

# Out & about

Motability Scheme  
customer news

# Hello

and a warm welcome  
to your annual  
newsletter posted  
straight to your door.

In this issue, there are tips for keeping your product secure, information on how your dealership supports you and much more.



## At your service

The letter that we have included with your copy of 'Out & About' is a reminder that your service is due and your dealer should be in touch shortly to arrange this with you.

Remember, your annual service is an important part of making sure your product performs as it should. The following will all be checked to make sure everything is in the best possible working order for you:

- **Steering • Battery • Tyres • Suspension**
- **Lights • Indicators**

Your scooter or powered wheelchair is just like any other vehicle – keep it serviced annually, and you'll get the best from it. You don't need to worry about cost – general wear and tear is all included in your lease. Once your service is complete, your dealer will confirm what's been checked and give you the details of any work they have carried out.



# Keeping your product secure

Regular scooter and powered wheelchair users know how important they are in increasing an individual's mobility. Keeping your product secure when you aren't using it helps make sure that it remains safe, reduces the risk of it being stolen and ultimately keeps you mobile.

Don't forget your insurance and loss and damage protection requires that you lock and secure your scooter or powered wheelchair whenever it is left unattended. This also includes secure overnight storage. Follow our top tips for keeping your product secure:

- **Invest in a lock. If you need to leave your scooter or powered wheelchair unattended while you are out and about, then lock it securely to a fixture such as a railing or fence, switch off the ignition and remove the key. Your dealer can give you information on suitable locks to use and help you choose the best one.**
- **The same applies if you are visiting family or friends, you should make sure there is somewhere safe to leave it while you're there, either indoors or if you need to leave it outside, you will need to lock and secure it to a fixed item such as a gate.**
- **Do not park or lock your product where it would cause an obstruction and make it difficult for others to use the pavements or the road.**
- **Consider fitting a scooter alarm to your scooter or powered wheelchair. These will emit sound if**

**movement is detected (hopefully deterring any would-be thieves). Your dealer would be best-placed to help with this.**

It's also important to note that when you're storing your scooter or powered wheelchair at home it needs to be in a secure, locked structure, such as a shed, garage, or kept in your home.

If you are unsure about the best way of securing your product, you should talk to your dealer who is there to support you during your lease. Or if you feel you do not have a suitable place to secure it safely, please contact our Customer Services team on **0300 456 4566** so that we can discuss any alternative solutions with you.

## Would you like the latest news straight to your inbox?

Did you know we have a monthly e-newsletter specifically for scooter and powered wheelchair customers? If we have your email address you will automatically receive the e-newsletter during the first week of every month.

If you haven't received it, it probably means that we don't have your email address on your customer record or you've previously told us you didn't want to receive Scheme news. Don't worry, updating your details couldn't be easier, visit [motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails), and follow the simple steps to start receiving the latest news every month!

# Scooter and powered wheelchair driving tips

**Don't forget the rules of the road (and pavement) when you're out and about on your scooter and powered wheelchair. Here are a few things to keep in mind.**

## Watch your speed

Many Class 3 products have a maximum speed of 8mph, however it's important to remember that you should only travel at 8mph if you're travelling on the road. If you're travelling off road, which includes travelling on the pavement, then the speed limit is 4mph. 4mph may not seem like much, but when you compare it to the average human walking speed, which is only 3mph, it's quite fast.

Driving at a reduced speed off-road ensures you have control of your product and reduces risks of any accidents, to yourself and pedestrians. Some scooters even have an option to set the maximum speed to ensure you don't accidentally drive too fast. Your dealer will be able to advise if your product has this capability.

## Look out for kerbs

When you chose your scooter or powered wheelchair, your dealer should have explained the maximum kerb height that your product can climb. Always reduce your speed, when mounting or dismounting pavements and kerbs, and if you have the option, use dropped kerbs where possible.

If you don't know the kerb height your scooter or powered wheelchair can climb or descend, speak to your dealer or refer to the manufacturer's manual supplied with your product.



## Driving on the road

If you have a Class 3 product, and would like to drive it on the roads, then make sure that you follow the rules of the road, and adhere to the scooter highway code:

- **Only Class 3 scooters which have been fitted with front and rear lights, indicators and a horn are permitted on the road.**
- **Scooters and powered wheelchairs are not permitted to drive in bus or cycle lanes**
- **You must follow all road signs, signals and traffic lights**
- **Make sure you stay visible, you could wear fluorescent clothing to help with this**

Don't forget that breakdown cover is included as part of your worry-free lease. If your scooter or powered wheelchair breaks down while you are out and about, or you have an accident, then Motability Assist are available to help 24 hours a day, 365 days a year.

Motability Assist can be contacted on **0800 953 5000**, why not save the number on your mobile phone, or download the app, so you're prepared in advance?



**Motability  
Assist App**

Did you know we have a free app to help our powered wheelchair and scooter customers in the event of a breakdown? Search for '**Motability Recovery**' in the App Store to download the app today.

# How dealerships support during your lease

With the Motability Scheme you don't just get a new scooter or powered wheelchair every three years, you also benefit from our all-inclusive, worry-free package, which includes:

- Breakdown assistance from Motability Assist
- Replacement batteries and tyres
- Servicing, maintenance and repairs
- Insurance
- Help from specialist dealers

Our specialist dealers are there to help you for the duration of our lease, from helping you to choose a product to delivery, servicing and repairs.

From time to time, for a variety of reasons, a dealership may have to stop supporting the Motability Scheme. Rest assured that if this happens to your dealer then we will find another local dealer to help you for the remainder of your lease.

All of our dealers are happy to visit you at home to ensure that your chosen product fully suits your needs, so even if your nearest dealership seems quite far away, you can still arrange for them to visit you.



**We're on Facebook!**  
Search 'Motability Scheme'  
to connect with us.



## Important numbers

**Motability Assist:**  
**0800 953 5000**

If you break down or have an accident and need to get both you and your product home.

**Your Motability Scheme dealer**

Save their number to your mobile phone, as you'll need to contact them for any repairs, or if your product will not start while you're at home.

**RSA Motability:**  
**0800 294 0790**

If you need to make an insurance claim.