

# GOLDEN COMPANION®

## Owner's Manual



Model: GC240



Model: GC340



Model: GC440



Thank you for purchasing your Companion® Scooter. We are honored you have chosen Golden Technologies for your mobility needs. Please note, unless otherwise specified, the term Companion® refers to each of the models listed below:

Companion® – 3 wheel scooter  
GC240 – 350 lb. load capacity

Companion® – 3 wheel scooter  
GC340 – 400 lb. load capacity

Companion® – 4 wheel scooter  
GC440 – 400 lb. load capacity

#### Standard Packing List:

1 Owner's Manual  
1 Front Basket  
1 Seat with Arms  
1 Safety Flag  
2 Keys  
Charger  
1 Side Arm Bag  
2 Mirrors  
Military Branch Patch



#### DISCLAIMER

We ask that you read this manual completely before operating your new Companion®. Golden Technologies, Inc. is not and cannot be held responsible for any damage or injury incurred due to improper or unsafe use of the Golden Companion® scooter. Golden Technologies, Inc. specifically disclaims responsibility for any bodily injury or property damage that may occur during any use that does not comply with applicable federal, state, or local laws or ordinances.

**Intended Use:** The intended use of the Companion® is to provide mobility to persons limited to a seated position that are capable of operating an electric scooter.

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# I. INTRODUCTION

Congratulations on the purchase of your new Companion® scooter. The Companion® combines cutting edge technology with attractive designs that are also highly functional in today's world. We at Golden Technologies, Inc. know that you have chosen a scooter that will give you years of dependable operation and also will enhance the quality of your life by providing you with the mobility to experience an active daily lifestyle.

Even though your new Companion® is both user-friendly and designed for maximum maneuverability in even the tightest spaces, we ask that you please read, understand and follow all of the instructions and suggestions in this manual before you operate your Companion® for the first time. The safe use of your new scooter is very important to us.

If you feel that you do not understand the instructions and suggestions presented in this owner's manual, or if, for any reason, you do not feel capable of performing the activities necessary to assemble, disassemble, operate, or maintain your Companion®, please contact your local Golden Technologies, Inc. provider or call Golden Technologies, Inc. Technical Support Services at (800) 624-6374.

Golden Technologies, Inc. cannot be held responsible for personal injury or property damage resulting from the unsafe or the improper use of any of our personal mobility products. Also, Golden Technologies, Inc. cannot be held responsible for personal injury or property damage resulting from attempts to follow instructions, suggestions, and guidelines presented in this owner's manual.

Our Research and Development Department, our Quality Control Department, and our Engineering Department have used the latest product specifications and the latest product design information to manufacture your Companion®. Golden Technologies, Inc. reserves the right to implement changes into our product lines when those changes become desirable or necessary. If changes are implemented into our product line, there may be minor differences between the product you purchased and the illustrations and instructions in this owner's manual.

Please fill out and mail the enclosed warranty registration card. Registration is also available @ [www.goldentech.com](http://www.goldentech.com). We at Golden Technologies, Inc. would appreciate hearing about the dependability of your Companion® and about the convenience of mobility it has provided for you. We would also appreciate hearing about the service you received from your local Golden Technologies, Inc. provider or representative.

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For more information about our products and services or to send us your comments, please visit our website at [www.goldentech.com](http://www.goldentech.com)

# I. INTRODUCTION

## Features and Benefits

Please read the Owner's Manual in its entirety for complete safety and operating instructions.

**Control Panel:** Easy to read display features backlit battery gauge; two horn buttons; the key switch; and the white button that turns the headlight and tail-lights on and off.

**Delta Tiller handle:** Offers cushioned hand rests for comfort and dual throttle control levers for easy right or left hand use.

**Slide Seat Mechanism:** A standard feature, every Companion<sup>®</sup> scooter features a mechanism that allows the seat to slide forward or backward for easier access to the tiller and control panel and comfort.

**Off-board charger:** The charger port is located conveniently on the tiller behind a protective cover.

**Tiller:** Easy to use tiller offers infinite adjustment with its angle adjustment lever and can be adjusted without bending over.

**Automatic Tiller Lock:** The tiller will automatically lock when folded down completely so that it does not swing from side to side during transport.

**Headlight (and tail lights):** A standard feature, the headlight and taillights feature bright, long-lasting LED bulbs. The headlight is angle-adjustable.

**Tie Downs:** The tie-downs are important for transportation. Two (2) tie downs are located on the front of the scooter, on each side of the front tire, and two (2) are located at the rear of the scooter on each side of the anti-tip wheels. See IX. "TRANSPORTING YOUR COMPANION<sup>®</sup>" on page 28.

**Adjustable Armrests:** Your Companion<sup>®</sup> scooter features width, height and angle adjustable armrests to find the most comfortable position as well as to make transfers easier.

**Side Arm Bag:** A standard feature, for all those smaller daily items you need to carry with you.

**Self-Locking Seat Swivel:** A standard feature, every Companion<sup>®</sup> scooter seat can swivel to the left or right for easy transfers or to sit more comfortably at a table or desk by lifting the rotate lever. The seat can be locked at any 45° position by simply releasing the lever. The locking mechanism secures the seat to the seat post to ensure safety during transportation. See IX. "TRANSPORTING YOUR COMPANION<sup>®</sup>" on page 28.



FIGURE 1. COMPANION<sup>®</sup> GC240

**Tires:** Every Companion<sup>®</sup> scooter comes with non-marking, non-scuffing tires.

**Power Elevating Seat (optional):** Your Companion<sup>®</sup> scooter may be equipped with the seat lift, which will raise your seat up to 6". The switch for the seat lift is conveniently located on the tiller. See page 19.

# I. INTRODUCTION

## ACCESSORIES FOR THE COMPANION® SCOOTER:

A variety of accessories are available for your Golden Companion® Scooter\*. Please contact your Authorized Golden Technologies Provider for more information or to order.

- Rear Basket
- Cane Holder Tube
- Forearm Crutch Holder
- Oxygen Tank Holder
- Power Elevating Seat

\*Some accessories require a mounting bracket or mounting clips. Please check with your provider to find out if the accessory you would like to order requires a mounting bracket or mounting clips.

### Safety Guidelines

The symbols below are used in the owner's manual and/or on the product to identify warnings and to notify you of important safety information. Make sure you read and understand them completely.



**WARNING!** Indicate(s) a hazardous situation which, if not avoided, could result in death or serious injury. This icon is represented as a black symbol on a yellow triangle with a black border.



**MANDATORY!** Failure to perform mandatory actions can cause personal injury and/or equipment damage. This icon is represented as a white symbol on a blue dot with a white border.



**PROHIBITED!** Indicate(s) an action(s) that should not be performed under any circumstance. Failure to adhere can cause personal injury and/or equipment damage. This icon is represented as a black symbol with a red circle and red slash.

### Safety Symbols

The symbols below identify warnings, mandatory actions, and prohibited actions. They can be found in the owner's manual and/or on the product. Make sure you understand all safety labels before operating the product. Do not remove safety labels from the product.



Read and follow the owner's manual!



Explosive conditions exist!



Indoor use only!



Use only AGM or Gel-Cell batteries!



Avoid transmitters!



Hot surface!



Pinch/Crush Hazard!



Do not place into trash!



Electrical hazard!



Corrosive chemicals inside battery!



Recycle



Do not use personal electronic devices!

## II. SAFETY

Please use your Golden Companion® scooter often and allow it to expand the horizons of your daily life. The more mobility your Golden Companion® brings to you, the happier you will be, and the more satisfied we at Golden Technologies, Inc. will be! But as with all things, especially motor operated vehicles, observing a few rules and safety considerations will help ensure safe scooter operation. So please follow the rules below.

**NOTICE** Please remember that while on your Golden Companion®, you are a motorized pedestrian. You must observe and obey all pedestrian rules and regulations for the locale in which you are riding.

### RULES FOR USE AND OTHER SAFETY CONSIDERATIONS



**MANDATORY!** Read completely and understand this owner's manual before assembling, operating, transporting, or disassembling your Golden Companion®.



**WARNING** **Always** operate your Golden Companion® with thought, care, and safety.

- **Always** come to a full stop before changing direction from forward to reverse or from reverse to forward.
- **Do not** operate your Companion® where you could not safely or legally walk.
- **Never** drive on the roadway, except when you must cross the street.
- **Always** cross streets at intersections and use crosswalks or the most direct route, making sure that your path is clear and that you are visible to motor traffic.
- **Never** drive your Companion® up or down a step or curb that is higher than the ground clearance to the transaxle/motor listed on the specifications page.
- **Never** back up or down a step or curb.
- **Do not** operate or store your scooter where it will be exposed to rain, snow, mist, and below freezing temperatures.
- **Do not** drive your Companion® on slippery, icy or salted surfaces.
- **Do not** climb ramps or curbs that exceed your scooter's capacity.
- **Always** approach curbs and inclines straight on.
- **Always** turn on your scooter's lights when operating near traffic, at night, and in any poorly lit area.
- **Always** be aware of and careful near mechanical pinch points especially when assembling and disassembling your scooter.
- **Never** sit on your Companion® when it is being transported.
- **Always** fasten down your Companion® securely with an approved tie-down system while transporting your scooter.
- **Never** operate your Companion® if it is not functioning properly.
- **Always** use caution when driving on soft or uneven surfaces such as grass, gravel. Also use caution on decks where there is no railing.
- **Never** operate your Companion® while you are under the influence of alcohol.
- **Do not** attempt to use your Companion® on an escalator. Always use an elevator.
- **Do not** carry passengers under any circumstances.
- **Do not** mount or dismount your Golden Companion® unless the brake is engaged.
- **Always** make sure that the key switch is set to "Off" before mounting or dismounting your scooter.
- **Do not** back your Golden Companion® down an incline or across an uneven surface.
- **Do not** turn your scooter suddenly at full speed.
- **Always** make sure the seat is locked in the forward position before operating your Companion®.

## II. SAFETY

Your Golden Companion® is a battery-operated personal mobility vehicle. Please exercise caution and consideration when you are operating it. Driving your Companion® carefully and thoughtfully will help ensure your personal safety and the safety of other people.

**NOTICE** Before learning to operate your Companion®, have your authorized Golden Technologies, Inc. provider determine if it is advisable for you to practice getting on and off your Companion® and operating it in the presence of an attendant.

### **BEFORE GETTING ON YOUR COMPANION®**

- Check to be certain that the power is turned off. See section V. “Operation” in this manual. This will eliminate the possibility of accidentally activating the paddle controls and causing injury to yourself and/or others.
- Check to be certain that your Companion®’s brake handle is in the engaged position. See section VII. “Disassembly” in this manual.
- Flip up the armrests.



**WARNING**

**When getting on or off your Companion®, keep your weight toward the middle of the deck. Putting most or all of your weight on the edge of the deck may cause an unstable condition.**

### **GETTING ON YOUR COMPANION®**

- Position the seat for safe and easy mounting. See section V. “Operation.”
- Return tiller to full upright position
- Carefully place one foot on the approximate center of the deck and seat yourself comfortably and securely on the seat.
- Fasten the lap belt, if your scooter is so equipped.
- Flip down the armrests.

### **GETTING OFF YOUR COMPANION®**

- Make certain that the power is turned off and the key is removed.
- Return tiller to full upright position
- Flip up the armrests.
- Unfasten the lap belt.
- Carefully place one foot on the ground, transfer your weight to that leg, and slowly come to a standing position.
- Step away from the scooter.

### **MAXIMUM WEIGHT**

Your Companion® has been rated to a maximum payload (operator and anything else being carried on the Companion®) of 350 pounds for the Companion® GC240 and 400 pounds for the Companion® GC340 and GC440. Exceeding the maximum weight rating will void the warranty.



**WARNING**

**Exceeding the maximum weight rating may result in injury to yourself and/or to others.**

## II. SAFETY



### WARNING

Should you encounter a problem with the operation of your mobility device such as a mechanical or electrical problem **immediately stop using the product**. Disconnect the batteries then contact the provider from whom you purchased your mobility device for evaluation of the problem and repair if needed.

### DRIVING ON INCLINES

- For maximum stability, lean forward in your Companion®'s seat while proceeding up ramps, inclines, curbs, or any low rise. See figure 2.
- Drive with caution when attempting to negotiate any incline, even handicap access ramps.
- **Always** climb or descend an incline by driving straight up or straight down the face of the slope.
- **Do not** traverse or drive across the face of an incline in any direction. See figure 3.
- **Do not** attempt to negotiate an incline that is covered with snow, ice, cut or wet grass, leaves, or any other potentially hazardous material.
- **Do not** back down an incline.
- Try to keep your Companion® moving when climbing an incline. If you do come to a stop, restart and accelerate slowly and carefully.
- **Do not** try to descend or climb a slope whose gradient is greater than recommended.\*



FIGURE 2. GOING UP AN INCLINE



FIGURE 3. TRAVERSING AN INCLINE

\* Maximum recommended incline is 7.5°



### WARNING

If, while you are driving down a slope, your scooter starts to move faster than you feel is safe, release the throttle control lever and allow your Companion® to come to a stop. When you feel that you again have control of your scooter, continue safely down the remainder of the slope.

### DRIVING DOWN A DECLINE

- Lower the speed setting.
- Whenever it is safely possible, drive forward down any ramp, low rise, or incline.

Golden Technologies, Inc. does not recommend that you drive your scooter in reverse down any incline, ramp, curb, or low rise. Backing down any slope may create a very hazardous situation.

## II. SAFETY

If it is necessary to back down a slope follow one of two procedures.

### CAUTION

When using either of the following procedures to back down a slope, Golden Technologies, Inc. strongly advises that you have the assistance of another person.

#### **Procedure 1 - Under Power**

1. Set the key switch to the “Off” position. See section V. “Operation.”
2. Dismount your Companion®.
3. Set the key switch to the “On” position. See section V. “Operation.”
4. While standing alongside your scooter, carefully operate the controls at the lowest speed setting. See section V. “Operation.”
5. Slowly and carefully back your scooter down the incline.
6. Carefully remount your Companion® and resume normal operation.

#### **Procedure 2 - Emergency (No Power)**

1. Set the key switch to the “Off” position. See section V. “Operation.”
2. Dismount your Companion®.
3. Set the freewheel lever to “Disengaged.”
4. While standing alongside the scooter, carefully manually maneuver it down the slope.
5. When you have reached a level surface at the bottom of the slope, position the freewheel lever in the engaged position. See section VII. “Disassembly.”
6. Carefully remount your Companion® and resume normal operation.



### WARNING

**When your scooter is in freewheel mode, the brake is released. The weight of the scooter on a slope may cause you to lose control of the scooter. If you do not feel capable of manually controlling your scooter down the slope, request assistance or do not attempt to use this procedure.**

#### **Motor Braking System**

Your scooter is equipped with a system that uses the motor to aid in braking. This Motor Brake system is designed to work when the key is in either the on position or the off position. When the key is in the on position, the freewheel is in the engaged position, and the scooter is under power, the motor will help slow down the scooter as soon as you take your hand off of the throttle lever.

When the key switch is in the off position and the freewheel lever is in the disengaged position, the motor brake system will keep you from pushing the scooter too fast (i.e. down a slope). You may notice this when pushing the scooter. The scooter will move freely until you reach a certain speed. You will then encounter some resistance as the motor brake system is activated.

#### **MEDICATION**

Always check with your physician to determine if any of the medications you are taking may affect your judgment and/or your ability to operate your Companion®. Also check with your physician concerning your physical ability to operate a scooter.



### WARNING

**Do not connect or allow anyone except an authorized Golden Technologies, Inc. representative to connect any electrical or mechanical device to your Companion®. Unauthorized accessories will void the warranty and may cause injury.**

### III. EMI/RFI

The rapid development of electronics, especially in the area of communications, has saturated our environment with electromagnetic (radio) waves that are emitted by television transmitters, cellular phones, citizen's band radios (CBs), amateur radios (ham radios), wireless computer links, microwave transmitters, paging transmitters, etc. These electromagnetic (EM) waves are invisible and increase in strength the closer one gets to the source of transmission. When these energy waves act upon electrical devices and cause them to malfunction or to function in an erratic or uncontrolled manner, they are referred to as Electromagnetic Interference (EMI) or Radio Frequency Interference (RFI).

#### **EMI/RFI AND YOUR COMPANION®**

All electrically powered vehicles, including scooters are susceptible to Electromagnetic Interference/Radio Frequency Interference (EMI/RFI). This interference could result in abnormal, unintended movement of your Golden Companion®.



**WARNING**

**Unintended movement or brake release could cause an accident or injury.**

The FDA has determined that each make and model of scooter can resist EMI/RFI to a certain level. The higher the level of resistance, the greater the degree of protection from EMI/RFI—measured in volts per meter (V/m). The FDA has also determined that current technology is capable of providing 20 V/m of resistance to EMI/RFI, which would provide useful protection against common sources of interference. This product has been tested and has passed at an immunity level of 20 V/m.



#### **EMI/RFI RECOMMENDATIONS**

**PROHIBITED!** Do not turn on or use hand-held personal electronic communication devices such as cellular phones, walkie-talkies, and CB radios while your scooter is turned on.

- Be aware of any nearby transmitters (radio, television, microwave, etc.) on your intended route and avoid operating your scooter close to any of those transmitters.
- Turn off the power if your Companion® is going to be in a stationary position for any length of time.
- Be aware that adding accessories or components or modifying your scooter may make it more susceptible to EMI/RFI.
- If unintended movement or brake release occurs, turn your scooter off as soon as it is safe to do so.
- Report all incidents of unintended movement or brake failure to Golden Technologies, Inc. Technical Service at (800) 624-6374.



**WARNING**

**Turn off your scooter as soon as it is safely possible if unintended or uncontrollable motion occurs or if unintended brake release occurs.**

# IV. YOUR GOLDEN COMPANION®



**FIGURE 4. YOUR GOLDEN COMPANION®**

**FOR YOUR RECORDS**

Please fill in your Companion®'s information below. This information will be useful in the event that you ever need to contact Golden Technologies, Inc. concerning your scooter.

Your Companion®

Model \_\_\_\_\_ Serial Number (under carpet—right rear) \_\_\_\_\_

Date of Purchase \_\_\_\_\_ Body Color \_\_\_\_\_

Options \_\_\_\_\_

Place of Purchase \_\_\_\_\_

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

Please remember to fill in and return your warranty registration card in the back of this manual.

## IV. YOUR GOLDEN COMPANION®

Specifications	GC240	GC340	GC440
Medicare Code	K0807	K0807	K0807
Weight Capacity	350 lbs.	400 lbs.	400 lbs.
Drive Wheels	Rear	Rear	Rear
Maximum Speed	5.3 mph	5.3 mph	5.3 mph
Operating Range <sup>1</sup>	15.1 miles	16.5 miles	15.5 miles
Ground Clearance under deck	3.75"	4.5"	4.5"
Ground Clearance to transaxle/motor	2.5"	2.5"	2.5"
Turning Radius	37"	41"	56.5"
Battery Type / Air Travel Safe	2-U1 / Yes	2-40AH / Yes	2-40AH / Yes
Colors	Red, Blue	Red, Blue	Red, Blue
Freewheel Mode	Yes	Yes	Yes
Electronic Speed Control	Yes	Yes	Yes
Electro-Mechanical Brakes	Yes	Yes	Yes
Charger	Off Board	Off Board	Off Board
Controller	90 Amp Dynamic R-Series	90 Amp Dynamic R-Series	90 Amp Dynamic R-Series
<b>Dimension:</b>			
Length	42.25"	45.5"	47.5"
Width	24"	24"	24"
Height (ground to top of back of seat)	36.5" - 38.5"	36.5" - 38.5"	36.5" - 38.5"
Ground to Top of Seat	22.25" - 24.25"	21.5" - 23.5"	22" - 24"
Ground to Top of Deck	6.25"	6.25"	6.25"
Deck to Top of Seat	16.25" - 18.25"	15.5" - 17.5"	16" - 18"
Number of Seat Height Positions	3	3	3
Size of Increments	1.0"	1.0"	1.0"
Front Axle to Rear Axle	30"	34.5"	35.5"
<b>Weight of Unit: (assembled)</b>	174 lbs.	196 lbs.	214 lbs.
Heaviest Piece	50 lbs.	52 lbs.	66 lbs.
<b>Tires:</b>			
Standard Tires	Solid, low profile	Solid, low profile	Solid, low profile
Front	9"	9"	10.75"
Rear	10.75"	10.75"	10.75"
Rear Anti-Tippers	3"	3"	3"

## IV. YOUR GOLDEN COMPANION®

Specifications	GC240	GC340	GC440
<b>Standard Seat:</b>	Stadium Style	Stadium Style	Stadium Style
Slide Seat	Standard	Standard	Standard
Back Height – no headrest	15”	15”	15”
Width x Depth	16.1” X 16.7”	16.1” X 16.7”	16.1” X 16.7”
Color	Black Vinyl	Black Vinyl	Black Vinyl
<b>Optional Seats:</b>	Stadium Style	Stadium Style	Stadium Style
Back Height – no headrest	16”	16”	16”
Width x Depth	20” X 18”	20” X 18”	20” X 18”
Color	Black	Black	Black
<b>Seat Options:</b>			
Power Elevating Seat Option	6” Rise	6” Rise	6” Rise
<b>Warranty:</b>			
Frame	Lifetime	Lifetime	Lifetime
Drive Train	2 Years	2 Years	2 Years
Electronics <sup>2</sup>	2 Years	2 Years	2 Years
Batteries	1 Year	1 Year	1 Year

1. Battery range will vary due to rider weight, drive surface, terrain, and battery type.
2. Electronics warranty excludes batteries.

Literature is current at time of printing. Golden Technologies reserves the right to make changes to the product or literature at any time.

## V. OPERATION



FIGURE 5. CONTROL PANEL

### CONTROLS

#### Speed Adjustment Dial

- The speed adjustment dial allows you to select the maximum top speed of your Golden Companion®. See figure 5.
- Turn the dial counterclockwise to operate your scooter at the lowest speed level.
- Turn the dial clockwise to increase the operational speed of your scooter.
- We recommend that you select a speed setting at which you feel comfortable, safe, and in control of your Companion®.

#### Key Switch

This switch turns the power on and off to your Companion®. See figure 5.

- Insert the key into the key switch.
- Turn the key 90 degrees clockwise to turn on your scooter's power.
- Turn the key back to the vertical position to turn off your scooter's power.

### **CAUTION**

Always make certain that the key is removed from the key switch before getting on or off your Golden Companion® or before lowering the tiller completely.

# V. OPERATION

## **Power Indicator LED**

When the power to your Companion® is turned on, the Power Indicator LED (Light Emitting Diode) will light up. See figure 5 on page 15. This LED is used for diagnosing operational problems that may arise. Please see the Diagnostics section of this manual.

## **Horn Button**

Press this button to sound the horn. See figure 5 on page 15.

## **Light Switch Button**

This button operates your Companion®'s lighting system. See figure 5 on page 15.

- Press the button once to turn on your scooter's lights.
- Press the button a second time to turn off the lights.

## **Delta Tiller Throttle Control Lever**

The Delta Tiller enables you to use only one hand (either the right or left) to operate both the speed and the direction of the Companion®. This self-centering lever system controls your Companion®'s speed (up to the maximum speed set by the speed adjustment dial) and its forward and reverse direction. See figure 5 on page 15.

### **To drive forward use either of the following:**

- Use your right hand fingers to pull back on the right side of the throttle control lever.
- Use your left thumb to push the left side of the throttle control lever.

## **⚠ CAUTION**

Always bring your Companion® to a full stop before changing direction from forward to reverse, or from reverse to forward.

### **To drive in reverse use either of the following:**

- Use your left hand fingers to pull back on the left side of the throttle control lever.
- Use your right thumb to push the right side of the throttle control lever.

When the throttle control lever is completely released, it automatically returns to the center "stop" position and engages your scooter's brakes, bringing you to a complete stop. You will hear a "click" when the brake engages.

# V. OPERATION

## DC Voltage Meter

This meter (see figure 5 on page 15) shows the amount of voltage in your Companion®'s batteries.

- Green indicates a full charge on the batteries.
- Yellow indicates caution and approximately a one-half charge of the batteries.
- Red indicates that the batteries have less than one-half of a charge remaining. See section X. "Care and Maintenance" for instruction concerning charging the batteries.

## NOTICE

Your scooter will automatically turn itself off if the battery output falls to or below 17.5 VDC.

## Finger Tip Tiller Adjustment Lever

The Tiller on your Companion® scooter employs a pneumatic piston to provide you with infinite tiller angle settings for your driving comfort.

- Use one hand to grasp a handgrip.
- Pull on the release lever and position the tiller at a comfortable and safe operating angle.
- Release the tiller adjustment lever. It will automatically lock the tiller at the selected angle.

## CONTROL OPTIONS

Golden Technologies, Inc. has made provision for the individual needs and abilities of the operators of the Golden Companion®.

Your authorized Golden Technologies, Inc. provider can reverse the throttle control lever controls so that when you pull on the left side of the lever, your scooter will move in the forward direction, and when you pull on the right side of the lever your scooter will move in the reverse direction.

## SEATING CONTROLS

### Armrest Height Adjustment

To adjust the armrest height:

1. Loosen "Armrest Height Adjustment Knob" until you can move the armrest up or down. See figure 6.
2. Raise or lower the armrest to the desired position.
3. Tighten the armrest height adjustment knob to secure the armrest in place.
4. Repeat steps 1-3 for the opposite arm.

### Armrest Width Adjustment

To adjust the armrest width:

1. Loosen the "Armrest Width Adjustment Knob" until you can move the armrest in or out. See figure 7 on page 18.
2. Slide the armrest in or out to the desired width.
3. Tighten the armrest width adjustment knob to secure the armrest in place.
4. Repeat steps 1-3 for the opposite arm.



FIGURE 6. ARMREST HEIGHT

## V. OPERATION

### Seat Height Adjustment

To adjust the seat height:

1. Unlock the seat by lifting the seat rotate lever. See figure 4 on page 12.
2. Remove the seat by lifting the seat straight up.
3. Set the seat aside.
4. Remove the bolt, nut, and washer that hold the seat post in the seat pedestal. See figure 8.
5. Position the seat post at the desired height while aligning the holes in the seat post and the seat pedestal.
6. Reinstall and tighten the nut, bolt, and washer. The bolt must be installed from the back of the pedestal, with the nut and washer to the front of the scooter.
7. Place the seat back on the seat post, then push down to make sure the lock is engaged.

### Seat Rotation Lever

The seat can be rotated through 360° and locked at any 45° position.

1. Pull up on the seat rotation lever and rotate the seat to the desired position. See figure 4 on page 12.
2. Release the handle to lock the seat at any 45° position.

### Flip-up Armrests

Pull up on the end of either armrest to flip it up for easy transfer on and off your Golden Companion®. See figure 9.

### Armrest Angle

To increase the armrest angle:

Turn the armrest angle screw counterclockwise. See figure 9.

To decrease the armrest angle:

Turn the armrest angle screw clockwise. See figure 9.

Repeat the process for the opposite arm.



FIGURE 7. ARMREST WIDTH

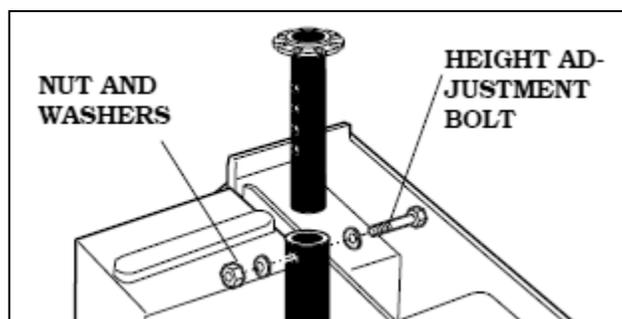


FIGURE 8. SEAT HEIGHT



FIGURE 9. FLIP-UP ARMRESTS

## V. OPERATION

### POWER ELEVATING SEAT ADJUSTMENT - OPTIONAL EQUIPMENT

Your Companion® may be equipped with a power elevating seat. The power elevating seat actuator is designed to raise or lower the seat with minimal effort by the user. The power elevating seat switch is located on the tiller below the throttle lever. See figure 10.



FIGURE 10. POWER ELEVATING SEAT SWITCH



#### WARNING

**Before attempting to operate the power elevating seat for the first time, make sure your scooter is level and stationary and the speed adjustment dial is set to its slowest (turtle) setting. Make sure you are familiar with all the scooter operating procedures in your owner's manual.**

#### To operate the power elevating seat:

1. Lift up and hold the power elevating seat switch to raise the seat. Release the switch when you have reached your desired height or upon reaching the highest position.
2. Push down and hold the power elevating seat switch to lower the seat. Release the switch when you have reached your desired height or upon reaching the lowest position.

#### How the Power Elevating Seat Functions:

By elevating the power seat to approximately one-half its maximum height your scooter's speed will be limited to half the speed dial setting. If the power seat is elevated to approximately three-quarters its maximum height, the scooter will not move if the throttle control lever is pressed. The power seat must be lowered to slightly under, three-quarters of its maximum height in order to drive the scooter again. The scooter can not be driven at full speed until the scooter's seat is lowered to under one-half its maximum height.

#### Problem Solving:

If you encounter an instance where after using the power elevating seat feature that the scooter will not run, try lowering your seat. Depending on how high the power elevating seat is raised, your scooter's speed will be reduced or the scooter may stop operating and give a fault code. For details, refer to the above section "How the Power Elevating Seat Functions."

## V. OPERATION

### Freewheel Mode

Your Golden Companion® is equipped with a freewheel lever that can set your scooter in or out of freewheel mode. The freewheel lever engages your park brake.

To engage the brake and take your scooter out of freewheel mode:

Push the brake handle in the direction of “engage” on the label. See figure 11.

To disengage the brake and put your scooter in freewheel mode:

Push the brake handle in the direction of “disengage” on the label. See figure 12.

### NOTICE

Pushing the scooter too quickly in freewheel will cause the motor to act as a generator causing the scooter to become difficult to push. Freewheel slowly.



FIGURE 11. FREEWHEEL LEVER (ENGAGED)



FIGURE 12. FREEWHEEL LEVER (DISENGAGED)



**WARNING** Do not sit on or attempt to move your Companion® unless the frame and rear carriage are securely engaged. Accidental separation of the frame from the rear carriage may occur and cause injury or damage.



**WARNING**

- Never set your Companion® in freewheel mode when it is on an incline.
- Never disengage the brake handle while you are operating your Companion®.
- Always make certain that your scooter brake is engaged before inserting the key into the key switch.

# VI. RIDING YOUR COMPANION®

## MOUNTING

### ⚠ CAUTION

For your first driving sessions, make certain that your Golden Companion® starts out on a level surface and that you will continue driving on a level surface.

#### To Get on Your Companion®

1. Stand behind your Companion®.
2. Make certain that the freewheel lever is in the engaged position.  
See figure 11 on page 20.
3. Pull up on the seat rotate lever.  
See figure 4 on page 12.
  - This lever is normally located on the right-hand side of the seat, but your Companion® may be configured to have the lever positioned on either side of the seat.
  - Once the lever is pulled up and held in the “up” position, the seat can be freely rotated.
  - Release the lever to lock the seat into one of the eight preset locking positions.
4. Make certain that the seat is positioned for safe and easy mounting.
5. Position yourself in the seat.
6. Use the seat rotate lever to position the seat so that it is locked in the fully forward direction.
7. Fasten your lap belt, if your Companion® is so equipped.
8. Place the key into the key switch.
9. Rotate the key to the “on” position. See figure 14.



FIGURE 13. OFF



FIGURE 14. ON

#### BASIC DRIVING

1. Make certain that you are seated safely and properly on your Golden Companion®.
2. Turn the speed control dial fully counterclockwise to its slowest setting.
3. Insert the key into the key switch—if you have not already done so.
4. Turn the key clockwise to the “On” position. See figure 14.
5. Place your hands on the handgrips.
  - If you wish to drive forward, pull back on the right side of the throttle control lever (or push the left side of the throttle control lever forward).
  - If you wish to drive in reverse, pull back the left side of the throttle control lever (or push the right side of the throttle control lever forward).
6. Pull or push on the throttle control lever to gently accelerate your Companion®.
7. Release the throttle control lever to allow your Companion® to come gently to a full stop.
8. Practice these two basic functions until you feel that you have control of your scooter.

## VI. RIDING YOUR COMPANION<sup>®</sup>

### Steering

Steering your Golden Companion<sup>®</sup> is easy and logical.

1. With both hands on the handgrips of the tiller (see figure 4 on page 12), turn the tiller to the right to travel to the right.
2. With both hands on the handgrips of the tiller (see figure 4 on page 12), turn the tiller to the left to travel to the left.
3. Make certain to maintain sufficient clearance when turning your scooter so that the rear wheels will clear any obstacle.



#### WARNING

**Turning your scooter too sharply at too high a speed may create a situation where one of the rear wheels will leave the ground and the possibility of tipping the scooter. Avoid this danger at all times by decelerating and steering a wide arc around corners and obstacles.**

### Steering in a Tight Spot

If you must steer in a tight spot, such as entering a doorway or when turning around:

1. Bring your Companion<sup>®</sup> to a full stop.
2. Set speed at the lowest setting.
3. Turn the tiller to the direction in which you wish to drive.

For more information on dealing with obstacle and tight spots, see “Control Through Tight Spots” on the next page.

### Steering in Reverse

Backing up your Companion<sup>®</sup> requires attention to what you are doing.

1. Use your right fingers to push the throttle control lever or use your left fingers to pull back on the throttle control lever. See figure 5 on page 15.
2. Turn the tiller to the left to drive in reverse to the left.
3. Turn the tiller to the right to drive in reverse to the right.

#### **NOTICE**

Your Companion<sup>®</sup>'s speed in reverse is fifty percent of the speed set at the speed control dial.

# VI. RIDING YOUR COMPANION®

## CONTROL THROUGH TIGHT SPOTS

As you use your Golden Companion® to greatly increase your mobility, you will undoubtedly encounter some obstacles that will require practice to negotiate smoothly and safely. Below are some common obstacles that you may meet during the daily use of your scooter. Listed with those obstacles are some driving tips that should help you conquer those obstacles. Learn and follow those tips, and with surprising ease you will soon be in control of your Companion® as you maneuver it through doors, up and down ramps, up and over curbs, through grass and gravel, and up and down inclines.

### Ramps

When proceeding up any ramp, curb, or incline:

- Lean forward in your seat to move your center of gravity forward for maximum stability and safety.

If the ramp has a switchback, good cornering ability is required.

- Maneuver your Companion® so that the front wheels take wide swings around the corners of the ramp.
- Doing this will allow your scooter's back wheels to follow a wide arc around the corner, staying clear of obstacles.

If you must stop your Companion® while driving up a ramp:

- Starting up again simply requires that you apply gentle and steady pressure to the throttle control lever.
- Accelerate gently after stopping on any incline.

Driving down a ramp:

- Keep your Companion®'s speed control dial set fully counterclockwise at the slowest speed setting.
- If you must come to a stop, release the throttle control lever slowly and smoothly.

### Curbs

- **Always** use caution when negotiating any curb.
- Go up or down a curb head on at a direct 90° angle.
- Approach and negotiate the curb so that both back wheels of your scooter go over the curb at the same time.
- **Never** negotiate inclines or curbs by traversing them. Doing so may cause the scooter to tip over.
- Go down a curb slowly to avoid a jarring bump. Use as little power as possible.

### Grass and Gravel

Your Golden Companion® performs admirably on grass, gravel, and hills, but you must follow the operational parameters presented in this manual. Refer to the "Safety" section. If you are unsure about any situation, avoid it. Common sense is your best protection.

- Feel free to use your Golden Companion® on lawns or in park areas.
- Avoid long or high grass, which may wrap around your scooter's axles.
- Avoid loose gravel.

# VII. DISASSEMBLY

## REMOVING THE SEAT

**NOTICE** Pinchless seat hinges are standard on all Golden Companion® scooters.

1. Remove the key.
2. Make sure that the scooter brake is engaged.
3. (Optional) Loosen the arm width adjustment knobs, and slide the arms off the scooter. This will reduce the seat weight, if you are not able to carry the seat with the armrests attached. See figure 15.
4. Pull up on the seat rotate lever. See figure 15.
5. Remove the seat by grasping it on both sides and lifting the seat straight up and out of the seat post. See figure 15.

*Note: The seat can be folded for compact storing.*



### WARNING

**If transporting your scooter on an outside lift, remove seat or make sure the seat lock mechanism is locked. Failure to do so could result in the seat coming loose and becoming airborne. This situation could cause problems for the traffic behind you and possibly result in an injury.**

## REMOVING THE REAR SHROUD

1. Unscrew the two shroud thumb screws.
2. Pull up on the sides of the shroud.
3. Lift the shroud up and off the scooter. See figure 16.

## REMOVING THE BATTERIES

1. After removing the shroud, loosen the Velcro™ straps from around each battery. See figure 17.

**NOTICE** If the two black zip ties around each battery (used during shipping) have not been removed, you will need to cut them and remove them prior to removing the batteries.



FIGURE 15. REMOVING THE SEAT



FIGURE 16. REMOVING THE REAR SHROUD

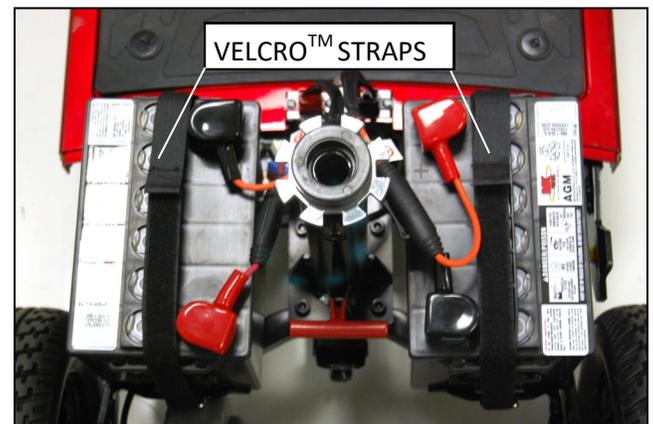


FIGURE 17. REMOVING THE BATTERIES

## VII. DISASSEMBLY

2. Squeeze the locking ear on the connector and disconnect the batteries from the frame.  
See Figure 18.
3. Remove the batteries one at a time.
4. Lower the tiller, which will automatically lock into place once lowered.

**NOTICE** The key must be removed from the key switch to fully lower the tiller. The tiller will only lock when it is in the center position.

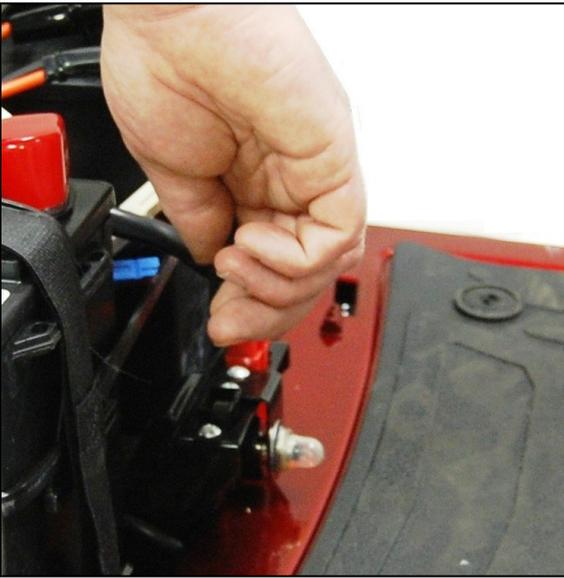


FIGURE 18. BATTERY CONNECTORS

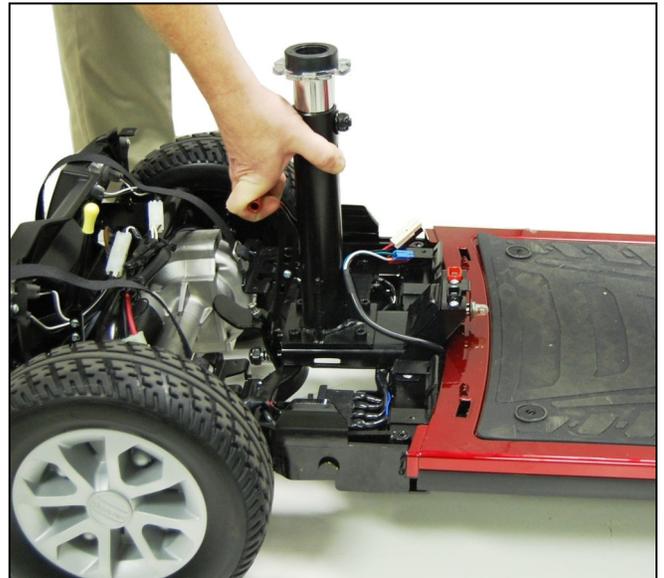


FIGURE 19. PULL T-HANDLE



FIGURE 20. COMPLETELY DISASSEMBLED

### DISCONNECT THE FRONT AND REAR FRAME SECTIONS

1. Pull up on the T-handle next to the seat post See figure 19. Pulling up on the T-handle will separate the front and rear section.
2. Your Companion® scooter is now fully disassembled. See figure 20.

## VIII. ASSEMBLY

The Companion® scooters are easy to assemble. Make sure the key is out of the key switch before assembling your scooter.



**WARNING! Pinch/Crush Hazard!**

### CONNECTING THE FRAME SECTIONS

1. Position the front and rear sections of the frame as shown in figure 21 so that they align properly.
2. Pull up on the T-handle to lift the front section.
3. Once the frame hooks are properly aligned (See figure 22), push down on the seat post to secure the frame together. You will hear and feel a positive “snap” sound to confirm that the front and rear frames are connected.
4. Raise the tiller.

### BATTERY INSTALLATION

1. Install the batteries onto the scooter.
2. Reconnect the batteries. See figure 18 on page 25.
3. Wrap a Velcro™ strap around each battery to secure them in place. See figure 23.



FIGURE 21. CORRECT FRAME ALIGNMENT

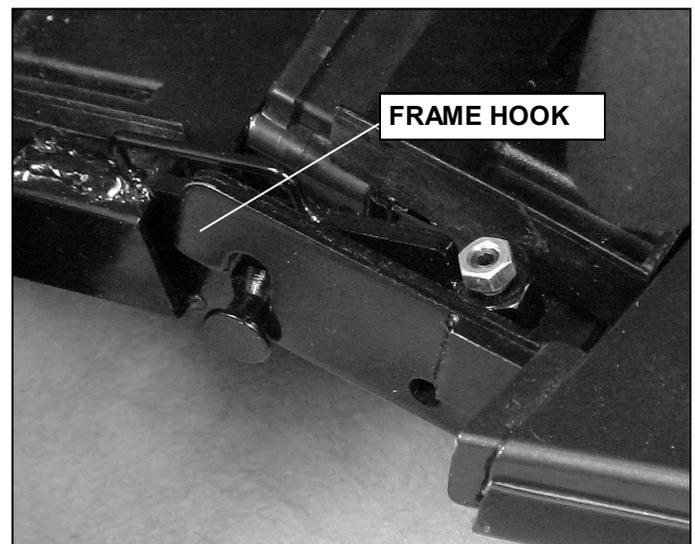


FIGURE 22. FRAME HOOK

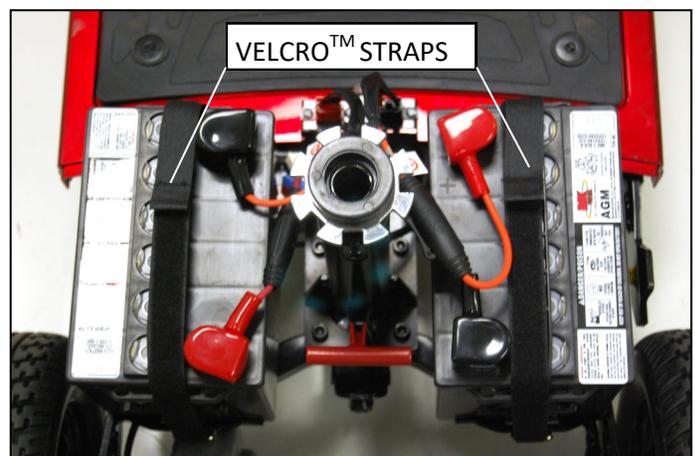


FIGURE 23. BATTERY INSTALLATION

## VIII. ASSEMBLY



### WARNING

**Do not sit on or attempt to move your Companion® unless the frame and rear carriage is securely engaged. Accidental separation of the frame from the rear carriage may occur and cause injury or damage.**

### REINSTALL THE SEAT

1. Make certain that the seat post is mounted in the seat post pedestal and adjusted to the desired height.
2. Lift the seat and position the seat swivel post into the seat post. See figure 24.
3. Push down on the seat to make certain that the seat swivel post is fully inserted and locked.



### WARNING

**Failing to assure proper installation of the seat could result in injury.**

Your Golden Companion® is now successfully assembled.



**FIGURE 24. REINSTALL THE SEAT**

### **NOTICE**

If you removed the seat arms to reduce the weight of the seat, you must perform the next step.

### REINSTALL THE ARMRESTS

1. Insert the right arm into the arm bracket.
2. Tighten the right arm bracket adjustment knob.
3. Insert the left arm into the arm bracket.
4. Tighten the left arm bracket adjustment knob.

## IX. TRANSPORTING YOUR COMPANION<sup>®</sup>



FIGURE 25. GC240



FIGURE 26. GC340



FIGURE 27. FOUR-WHEEL  
GC440

### NOTICE

All Golden Companion<sup>®</sup> scooters shown above can be equipped with docking devices for loading onto a vehicle by means of a mechanical lift or hoist. Contact your Golden Technologies, Inc. provider for more information concerning docking devices and scooter lift devices.

#### To Transport Your Companion<sup>®</sup>:

- Disassemble or fold down the seat and tiller (see section VII. “Disassembly”) as close as possible to the loading area of the vehicle to be used for transporting your scooter.
- The degree to which you disassemble your Companion<sup>®</sup> or fold the seat and tiller depends on the size and shape of the cargo area of the transporting vehicle.
- Moving blankets or other forms of padding may be used to protect your Companion<sup>®</sup> during transportation.

### CAUTION

- **Do not** lift your Companion<sup>®</sup> by its plastic body parts or tiller. Breakage of these parts is not covered by the warranty.
- **Do not** use the tires or wheels to lift the rear carriage. The carriage may rotate and cause injury or damage.



#### WARNING

If your scooter and its components are not properly and securely stowed during transportation, the scooter or the components may move or become airborne and cause injury or damage. Remove the basket for transit.



#### WARNING

Never sit on your Companion<sup>®</sup> when it is being transported. Always fasten down your Companion<sup>®</sup> securely with an approved tie-down system supplied by your lift manufacturer while transporting your scooter.



#### WARNING

If transporting your scooter on an outside lift, remove seat or make sure the seat lock mechanism is engaged. See “REINSTALL THE SEAT” on page 27. Failure to do so could result in the seat coming loose and becoming airborne. This situation could cause problems for the traffic behind you and possibly result in an injury.

# X. CARE AND MAINTENANCE

## ROUTINE MAINTENANCE

Your scooter requires a minimal amount of care and maintenance. If you do not feel confident in your ability to perform the maintenance listed below, you can schedule an inspection and maintenance with your provider.

- ✓ Make sure your batteries are fully charged daily. See “Battery Charging”.
- ✓ Regularly inspect your scooter’s tires for signs of wear.
- ✓ Regularly inspect all exposed harnessing and connections for wear, damage, and corrosion. Have your provider repair or replace any damaged harness or connector.
- ✓ Periodically check all fasteners for tightness, wear, and corrosion. If any of these are present, turn off the scooter and contact your provider.



### WARNING

**Be careful of pinch points and sharp metal parts (wear gloves).**

- ✓ Keep all the electrical components (charger, console panel, and electronics) free from moisture. If any of these items do become exposed to moisture, let them dry thoroughly before attempting to operate your scooter again.
- ✓ All bearings are permanently lubricated and sealed. No additional lubrication is required.

## LIGHT BULB REPLACEMENT

Your scooter’s taillights employ light bulbs, which may require replacement. Replace bulbs as necessary.



### WARNING

**Taillight bulbs MUST be replaced with 24 volt / 5-watt bulbs only!**

## CLEANING YOUR COMPANION®

### Tires

- Clean the tires with ordinary kitchen-type cleaners and a damp cloth.
- Do not use solvents on the tires. Solvents can cause the tire material to break down or become too soft.

### Body

- The body (rear shroud, tiller shroud, deck shroud) of your Golden Companion® is formed ABS plastic and coated with a durable automotive-type finish.
- Use cool water mixed with a mild soap to remove dirt and oils.
- Use a nonabrasive car wax on the ABS body parts.
- Buff by hand with a soft cloth.

### Seat

Vinyl Seat:

- Clean with a mild soap or mild detergent and a damp cloth.

### Removable Floor Mat

- Spray clean with an automotive-type wand after the floor mat has been removed from the scooter.
- The floor mat snaps into place on the scooter floor. Simply pull up on the floor mat to remove it.



**Do not** use excess water or pressure when cleaning your scooter.

- **Never** take your scooter through a car wash.
- **Never** use a high pressure hose to wash your scooter.

## X. CARE AND MAINTENANCE

**IMPORTANT!** New batteries **MUST** be fully charged prior to the initial use of your scooter. **Charge new batteries for 12 hours even if the battery gauge already shows a full charge. This is to condition your new batteries for maximum performance.**



**WARNING!** Corrosive chemicals contained inside the battery.  
Explosive battery conditions exist.



**WARNING!** Charger surface can become HOT.  
Electrical hazard!

### BATTERIES AND CHARGING

Battery maintenance is the most important part of maintaining your scooter. Keeping the batteries fully charged helps to extend battery life. Use the following guidelines to help keep your batteries in optimum condition.

- For daily use, keep batteries fully charged. We recommend that you plug in the off-board charger after each use and charge 6-8 hours.
- If you are not going to use the scooter for more than a week, **fully charge** the batteries and then disconnect them from the scooter. See figure 18 on page 25.

#### To Charge the Batteries:

The charger for all Companion® models is an off-board charger. To charge the batteries, plug the charger into the charger port on the tiller. See figure 28.



FIGURE 28. CHARGER PORT

#### Battery Maintenance



**MANDATORY!** Use only AGM or GEL-cell SLA deep-cycle batteries for operating Golden Companion® scooters.

- These batteries are maintenance free.
- There is no danger of spillage or leakage, so these batteries are safely transportable on air craft, busses, trains, etc.  
**Note: Check with your carrier for their specific rules prior to transport.**
- By following the procedures set out in this manual, you can expect extended life from your Golden Companion®'s batteries.

If the battery terminals become corroded:

- Corrosion can cause a poor electrical connection and operational problems.
- Clean corroded battery terminals with a stiff brush and a mix of baking soda and water.

#### Battery Cable Installation

If it becomes necessary to install new batteries, you may need to change each battery harness. See figure 29. Use a machine screw, a flat washers, a second flat washer, split washer, and a nut to attach the red cable ring terminal to the positive (+) battery terminal. Use a machine screw, a flat washers, a second flat washers, split washer, and a nut to attach the black cable ring terminal to the negative (-) battery terminal.

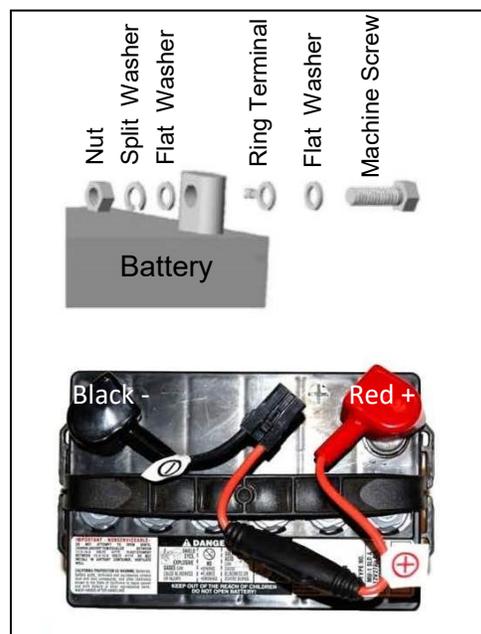


FIGURE 29. BATTERY HARNESS

# X. CARE AND MAINTENANCE

## IF YOUR COMPANION® DOES NOT OPERATE AND DOES NOT FLASH/BEEP A CODE

- Make certain that the freewheel lever is set to the engaged position. See page 20.
- Check the main circuit breaker. If necessary, reset the circuit breaker.
- Make certain that the speed adjustment dial is at the desired setting.
- Make certain that the key switch is set to the “On” position.

If none of the above procedures solve the problem, contact your authorized Golden Technologies, Inc. provider.

### MAIN CIRCUIT BREAKER

The 50-amp main circuit breaker reset button is located under the seat on the front of the rear shroud panel. See figure 30.



**WARNING! Do not attempt electrical repairs. Consult Golden Technologies, Inc. or your authorized Golden Technologies, Inc. provider.**

If, for no apparent reason, your Companion® stops operating, the main circuit breaker may have tripped.

### Possible causes for the main circuit breaker to trip:

- If your scooter is equipped with pneumatic tires, low tire pressure can cause the motor to overload and trip the main circuit breaker.
- Driving up a long, steep hill.
- Driving over a curb.
- Run-down batteries.
- Exceeding the maximum weight limit of the scooter.

As you operate your Companion®, battery voltages go down and battery current must rise to satisfy the demands of the motor and of other electrical devices operating on your scooter. This can cause a heavy current draw that will trip the main circuit breaker.

### Remedy:

- Recharge your Companion®’s batteries. See “Charger and Batteries” in this section of this manual.
- If the problem continues, have your authorized Golden Technologies, Inc. provider load test the batteries.
- If the batteries are good, the charger may be the problem. Consult your authorized Golden Technologies, Inc. provider.

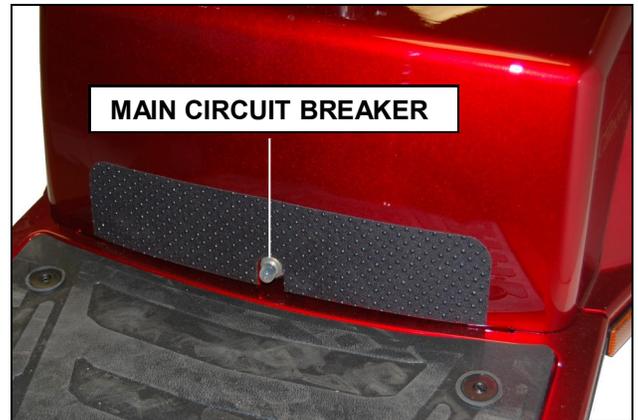


FIGURE 30. MAIN CIRCUIT BREAKER

# X. CARE AND MAINTENANCE

## Resetting the Main Circuit Breaker

1. If the main circuit breaker trips as a result of run-down batteries or because of a temporary overload, reset the circuit breaker:
2. Wait ten minutes or so for the motor control board to return to the normal operating temperature range.
3. Make certain that the key switch is set to the “Off” position.
4. Press in on the main circuit breaker reset button. See figure 30 on page 31.

### **⚠ CAUTION**

If the main circuit breaker continues to trip, there is probably an underlying electrical fault that needs attention.

- Contact your authorized Golden Technologies, Inc. provider.

**Do not** keep resetting the main circuit breaker without correcting the underlying electrical problem.

## DIAGNOSTICS

The diagnostics feature of your Golden Companion®’s microprocessor based motor control board functions as follows:

- Any fault condition on the controller or on an associated system will cause the power indicator LED to flash and the horn to beep.
- The flashing of the LED occurs and the beeping of the horn occurs as one flash/beep or a series of flashes/beeps separated by a two- second pause.
- The number of flashes/beeps in each series is referred to as the “Flash/Beep Code.”
- The flash/beep code indicates the nature of the condition or fault.

## THE FLASH/BEEP CODES

### 1 Flash/Beep

- Indicates that the battery voltage (with the throttle control lever in the neutral position) is below 19 volts.
- The batteries need to be charged.
- Your Companion® will continue to operate at reduced speeds until the voltage falls to 17.5 volts.
- As the voltage drops you will experience a power loss.

**Remedy:** Charge your Companion®’s batteries. See “Batteries and Charging” in this section.

### 2 Flashes/Beeps

- Indicates that the battery voltage has dropped to 17.5 volts.
- At this voltage your scooter will cease operation.
- If you have charged the batteries and the condition continues, one or both of the scooter’s batteries may be at fault.
- The continuance of this condition after you have charged your Companion®’s batteries may also indicate a problem with the battery charger.

# X. CARE AND MAINTENANCE

## 3 Flashes/Beeps

Consult your authorized Golden Technologies, Inc. provider.

## 4 Flashes/Beeps

- Indicates that the motor control board is overloaded and overheated.
- An overload can occur if you have been driving your Companion® for an extended period of time up an incline that is steeper than the recommended grade (see “Driving on Inclines” on page 9).
- An overload can occur if your Companion® is carrying a payload that is higher than the recommended weight capacity. See “Specifications” on page 13 for your Companion® model weight capacity.
- If your scooter is equipped with pneumatic tires and they are under inflated, an overload can also occur. Under inflated tires cause the motor to draw large amounts of current. This high draw overheats the motor control board.
- Your scooter will not operate until the motor control board cools back to its operational temperature range.

### Remedy:

- Turn off your Companion®’s key switch and allow the scooter to sit for 10 minutes.
- Check the tire pressure.
- Have your authorized Golden Technologies, Inc. provider perform a battery load test.

## 5 Flashes/Beeps

- Indicates a brake problem.
- The freewheel lever may be in the disengaged position. See page 20.
- The brake or the brake wiring may be damaged.
- For safety reason, your scooter was designed to cease operation until the problem is corrected.

### Remedy:

- Make certain that the freewheel lever is in the engaged position. See page 20.
- Turn the key switch to the “Off” position to stop the flash/beep code.
- Set the freewheel lever to the “engaged” position.
- Turn the key back to the “On” position.
- If the above remedies do not solve the problem, contact your authorized Golden Technologies, Inc. provider.

## 6 Flashes/Beeps

- Indicates that the throttle control lever was not in the neutral position when the key switch was turned to the “On” position.
- May indicate that the throttle control lever is out of adjustment.

### Remedy:

- Turn the key switch to the “Off position.
- Make certain that the throttle control lever is in the neutral position.
- Turn the key switch to the “On” position.
- If the above procedure does not solve the problem, contact your authorized Golden Technologies, Inc. provider.

# X. CARE AND MAINTENANCE

## 7 Flashes/Beeps

- Indicates a problem with the throttle control lever.
- May also indicate a problem with the potentiometer (speed control).
- Your scooter will not operate until the problem is corrected.

### **Remedy:**

- Make certain that all electrical connectors are firmly and correctly joined.
- If the connectors are all firmly joined and the problem is not solved, contact your authorized Golden Technologies, Inc. provider.

## 8 Flashes/Beeps

- Indicates a motor voltage problem.
- Your scooter will not operate until the problem is corrected.

**Remedy:** Contact your authorized Golden Technologies, Inc. provider.

## 9 Flashes/Beeps

- Indicates other internal errors or faults.
- Your scooter will not operate until the problem is corrected.

**Remedy:** Contact your authorized Golden Technologies, Inc. provider.

## **NOTICE**

FOR YOUR CONVENIENCE, THESE DIAGNOSTIC FLASH/BEEP CODES ALONG WITH THE SERIAL NUMBER OF YOUR SCOOTER CAN BE FOUND UNDER THE FLOOR MAT. THIS WILL ALLOW YOU TO ACCESS THIS IMPORTANT SERVICE INFORMATION AT ANY TIME. IF POSSIBLE, PLEASE REFER TO THIS INFORMATION BEFORE CONTACTING YOUR AUTHORIZED GOLDEN TECHNOLOGIES, INC. PROVIDER.

# XI. WARRANTY



## Department of Veterans Affairs Warranty

### *Companion® GC240, GC340, and GC440*

Effective: The Date of Contract Notification

**The following warranty is granted only to the purchasing V.A. Medical Center and begins the date of the scooter shipment.**

#### ***Lifetime Limited Warranty:***

For the life of the scooter, from the date of purchase from an authorized Golden Technologies' provider, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following structural frame components found to be defective by an authorized Golden Technologies representative:

- ◆ Steel Frame
- ◆ Tiller Frame
- ◆ Seat Post
- ◆ Frame Welds
- ◆ Front Fork

#### ***Two-Year Warranty:***

For the period of two years from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option with any new or reconditioned components any of the following drive train components found to be defective by an authorized Golden Technologies representative:

- ◆ Transaxle
- ◆ Motor/Brake Assembly (electrical function only)

**Note: An increase in operating noise of the transaxle DOES NOT constitute a defect. With normal wear and tear, operating noise is expected to increase.**

For the period of two years from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following electronic assemblies found to be defective by an authorized Golden Technologies representative:

- ◆ Electronic Controller
- ◆ Dash Assembly
- ◆ Wire Harness(es)
- ◆ Battery Charger
- ◆ Potentiometer Assembly

**Note: While charging batteries, it is normal for the battery charger to heat up. Heat coming from the battery charger does not constitute a defect.**

#### ***One-Year Limited Warranty***

For the period of one year from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will replace the **batteries supplied by Golden Technologies** if found to be defective by an authorized Golden Technologies representative.

For the period of one year from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following parts found to be defective by an authorized Golden Technologies representative:

- ◆ Bearings
- ◆ Rubber Components
- ◆ Plastic Components
- ◆ Bushings
- ◆ (excludes tires)
- ◆ (excludes body)
- ◆ Seat Swivel Mechanism
- ◆ Armrests

Items not listed are covered at the discretion of Golden Technologies. Any accessories, standard or optional, supplied by Golden Technologies, are covered for a period of one year from the date of purchase with the particular unit.

# XI. WARRANTY



## Golden Technologies' Department of Veterans Affairs Warranty *Companion® GC240, GC340, and GC440 (continued)*

### **Warranty Exclusions:**

Golden Technologies does not provide warranty on any of the following items which may require replacement due to the normal wear and tear of day to day usage:

- ◆ Tires and Tubes
- ◆ Motor Brushes
- ◆ Brake Pads
- ◆ Armrest Pads
- ◆ ABS Plastic Shrouds
- ◆ Bulbs/Fuses
- ◆ Upholstery

This warranty also excludes the following:

- ◆ Loss or theft of components (ie: keys, baskets, etc.)
- ◆ Damage caused by:
  - Battery fluid spillage or leakage.
  - Abuse, misuse, accident or negligence.
  - Improper operation, maintenance or storage.
  - Commercial use or use other than normal.
  - Repairs and/or modifications made to any part without the specific consent of Golden Technologies.
  - Exceeding the specified weight capacity of the unit.
  - Accessories other than those supplied or approved by Golden Technologies.
  - Failure to adhere to the product instructions
  - Acts of Nature, such as lightning strikes, earthquakes, etc.....
  - Circumstances beyond the control of Golden Technologies.

### **◆ ANY PARTS ALTERED OR REPAIRED BY UNAUTHORIZED PERSON.**

### **Two-Year Warranty Service Plan:**

This Warranty Service Plan is an agreement whereby GOLDEN TECHNOLOGIES will furnish to the Department of Veterans Affairs, the following:

- a. **Parts.** For twenty-four (24) months as provided by the Warranty Service Plan, in the event of defective materials or workmanship, we will repair or replace the defective part(s). Parts and shipping costs used for replacement are covered for the remainder of the original Warranty Term or Period.
- b. **Labor.** For twelve (12) months provided by the Warranty Service Plan, we will provide the labor for the warranty repair of the Designated Product listed above without charge at an AUTHORIZED service center.
- c. **The Effective Date for the Term of the Warranty Service Plan commences on the date of the shipment.**
- d. **The Effective Coverage Period of the Warranty Service Plan commences on the date of shipment and expires Twenty-Four (24) months from the date of initial shipment.**
- e. **Notice.** This Warranty Service Plan is administered by: GOLDEN TECHNOLOGIES, INC. To obtain warranty service, notify Golden Technologies or an Authorized Service Center of any defect(s) within the applicable Term or Period of Coverage. To locate the Authorized Service Center nearest you, please call **1-800-624-6374, Ext. 505.**

Warranty Service must be performed by an authorized Golden Technologies representative. No items should be returned to Golden Technologies without prior written authorization.

### **There is no other express warranty.**

Implied warranties, including those of merchantability and fitness for a particular purpose are excluded. Liabilities for consequential damages are excluded. This warranty gives you specific rights and you may also have other rights which may vary from state to state.



Fold Here First



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\_\_\_\_\_

Place  
Stamp  
Here

Golden Technologies  
401 Bridge St.  
Old Forge, PA 18518



Fold Here Second





Model: GC240



Model: GC340



Model: GC440



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