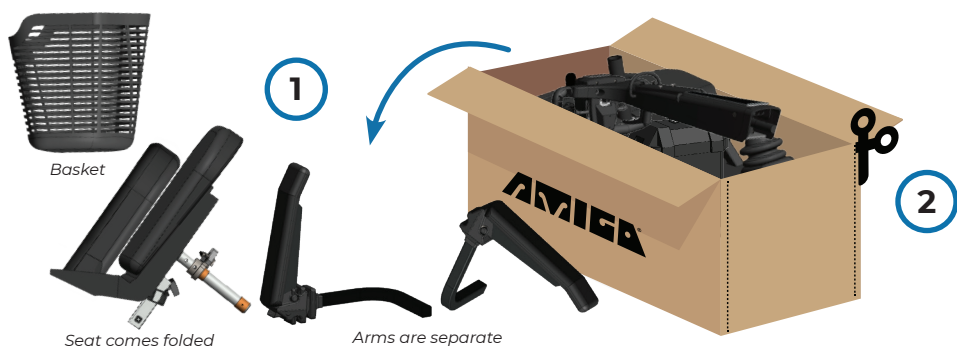
The federal standard for wheelchair ramps is 1 inch (2.5 cm) rise per 12 inches (30 cm) = 5 degrees or 8% grade

## SAFETY GUIDELINES CONT.

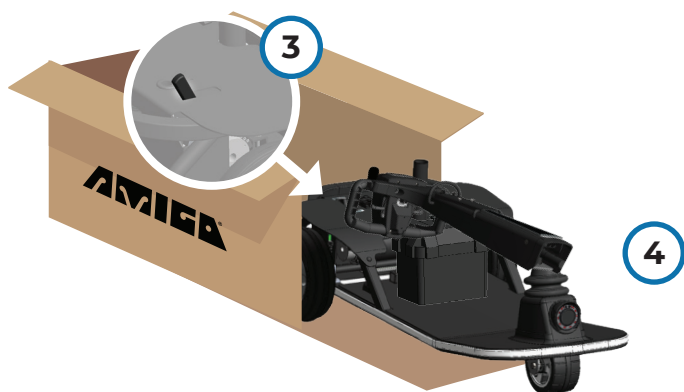
### DO NOT

- Do not exceed the maximum weight capacity of 250 pounds (113.39 kg). Exceeding the weight capacity voids your warranty and may result in personal injury and damage to the Viva. Amigo Mobility will not be responsible for injuries and/or property damage resulting from failure to observe weight limitations
- Do not drive over or off obstacles more than 1 inch (2.5 cm) high. This could be unsafe and could damage the Viva
- Do not turn at high speeds, as this could result in tipping
- Do not park or reverse down a hill or incline
- Do not sit on the Viva in a moving vehicle
- Do not allow anyone to ride with you
- Do not push or force the retractable cord in
- Do not operate the Viva near stairs, steps, curbs or terraces where you might accidentally drop a wheel off the edge
- Do not operate the Viva on streets or other areas with vehicular traffic
- Do not use the handle to assist in transferring on or off
- Do not lift the Viva by holding or grabbing the wheels
- Do not expose the Viva to spray-on cleaning solutions and excessive moisture such as spraying it with a garden hose, shower or leaving it uncovered in heavy rain
- Do not disengage the brake on a slope or while someone is on the Viva
- Do not leave the brake release in freewheel position
- Do not remove the ground fault wire beneath the Viva
- Do not remove the steering column when transporting

## UNBOXING THE VIVA



1. Remove the seat, basket, and arms (optional) from the box and set aside
2. Cut the box along the lines on the short end



3. Put the Viva into freewheel mode
4. Roll the Viva out of the box and onto the floor

## ASSEMBLING THE VIVA

If disassembling for transport, follow these steps in reverse, and remove the battery after taking off the seat (C)

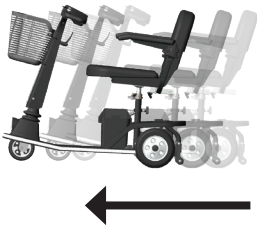


- A. Lift the tiller up into position
- B. Lock tiller in place using the knob on the handle
- C. Install the seat by lowering the seat post into the receiver
- D. Install the optional arms by guiding them into the receivers
- E. Secure the arms (optional) by tightening the knobs
- F. Install the front basket

## OPERATING THE VIVA

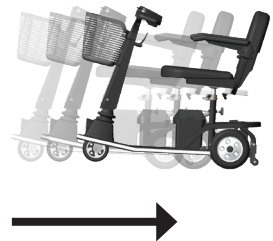


1. On / Off key switch
2. Right throttle lever
3. Left throttle lever
4. Speed adjustment
5. Horn
6. LED Numerical display
7. LED Battery gauge



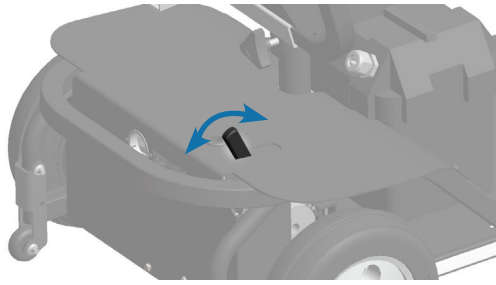
**For forward momentum:** Pull the right throttle lever **(2)** towards you, or push the left throttle lever **(3)** away from you to go forward

**For reverse momentum:** Pull the left throttle lever **(3)** towards you, or push the right throttle lever **(2)** away from you to go in reverse



**Stopping:** Let go of throttle levers **(2 and 3)** to come to a gradual stop





**Freewheel mode:** If the Viva loses power, or you need to manually move it, the Viva can be put into freewheel mode so it can be pushed

Toggle the brake lever on the back cover below the seat to engage freewheel mode. To resume normal use, toggle the brake in the opposite direction

The Viva will not operate while in freewheel mode. If you turn it on while in freewheel mode, it will beep until the brake lever is returned to its normal position

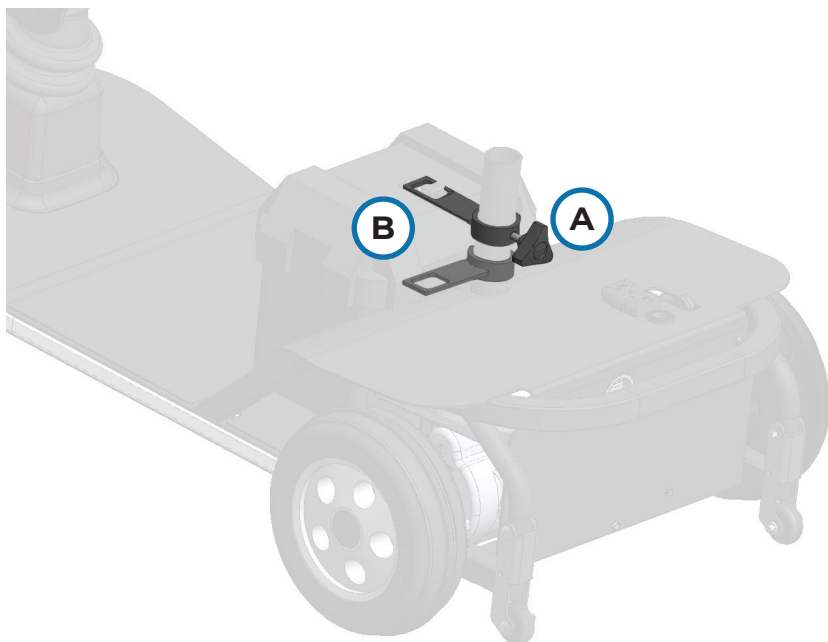
**Push too fast (PTF) safety feature:** PTF helps prevent “run-away” situations, while in freewheel mode. The faster the Viva is pushed in any direction, the more resistance is felt



### **CAUTION**

1. Turn key switch “off” when getting on or off the Viva
2. Do not ride on the Viva in freewheel mode
3. Push freewheeling lever to “normal” position before resuming normal use or transferring on / off Viva

## BATTERY SETUP



1. Twist and hold knob **(A)** on back side of seat post to tighten or loosen the battery bracket **(B)**
2. Swivel and adjust the battery bracket **(B)** to rest on the platform to remove, or to rest on the battery case to install
3. Plug or unplug battery connector
4. Carefully set or lift battery off the Viva platform

## CHARGING THE VIVA

For maximum range and battery life, it is recommended to fully charge the battery before each use.

Extended charging is good for the battery and will not overcharge them

With a built in overcharge protection feature, the battery should be charged whenever it is not in use



### WARNING

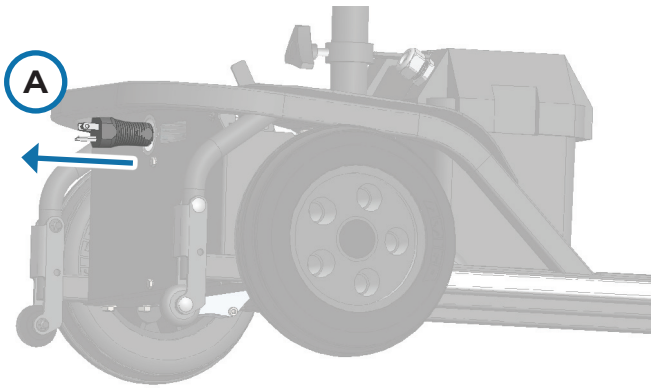
Consistent deep discharges may result in permanent damage to the battery. Charge often

### Battery types:

	<b>Standard Battery</b>	<b>Long range option</b>
<b>Battery part #</b>	#9262	#12168
<b>Qty in battery case</b>	2	1
<b>Type</b>	AGM	Lithium-Ion
<b>Amps</b>	11 Amp	23 Amp
<b>Voltage</b>	24 Volt	24 Volt
<b>Est. Range</b>	6 miles*	16 miles*
<b>Charger type</b>	Universal 3 amp 110V-240V charger designed for AGM	Universal 3 amp 110V-240V charger designed for Lithium-Ion
<b>Charger part #</b>	#12986	#12987

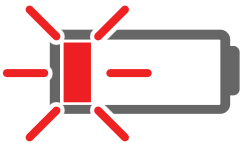
\*Battery range can be affected by many variables, including driver weight, terrain, temperature, age of battery and charging habits

## CHARGING THE VIVA



Gently pull the plug end of the charge cord out from the Viva **(A)** (up to 9 feet / 2.74 meters) and plug into a wall outlet

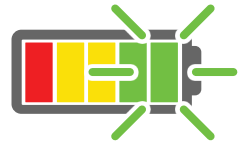
Always check the battery gauge on the handle to ensure that it is charging. When you plug it in to charge, the battery gauge on the handle will blink for 30 seconds to indicate charging



**-10% remaining battery**  
Will blink when low or when it begins charging



**-50% remaining battery**



**+90% remaining battery**  
Will blink when full

## CHARGING PRECAUTIONS

- Charge battery in a dry location
- If you remove the battery from its case, place it on a surface resistant to damage by acid fumes. “Breathing” occurs whenever a battery is charged and discharged through a cycle. Breathing may emit acid fumes and may mark surfaces they rest on for long periods of time
- Each time you charge the Viva, follow the charging instructions exactly. Working in the vicinity of a sealed lead acid battery can be dangerous. The battery can generate explosive gases during normal battery operation
- Never smoke or allow an open flame in the vicinity of the battery
- Never charge a frozen battery
- Do not operate the charger in a closed-in area or restrict ventilation in any way

Continued on next page...

## CHARGING PRECAUTIONS CONTINUED

- A spark near the battery may cause an explosion. To reduce the risk of spark:
  - Prevent external damage to AC cord
- Someone should be within range of your voice or close enough to come to your aid, if needed
- Be extra cautious to not drop metal tools on the battery when the case is open or the battery is removed from the case
- Remove metal jewelry before servicing battery



### CAUTION

Failure to follow these safety instructions may result in personal injury or property damage



### WARNING

If your batteries are damaged and a leak is apparent, call your authorized dealer immediately. Under no circumstances should you touch the battery if it is leaking

## ELECTROMAGNETIC INTERFERENCE



### WARNING

Radio wave sources may affect power-operated vehicle (POV) control

## SEATING



The Viva features an infinite seat rotation to give you full access to everything around you. There is a seat lock lever located beneath the seat. It should always be in the locked position while in motion

**Locked:** To lock the seat, toggle the lever towards the back of the Viva

**Unlocked:** To unlock the seat switch, toggle the lever towards the front of the Viva

---

### Replacing the seat cushions

The standard Premier I seat has foam inserts in the bottom and back rest that can be replaced. See the included parts guide for part numbers and ordering information

To replace the seat foam, simply unbutton the vinyl seat cover from the back or bottom of the seat, and remove the old foam. Insert new foam and secure the buttons

## SPEED / ERROR CODE INDICATOR

The digit that appears on the handle enclosure can indicate two things:

**Current speed:** Speed levels can range from 1 - 4 and will constantly stay lit up

**Error code:** In the event of a service problem, the digit will flash with the corresponding problem





## ERROR CODES

Solutions should be attempted in the order they are written

If you need support troubleshooting any problems, please contact your local Amigo dealer, or the Amigo customer service team by phone at 1-989-777-0910 or e-mail at [service@myamigo.com](mailto:service@myamigo.com)



**Description:** Brake circuit is shorted

**Solution:**

- (1) Unplug handle cable and plug back in.
- (2) Check all wiring connections and output
- (3) Disconnect brake and turn off / on, if code changes to **2**, replace brake
- (4) Replace controller



**Description:** Brake circuit is open, or freewheel mode is active

**Solution:**

- (1) Ensure EM brake lever is in normal/drive position
- (2) Unplug handle cable and plug back in.
- (3) Check all wiring connections and output.
- (4) Replace brake
- (5) Replace controller

## ERROR CODES CONTINUED

3

**Description:** Motor circuit is shorted

**Solution:**

- (1) Check motor wiring connections
  - (2) Disconnect brake and cycle key, if code changes to 4, replace motor
  - (3) Replace controller
- 

4

**Description:** Motor circuit is open

**Solution:**

- (1) Ensure EM brake lever is in normal/drive position
  - (2) Check motor wiring connections
  - (3) Replace motor
  - (4) Replace controller
- 

5

**Description:** Throttle circuit out of range

**Solution:**

- (1) Check to ensure handle cable is in good condition
- (2) Check that throttle lever moves freely and returns to center
- (3) Replace throttle



**Description:** Motor controller over temperature condition

**Solution:**

- (1) Allow to sit idle for 15 minutes, restart and see if code disappears
  - (2) Ensure EM brake and / or motor is not causing excessive amperage draw
  - (3) Replace controller
- 



**Description:** Battery charger did not change to float mode during battery charging. Always allow the charger to run through a full charge cycle before attempting the next step

**Solution:**

NOTE: This code will only appear while the battery charger is connected to the wall outlet

- (1) Replace charger to motor controller wiring
  - (2) Replace battery charger
  - (3) Replace controller
- 



**Description:** Power shortage or motor controller FETS shorted

**Solution:**

- (1) Check / replace the batteries
- (2) Check / replace the motor controller

## CLEANING THE VIVA

**Tires:** The tires should be cleaned with a gentle cleaner and a damp cloth

Don't use solvents on tires as they cause tire material to break down or become too soft

**Platform:** The platform of the Viva is constructed of aluminum and coated with a durable automotive type finish

Use cool water with mild soap to remove dirt and oils. Do not spray the entire vehicle with water

**Seat:** The vinyl seat can be cleaned with a mild soap or detergent and a damp cloth. A vinyl cleaner can also be used. Care should be taken not to soak seats, as the interior foam can hold water

**Floor mat:** The floor mat should be cleaned with ordinary kitchen-type cleaners and a damp cloth.

Do not use solvents on the floor mat, as they may cause the floor mat material to break down



### CAUTION

KEEP CLEANING SOLVENTS AWAY FROM  
ELECTRICAL WIRES AND CONNECTIONS

## MAINTAINING THE VIVA

### **Daily:**

- Charge battery at the end of every day when used. Charge the battery until fully charged to ensure proper battery operation and longer battery life span

### **Monthly:**

- Inspect battery for any cracks or damage of any kind
- Examine cord periodically for cracking or damage
- Check and tighten any exposed fasteners
- Check static ground wire located under vehicle
- Replace if damaged or missing. Wire must be in contact with the floor when operating vehicle

### **Six months:**

- Check all screws and clips that are holding wheels for tightness and wear
- Check all electrical connections for clean contact
- Charging connection should be inspected for tight connection
- Check tires for wear

### **Yearly:**

- Have your authorized service center check your Amigo completely

# DOCUMENTATION

Date: \_\_\_\_\_ Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# DOCUMENTATION

Date: \_\_\_\_\_ Notes: \_\_\_\_\_

---

---

---

---

Date: \_\_\_\_\_ Notes: \_\_\_\_\_

---

---

---

---

Date: \_\_\_\_\_ Notes: \_\_\_\_\_

---

---

---

---

Date: \_\_\_\_\_ Notes: \_\_\_\_\_

---

---

---

---



*Improving Lives Through Mobility<sup>®</sup>*



## **Amigo Mobility**

6693 Dixie Highway, Bridgeport, MI 48722

1-989-777-0910    [info@myamigo.com](mailto:info@myamigo.com)    [myamigo.com](http://myamigo.com)