

ELECTRIC WHEELCHAIR

G5

User Manual



Before using this product, read this manual carefully and save for future reference

Preface

Please read the user manual carefully before taking the product into use.

- ✧ This manual provides instructions on operation, assembly methods, and basic troubleshooting for the G5 model.
- ✧ This manual includes wheelchair maintenance tips and troubleshooting guidelines. Please keep it in an accessible location and refer to it as needed. If someone else uses the chair, please provide them with this manual for reference.
- ✧ The annotations and illustrations in this manual might differ slightly from your actual model as we continually enhance and upgrade our components and designs.
- ✧ If you're unsure about any aspect of the operation, kindly reach out to your dealer for clarification.
- ✧ Improper usage of this wheelchair might result in injuries. It's essential to always heed safety recommendations to ensure your well-being and that of others.
- ✧ This electric wheelchair is designed for individuals with walking difficulties or those who cannot walk.
- ✧ The electric wheelchair is intended to transport only one person.
- ✧ This series of electric wheelchairs is powered by Li-ion batteries and uses DC motors. Users can control the direction and adjust the speed using the joystick controls located on the armrest. This wheelchair is suitable for low speeds, good road conditions, and can handle gentle slopes.
- ✧ This electric wheelchair is specifically engineered for people weighing less than the maximum loading weight defined in the technical specs. It is intended for use at walking speeds and is suitable for both indoor and outdoor use. Please refrain from using this unit in traffic lanes.
- ✧ This user's manual is compiled from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become necessary. Any changes to our products may lead to slight variations between the illustrations and explanations in this manual and the product you have purchased.



Warning symbol

Follow the instructions next to this symbol closely.

Please pay attention to these instructions, otherwise it would result in physical injury or damage to the wheelchair or the environment.

1 Product Introduction

1.1 Product Images

1. Backrest
2. Controller (Joystick)
3. Controller Charging Port
4. Seat Belt
5. Cushion (Seat Base)
6. Lithium Battery
7. Pull Rod
8. Foot Platform (Footrest)
9. Front Wheel (Caster Wheel)
10. Rear Wheel (Drive Wheel)
11. Backrest Cushion
12. Armrest Pad
13. Backrest Pad (Cloth cover and sponge)
14. Back Bag
15. Folding and Locking Mechanism (latch)
16. Driver
17. Motor
18. Manual Freewheel Lever
19. Anti-tip Wheel
20. Battery Charging Port



Product Performance

This series of electric wheelchairs are powered by Li-ion battery, driven by DC motor. Users control direction and adjust speed by joystick control. It is suitable for application of low speed, good road condition and small slope.

1.2 Product Information

Performance Parameters

Technical data	G5		
Overall size	910*560*940mm	Folded size	750*560*300mm
Seat size	440*430mm	N.W.	20 kg
Speed	1~6km/h	Seat Height	480mm
Armrest height	230mm	Backrest height	490mm
Max loading weight	100 kgs	Front wheel	7 inch
Rear wheel	11 inch	Battery	DC 24V 6Ah /10Ah Li-ion
Motor	24V 150W*2pcs	Battery charger	AC 100~240V, 50Hz, 1.5~5A
Control	24V 40A	Max driving distance	10km / 20km
Degree of protection	IPX3	Max safe slope	10°
Turning radius	≤1.2m	Static stability	9°
Reversing width	≤1.5m	Climbing angle	9°
Tire pressure	2kgf/m ²	Obstacle climbing	40mm

- ♦ The actual range of our product can vary due to factors such as weather conditions, load weight, and terrain type. Extreme temperatures, heavy loads, and challenging terrains can all impact battery efficiency and reduce travel distance. While designed for versatility, users should be mindful of these variables to optimize their range and maintain reliable performance.
- ♦ The 10AH (240WH) lithium-ion battery is travel approved by most major airlines and cruise lines.. Before travelling by airline or cruise, please contact the airline or cruise line to confirm their travel battery regulations.
- ♦ The widest distance between armrest support bars.

2 Safety Instructions

2.1 Main Security Features

- ♦ Classified according to the type of protection electric shock: Internal power.
- ♦ Classified according to the type of protection against electric shock: Type B application.
- ♦ Classified according to the degree of inlet liquid protection: IPX3.
- ♦ Classified according to the safety of use in a flammable anesthetic mixture with air or gas mixed with oxygen or nitrous oxide flammable anesthetic gases occurs: Non AP/APG type.
- ♦ Classified according to operation mode: Continuous operation.
- ♦ Rating voltage: DC.24V.
- ♦ Have no protective effect on the application of defibrillator discharge section.
- ♦ No signal output or input part.
- ♦ Non-permanently installed equipment.

2.2 Driving Notice

General Driving Cautions

- ♦ Please keep your hands on the armrest to control the wheelchair.
- ♦ Please practice in parks or other safe open places until you can use the wheelchair skillfully.
- ♦ Fully practice driving in a safe place, to master principle of moving forward, stopping and turning circles.
- ♦ Before driving to the road, please be accompanied by caregivers and confirm it is safe.
- ♦ Please strictly follow traffic rules of the pedestrian, do not regard yourself as vehicle driver.
- ♦ Please drive on the sidewalk and the zebra crossing. Do not drive on vehicle lane.
- ♦ Steadily drive, to avoid driving in 'Z' line or sharp turn.
- ♦ Please keep pressure of pneumatic tire properly, the abnormal tire pressure may cause unsteady driving or excessive lost of current.

Accompanied by Caregivers or Avoid Driving in These Conditions

- ♦ Drive in bad weather, such as rainy day, heavy fog, strong wind, snow, etc.
- ♦ In case of wheelchair is wet out, wipe the water immediately.
- ♦ Drive on the bad road condition, such as muddy, trail, sand road, gravel, etc.
- ♦ Drive on crowded road.
- ♦ Drive on no fence side ditch, pond, etc.
- ♦ Across the railway.
- ♦ When you have to across railway, pause at turnoff to confirm it is safe, and make sure that the tires will not be stuck by railway.
- ♦ The electric wheelchair is only for personal use, do not carry people or goods, and do not for a traction purposes.

Precautions for Uphill and Downhill

- ♦ Avoid driving on following places: steep hills, tilt places, high steps, channels etc.
- ♦ Avoid driving on steep slopes, the slope range should be less than 9 degrees. Please carefully operate the controller when drive on slopes.
- ♦ Keep moving forward during uphill or downhill.
- ♦ Slow down speed during downhill.
- ♦ Avoid driving sideways on the steep.
- ♦ Forbid driving on the stairs place and avoid crossing high steps.
- ♦ Avoid crossing wide ditches.
- ♦ During crossing ditches, keep 90° angel between tires and the ditches.
- ♦ Do not set the wheelchair to manual mode during uphill and downhill.



When the wheelchair is malfunction at traffic crossing, please immediately ask passerby for help. And set wheelchair to manual mode, then push wheelchair to leave the scene, or user to get away from the site to a safe place immediately.

Precautions for the Caregivers

- ♦ Caregivers should confirm that the users' feet are on the footrests' proper position and ensure clothes do not attach to the wheels.
- ♦ Caregivers should push the wheelchair to move forward to keep safe on steep slope or long slope.

2.3 Other Notice

Repair and Refit

If it has to repair or refit the wheelchair, please contact seller or service department. Do not modify by self. It may cause accident or wheelchair malfunction.

Keep Dry

Do not put the wheelchair in wet place. If the wheelchair is wet, please dry it immediately.



Without our company's confirmation, don't modify the assembly or materials of this wheelchair.

In order not to cause imbalance, don't add weight arbitrarily.

When someone is sitting on the wheelchair or the clutch is not in manual mode, do not use other vehicles to pull or push the wheelchair.

2.4 Service Life

The service life of this product is 5 years after the date of production. Please use the product within the limited period. Please do not use it beyond the validity period for more than one year to avoid accidents.

Date of manufacture: see the label.

2.5 Electromagnetic Compatibility

The wheelchair should away from strong magnetic fields and large inductive electrical equipment, such as radio station, TV station, underground radio station, cell phone transmitting radio station. Pay attention to that if there are sources of electromagnetic interference nearby, as far as away from those sources to avoid electromagnetic interference. The electric wheelchair should avoid electromagnetic interference.

Note:

- ♦ Electric wheelchair should meet electromagnetic compatibility requirement of YY0505 standard.
- ♦ User should install and use electric wheelchair based on the electromagnetic compatibility information provided.
- ♦ Portable and mobile RF communication device shall affect performance of electric wheelchair. Therefore, please avoid strong electromagnetic disturbance, like near mobile phone or microwave.
- ♦ Please refer to attachment for notice and manufacturer's statement.
- ♦ Cut-off voltage of battery is 23V.
- ♦ Electric wheelchair belongs to D class in GB/T 18029.21-2012, a wheelchair with electronic differential steering and manual brake



Electric wheelchair shouldn't be put or used together with other devices. If have to, please verify that electric wheelchair can work normally under the circumstances.

3 Usage and Operation

3.1 Adjustment of Wheelchair

Unfold wheelchair

One hand hold the backrest, another hand hold the seat and open by force (picture 1). Fully unfold the wheelchair, and ensure that the latch is hooked (picture 2).



Picture 1



Picture 2



Please make sure that the lock is well locked. Otherwise it will cause fold danger when driving.

Fold Wheelchair

Open the latch (picture 3), one hand hold latch, press the backrest down with another hand (picture 4).



Picture 3



Picture 4

Install Controller

Insert the controller into the card slot of the controller. Please note to keep the controller horizontal (picture 5).
then tighten the screw and press the knob inward (picture 6).



Picture 5



Picture 6

Remove the Battery

Press the button under the battery (picture 7).
The other hand pushes the battery forward from the bottom of the battery. (picture 8).



Picture 7



Picture 8

Install the Battery

Insert the battery horizontally into the battery slot (picture 9).

Ensure that the buckle on the battery is inserted into the battery base (picture 10).



Picture 9



Picture 10

Pull Rod

Press and hold the top button, pull out the pull rod upwards. (picture 11)

Press and hold the top button, push down the pull rod. (picture 12)



Picture 11



Picture 12

Footplate

The footplate can be pulled up or down. (picture 13)

After folding the wheelchair, tie the foot pedal with rubber bands under the seat to prevent the wheelchair from unfolding. (picture 14)



Picture 13



Picture 14

Armrest Flip-up

Pull out the snap fastener outwards, lift the armrest upwards.

Press down the armrest to the proper position, then press and hold the snap fastener inward. (picture 15~16).



Picture 15



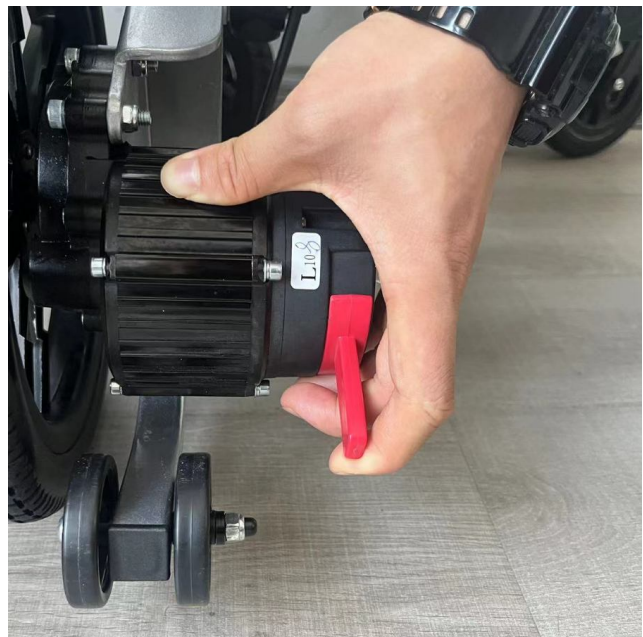
Picture 16

Switch between Manual Mode and Electric Mode

There is a small red levers on the left and right rear wheel motors, Pull down on the levers to set manual mode (unlock) - (Picture 17). Pull up on the levers to engage electric/power/drive mode (lock) (Picture 18). For proper operation, both levers must always be in the same position.



Picture 17



Picture 18

Seat Belt (Positioning Belt)

The wheelchair may come equipped with a seat belt, which can be adjusted for operator comfort. The seat belt is intended to support the operator to prevent sliding down or forward in the seat. It is not designed as a restraining device.



Picture 19



When driving the wheelchair, please make sure to fasten your seat belt.

4 Battery and Charger

4.1 Charger Requirements

The charger is used for battery charging. During electric wheelchair is charging, do not use it.

Charger Technical Data

Input voltage: AC220V (110V) $\pm 10\%$ Output voltage: 24V/DC Output current: 1.5~5A

Ingress protection level is IPX1.

The charger should meet the requirement of GB 4706.1-2005 and GB 4706.18-2005.

4.2 Usage of Charger

4.2.1 Type 1 (charge directly in battery)

In order to charge the battery, connect the charger with power supply and battery box's plug. Do as following instructions to complete charging process:



Step 1: Make sure the charger groove is not blocked.

Step 2: Make sure the electric wheelchair is power off.

Step 3: Unplug the plugs which connect the battery box and controller.

Step 4: Connect the charger's output plug to the battery box's power plug.

Step 5: Connect the charger's main plug to the power supply and the red light will be alight. Fully charging needs 8 to 10 hours, do not overcharge more than 24 hours.

Step 6: As to prevent cut short battery life, please charge the battery at least once per month when the wheelchair is not being used.

4.2.2 Type 2 (charge through controller)

In order to charge the battery, connect the charger with power supply and controller socket. Do as following instructions to complete charging process:



Step 1: Make sure the charger groove is not blocked.

Step 2: Make sure the electric wheelchair is power off.

Step 3: Make sure the battery and controller are connected.

Step 4: Connect the charger's output plug to the socket below the controller.

Step 5: Connect the charger's main plug to the power supply and the red light will be alight. Fully charging needs 8 to 10 hours, do not overcharge more than 24 hours.

Step 6: As to keep the battery life from being shortened, please charge the battery at least once per month when the wheelchair is not being used.



Do not stop charging until charge process is finished. Repeat using of battery which is not fully charged will shorten the battery life, so the battery should be fully charged as much as possible.

When battery is fully charged, the power indicator will turn to green. Do not stop charging before fully charged.

After finish charging, turn off the power supply, otherwise the battery will discharge slowly. Do not charge more than 24 hours. Over-charging is dangerous.



Users should follow the following rules to avoid charging dangers:

The electric wheelchair doesn't include the charger, please use national standard charger that the output voltage is 24V/DC 1.5A~5A.

It should be well ventilated when charging. Do not expose the wheelchair to sunlight and humid environment.

The charging environment temperature range is from 10°C to 50°C. If it is out of the environment temperature range, the battery is unable to function well, and can easily make battery damaged. It's normal for the fan making a sound during charging. It is for cooling the charger, please do not

worry about it.

Prevent liquid go into the charger during charging. And do not place charger on the flammable items, such as: fuel, footrest or seat cushion.

Please stay away from the flames when charging the battery. The flames may cause battery fire or explosion.

Charging makes hydrogen, do not smoke while charging.

Do not unplug the power supply when the socket or your hands are wet, it may cause electric shock.

In case of unpredictable accident will happen and hurt the user, do not use or sit on the electric wheelchair when charging.

4.3 The Usage and Maintenance of Battery

Wrong operation of replacing battery may cause danger of explosion. Only the same or recommended type of battery is suitable for replacement. And please make sure the battery poles are correct. Key points for prolong the battery life: charge frequently, to keep battery power full. It's better to fully charge the battery if the wheelchair is not being used. If stop using for a long time, it's better to charge twice per month.

5 System Diagnose

The LED indicators on your device provide signals for various technical malfunctions which may affect parts such as the motor, brakes, battery, and wire connections. The table below will guide you through troubleshooting specific technical issues. While these issues can usually be detected without additional service tools, please do not hesitate to contact us if further assistance is required.

Refer to the table 1-1 for interpretations of different audio signals.

Description of LED Light Indicators	Interpretation Guidelines	Issue and Solution
All LED lights are off, and there is no sound.	The power has been turned off, or the wheelchair is in standby or sleep mode.	Power is not connected, or there may be a short fuse or a burnout.
Condition: All LED lights are lit.	The power is turned on and the system is performing self-diagnostics.	None
LED lights are partially off.	The lights indicate the remaining battery power.	Lights being partially off indicates that the battery power is only partially available.
One short beep LED lights blinking once.	The battery power is very low.	The red light on the battery indicator is flashing The unit should be charged before use.
Two short beeps LED lights blinking twice.	The left motor is malfunctioning	1、 The left motor connection may be broken or the wire may be disconnected. 2、 Please swap the wiring harnesses of the left and right motors, if there are four alarms, there is a motor circuit fault. If there are two alarms, it indicates the controller circuit fault.
Three short beeps LED lights blinking three times.	The left magnetic brake is in manual mode	1、 The left magnetic brake is in manual mode, Please switch to electric mode. 2、 Please check if the wiring harness of the magnetic brake is intact. 3、 Please swap the wiring harnesses of the left and right motors, if you hear five alarms, it indicates the left motor brake fault. If there are three alarms, it indicates the controller brake circuit fault.
Four short beeps LED lights blinking four times.	The right motor is malfunctioning	1、 The left motor connection may be broken or the wire may be disconnected. 2、 Please swap the wiring harnesses of the left and right

		motors, if you hear two alarms, there is a motor circuit fault. If there are four alarms, it signifies the controller circuit fault.
Five short beeps LED lights blinking five times.	The right magnetic brake is in manual mode	1、 The right magnetic brake is in manual mode, Please switch to electric mode. 2、 Please check if the wiring harness of the magnetic brake is intact 3、 Please swap the wiring harnesses of the left and right motors, if you hear three alarms, it indicates the left motor brake fault. If there are five alarms, it signifies the controller brake circuit fault.
Six short beeps LED lights blinking six times.	The motor over current	1、 Motor overcurrent protection alarm; 2、 When the alarm sounds, the gear indicator light displays 1st gear indicating overcurrent of the left motor, and 5th gear indicating overcurrent of the right motor; 3、 Please disconnect the wiring of the left and right motors from the controller, turn on the power to the controller, and immediately push the joystick. If there is no alarm or alarm, 2, 3, 4, or 5 sounds, it indicates a short circuit in the motor, If 6 alarms sounds, it indicates a short circuit in the controller circuit;
Seven short beeps LED lights blinking seven times.	The Joystick not in initial position	1、 Turn off the power, release the joystick to the center position, and then turn on the power back on. 2、 If the joystick is in its initial position but emits 7 alarms, this indicates a controller circuit malfunction;
Eight short beeps LED lights blinking eight times.	The controller system failure	Please refer to Table 1-2 for more information. Please consult your dealer for maintenance.
Nine short beeps LED lights blinking nine times.	The controller overload	Controller overload occurs when wheelchairs encounter excessively steep slopes or heavy loads while climbing slopes. Turning off the controller and then turning the power back on again can resolve the fault.
Ten short beeps LED lights blinking ten times.	The battery failure	1、 The battery power is very low. Please charge the battery. 2、 Please check whether the plug connected to the battery is normal and whether the battery output voltage is normal.
Eleven short beeps LED lights blinking eleven times.	The controller overheating	Turn off the controller and allow it to cool down for a period of time before using it again.

6 Controller

6.1 Controller (Joystick)



Power Button

- To turn on the chair, press the power button.
- To turn it off, press the button again.
- When the chair is powered on, the LCD Display will light up.

Sleep Mode

- If the joystick is not used for more than 20 minutes, the power will automatically turn off, and the system will enter sleep mode.
- The system can be turned on by pressing the power button.

Speed Adjustment

- The wheelchair's riding speed can be adjusted according to the user's preference and circumstances. Use the decrease and increase buttons to adjust the speed accordingly.

Horn Button

- Press the horn button to sound the horn.

Mute Button

- Press the mute button to turn on/off the sound.

SOS button

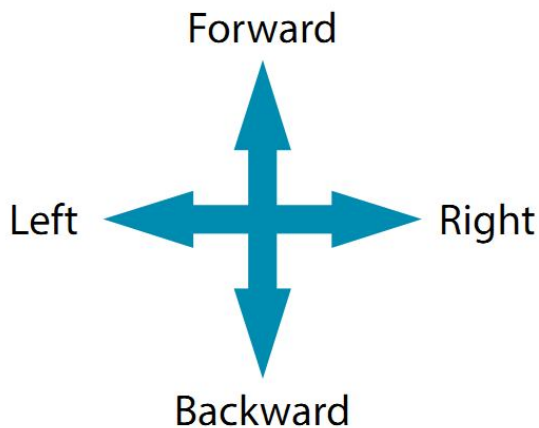
- Press the SOS button to continuously emit a beeping sound.

Battery Power Indicator

The LCD display's battery indicator is active when the power is on and shows the remaining battery power. The following are the indicator levels:

- 5 Bars: 80~100% battery remaining
- 4 Bars: 60~80% battery remaining
- 3 Bars: 40~60% battery remaining
- 2 Bars: 20~40% battery remaining
- 1 Bar: Less than 20% battery remaining
- When only a single bar is left, it signals low power, indicating the batteries need recharging.

Always ensure the batteries are fully charged before going on long rides where charging might not be available. Do not operate the unit if only the red single bar is displayed, as it signifies an immediate need for charging. If the battery indicator blinks, it means there is less than 5% battery remaining.



Using the Joystick

- To control the speed and direction of the wheelchair, utilize the joystick.
- The distance you push the joystick determines the speed of movement.
- Always ensure the joystick is in the middle position when powering the unit on or off. If the joystick is not centered when turning the unit on or off, an alert will sound. To silence the alert, return the joystick to the center.



WARNING! In an emergency, you can also turnoff the power directly by pressing the power button.

6.2 Remote Control Usage



Inserting Batteries and Powering On the Remote Control:

- A. Insert AAA batteries into the remote controller.
- B. Turn on the remote control by pressing the "power button" for 3 seconds.
- C. You will know the remote control is powered on when the green lights on the power button start flashing.

Power Button

- To turn on the remote controller, press the power button.
- To turn it off, press the button again.

Note: The remote controller does not have the ability to turn your wheelchair on or off. It is designed to provide the ability to control your wheelchair remotely via the joystick controller. To use your remote controller, your main controller must be turned on."

Speed Adjustment

- The wheelchair's riding speed can be adjusted remotely using the remote controller to suit the user's preference and circumstances. Simply use the decrease and increase buttons to adjust the speed as needed.

Horn Button

- Press the horn button to sound the horn.

Using the Joystick (Chair Direction)

- To control the speed and direction of the wheelchair, utilize the joystick button.

- The distance you push the joystick determines the speed of movement.

Automatic Reclining Button

- Press and hold the Backrest (B) button until the button illuminates.
- Press and hold the acceleration or deceleration button to recline or straighten the wheelchair.
- Once the reclining process is complete, short press the B button to return to drive mode.

Auto-Unfold (Opens Chair) and Auto-Fold (Closes Chair) Buttons

- Press and hold the fold button for 3 to 5 seconds; the folding indicator button will illuminate.
- Press and hold the acceleration or deceleration button to fold or unfold the wheelchair.
- Once the folding or unfolding process is complete, short press the fold button to return to drive mode.



***WARNING!** In an emergency, you can also turnoff the power directly by pressing the power button. The function buttons on the remote control are developed for specific versions and not all versions of wheelchairs can be used.*

6.3 Pairing the Remote Control

In general, the remote control has been successfully matched with the controller in the same packaging before shipping, and there is no need to match it again.

When the remote control cannot connect to the controller or when purchasing a new remote control, please refer to the following methods:

Pairing Your Remote Control:

1. Inserting Batteries and Powering On the Remote Control:

- A. Insert AAA batteries into the remote controller.
- B. Turn on the remote control by pressing the "power button" for 3 seconds.
- C. You will know the remote control is powered on when the green lights on the power button start flashing.

2. Initiating Pairing Mode:

- A. To pair your remote control with the wheelchair, press the "deceleration button" on the remote for 3 seconds. The power button's green light will turn red, indicating that the matching search is enabled.

3. Pairing with the Joystick Controller:

- A. Turn on the joystick controller.
- B. Press and hold the deceleration button on the controller for 3 seconds. The red pairing light will flash.
- C. Press and release the horn button on the controller. The red pairing light should stop flashing and stay on, indicating a successful pairing. If the remote was not paired correctly, please repeat the pairing process.

4. Finalizing the Pairing:

- A. Once paired, restart the controller by pressing the power button.
- B. Press the power button on the remote control to exit pairing mode. The green power light on the remote will flash.
- C. The red pairing signal on the controller will remain on, indicating that the remote control is now ready to power the wheelchair.

7 Maintenance

Maintenance of wheelchair includes clean wheelchair, check wheel and battery, and charge battery. For further maintenance please contact with your dealer. Our suggestion is checking the wheelchair every half year, annually overhaul.

7.1 Clean and Battery Maintenance

Clean Wheelchair

Please clean the wheelchair regularly.

Clean the parts which are frequently touched with user's body (such as seat cushion, armrest, controller) by a clean and slight wet cloth. Do not use organic solvents to clean.

If it is a patient user, the wheelchair should be cleaned once per week. If the wheelchair is used by an infectious victim, it should be cleaned and disinfected by disinfectants.

Wheels

Check the tires' air pressure and their wear condition regularly. When the tire tread pattern depth reduce to 1mm, please replace new tire.

Battery

To make sure that the battery is fully charged frequently. In order to prolong battery life, we strongly recommend users do not to charge until battery run out of power totally.

7.2 Wheelchair Malfunction and Checking

When malfunctions happen during the wheelchair is working, please turn off the power before check.

Symptom: completely lose power, and all the LED lights on the controller panel are off.

Check Step:

Step 1: To check if the controller's plug is loose.

Step 2: To check if the connection of controller's plug and battery box is loose. Please reinsert the plug connector (hold the plug when pull out the plug. Do not pull the wire to avoid unnecessary damage to the wire line). After above checking, if the wheelchair is still not able to restore the power, or if users have any question for above checking, please connect with your dealer.



The controller has a diagnosing system to monitor the controller and motor. Any malfunction of these parts is indicated by the controller. For more details please kindly refer to chapter of audio signal indication.

7.3 Maintenance Checking

The following is a checking list, electric wheelchair should be ordinal checked according to our suggestion. When you get on or get off the wheelchair, some self checking is done automatically. For more your attention, we particularly list these self-checking items in A area.

A area	Before use, please check if following parts are correct: 1.Backrest 2.Armrest 3.Controller position 4.Footrest 5.battery power 6.Clutch/adjusting lever for conversion between manual mode and electric mode
B area	Check the following parts monthly, to avoid original parts loosing or wearing 1. Screws 2. Brakes 3. Clutch/adjusting lever for conversion between manual mode and electric mode 4. The front and rear wheels and their tread pattern depth 5. Connectors' of controller and charger
C area	For safety, semiannual overall maintenance is needed.

8 Warranty issues

Warranty contents

We elaborately design this wheelchair for you. If there are improper materials or manufacturing, we provide free repair and lifetime maintenance according to the time and conditions in warranty cards.

Warranty does not cover in these conditions

Subjective impression, no function problems.

Usage and aging loss (coating and plating surface, nature fade of resins, etc).

Maintenance are not applicable when following happens

Don't regularly check our specified issues.

Improper or wrong maintenance.

Different operation with our manual or overload

Unauthorized modifications

External factor such as: soot, pharmaceuticals, bird droppings, acid rain, flying stone, metal powder, etc.

Natural disasters such as: typhoons, floods, fires, earthquakes etc.

The following fees are not covered

Replacement of consumables material such as tire, fuse, plastic parts, glass parts, lubricates etc.

Fees for Inspection, adjustment , add oil, cleaning , etc.

Fees for regularly check that specified by our factory.

Unauthorized modifications

Out authorized service centers maintain costs.

Customers pay attention following cautions

In order to make the warranty is valid, customers have obligation to follow below cautions:

Correctly testing and driving the power wheelchair as manual instructions.

Daily checking.

Implementing the check tips according to our suggestion.

Warranty acceptable

If warranty is needed, please take the power wheelchair and show the after sales service card to our service center for the warranty service. If the user can't provide the after sales service card the service is not provided.

Protect environment

In order to protect environment, every damaged or scraped part of power wheelchair should be backed to our factory or handed over to State Department disposed, do not throw randomly.

Warranty valid

The after sales service card is valid from stamped date.

This product warranty 1 year under normal operating conditions.

Consumable parts (such as: battery set, cushion, tires, side board, armrest pad, etc.) are not under warranty range.



During the warranty period, the maintenance is free. Over the warranty period the maintenance should be charged, the exactly charge fees please consult the service center.

After Sales Service Card

Card Holder:		Contact No.:	Model:
Add:			Mfg Date:
Height:	Weight:	Joystick Position:	Serial NO.:
<p>Quality Warranty:</p> <p>Your purchased product has following warranty service:</p> <ol style="list-style-type: none"> 1. Motor, controller and frame has one year warranty. During warranty period, free maintenance. 2. Provide door to door maintenance, service fees should be charged, the fees according to distance. 			
Recording Service	Date	Description	

Note:

- 1: If you changed your contact information, please inform us in time;
- 2: The replaced parts were owned by our company;
- 3: The consumable parts such as battery, tire, arm-rest etc., are not covered under warranty.