

# Out & about

Motability Scheme  
customer news

# Hello

**and thank you...**

for leasing through the Motability Scheme! We hope that you have enjoyed your first few months with your new scooter or powered wheelchair. We want to help maximise your mobility, so please read this short newsletter which covers things that customers often ask us at the beginning of their lease, and some new information if you've been with us a while!

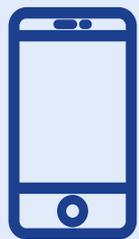


Motability

# First month niggles

A new set of wheels can take a while to get used to; however we want you to be comfortable and confident in using your product right now! Customers often tell us the best way to increase their confidence is by using the product straight away. However, if there is something about the product that is stopping you, your dealer is there to help.

For example, if there is a feature on your product that you're unsure how to work, your seating position is not quite right, the controls are slightly uncomfortable or there is a noise or niggles that you're not quite sure about, please speak to your dealer so they can help put your mind at rest and sort out any issues as soon as possible.



## Technology on your side

Did you know that there's a smartphone app to help customers in the event of a breakdown? The app has been designed to allow Motability Assist to pinpoint your exact location and get to you as quickly as possible, even if you're not sure exactly where you are.

To take advantage of the app you must download it in advance of being in a breakdown situation. Go to the App Store or Play Store on your phone search for '**Motability Recovery**' and follow the simple on-screen instructions to complete the initial set up. Then, if you ever break down, open the app and click 'Rescue me' to generate a text message with the coordinates of your exact location and simply press send. If you struggle to set up the app on your phone, you can ask your dealer who will be happy to help; a quick conversation and a download now could save you time and worry if you do break down and need help.

# Stay in touch!



The Motability Scheme is about more than just a new scooter or powered wheelchair. Our lease package includes everything to help keep you on the road, including information and inspiration to help you make the most of your product. That's why we aim to provide lots of helpful information on any changes or improvements to the Scheme and relevant news too, both online and to your door!

We hope that when you placed your application, you took advantage of the offer of Lifestyle, our free quarterly customer magazine, and our monthly e-newsletters, designed specifically with our scooter and powered wheelchair customers in mind!

Lifestyle is sent at the end of January, April, July and October and our e-newsletters are sent in the first week or so of every month. So, now that you have been a customer for a few months, if you're registered to receive our e-newsletter you should hopefully have received one, and you

## Don't forget these really important numbers!

Motability Assist for breakdown support:

**0800 953 5000**

RSA Motability for registering an insurance claim:

**0800 294 0790**



may have already received your first issue of Lifestyle. If you'd like to start receiving Lifestyle or our e-newsletters, simply visit the website at [motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails) and fill out the form to let us know that you're keen to hear from us!

There's also lots of information for customers on our website, [motability.co.uk](https://www.motability.co.uk). And if social media is your thing, we are on Facebook, Twitter and YouTube. Simply search for **Motability Scheme** and connect with us to get all the latest news, updates and videos. You can even find us on Spotify and listen to our handpicked playlists!

With all these ways of keeping in touch we hope that you'll soon feel part of the widest mobility community around!

# What happens next?



Now that you've had your product for a few months we hope you're feeling confident and comfortable with it. If you have any worries about your product then speak to your dealer, or if you move address or change names then please do let us know at [motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails). The next time you'll hear from us will be in about nine months' time, on the anniversary of your lease starting, when we'll write to remind you about the importance of having your product serviced.

The service is included in the cost of your lease, so won't cost you anything extra, and any repairs required due to wear and tear will be covered too. Your dealer will be in touch to arrange a convenient time to service your product. Usually this is done at home, but your dealer may need to collect it and keep it for the day. The service will include a check of your battery, tyres, suspension, steering, lights and indicators. Mention to your dealer any niggles

with your product; however they may need to bring the product back in if any repairs are required.

After that you may not hear from us for a while, but remember we're always sharing news and updates on our website, social media, e-newsletter and Lifestyle too – so make sure you're receiving them to get involved!

## Start as you mean to go on!

Using your product frequently will keep your battery in tip top condition, help you make the most of your lease and ensure you are confident in using your product.





# Always be prepared!

We hope that your product will provide reliable mobility throughout the entire length of your lease. Unfortunately things can sometimes go wrong and this can result in a breakdown, which is why your lease includes comprehensive breakdown cover to give you peace of mind. To help make any breakdown situation less stressful here are our top 5 tips.

- 1 Save the Motability Assist phone number into your mobile phone **0800 953 5000** and make sure your phone is fully charged every time you go out
- 2 Ensure your scooter or powered wheelchair is fully charged before you set off – remember to allow for the return journey if you do go out on a battery that is less than full
- 3 If you have a smart phone – download the **Motability Assist** app, see the article inside for more information.
- 4 If you need to take medications at a specific time each day, it might be worth taking this with you on all your journeys, just in case you breakdown
- 5 Prepare for a delay. If you do breakdown are there small things that would make a big difference – a few snacks, an extra layer or an umbrella?



# Range is more than just a number

When you were choosing your product your dealer will have spoken to you about your regular journeys and the importance of choosing a scooter or powered wheelchair which had a sufficient range. While all products are tested and given a maximum range, the actual number of miles your product can travel on a single battery charge will vary depending on where you use the product. Knowing what range you might expect your new product to achieve is really important to make sure that your battery doesn't go flat when you are out and about. So before you max out your range, find out some of the key things that might mean it doesn't quite achieve the maximum stated range.

- **Your weight** – products will be tested with an average weight – if you weigh more than this average or you load your product with heavy accessories or shopping, it will decrease the mileage range.
- **The terrain** – if your journeys include hills or rough surfaces that require more effort from the battery than a similar flat smooth distance, this will result in your battery being drained more quickly.
- **The way you charge it** – your dealer should have advised you of the best way to charge your product. It is not normally recommended that you let your battery become fully empty and usually a long overnight charge will optimise the battery.
- **Regular usage** – as with any vehicle, your battery will work best if the product is regularly used and recharged.
- **Your product's age** – we expect all Scheme products to meet your needs for the full length of your lease. However as with all battery powered products, as your product gets older it is likely that the battery may not be quite so effective. Your dealer will check this on the annual service and if there is a problem they will replace it at no extra cost.