



Mobility Scooters Guide

Giving you peace of mind and helping you get the best out of your mobility scooter





WHAT IS A MOBILITY SCOOTER?

Mobility scooters are powered by an electric motor and run on batteries – either SLA or Li-ion batteries. According to Australian regulations, they can have a max speed of 10kph in a public area.

WHY BUY A MOBILITY SCOOTER?

Mobility scooters are about taking your freedom back and taking your life back, whether that be something as simple as getting out of the house, or as exciting as international travel. And it's one thing above all else: empowerment. Everything we do at Big Mike's is about just that, giving you, our customer, the freedom and life that you deserve to have. We are not your ordinary everyday scooter sales company, we are life charges, freedom givers and most of all a group of people that care. It is for that reason we have put together this scooter guide to assist you in this life changing choice.

Here are some great reasons people buy mobility scooters:

- **CONVENIENCE**

Mobility scooters are a great way to get around – whether you're running errands, going to the local shops, visiting family and friends or just getting around your home or neighbourhood. They can help you stay active and independent so you can keep doing all the things you enjoy every day.

- Can be used indoors and outdoors
- Great for both short and long distances

- **VALUE FOR MONEY**

Many people switch to using mobility scooters because they provide a safe, affordable and easy alternative to getting around:

- No license is required
- No registration costs
- Cheap to run
- Great for travel on a plane, cruising, or down to the shops

- **INDEPENDENCE**

Electric mobility scooters give you independence from others to help you get out and about in your local area – or even further afield if you use a portable scooter.

- No more taxis
- No more buses
- No more dependence on family or friends

At Big Mike's we are here to put the fun back into your life.

FREQUENTLY ASKED QUESTIONS

Here are some questions we typically get asked:

HOW MUCH DO THEY COST?

Brand new scooters have a price range of around \$1,500 to \$9,000. Second hand ones are cheaper.

Give us a call at Big Mike's or come into one of our showrooms for a friendly chat and see our great scooter range. All our new scooters come with a full 12 months warranty and your first service is free. Or come look at our second hand, fully refurbished scooters which all come with 3 months warranty and also the first service is free as well.

DO I NEED A LICENSE?

No, you do not need a licence.

DO I NEED TO REGISTER MY SCOOTER?

If you live in Queensland, yes – it's free. Other states do not require registration.

Here at Big Mike's we will assist you in your registration process, once again making your new scooter purchase hassle free and enjoyable.

CAN I DRIVE ON THE ROAD?

Yes, but if there's a good footpath then you have to use it. The law deems a scooter driver to be a pedestrian, so the rules are the same for both. We don't recommend you driving your scooter down the middle of the road either.

WHAT ABOUT HILLS?

Some scooters can climb very steep hills, others can't. It's important to choose a scooter that fits the terrain. Our friendly staff at Big Mike's will assist you in making the right choice for your scooter.

ARE THERE WEIGHT LIMITS?

Yes, every scooter has its own weight limit. These are typically between 100 - 160kg, but can be as high as 225kg. Terrain must also be taken into account. Is it hilly or flat where you want to use it?

3 WHEELS OR 4 WHEELS?

The turning circle of 3 wheel scooters is a lot better, but some people feel that scooters with 4 wheels offer greater stability. In reality, each is about as stable as the other.

CAN I TAKE IT ON A PLANE OR BOAT?

Fold up portable scooters are available at Big Mike's and we can help you with making the right choice. **Some scooters can be taken on a plane provided the battery is less than 300 w/h. The battery must be removed and taken on board as hand luggage.** Our friendly staff at Big Mike's can show you how easy this is. Most cruise ships welcome folding portable scooters.

CHOOSING A SCOOTER

There are 5 main things to consider when it comes to choosing a scooter.

USE

This one is the most important. What do you want to use your scooter for? Some scooters are large and powerful. They'll get you up and down hills to the shops and back. Others are small, manoeuvrable, and highly portable. They work better inside, or on gentle slopes, and can easily fit in the boot of your car and even on aeroplanes or cruise ships.

DISTANCE

Scooters have a travel range from 10km to approximately 60km, depending on the size of the scooter, the terrain, payload, and batteries. So make sure you are clear on your travel plans before deciding on your scooter.

BODY TYPE

Different body sizes and shapes work better with different scooters. Whether it is leg room, the positioning of the controls, or the power of the motor and sturdiness of the frame, your body type influences your scooter choice.

BUDGET

Mobility scooters range from the very cheap (a few hundred dollars for an old, used scooter) to more expensive (over \$8,500 for the absolute deluxe builds). And of course, it's 'horses for courses' with scooters, just like most things you buy.

PERSONAL PREFERENCE

Style, comfort, colour and design, are all considerations. People love different things, and that's what makes it all so much fun. You can choose from the snazzy to the unobtrusive, from the vintage to the minimalist. Then have a laugh about it when you turn heads at the shopping centre in your scooter that looks like a Rolls Royce.

SAFETY & MAINTENANCE

Our service technicians and staff at Big Mike's will go over your new scooter in great detail with you upon delivery of your new scooter. And should you ever be unsure about something on your scooter or just want to brush up again, either give us a call or come and see us at one of our showrooms and we are always happy to assist you.

ROAD RULES

Mobility scooter users are classified as pedestrians. This means you can go anywhere a pedestrian can go including footpaths, shopping centres, and nature strips. But that also means that you should:

- Use pedestrian crossings or lights where possible
- Try to stay on footpaths
- Only use the road when absolutely necessary
- Be aware of other pedestrians around you

SAFE USE

Scooters are mostly intuitive to use, but in case you're having some trouble, we are there to help. At Big Mike's we offer a comprehensive training session when the scooter is delivered, and we provide you with a certificate of competency once you have been trained. Some common issues that arise include:

- Stopping and starting on hills
- Navigating ramps and gutters
- Maintaining good visibility
- Knowing the limits of the scooter

MAINTENANCE

We recommend you service your scooter, usually at least once a year, but depending on how often you use it and how gently you treat it. At Big Mike's, these tune-ups usually take an hour or less and can be done in your home or you are welcome to have it done at one of our showrooms and enjoy a great coffee or cup of tea whilst you wait for it. Our scooters come with a comprehensive Owner's Manual that gives a good overview on how and when to look after your scooter for maximum performance.

BATTERIES

Keeping the charge of your batteries topped up means they last longer. Both the charger and batteries come with your scooter. If you get a lot of use out of the scooter, you will need to replace the batteries after 2 years, provided you charge them each time after use. So make sure you factor in a charging point that's convenient and easily accessible. **It's always important to make sure the batteries are matched to the scooter and to the charger. Using the wrong batteries or charger will reduce range and life, and may damage the electronics.** At Big Mike's we not only sell the scooters but also the correct batteries of your scooter as well.

THEFT

While rare, theft of mobility scooters does happen, particularly from the home or shopping centre. A few things to keep in mind:

- Use a chain, u-lock, padlock or immobiliser when the scooter is not in use
- The steering on many scooters can be locked. Use this feature if possible
- Always remove the ignition key
- Make sure you know the serial number of the scooter (At Big Mike's we keep a record of your scooter and can always assist you with this, should you require)

HOW CAN BIG MIKE'S ASSIST YOU?

At Big Mike's, we have a large range of mobility scooters to suit all needs and preferences - you can check them out at one of our showrooms. The best way to figure out which scooter best fits your specific needs is to have a chat with one of our staff. We pride ourselves in what we do and the products and service we provide. We believe we are the best in North Queensland and we think you will believe the same after you have come to see us.

FINANCE OPTIONS

We can provide a range of finance options:

- Most of our customers can access an interest-free loan with 50% deposit
- HummFinance (Certegy Pay), NDIS, DVA & My Aged Care
- We have EFTPOS and Direct Debit facilities available
- We offer a layby service as well



Australian Government
Department of Veterans' Affairs



myagedcare



INSURANCE

We highly recommend you to insure your scooter, and there are several good options out there including Blue Badge, RACQ etc. We are happy to assist, if required, once you have made your insurance choice. Insurance protects you against:

- Theft
- Accident
- Third party personal injury, and can be arranged for international travel

GETTING STARTED

Our great friendly staff at Big Mike's are always available to answer any questions you have about mobility scooters. We are committed to helping you find the right scooter at the right price and assist you to test drive and see what is right for you. We are also available to provide any after sales service you may need – whether it's for some new accessories or your routine service or repairs.

CALL US TODAY ON (07) 4427 5622

www.bigmikescooters.com



Showrooms

Townsville

177 Ingham Road
WEST END QLD 4810
07 4427 5622

Ayr

131 Edwards Street
AYR QLD 4807
07 4419 8907

Bowen

39 Herbert Street
BOWEN QLD 4805
07 4737 5729

Mackay

340 Shakespeare Street
MACKAY QLD 4740
07 4864 9927

Rockhampton

158 Musgrave Street
ROCKHAMPTON QLD 4701
07 4911 6952

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