

FREQUENTLY ASKED QUESTIONS



When looking for a mobility scooter for sale, it can be overwhelming. It's certainly the best way to reclaiming your independence and freedom, enabling you to keep connected in the community.

We understand that you have many questions, so we've answered most of them below. If you have more, please contact us via email, or just call on 1800 55 48 27.

Why are your prices lower than the competitors?

We don't have a costly retail store so the savings are passed down to you. We believe the best place to try out a mobility scooter is where it will be used, your home and your local streets.

Can i have a demo, even if I'm not ready to buy?

Certainly can! Just contact us to schedule a convenient time for your free, no obligation demonstration. We'll show you the proper way to drive, brake, steer, turn and more. When the time is right, you can call us anytime in the future and we'll visit again at no cost.

How about free home delivery?

Yes! If you live in or near Brisbane, Gold Coast, Sunshine Coast or Ipswich, we'll personally deliver your new mobility scooter right to your door. We want you to feel completely safe and secure so we'll also provide you with free training by showing you how to navigate around your local area.

What is the right scooter for me?

Generally, a smaller person would suit a small or medium scooter, and a larger person would suit a large or deluxe scooter. If you're planning to travel more than a few kilometres from home then a larger scooter is the best option. If you need something more mobile, perhaps a portable mobility scooter is what you're after. When we visit for your free demonstration, we'll trial a few models to find the right one for you.

Do you have spare parts on hand?

Yes. We have stocks for all models in Brisbane and access to additional supplies in Melbourne. Our direct relationship to the manufacturer means we have full access to more parts and specialists if required.

WE COME TO YOU

Phone: 1800 55 48 27
Web: www.activescooters.com.au
Email: info@activescooters.com.au
Address: 43 Oldfield Rd,
Sinnamon Park 4073
(Appointment Only)

FREQUENTLY ASKED QUESTIONS



What accessories do you stock?

We have an extensive list of accessories, take a look at the accessories page. Our most popular items are the rear bags, awnings and walking stick holders. We have everything you need to customize your scooter to fit your lifestyle.

What does the warranty cover?

We have a two-year warranty on the mobility scooter frame and one year for everything else. That covers batteries, chargers and all accessories. The parts are free of charge, and the labour is free of charge. This is why so many people purchase new electric mobility scooters.

Do I need a license to drive a scooter?

No, you don't need a license. But we want you to feel completely safe and at ease with driving your new scooter, which is why we offer free, hands-on training to help you get acquainted with manoeuvring it in and around your local area.

Do I need to register my scooter?

Yes, you'll need to register your mobility scooter with Queensland Transport. It's free and in return you'll receive 3rd party protection insurance. To make it even easier, we'll fill out the forms for you.

How can I pay for my new scooter?

We are very flexible when it comes to payment of your new scooter. The most popular payment methods are personal cheques on the day or an electronic bank transfer in the following couple of days. We certainly accept cash and credit card is an option if you don't mind paying a 2% fee.

Can I pay for my scooter over 12 months?

Yes, it's possible to pay with instalments. You'll just need a 50% deposit then the remaining amount can be paid in 12 payments. There's no interest charges, no admin fees, nothing.

How far can my mobility scooter travel?

Our batteries are larger than our competitors, giving the scooter more range than you'll ever need in one day. Our portable mobility scooter can travel 22km, that's great for a compact scooter. The small and medium scooters travel 40kms on one charge. Our large and deluxe scooter can travel 50kms, that's a long way between charges.

When should I charge my mobility scooter?

We recommend charging it after the green lights have gone out, but the orange and red lights are still visible. If charged regularly, the batteries in our mobility scooters can last up to three years. The need to charge them will depend on how far you go and how often you use your mobility scooter.

When should I service my mobility scooter?

If you want your scooter to last a lifetime, make sure it's serviced regularly. We recommend an annual service so we can check the batteries, motor, brakes and wheel bearings. Fortunately, our mobile workshop can come to you and service your mobility scooter on the spot, it's all included in the service.

Phone: 1800 55 48 27
Web: www.activescooters.com.au
Email: info@activescooters.com.au
Address: 43 Oldfield Rd,
Sinnamon Park 4073
(Appointment Only)

WE COME TO YOU