



# User Manual

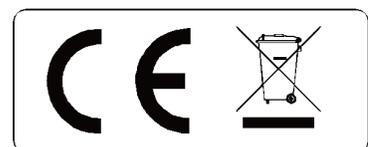
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# Exoquad

Exoquad - 2024



May 2024  
Versjon: 1.01





## Dear Exoquad-user

We would like to congratulate you with your new electric Exoquad. Our goal is for you to be satisfied with your choice of both supplier and the product. The electric Exoquad is designed to provide you with maximum comfort and safety, as well as to meet requirements regarding safety and the environment.

Before you start using the Exoquad, it is important that you read and understand the contents of this user manual, especially the safety sections.

A digital version of this User Manual can be found at our website:

<https://www.exotek.no/en/manual-instructions>

### How to contact Exotek

Exotek AS  
Postvegen 12  
6018 Ålesundl, Norway

Tel: +47 702 39 650

E-mail: [info@exotek.no](mailto:info@exotek.no)

### Exotek administration

Exotek AS  
Skullerud park, Olaf Helsets vei 5  
0694 Oslo, Norway

Tel: +47 958 93 420

E-mail: [info@exotek.com](mailto:info@exotek.com)

Web: [www.exotek.no](http://www.exotek.no)



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# 1 Introduction

## 1.1 Important information

Before starting to use the Exoquad, it is important that you read and understand the contents of this user manual, especially the safety sections.

This user manual is mainly intended to familiarize you with the functions and features of the Exoquad and how you can use it in the best possible way. It also contains important safety and maintenance information, as well as describing possible problems that may arise when using the Exoquad.

Always keep the user manual easily accessible when using the product, so you have it on hand if there are any questions regarding usage, safety, and maintenance. You can also find information about the products on our website: [www.exotek.no](http://www.exotek.no)

All information, images, illustrations, and specifications are based on the product information available at the time this user manual was developed. The images and illustrations used in this user manual are examples and not necessarily accurate representations of the various parts of the electric Exoquad.

We reserve the right to make product changes without prior notice.

## 1.2 Use description

Exoquad is intended for a broad audience, particularly aimed at individuals with some form of impaired walking function. The intended user does not need to be an experienced person, and the manual is designed to provide clear instructions for easy operation, making it accessible for users with varying levels of technical expertise.

The limitations for users are minimal, and the product is intended for one user at a time. Exoquad is not designed for professional or industrial use but rather for personal enjoyment and freedom..

No specific skills, training, certification, or expertise are required for users of Exoquad. The manual is structured to be user-friendly and provides instructions and safety guidelines to ensure a safe and enjoyable experience for individuals without specialized knowledge

The focus of the user manual is to make Exoquad accessible and entertaining for a broad audience, encouraging users to explore and use the product seamlessly.

### 1.3 Description of Signals in this guide

The following signal words in this manual, which describe warnings, notes, and explanatory texts, are used to alert the reader for information that is relevant to safety:

	<p><b>DANGER!</b></p> <p>Indicates a hazardous situation that, if not avoided, could result in death as well as damage to the product or other property.</p>
	<p><b>WARNING!</b></p> <p>Indicates a hazardous situation that, if not avoided, could result in serious personal injury or death as well as damage to the product or other property.</p>
	<p><b>BE CAREFUL!</b></p> <p>Indicates a hazardous situation which, if not avoided, may result in minor or moderate personal injury as well as damage to the product or other property.</p>
	<p><b>NOTICE!</b></p> <p>Indicates an important, but not hazardous, situation that, if not avoided, could result in damage to the product or other property</p>

## 1.4 Safety instructions

Exotek is not responsible for personal or property damages that may have occurred as a result of the user or others not following the warnings and instructions in this user manual. Exotek is not responsible for damages that may have occurred due to poor judgment.



### WARNING!

#### Usage

The Exoquad is a motorized tool, and it is therefore necessary to pay extra attention when using it. It is important that you read and follow the instructions and safety regulations in this manual before using the Exoquad and its accessories. Improper use can cause damage to both the user and the Exoquad. To reduce these risks, please read this user manual carefully, especially the safety instructions and warning texts.



### WARNING!

#### The mountain code

It is important that you spend enough time familiarizing yourself with the driving characteristics of the Exoquad before using it in nature. We strongly recommend that you follow the mountain codes and that you do not drive alone in rough terrain.



### BE CAREFUL!

#### Use, driving

The Exoquad is designed for off-road use.



## **1.5 Documentation and information**

### **1.5.1 Internet**

The latest version of the documentation is available at the following address:

<https://www.exotek.no/en/manual-instructions>

### **1.5.2 Order documentation**

Documentation, user instructions and technical information can be ordered by sending us a message using following link: <https://www.exotek.no/no/service-og-garanti>

### **1.5.3 Feedback**

If you read the Exotek product's documentation on the internet, any comments can be submitted at <https://www.exotek.no/no/service-og-garanti>. Comments can also be sent to [info@exotek.no](mailto:info@exotek.no).

We appreciate your feedback.

## 2 Description of the product

### 2.1 Purpose of the product

Exoquad is designed to be a tool to reclaim outdoor inclusion and personal freedom! Nevertheless, it has a very wide range of applications and can be used by almost anyone! It provides an unparalleled degree of autonomy and accessibility that has to be seen to be believed!

All aspects of the driving characteristics have been developed with safety and reliability in mind! Almost 200 millimeters of shocktravel ensures a smooth and comfortable driving experience, even in the most demanding terrain. The Exoquad is equipped with adjustable shocks, throttle response, handlebars and seating position in line with personal preferences and the user's needs. The Exoquad is user-friendly, easy to drive and easy to maintain.

It is easy to switch between forward and reverse direction by pressing a button on the handlebar. The bike is easy to maintain for anyone with basic mechanical skills, as it is mostly produced with standard bike parts.

### 2.2 Technical specifications

#### 2.2.1 Dimensions and weight



Length 1700 mm

Height 1500 mm



Wide 900 mm

Minimum transport height 800 mm

Length	1700 mm
Wide	900 mm
Height incl. roll bar	1500 mm
Weight, incl. battery, with standard parts	90 kg
Minimum transportation height (without roll bar)	800 mm
Effective seat length	450 mm
Effective seat wide	460 mm
Back support angle	5-10 degrees
Back support height	380-600 mm
Distance from feetsupport to seat	650 mm
Handlebar length	700 - 800 mm

### 2.2.2 Performance

Driving range	35-50 km
Maximum height obstacle	300 mm
Climbing ability	35°
Static stability downhill	35°
Static stability uphill	35°
Static stability sideways	35°
Maximum speed forward	15 km/h
Minimum braking distance from maximum speed	2 meter
Maximum user weight	135 kg

### 2.2.3 Wheels

Tire size front wheel	4.0" x 20"
Tire size rear wheel	4.0" x 20"
Tires	Kenda Krusade
Recommended tire pressure	see tabel 4.1.3

### 2.2.4 Electronics

Supplier front motor	MAC Motor
Supplier rear motor	CYC Motor LTD
Supplier wiring	A&C Solutions / Exotek
Supplier controllers	Silixcon

### 2.2.5 Battery

Supplier battery	Versabatt
Battery capacity (netto)	2.1 kWh
Nominal voltage	46.8V
Voltage range	37.7V - 53.2V
Weight	12.1kg
IP rate	66
Outer dimension (WxLxH)	278mm*480mm*85mm

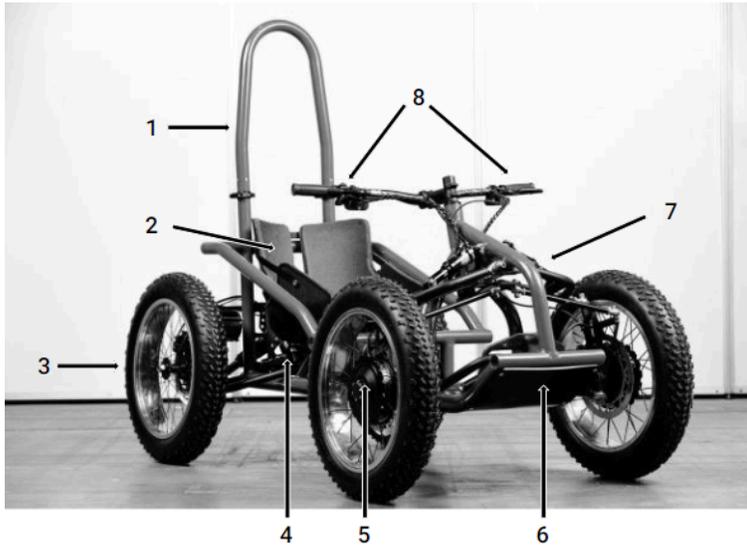
## 2.3 Approval of the product

This product meets the requirements according to:

- Electromagnetic compatibility directive 2014/30/EU (EMCD)
  - EN 61000-6-1:2019
  - EN 61000-6-3:2021
- RoHS directive 2011/65/EU (RoHS)
  - EN 63000:2018
- Machinery Directive 2006/42/EC (MD)

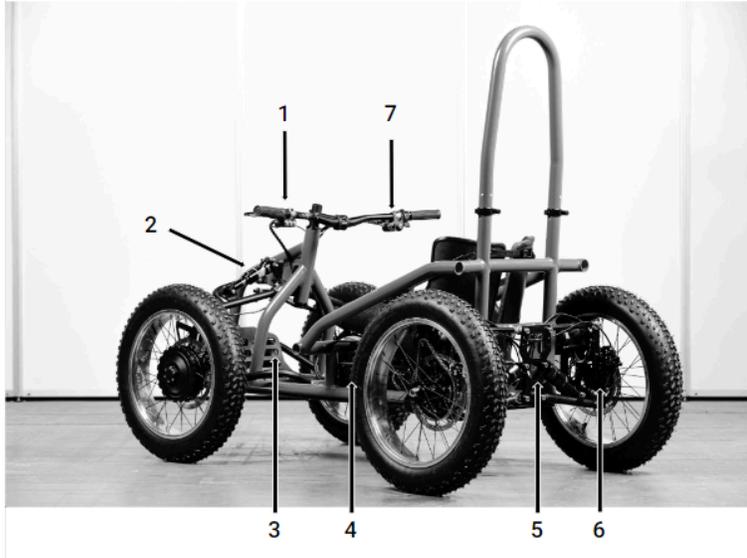
- EN 12100:2010

## 2.4 Product elements



1	Removable roll bar
2	Seat
3	Rear wheel with motor
4	Electronics
5	Front wheel with motor (*)
6	Bottom plate
7	Shock / steering area
8	Handlebar with control to (*): <ul style="list-style-type: none"> <li>● Heated grips</li> <li>● Light - on/off - 2/4WD and reverse mode - speed</li> <li>● Brakes</li> </ul>

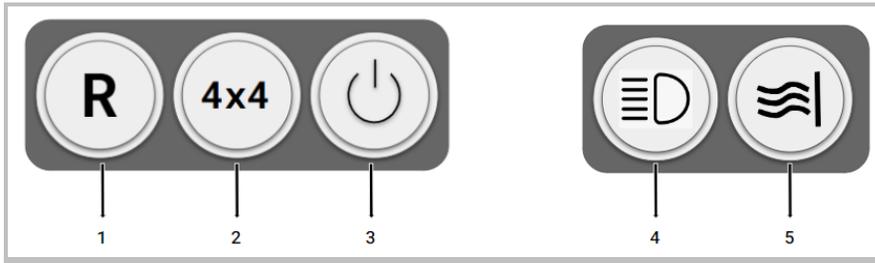
(\*) depending on the model



1	Control to drivingmode (2/4WD - reverse)
2	Frontshocks
3	Feetsupport
4	Battery
5	Rearshocks
6	Rearbrake
7	Control to speed - light - heated grips (*)

(\*) depending on the model

## 2.5 Buttons



1	Reverse On/Off	Lightening when switched on
2	4WD mode On/Off (*)	Lightening when switched on
3	Power On/Off	Lightening when switched on
4	Front light On/Off (*)	Lightening when switched on
5	Heated grips On/Off (*)	Lightening when switched on

(\*) depending on the model

### 3 Safety regulations

#### 3.1 Warnings and precautions

	<b>BE CAREFUL!</b>
<b>Use</b>	
<p>Do not let children drive the Exoquad without supervision. Do not ride the Exoquad on public streets or roads. Pay attention to pedestrians and be aware that motorists may have trouble seeing you..</p> <p>Do not operate the Exoquad while under the influence of alcohol. Alcohol can affect your ability to use the Exoquad safely.</p> <p>Some disabilities or the use of medications may limit your ability to operate the Exoquad safely. Be sure to consult your doctor about your physical limitations and medications.</p>	

	<b>WARNING!</b>
<b>Modification</b>	
<p>Do not modify the Exoquad or any of its components. The Exoquad was configured for a specific purpose. Special expertise and knowledge are required to set up, modify and repair the Exoquad.</p> <p>Setup, modifications, and repairs must be performed by an authorized service technician. For warranty service, please contact the dealer from whom you purchased the Exoquad.</p>	

	<b>WARNING!</b>
<b>Parameters</b>	
<p>The Exoquad is equipped with specific parameters that limit or lock functions or, according to certain conditions, prevent the Exoquad from being driven. Do not modify these parameters.</p>	

**WARNING!****Weight limitations**

The maximum user weight for the Exoquad is specified under *Technical Specifications* in this user manual. Use of the Exoquad by users exceeding the maximum allowed user weight may result in personal injury and material damage, including damage to the Exoquad. This voids any warranty applicable to the Exoquad.

Do not carry passengers on the Exoquad. It may result in personal or property damage, including damage to the Exoquad.

**BE CAREFUL!****Use - up- and downhill**

When driving uphill or downhill, select the off-road (4x4) speed and drive cautiously. When going downhill, this can shift the user's center of gravity forward. Adjust the speed accordingly.

Do not drive up or down slopes greater than those specified under *Technical Specifications* in this user manual. You may not be able to maneuver the Exoquad safely.

**WARNING!****Use– lateral slopes**

Do not drive the Exoquad on lateral slopes greater than those specified under *Technical Specifications* in this user manual. The Exoquad may tip over.

**WARNING!****Passengers**

The Exoquad is not intended to transport passengers, regardless of the passenger's age. The maximum user weight for the seat system is specified under *Technical Specifications* in this user manual. The stated user weight includes the user and any personal belongings. The maximum limit

must not be exceeded. This can cause the Exoquad to be improperly maneuvered and less stable.



**WARNING!**

**Getting in and out of the Exoquad**

Make sure the power is turned off before moving in or out of the Exoquad.

When moving in or out of the Exoquad, ensure that you reduce the distance between the Exoquad and the area you are moving to or from. If the distance is too large, the user may use too much effort, lose balance or fall.

Exotek recommends that the user moves when there is another person or assistant present.



**NOTICE!**

**Transportation of the Exoquad**

The Exoquad should only be transported in vehicles approved for this purpose. Regardless of how well the Exoquad is secured in the vehicle, it is not designed as a car seat and, therefore, cannot provide the same level of safety as regular car seats.

Before transportation, ensure that the Exoquad is securely fastened. Follow the manufacturer's instructions provided with the securing straps. For alternative transportation solutions, please contact the dealer..



**WARNING!**

**User transport in the Exoquad**

The user **CANNOT** sit in the Exoquad during its transport in a car, trailer, or similar vehicle.



**WARNING!**

**Secure loose items during transportation**

Additional equipment, whether loose or mounted on the Exoquad, must either be attached to the Exoquad or removed from it. Disassembled or removable additional equipment must be properly secured inside the vehicle during transport. This is to prevent loose parts or parts that may come loose from injuring passengers during transportation.



**WARNING!**

**Driving in extreme weather conditions**

The Exoquad is designed to withstand the worst weather conditions, but to reduce the risk of encountering difficult situations, you should avoid using the Exoquad in conditions such as severe cold, heavy rain, or deep snow.

We recommend finding an opportunity to remove snow or wash the Exoquad before parking it.

Also, be aware that certain surfaces on the Exoquad can become very hot or cold if exposed to intense sunlight or cold temperatures, respectively.

Be extremely careful when using the Exoquad in icy or slippery conditions. Such conditions can reduce the Exoquad's performance and safety, which can lead to accidents, personal injuries, and property damage, including damage to the Exoquad itself.



**BE CAREFUL!**

**Maintenance and service**

Only perform the adjustments and maintenance outlined in the user manual.



**BE CAREFUL!**

**Non-approved electrical or electronic devices**

If non-approved electrical or electronic devices are connected to the Exoquad's electrical system, it can damage the Exoquad and make it uncontrollable or unpredictable. Such modifications can also void the warranty on the Exoquad



**BE CAREFUL!**

**Non-approved accessories**

Do not use spare parts or accessories that are not approved by Exotek. The use of non-approved accessories and parts can affect the Exoquad, making it unstable or uncontrollable.

The product warranty may be voided if unauthorized parts or accessories are used



**BE CAREFUL!**

**Crushing hazard**

The Exoquad consists of many moving parts, which means there will always be a risk of crushing hazard

**WARNING!****Charge the battery**

Ensure to charge the batteries in a well-ventilated room, not in a closet or wardrobe, and not on soft surfaces like beds and sofas. The batteries must not be charged in a bathroom or wet room. Only use chargers with a charging current of maximum 10A (average value). The RMS value of the charging current must not exceed 12 A. When the charger is connected, the Exoquad cannot and must not be driven..

Due to safety and wear considerations, the battery is programmed not to accept charging when the battery itself is colder than zero degrees Celsius. Therefore, we recommend storing the Exoquad in a place where it is warmer than zero degrees Celsius. If this is not possible, we recommend removing the battery and charging it in a warmer area.

Please have a look at the [Manual and Instructions](#) page at our website for the User Manual of the Versabatt battery.

**BE CAREFUL!****Battery recycling**

Used or damaged batteries should be disposed of in an environmentally responsible manner, in accordance with local recycling regulations.

**WARNING!****Battery**

Even though the battery management system of Versabatt ensures safe operation and charging of the battery, you should never charge the battery unattended. All Lithium-ion batteries can pose a fire hazard. The Versabatt battery must only be opened by individuals authorized by Versabatt AS.

**BE CAREFUL!****Inflate tires (when not using puncture-proof tires)**

Regularly check that the Exoquad's tires have the correct air pressure. Incorrect air pressure can reduce stability and maneuverability. See table in section 4.1.3.

**BE CAREFUL!****Inflate shocks**

If you have air shocks: regularly check that the Exoquad's shocks have the correct air pressure. Incorrect air pressure can reduce stability and maneuverability. See table in section 4.1.2.

**WARNING!****Damage and/or malfunctions**

If the Exoquad and its various functions are not working properly, or if you suspect that something is wrong, you must contact Exotek as soon as possible. See page 2 for contact information.

**BE CAREFUL!****EMC-requirements**

The electronics in an electric Exoquad can be affected by external electromagnetic fields (e.g., from mobile phones). The electronics of the Exoquad can also emit electromagnetic fields that may affect the surroundings (for example, certain alarm systems for businesses).

The limits for electromagnetic compatibility (EMC) regarding Exoquads are established in the EU harmonized standards in EU Directive No. 93/42/EEC for medical devices. Our electric Exoquads comply with these limits.



**WARNING!**

**Must not be used after a serious accident**

Do not use the Exoquad if it has been exposed to flood, fire, falls, or collision with other vehicles. Extraordinary events like these can cause significant damage that is impossible to detect during inspection.

Damages resulting from such events are not covered by the manufacturer's warranty. If you would like more information, please contact Exotek.

## 4 Preparing the Exoquad

Remove all packaging that the manufacturer has used to package the Exoquad, and sort the packaging properly.

### 4.1 Settings and adjustments before first use

Make sure the power is off to set up the Exoquad before use..

#### 4.1.1 Seat

The seat in the Exoquad can be adjusted back and forth with the lever under the seat. Find a seating position that provides a comfortable angle in the arms, making it easier to steer the Exoquad. Sitting too far back can compromise optimal control.

It is recommended to use a wheelchair cushion on the seat.

	<b>BE CAREFUL!</b>
	<b>Seat</b>
Check that the seat is "locked" and does not suddenly slide forward or backward	

#### 4.1.2 Shocks

##### Airshocks:

Correct adjustment of the air pressure in the shocks is important for driving comfort and accessibility of the Exoquad. Air pressure must be adjusted according to the weight of the user (plus any additional luggage) according to the attached table or according to your personal preferences for a little softer or harder:

User weight (kg)	Rear shock pressure (psi)	Front shock pressure (psi)
60	100	80
80	120	100
100	150	120
120	180	150
140	200	180

table 4.1.2.1

### Coilshocks:

If the Exoquad has been equipped with coilshocks,, these are adjusted to the user's weight at the time of purchase of Exoquaden

Front coilshock		Rear coilshock	
User weight (kg)	Coil (lbs)	User weight (kg)	Coil (lbs)
--60	450	--60	450
60-100	650	60-85	550
100--	750	85-100	650
		100--	750

table 4.1.2.2

\* Depending on the model



#### **Notice!**

#### **Coil shocks**

Coil Shocks are chosen according to the weight class of the owner of the Exoquad. When used by individuals in significantly different weight classes, the shocks may not provide the same comfort and functionality. If used by individuals weighing significantly more, the shocks may be damaged due to excessive load.

### 4.1.3 Tires

Correct adjustment of tire air pressure is important for both driving comfort, traction, and to avoid punctures. Air pressure should be adjusted according to the weight of the rider + any additional bags or luggage, as per the attached table

Weight (kg)	Rear tire pressure (psi)	Front tire pressure (psi)
60	10	8
80	12	10
100	15	12
120	18	15
140	20	18

Table 4.1.3

### 4.1.4 Handlebar

The standard width of the handlebar is 780 mm, which fits well for most users. Alternatively, wider handlebars can be ordered. The handlebar can also be cut to make it narrower, but this affects the control one has on the Exoquad.

### 4.1.5 Brakes

The angle of the brake levers can be adjusted to achieve the most comfortable hand position. To do this, loosen the bolt on the brake lever clamp, adjust the angle, and then tighten according to the specifications in the 'Tools and Recommended Torque Values' section.

All vehicles, including your Exoquad, require reliable brakes. Test brake levers and brakes for proper function before each ride. If anything seems wrong, take your bike to a local, certified, and reliable bike mechanic, or refer to our [Support and Service](#) website.

For brakes with a parking brake (Tektro), follow the instructions on the attached brake lever. Brake pads may drag slightly during brake engagement. If unwanted noises persist, it is recommended to adjust the brake calipers.

Note!

Brake pads are consumable items that must be replaced before the brake pad material is worn out. If the brake is used after the brake pad material is worn out, it will damage the brake discs. Therefore, regularly check the brake pads!

Test the brake levers:

- Squeeze each lever completely and ensure that neither the front nor rear brake can fully engage against the handlebar.
- Make sure both brake levers are clean. If they are, they should be reasonably easy to squeeze without feeling like there is grit in the mechanism, and when released, they should immediately return to their original position.
- Ensure that each brake lever is correctly oriented and securely attached to the handlebar.

## 4.2 Safety check before each or every 4th use

To ensure user safety and prevent unnecessary damage to the Exoquad, it's important to ensure that all components are in good condition before each ride.

Regularly check the following points:

Component	Activity	Frequency
Bolts	Vibrations can gradually loosen bolts over time. Ensure that all bolts are tightened securely, especially those that secure the handlebar and stem	before each ride
Brakes	Check that the brakes are functioning properly and that brake pads are not worn out	before each ride
Wheels	Ensure that the wheels are securely fastened	before each ride
Spokes / Rims	Check that the rims are in good condition and that the spokes are tight	regularly
Tires	Check that the tires are free from damage and have the correct air pressure	regularly
Cockpit	Check that the handlebar, stem, switches, and other accessories attached to the cockpit are securely fastened	regularly

*NB: Refer to section 6 for maintenance of the above-mentioned components*

## 5 Use of the Exoquad

Now that the Exoquad is adjusted to your needs, and safety checks from section 4.2 have been completed, your Exoquad is ready for use.

### 5.1 Electrical components

#### 5.1.1 Remove/insert the battery

Versabatt is a portable battery, which means it can be removed from the Exoquad and reinserted.

How to remove the battery from the Exoquad and reinstall it is illustrated in the instructional videos on the website under [‘Manual and instructions’](#)



#### NOTICE!

#### Battery cable

Never pull on the battery cable to remove the battery from the Exoquad. Use the carrying strap attached to the battery. Contact us if the battery is missing a carrying strap.

#### 5.1.2 Battery charging

To charge the battery, it can either remain in the Exoquad under the seat, or be taken out for charging in a safe location (see safety regulations in section 3.1).



*Charging the battery outside the Exoquad*



## NOTICE!

### Temperature

Temperature limitations for battery usage, see below table

Application	Temperature
Battery in use	-20 to +55°C
Battery charging	0 to +40°C
Battery in storage	-20 to +55°C

### 5.1.3 Battery user manual

Please read the user manual for the Versabatt battery carefully. It is available on the website under ['Manuals and instructions'](#).

### 5.1.4 Display

The display on the handlebar shows the battery status in percentage. To view the remaining battery capacity on the display, it should be read when the Exoquad is stationary and not in activity. The display may show a lower battery status during the ride

## 5.2 Braking system



## NOTICE!

### Right, left

The left and right brake levers on the handlebar can activate either the front or rear brake depending on the customer's position and preference. Remember this when performing the brake test, and contact Exotek if you have any questions.

Follow the instructions under '4.1.5 Brakes'

### 5.3 Buttons

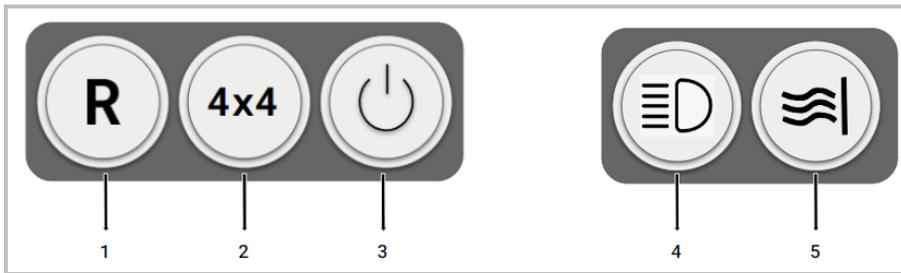
The buttons are labeled with symbols for easy explanation. When the Exoquad is turned on, you will hear an electronic 'fanfare.' Once the 'fanfare' has played, you can activate the cruise control. We recommend that the Exoquad is stationary before changing driving modes (2/4WD or Reverse). If the cruise control is activated, changing modes is prevented.



#### NOTICE!

#### Reverse

If the Reverse button is still activated when the Exoquad is turned on, you will hear an electronic melody to alert the driver to this.



1	Reverse On/Off	When it's lit, it's on
2	4X4 modus On/Off*	When it's lit, it's on
3	Power On/Off	When it's lit, it's on
4	Lamp On/Off*	When it's lit, it's on
5	Heated grips On/Off*	When it's lit, it's on

\* Depending on the model

## 6 Maintenance and cleaning



### WARNING!

Always ensure that the power is turned off before washing, repairing, or maintaining the product

### 6.1 Frequency of maintenance and inspection

The most important aspect of maintaining the Exoquad is thorough cleaning, to prevent dirt and grime from accumulating and potentially damaging moving parts over time. We recommend following the maintenance and inspection schedule outlined below.

#### 6.1.1 Maintenance schedule

Maintenance and Inspection Plan		Frequency
Battery	Check battery level indicator	Each trip
Shocks	Check the shock absorbers, and fill air if needed (in case of airshocks)	Each trip
Bolts	Visual check to ensure no bolts are coming loose	Each trip
Breaks	Check that the brakes are working and that the brake pads are okay	Each trip
Wheels	Check that the wheels are securely fastened	Each trip
Wheels	Check that the rims are in good condition and that the spokes are tight	Every 4th trip or after 10 hours of use
Hjul	Check for any damage to the tires, and fill air if needed	Each trip
Cockpit	Check that the handlebar, stem, switches, and other components on the cockpit are securely fastened	Every 4th trip or after 10 hours of use
Battery	Check that the battery is securely in place, and that the cable is properly connected	Each trip

## **6.2 Cleaning the Exoquad**

### **6.2.1 What do you need for cleaning?**

To clean an Exoquad, you usually need the following equipment and materials:

1. Bucket of soapy water: Use a mild soap or a dedicated bike wash detergent. Avoid strong chemicals that may damage paint or components.
2. Sponge or brush: A soft sponge or a bike brush to loosen dirt and grime from the frame and components.
3. Hose or garden hose: To rinse away loosened dirt and soap.
4. Dish brush/Toothbrush: To reach difficult areas.
5. Degreaser: Optional, but it can be useful for removing oil and grease.
6. Soft cloth: To dry the bike after washing.

### **6.2.2 Washing of the Exoquad**

To wash an Exoquad, we recommend the following:

1. Rinse the Exoquad to remove any excess dirt and mud.
2. Apply soap and water.
3. Scrub with a soft brush.
4. Rinse thoroughly, ensuring all soap is removed.
5. Dry as thoroughly as possible."

### **6.2.3 Washing of the electronics**

Clean electrical components by wiping them with a dry cloth or brush. Be extremely careful when cleaning electrical components.

### **6.2.4 Cleaning and lubrication of the chain**

The chain should not be lubricated too frequently. To lubricate the chain, follow the steps outlined below:

1. Use a dry cloth to clean the chain.
2. Apply chain lubricant to all the chains.
3. Use a clean cloth and rotate the chains to remove excess lubricant.

**NOTICE!****Pressure washer**

Water can penetrate inside the bearings if you use a pressure washer. This removes the lubricant inside, increases friction, and as a result, the bearings can be permanently damaged in the long run. Do not use a pressure washer on an Exoquad

## 7 Troubleshooting and Repair

### 7.1 Troubleshooting Guide

The following troubleshooting guide describes a range of faults and incidents that may occur when using the wheelchair, along with suggested solutions. Please note that the guide may not cover all problems and incidents that may arise, and you should always contact a service representative or Exotek if in doubt.

Event	Possible cause	Solution
Exoquad doesn't start	Battery is discharged	Charge the battery
	Battery is not connected	Connect the cable
	Kill switch is off	Connect the kill switch
Battery is not charging	Battery is too cold	Bring the battery inside
One motor doesn't work	One controller hasn't started	Turn off power, wait for 2 seconds, turn on power
Exoquad doesn't go in reverse	One controller hasn't started	Turn off power, wait for 2 seconds, turn on power
Sound from wheel(s)	Spokes are slightly loose	Tighten the spokes
Brakes have lost some effectiveness	Brake pads are worn	Replace brake pads
	Air has entered the brake system	Bleed the brakes
Digital sound	Power was turned on while the Reverse button was on	This is to alert the user that Reverse is engaged when starting the Quad.
Movement in the steering assembly	Loosened during use	Try tightening the steering bearings
Shock absorber doesn't hold air (in case of airshocks)	Normal over time/wear/fault	Valve may need to be replaced

Table 7

Videos will be available on our website. Feel free to contact us through our [online service form](#) if you have any questions or issues