

# Allied Medical Set-Up Guide



## CTM Scooters

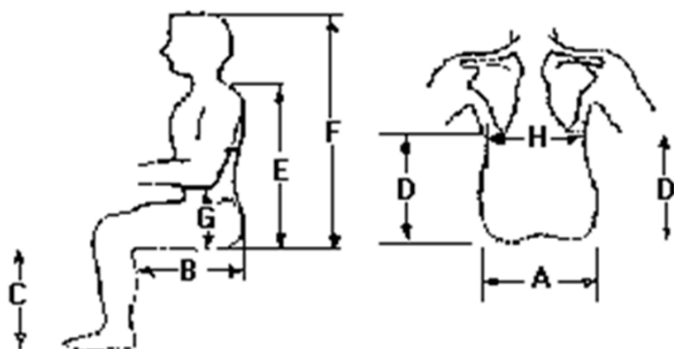
### Tools required:

- Tape measure
- Allen keys, spanners
- Paper & pen
- Brochure with key measurements and adjustment options
- Owner's manual



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## 1. Required measurements for set up



Letter	Body Part	Required (Y/N)
C	Lower leg length	
G	Lower arm	
A	Seat width for arms	
F	Bottom to head for headrest position	
*	Foot size - scooters have different foot well sizes	
*	Client weight - very important to get the correct client weight	

The measurements required here are best taken from a seated position on the scooter seat.

- Bottom of foot/shoe to top of head. Used for setting up the headrest position.
- Bottom of foot/shoe to behind the knee. Used to set the height of the seat.
- Bottom to lower elbow. Used to set the correct armrest height and the tiller position.
- Seat width. Used to guide the correct size scooter seat and scooter model.

## 2. Available adjustments and options

Confirm the client weight meets the scooter manufacturers guidelines. Selling a scooter to a client exceeding the weight limit will cause problems later on.

### Key Adjustments:

**Adjust seat height where possible** - This is done by removing the seat centre stem bolt with a spanner and then raising or lowering the stem to the correct height for the client. Use Measurement C for this setting. It is important to ensure that you have the user's feet flat on the floor of the scooter for stability and safety.

**Adjust seat height position** - The seat can be adjusted for customer comfort. The HS268 and HS328 don't offer some of these seat options. Pull the lever I (in figure 9) upwards to slide the seat forward. This helps position the customer correctly in relation to the driver controls. Pull lever H up to swivel the seat. It is useful to swivel the seat to the left or right side when transferring in or out of the scooter seat. The seat swivel has several locking positions as it swivels.

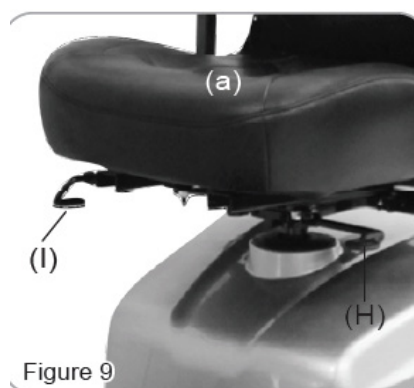
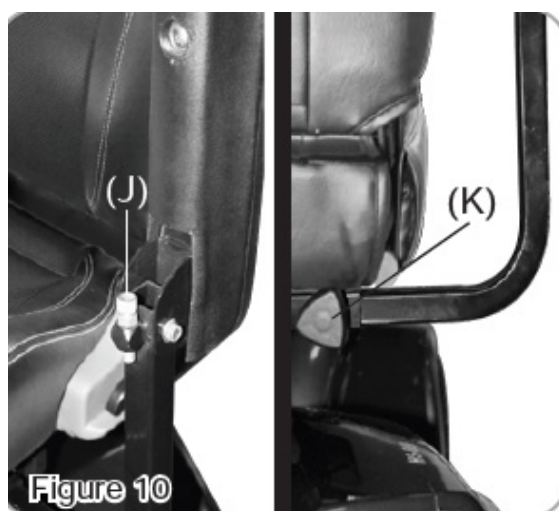


Figure 9

**Adjust backrest position** – The smaller scooters do not have an adjustable backrest position. The backrest position is for the user’s comfort and most scooters have a recline lever to adjust the backrest.

**Adjust Tiller height and angle** – The HS268 doesn’t have an adjustable front tiller option. There is a swivel knob at the base of the tiller. Turn this to get the desired angle. Correct tiller adjustment will reduce customer fatigue and improve control of the scooter.

**Adjust armrest height and width** – It is important to get the armrest positioning correct. You are looking to get the elbow and lower arm supported by the armrest pad where possible. Some armrests are height adjustable. Most armrests are angle adjustable at J (in figure 10), and by raising the bolt you will raise the armrest angle. Most armrests are width adjustable. Simply undo the rear bolts at K and you will be able to slide the armrests in and out to the desired width. A good armrest set up will provide the customer with comfort and reduce fatigue during long rides. Show the client the correct way to get off and on the scooter – Turn the power off, lift the armrest, Swivel the seat for a safe side entry or exit.



**Dismantle scooter** – The smaller scooters can be dismantled for transportation. Follow your owner’s manual for these instructions. This needs to be practised several times prior to showing any customers. Perfecting this is key to your sales success. Practice, Practice, Practice.

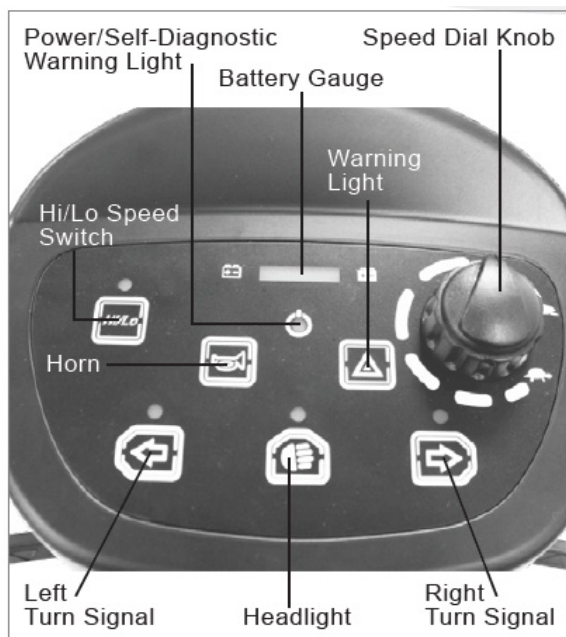
**Assemble scooter** – As above

**Batteries** – Scooters all have 2 x 12V batteries, running a 24V volt system. The smaller the scooter the smaller the battery and the range. The batteries are rated by amp hour. A smaller scooter will have a 14-amp battery, a larger scooter will have a 50-amp or 70amp battery. The larger the amp the bigger the range. All batteries are sealed and require no maintenance on scooters. Batteries should generally last 3 to 5 years with good care and regular use.

**Charging batteries** – All scooters come with an external charger that is plugged into your 230V home power socket. The charger will have a 3-pin male socket that plugs into your scooter. Generally, this socket is found on the upper tiller as shown below. The scooter will require a good 8 hours charging each evening. The chargers are small and compact so they can be carried in the front basket on road trips.

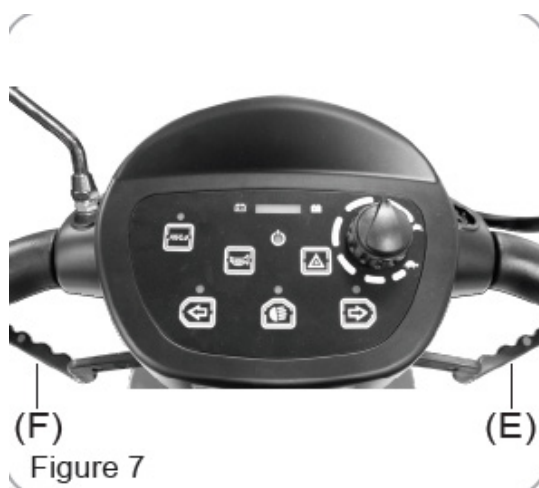


**Driver control options** – All scooters have a control panel. Battery levels are shown by LED lights, as the power is drawn the LED lights will go out. These lights are coloured so you will know when you need to charge again. A typical dashboard is shown below.



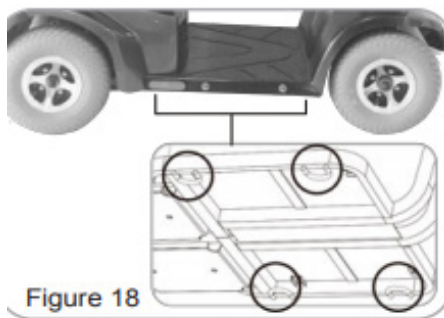
**Show how the throttle lever works** - CTM scooters have a lever throttle design. The design of these levers enables the user to use their fingers on both hands to drive the scooters forward and in reverse. These levers can also be operated by thumbs only. The scooter can be operated from one side of the throttle lever. Forward and reverse can be operated from one side by pushing or pulling the lever with your fingers or thumbs. This can be useful for client with limited hand function on one side as a result of a stroke.

The throttle drive is proportional like the accelerator on a car. The further you push the lever the faster the scooter goes. The speed of the scooter can be adjusted by the speed knob on the drive panel. The scooter dealer can adjust the speed internally via the electronics if required.



**Lighting** – All CTM scooters come with lighting packages. It is recommended to turn these lights on when the scooter is in use. The Medium and Large models come with indicators. These will beep loudly when in use. The beep can be turned down or off by your local dealer.

**Scooter Tie Downs** – The medium to large scooters come with tie down loops. These can be used for transporting the scooter unoccupied. Do not sit on the scooter while being transported.

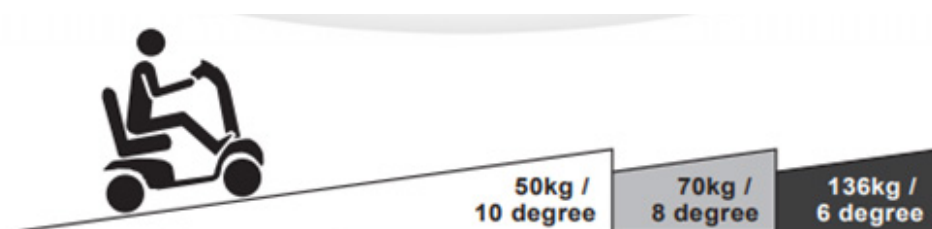


**Show how to free wheel the scooter** - The scooter will have a red coloured lever can be operated to free wheel the scooter.



**Review owner's manual** – All scooters are delivered with an owner's manual. It is recommended that the user reads this manual carefully to understand the safe operating procedure of the scooter.

**Driving Safely on Inclines** – Each CTM model is rated differently for driving up inclines. The size of the scooter and weight of the client will need to be taken into consideration.



**Review AA offering** – Allied Medical offers this service to the dealer for 3 years. Not all dealers take up this offer. A great peace of mind offering for the client.

**Review LTSA using a Mobility Scooter** – This is a great safety read and outlines the road rules for using a mobility scooter. <https://www.nzta.govt.nz/assets/resources/keeping-mobile/Ready-to-ride.pdf>

**Warranties** – CTM offer generous warranties. 36 months on the frame, 24 months on motor, transaxle / brake, and electronics. Batteries and charger 12 months.



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### 3. Tips & Tricks

- Read the LTSA Ready To Ride Guide - <https://www.nzta.govt.nz/assets/resources/keeping-mobile/Ready-to-ride.pdf>
- Always work out in advance what the range of the scooter is. It is important to understand where the customer wants to go so, we can ensure they buy the right model for the job.
- Ensure that the client can use the Mobility Scooter safety. We are not just about the sale!! Safety first always!!
- Check the client weight.
- Check where the client wishes to use the scooter?
- Check what budget the client is working with?
- Turn the power off before sitting or getting off the scooter.
- Ensure the speed is turned down on the scooter before operating.
- Ask what the client has already seen and what their thoughts are on those models?
- Think about the great range of accessories we offer?
- Customers love confidence. Study your product first.
- Ask the customer how they feel in the scooter? Get them talking to you.
- Sell the full package – AA peace of mind, CTM quality, accessories, Spare parts, Warranty, National network.
- A Safety Flag and Safety vest is recommended to be used on a Mobility Scooter. These can be purchased separately.
- Scooters are purchased privately, by ACC, by lotteries, and by charitable organisations. Lotteries buy around 300 scooters nationally per year.

### 4. Checklist

What to check	Done
Is the scooter fully charged	
Is there a full owners pack with the scooter – 2 keys, AA, Warranty card etc	
Note the serial number on the warranty card	
Inspect the unit for any damage upon unpacking	
Test drive the scooter – the scooters can sit for a while in storage	
The CTM scooter is delivered unassembled in a large box. It will take around 20 mins to assemble.	

