

**Applies to:**

Regatta 6 Scooter  
Neo 4 and 6 Scooters

**Diagnostics**

Below is a break down of the flash sequence giving an indication of the area which is at fault. If there is a fault present the controller will indicate the fault by a series of flashes. The flashes will be spaced between short pauses then there will be a longer pause before the series starts again. Please be aware that 1 flash (low battery voltage) will be reported by the end user as constant flashing. The scooter simply requires recharging or replacement batteries.



On the Neos, the status LED will flash to indicate the fault. On the Regatta 6, the left-most segment of the battery gauge will flash to indicate the fault. The status LED / battery gauge will continue flashing until the fault is rectified and the keyswitch has been cycled

1 Flash • _ • _ • _	<b>Low Battery.</b> Battery voltage has dropped below 23.3V. Recharge batteries as soon as possible.
2 Flash •• _ •• _ •• _	<b>Battery voltage too low.</b> Voltage has dropped below 16.5V. Recharge batteries or leave scooter switched off a few minutes.
3 Flash ••• _ ••• _ ••• _	<b>Battery voltage too high.</b> Unplug the charger from the scooter if it is plugged in. Turn the scooter off and on. Reduce speed down any gradients.
4 Flash •••• _ •••• _	<b>Current limit time-out.</b> The scooter has drawn too much current for too long. Turn the scooter off and leave for a minute. If the problem persists, check loom and motor for shorts.
5 Flash ••••• _ ••••• _	<b>Brake Fault.</b> Check the freewheel lever is in the DRIVE position. Check the brake connector is plugged in firmly.
6 Flash •••••• _ •••••• _	<b>Out of Neutral at Power Up.</b> Return wigwag paddle to neutral then turn off and on again. If problems persist, wigwag paddle may need re-calibrating
7 Flash ••••••• _ ••••••• _	<b>Speed Pot Error.</b> Wigwag paddle or its wiring is faulty. Check the paddle is calibrated and check for open or short circuits.
8 Flash •••••••• _ •••••••• _	<b>Motor Error.</b> Motor or its wiring is faulty. Check the paddle is calibrated and check for open or short circuits.
9 Flash ••••••••• _ ••••••••• _	<b>Internal Controller Fault.</b> Contact Medicare Technology.