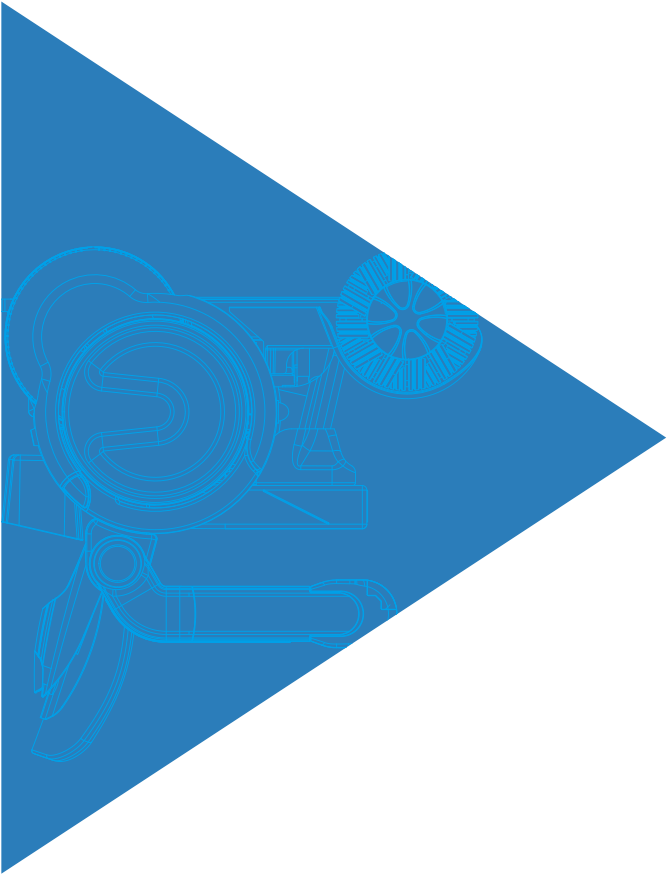
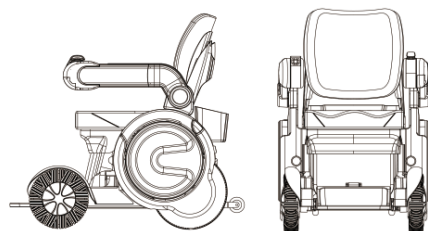


Electric Wheelchair-CROSSOVER

USE
PRODUCT
Electrical
wheelchair
User manual





About this manual book

This book is an instrument manual for the use of electric scooter. The manual is aimed at the users of this product to explain the driving speed, direction control functions and important functions of the product. In addition, users themselves can also implement simple maintenance and the corresponding methods and maintenance of exceptions are also explained.

Symbols use in manual book



Warning!

Failure to comply indicates a dangerous situation that may result in serious injury or death.



Attention!

Failure to comply indicates a dangerous situation such as product damaged and cause of damage.



Important notice

Displays relative information about products of fault-free and efficient use.

Warning labels on packaging boxes



Guard against damp



Place the products upward



Handle the product carefully



Do not stack the products



Wrapping boxes are recyclable

Important notice

There are changes in this manual with out prior notice. The purpose of this manual is to understand the products. Due to every model, configuration, accessory, performance, special sample, software update, region for use and other reasons, this manual may vary from the actual products.

Products sample

All samples represented in this manual have been confirmed by error and omission check.

Errors & omission

Any errors or omission are found in this manual, please contact: info@securetw.com

Before use

We appreciate for purchasing IF electrical scooter/wheelchair, hope our products can bring convenience to your life.

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Product overview

1.1 Overview

Electrical wheelchairs have been through many years of research & development, innovation and manufacture based on traditional wheelchairs, we combined humanized design philosophy, high performance power & driving system and intelligent control system. This product can enhance self-care ability, saves the cost of family nursing. This product is mainly focused on the group of the elder, the disable and the injuries etc.



1.2 Function features

- The product type is road type electric wheel chair vehicle
- The whole structure follows the humanized design, the voice prompt function makes the operation simpler, the safety performance makes it more reliable.
- Voice prompt operation control panel, body weight lock sensor (optional part)
- Seat cushion and backrest adopt a variety of new materials to create strong breathability and more comfort; we also apply ergonomic design to qualify different needs
- The built-in battery adopts high performance ternary lithium battery, with long battery life, safe and stable.
- Intelligent working power and charging time monitoring. Products adopt four-wheel drive structure.
- New design omni-directional wheel has excellent performance of crossing ridges, ditches and climbing slopes.
- Adopt the new intelligent motors, improve the safety performance more stable, the torque setting is reasonable, the braking performance is more efficient. Manual and electric switching mode is adopted, which is more convenient to use.
- Adopt seat lifting and translation function, more comfortable for users.
- Electromagnetic compatibility of electric wheelchairs was tested according to GT/TR 18029-2012 and YY 0505-2012.

Electromagnetic compatibility



Caution

- The electric wheel chair meets the requirements of YY 0505 electromagnetic compatibility.
- The user shall install and use the Electro Magnetic Compatibility information provided by product files.
- Portable and mobile radio frequency communication equipment may affect the performance of electric wheelchairs, avoid strong electromagnetic interference when using, such as mobile phones, microwave ovens, etc.
- The guidance and manufacturer's statement are detailed in the annex.



Warning

- Electric wheelchairs shouldn't be used in close proximity to or stacked with other equipment. If it is inevitable, they should be observed and verified to work normally in the configuration they are used in.
- With the exception of chargers sold as spare parts by the manufacturers of electric wheelchairs, the use of chargers other than those specified may result in increased instability of electric wheelchairs or a decrease in immunity.

Guidance and manufacturer's statement- electromagnetic emission

The electric wheel chair is intended to be used in the electromagnetic environment specified below. Purchasers or users shall warrant the products use in such electromagnetic environment.

Emission test	Conformity	Electromagnetic environment-guide
RF emission Gb4824	one set	This electric wheel chair uses RF energy only for its internal functions. Therefore, its radio frequency emission is very low, and the possibility of interference with nearby electronic equipment id very small.
RF emission Gb4824	Category B	This electric wheel chair is suitable for use in all installations, including domestic installations and for direct connection to the domestic residential public low voltage power grid.
Harmonic emission GB4824	Category A	
Voltage fluctuation/ scintillation emission GB17625.2	Accord	

Guidance and manufacturer's statement- electromagnetic interference resistance

The electric wheel chair is intended to be used in the electromagnetic environment specified below. Purchasers or users shall warrant the products use in such electromagnetic environment.

Immunity test	IEC60601 electrical test level	Coincidence level	Electromagnetic environment-guide
ESD GB/T 17626.2	±6 kV contact discharger ±8 kV air discharger	±6 kV contact discharger ±8 kV air discharger	The ground should be wood, concrete or ceramic tile, if the ground is covered with synthetic materials, the relative humidity should be at least 30%
Electrical transient pulse group	±2kV for the power cord ±1kV on the input/output cord	±2kV for the power cord ±1kV on the input/output cord	The network power supply shall have the quality typical of a commercial or hospital environment
Surge GB/T 17626.5	±1kV line to line ±2kV line to earth	±1kV line to line ±2kV line to earth	The network power supply should have the quality typically used in a commercial or hospital environment
Voltage sag, short interruption and voltage change on the power input line GB/T 17626.11	<5 % UT, last 0.5 period (At U T ₁ , drops>95%) 40 % U T ₁ , last 5 period On U and T,60% of the dips, 70% of U and T, for 25 cycles (On U and T, 30% of the dips) <5% UT last 5s (On U and T, >95% of the dips)	<5 % UT, last 0.5 period (At U T ₁ , drops>95%) 40 % U T ₁ , last 5 period On U and T,60% of the dips, 70% of U and T, for 25 cycles (On U and T, 30% of the dips) <5% UT last 5s (On U and T, >95% of the dips)	The network power supply should have the quality typically used in a commercial or hospital environment. If users of electric wheelchairs need continuous operation during power interruption, it is recommended to used uninterruptible power supply or battery power
Power frequency magnetic field (50/60Hz) GB/T 17626.8	3A/m	3A/m,50/60Hz	The power frequency magnetic field should have the horizontal characteristics of the power frequency magnetic field in a typical business or hospital environment

Note: UT refers to the voltage of the AC network before the test voltage is applied

Guidance and manufacturer's statement- electromagnetic interference resistance

The electric wheel chair is intended to be used in the electromagnetic environment specified below. Purchasers or users shall warrant the products use in such electromagnetic environment.

Immunity test	IEC60601 electrical test level	Coincidence level	Electromagnetic environment-guide
Radio frequency transmission GB/T 17626.6	3V (effective value) 150 kHz ~ 80 MHz	3V (effective value)	Portable and mobile RF communications equipment should not be used closer to the recommended isolation distance of any part of the motorized wheelchairs, including cables. The distance is calculated by a formula corresponding to the transmitter frequency, Recommended isolation distance, $d=1.2\sqrt{P}$ 80 MHz ~ 800 MHz $d=2.3\sqrt{P}$ 800 MHz ~ 2.5 GHz p: according to the maximum rated output power of the transmitter provided by the transmitter manufacturer, in watts (W) d: recommended isolation distance in meters (m) The field strength of a stationary RF transmitter is determined by surveying the electromagnetic field and should be lower than the coincidence level in each frequency range b, Interference may occur near devices marked with the following symbols.
Radio frequency radiation GB/T 17626.3	20V/m 80 MHz ~ 2.5 GHz	20V/m	

Note1:at the frequency of 80MHz and 800MHz, the formula of higher frequency band of adopted.

Note2: these guidelines may not be suitable for all situations. Electromagnetic transmission is affected by the absorption and reflection of buildings, objects and human bodies.

Fixed transmitters, such as base stations for wireless (cellular/cordless) telephones and mobile terrestrial radios, amateur radio, am and FM radio broadcasts, and television broadcasts, have theoretically unpredictable field strength. In order to evaluate the electromagnetic environment of stationary rf transmitters, investigation of electromagnetic sites should be considered. If the field intensity at the location of the motor-wheel chair is higher than the applicable rf compliance level, the motor-wheel chair should be observed to verify its normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or repositioning the motorized wheelchairs. For the whole frequency range of 150kHz ~ 80MHz, the field intensity should be less than 3V/m.

Recommended isolation distance between portable and mobile radio frequency communication equipment and electric wheelchairs

This electric wheel chair is intended for use in an electromagnetic environment where rf radiation disturbance is controlled. Purchase or use according to the maximum rated output power of the communication equipment Electromagnetic interference can be prevented by maintaining the minimum distance between the portable and mobile radio frequency communication equipment (transmitter) and the motorized wheelchairs as recommended below

Rated maximum power output of transmitter W	Isolation distance /m corresponding to different transmitter frequencies		
	150 kHz ~ 80 MHz $d = 1.2\sqrt{P}$	80 MHz ~ 800 MHz $d = 1.2\sqrt{P}$	800 MHz ~ 2.5 GHz $d = 2.3\sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For the maximum rated output power of the transmitter not listed in the table above, the isolation distance d, in meters (m), is recommended and can be determined by the formula in the corresponding transmitter frequency bar, where P is the maximum rated output power of the transmitter provided by the transmitter manufacturer, in watts (W).

Note 1: at the frequency points of 80MHz and 800MHz, the formula of higher frequency band is adopted

Note 2: these guidelines may not be appropriate for all situations. Electromagnetic transmission is affected by the absorption and reflection of buildings, objects and human bodies.

1.3 Product basic parameters

Basic parameters

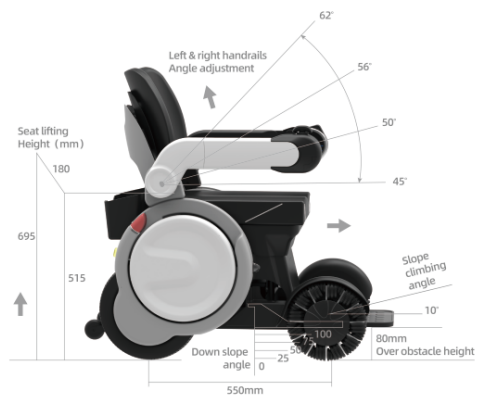
Length	975mm	Overall weight	115kg
width	630mm	Maximum loading limit	120kg
Height	895~1080mm	Number of seats	1
Wheel base	550mm	Seat lifting distance	180mm
Front wheel base	600mm	Seat translation distance	120mm
Rear wheel base	600mm	Sitting posture	Forward and bilateral positions
Minimum ground clearance	100mm	Drive mode	4wd
Backrest height	465mm	Braking system	ESP auto control system
Cushion size	400*400mm	Headlight	White light LEDx2
Maximum speed	6.5km/h	Rear light	Red light LEDx2
Endurance mileage	36km	Turning light	Yellow light LEDx2 (touchpad)
Slope performance	≤18°	Horn	Insert
Static stability	≤10°	USB interface	1
Safe climbing angle	≤10°	Seat belt	2 points adjustable
Maximum height of over-obstacle	80mm	Shock absorber	Hydraulic spring shock absorber
Maximum width of crossing ditch	150mm	Gears	5 gears
Minimum spinning radius	770mm	Control lever	Biaxial hall lever manipulator
Operating temperature	-20° C~40° C	Electronic key	Fingerprint & password

Electrical parameters

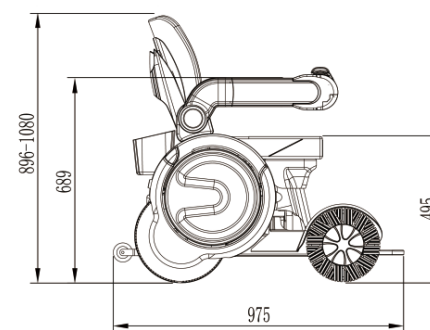
Motor rated voltage	DC 24V	Motor rating power	450Wx2
Battery rated voltage	DC 26V	Battery rating capacity	53Ah
Battery pack weight	10kg	Charging time	6h
Battery types	Lithium battery	Charging way	Straight charging
Material	Anodized aluminum alloy	Battery specifications	Automotive grade power cells
Charger size	65x90x182mm	Battery size	125x176x378mm
Charger input voltage	AC200~240V	Maximum output current	10A
Maximum output current of the controller	80A		

Tire parameters

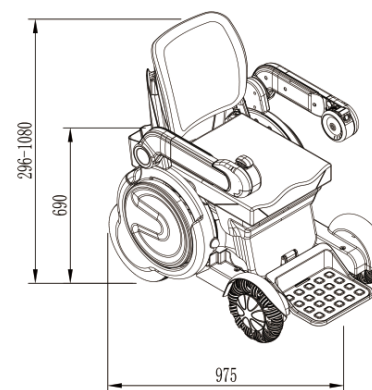
	Size	Tire type	Air inflate	Replacement
Front tires	10 inches	Omni-directional wheels	No need	Replaceable
Rear tires	12 inches	Solid honeycomb tires	No need	Replaceable



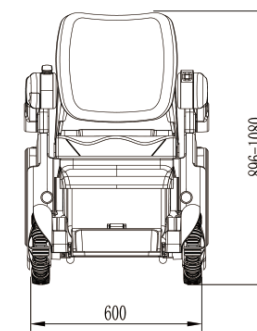
1.4 Product dimensions overview (Unit: mm)



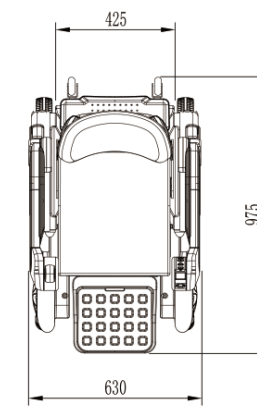
Side view



Perspective view



Front view



Plan view

2

Matters need
attention
Safety caution

2.1 General caution

- Please follow the instructions in this manual
- Please confirm whether it is wet, snow, oil and other slippery conditions where there is a tilt. Additional, as a result of coating and floor material wait for the ground construction condition is different, also can appear the case that slips easily, please be sure to notice.
- When you go downhill, in order to avoid the long braking distance, please slow down the speed, meanwhile, reducing speed leads to increased friction, which increases maneuverability and safety.
- Depending on the user's weight, seat height (the height of the upper body on the chair), and sitting position, the friction at the tilt and the support of the seat will be affected.
- When driving this product outdoor or non-motorized roads, please obey all traffic rules related to non-motorized vehicles; During the driving process, please continue to operate the control parts and keep them connected.
- Do not lean on the power switch! This can cause the product to stop working while running.
- For safety reasons, do not exceed the recommended load limit for wheelchairs.
- To ensure that the user's weight can be supported during lifting process, the upper limit of the pedal load is set to the same value as the product load. Do not stand on pedal to drive the product.
- Do not stand on tilting wheel.
- Do not use this product in a condition beyond the limit value described in this manual.
- If the function of this product is abnormal, please stop using it and contact the distributor or consult our customer service.
- Do not connect electrical devices and mechanical equipment to the products that are not approved by our company. Failure to comply with the instructions may result in injury and the warranty of the product will be invalid.

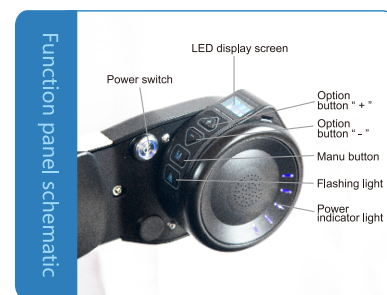
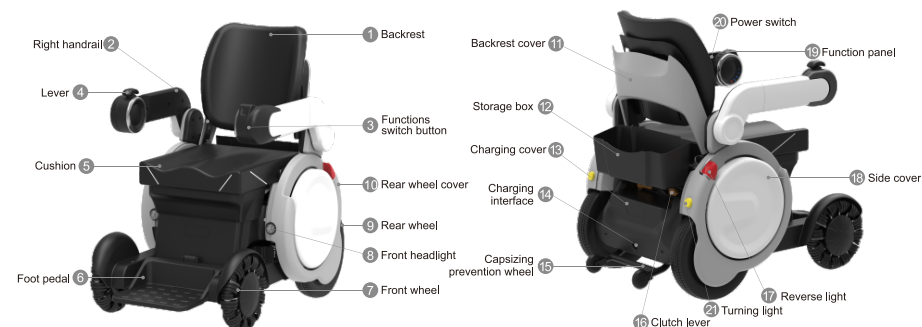
2.2 Caution for use

- When carrying the products, please lock the handrails.
- Before starting to drive, please make sure that the user's body is secured and the seat belt is fastened and in a safe state. Please use this product on a planned way and make sure it is fully charged before driving to ensure reaching the destination.
- Please adjust the speed to suit the user's driving skills and driving environment. It is recommended that you set the minimum speed before getting used to driving this product. In addition, it is strongly recommended that you also set the minimum speed for indoor use.
- Please refer to the "speed adjustment" section for details.
- Be sure to slow down when approaching areas with poor visibility, sharp corners, sharp curves, and lots of obstacles.
- This product is a four-wheel drive, if you encounter a small obstacle, it may be stuck and unable to move;
- So, please make sure there are no obstacles on the road ahead. If you are careless, you may cause injuries or damage to objects around you.
- When stopping in emergency, please release the direction control lever or operate in the opposite direction.
- Refer to the "direction control lever" section for details. Please turn off the power when stopping the car.
- Do not stop on slippery roads, on slopes and at the edges of the road.

2.3 Caution for operation

- Pay attention to slope and curbs when driving.
- Please make sure that the slope is not more than 10 degrees when driving the product in a tilted place.
- Make sure the road surfaces have a certain degree of bump, and not easy to slip.
- Do not cross the inclined section. No sharp turn.
- When passing the steps, make sure the obstacle height is within 80mm (3.2 in). Do not pass if you feel unsafe driving on an inclined road.

3
main
components



4.1 Safety checks before use



Warning

- Please practice in advance and master the functions of this product.
- If any abnormality is found during the inspection and maintenance, please contact the distributor who purchased or rented the product or consult the customer service of the company.
- To ensure your smooth and safe driving of this product, please ensure the following safety confirmation before each use

Before using the product, please check the following before switching on the power supply

- Before use, unplug the power adapter and place it in a safe place.
- Do not step on the power cord or connector of the power adapter. If the wire is damaged or wound, the user may be exposed to the risk of electric shock.
- Please make sure that the front and rear tires are free of cut marks, cracks, chapped deformation and other injuries.
- Please make sure that this product has no physical damage such as indentation, scratch and corrosion.
- Understanding the causes of these injuries can help improve product life and safety.
- Please confirm that the load of this product does not exceed the required load value.

Power on to start running

- Power on to start running

4.2 Safety cautions during use



Warning

- Be careful when using this product.
- For safe use, please make sure you do good practice.
- If the user cannot drive alone, please provide auxiliary personnel.
- During the ride, if you extend your arm, twist your body or lean against the backrest, please keep your weight balanced so as to avoid the product tipping and falling.

Passenger operating specification

- In order to prevent injury, we suggest you follow the following points when moving this product.



Armrests located at original place



Lift up armrests

- For the safety of this product, please move from a close enough distance to this product.
- Please make sure the power supply of this product is cut off. Please refer to "power switch" for details.
- To get as close as possible to the seat, please lift armrest to ensure that there is no obstacle in the middle. Carefully move to the seat of this product. Please use the foot pedal as needed.
- Place the supporting arm in the lock position.
- Fasten the seat belt

Body sensor switch when riding

When the power is switched on and the operation interface is entered:

- When the person leaves the seat, the weight sensor switch of the human body will be automatically recognized, the product will switch to P gear, and the display screen will flash, and the machine will automatically turn off after five minutes.
- When the person sits on the seat, the body weight sensor switch will automatically identify someone on the seat, and the screen will stop flashing. (note: if a heavy object is placed on the seat, the body weight sensor switch will recognize it as a human being.)

4.3 Operation after use

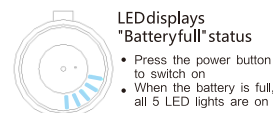
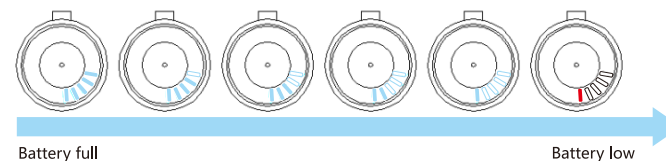
To prevent injury, it is recommended that you follow the following instructions when getting off the products.

- To ensure safe getting off, please keep this product as close to the disembarkation as possible.
- Please make sure the power of the device is off. Please refer to "power switch" for details.
- In order to get as close as possible to the seat, please lift the left and right arms to ensure that there is no obstacle in the middle.
- Remove seat belt.
- Get off from the seat carefully.

4.4 Battery power confirmation

I Important

- The battery usage of this product is represented by 5 LED lights. Please refer to the figure below for details.
- If you find that the power consumption of this product is too fast or the LED lamp displays abnormal power, please contact the dealer where you bought or rented this product in time, or consult the customer service of this company.
- If you are concerned about battery life, please contact the distributor where you purchased or rented the product, or consult our customer service.
(here is the power display picture, the text on the left is "full power", and the text on the right is "low power")



LED displays
"Batteryfull" status

- Press the power button to switch on
- When the battery is full, all 5 LED lights are on



LED displays the state of
"medium residual"

- After connecting the power supply of this product, the blue LED lights will be less than 5
- Indicates that the power of the product is at medium level



LED display
"low power" status

- When the last indicator lights up, it means it must be charged immediately
- In case the battery is empty and the product cannot be charged immediately after it stops working, please refer to "move the product without power supply."



You can also look at the rest of the battery and the theoretical range from the stop

Note: please refer to "gear adjustment" for details of how to switch to parking gear.

The designed battery of this product can achieve the maximum driving distance of 36km. The actual driving distance will vary due to factors such as curves, terrain, driving habits, load bearing and temperature. Please refer to "batteries and charging" for details.

4.5 Safety confirmation during use

Turn on this product

- The power switch is used to switch the power on/off state of the product.
- Press the power button, then the product will be switched on/off, and the power switch light will be on/dark
- When the product is powered on, the LED light will come on. For the meaning of LED lights, please refer to the section "battery power confirmation".



After turning the power on, you can enter the operation interface to unlock the password in the following ways.

Jump out of the operation interface, press the voice prompt, enter the password set by yourself, press "M" to confirm, press "+" or "-" to adjust the number.

Without password

When the product is set to enter without password, press the power switch to automatically enter the operation interface. Please refer to "without password" for details.

Turn off the power of the product

- When the product is set to enter without password, press the power switch to automatically enter the operation interface. Please refer to "without password" for details.

4.6 Speed adjustment

The adjustment of speed is made by the gear switch button and the direction control lever. If you are driving in any direction while adjusting the speed, you must use the direction control lever. This interface has voice prompt.

Switch to the maximum speed through the gear switch button.

- The speed can be adjusted by pressing the force of the direction control lever
- The top speed for 1st-5th gear is getting faster and faster. Press "+" and "-" to shift gears.



Adjusted by lever

- The speed can be adjusted by pressing strength of the directional lever.
- The way that how lever works is similar to car throttle.
- When the lever was pressed harder, the wheelchair speeded up, and when the lever was pressed less, the wheelchair's speed went slower
- If you are not familiar with the operation, please make sure to change the gear to the 1st gear.

4.7 Direction control i Important

- The lever can push around 360 degrees but can't be rotated.

Forward and backward

- When the lever is pushed forward, the wheelchair moves forward; When pushed back, the wheelchair reverse.

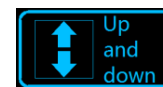
Forward and backward

- Forward syncline: push the lever forward left/right syncline
- When backing away from the syncline: push the lever in the syncline left/right rear direction

Spinning around

- Push the lever to the left/right, and the wheelchair will rotate counterclockwise/clockwise

4.8 Seat lifting/translation



Seat lifting interface



Interface for lifting



Interface for descend

Seat lifting: press M to enter the "seat lifting" interface. Press "+" to lift the seat and "-" to descend the seat and the display will show the relative position of the seat, the interface has voice prompt.



Seat translation interface



Seat translate forward



Seat translate backward

Seat translation: press M to enter the "seat translation" interface. Press the "+" to move the seat forward, press the "-" to move the seat backward, and the display screen will have seat relative position.

4.9 Headlight operation

Light switch: press "M" to enter the interface of "headlight", press "+" to increase the brightness, press "-" to reduce the brightness, there are four options: micro brightness, medium brightness, high brightness and ultra-brightness. This interface has voice prompt.

(note: press the "-" button when the light is off, and the lighting will flash)



Front light interface



Micro brightness interface



Medium brightness interface



High brightness interface



Ultra brightness interface

4.10 Volume adjustment

Volume adjustment:

Press "M" button, enter the "volume adjustment" interface, press "+" to turn the volume up, press "-" to turn the volume down, the minimum is silent state. This interface has voice prompt.

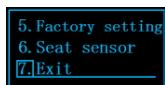


4.11 System setting



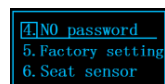
Password reset

Press "+" or "-" to switch to "password reset", press "M" to enter the password input interface, enter the password you want to set, and press "M" to confirm. After successful password reset, you need to login with the new password. This interface has voice prompt.



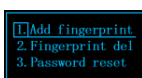
Exit interface

Press "+" or "-" to switch to "exit Settings", and press "M" to exit the interface



Login with no password

Press "+" or "-" to switch to "No password", press "M" to enter the setting interface, and press "+" or "-" to switch between "Password" and "No password". If set password login mode, you need to enter a password when login, if set no password login, do not need to enter a password when login.



Unlock wheelchair with fingerprint

When the product has recorded the fingerprint, you can directly touch the fingerprint recognition pad with your finger to unlock the wheelchair automatically and enter the operation interface. (press "+" or the "-" to switch to "fingerprint input" and input fingerprint according to the prompts)



Fingerprint deletion

press "+" or "-" to switch to "fingerprint delete "after entering password according to the prompt, the fingerprint is deleted successfully

4.12 Safety conditions confirmation before use ■ Important

- Before using this product, please be sure to operate and exercise in a flat place without obstacles and accompanied by auxiliary personnel.
- In case of a problem, bring your cell phone or other equipment to contact emergency.
- Please make sure the power supply of this product is connected before use
- In order to ensure that it has enough battery power to travel to the destination, please confirm the battery usage. (please refer to the "confirmation of battery power" section)
- Be sure to start at a minimum speed. Please refer to the "speed adjustment" section
- Slowly and carefully push the control lever in the desired direction. Please keep the speed switch key at the lowest speed.
- When driving to a safe place, please make sure that the product can move in any direction while keeping the lowest speed.
- When you feel any unusual sound or vibration, please record and contact the dealer where you bought or rented the product or our customer service.

4.13 Caution during operation ⚠ Warning

Please understand the following important conditions when using this product.

- Do not use in motorway. When crossing the road, make sure your position is within the visual range of the surrounding driver.
- For your safety and prevent this product from failure, do not drive on icy roads. This product is not manufactured on the premise of such road conditions.
- Do not drive on water with a depth of more than 100mm. Otherwise it may lead to internal failure.
- When using, please avoid wearing raincoats, long skirts and other clothing that may be wound around the front and rear wheels; If the clothing is wrapped around the front and rear wheels, the product may not only cause malfunction, but also put drivers in a danger situation.
- For your safety and prevent the malfunction, do not drive on the sand and other soft road; Otherwise the product may stop moving. This product is not manufactured on the premise of such road conditions.
- Please do not drive on steps above 80mm or slope above 10°.
- In the use of ramps, it is recommended that there should be a support personnel.
- Be sure to slow down when driving on rough roads.
- Please drive the front wheel straight through the rough road.
- It is dangerous to drive diagonally into the rough road.

4.14 Caution during operation

- When the person leaves the seat, the human body weight sensor switch will automatically recognize, this product will automatically switch to P gear and turn off automatically after 5 minutes.
- This product is four-wheel drive. If the product is powered on and in a moving state, cut off the power or stop using the control lever, the wheel will be locked and no longer moving.
- When the power is cut off, the wheel is locked and can park if it is unable to move.

4.15 Move products without power on

Here will describe the method of driving this product by manual release lever (clutch lever).

- When manual release lever (clutch lever) is used, the electromagnetic brake of the motor will be released and the product can be pushed to move.



Warning

Even if the power switch is in the state of ON, the product cannot be electrically controlled when the electromagnetic drive has been removed (when the manual lever is removed).

- Product in the state of removing the electromagnetic brake, by external mechanical force to move.
- When removing the electromagnetic brake, please carefully confirm the condition of the road surface, the degree of slippery slope, inclination, surrounding conditions that may affect the product. Do not remove the electromagnetic brake where there is a gradient.
- Before removing the electromagnetic brake, use the brake as needed to prevent the product from moving.
- On the ramps, please do not move the product when the electromagnetic brake is removed. It must be used in the electric state.
- In the state of removing the electromagnetic brake, please absolutely do not parking and carrying this product.

Important

When the electromagnetic brake is released, the product may move with a certain degree of external mechanical force.



Warning

Make sure no one is on board before removing the electromagnetic brake.

Reasons to remove electromagnetic brakes

- This product can be moved without power supply after removing electromagnetic brake.
- This feature is used when the battery cannot drive the product but must be moved.

Steps to remove the electromagnetic brake

The way to remove the electromagnetic brake is as follows:

- Confirm the position of the manual release lever (clutch lever) for the electromagnetic brake under the seat first.
- To remove the electromagnetic brake, as shown in the figure, facing the product, pull the manual release lever (clutch lever) on the left clockwise and the manual release lever (clutch lever) on the right counterclockwise.
- After removing the manual release lever (clutch lever) on both sides, the electromagnetic brake is removed and you can freely push the product.

Verify that the electromagnetic brake is released

The method of removing the state of electromagnetic brake is as follows:

- Confirm the state of the manual release lever (clutch lever) for the electromagnetic brake under the seat.
- As shown in the figure, facing the product from the rear, push the manual release lever (clutch lever) on the left and right in.
- Doing so locks the electromagnetic brake and makes it impossible to operate the product without battery power. Make sure the electromagnetic brake is locked when using.

Methods to confirm whether the electromagnetic brake is locked are as follows:

- Push the product back and forth with your hands to make sure it works. If it can be pushed, the electromagnetic brake is not locked.
- Switch on the power supply, use the control lever to operate the product, if you can move the product, indicating that the electromagnetic brake has locked.



Locking: counterclockwise rotation
(this product can only be driven
after the remote lever is controlled)
Unlocking: rotate clockwise
(free to push the product)

Please fully charge the battery (approximately 6 hours) before using the product for the first time. For details of the battery display lamp, please refer to the "confirmation of battery power" section. The battery design of this product has a maximum travel of 33km under ideal conditions. However, the actual driving distance varies depending on factors such as curves, terrain, driving habits, load, and temperature. In order to extend the driving distance, it is recommended that you do the following:

- Fully charge the battery before using the product
- Minimize the load
- Avoid rough terrain with slopes and obstacles
- Remain a constant speed, avoid frequent stops and emergency brakes



Warning

Please read the battery and charging instructions carefully and follow the instructions. Fail to follow instructions can result in fire, explosion, accidental injury and even death.

Important

- If the frequency of use is not high, please charge once a month.
- The battery's power adapter is designed to prevent overcharging, even if it is charged for more than 6 hours, it will not cause damage to all parts of the product. For safety reasons, avoid plugging the power adapter into the socket for several days in a row.
- For enquiries about batteries, please contact the distributor where you purchased or leased the product or our customer service



Warning

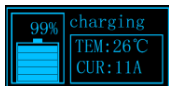
- Be sure to fully charge before the first use, otherwise the battery life will be shortened
- Do not use the product while charging
- Do not use the AC extension wire on the battery adapter
- Do not charge the product outdoor
- Do not charge the product when brake is released
- Do not use ac socket without grounding terminal for charging
- Please do not charge the product near the ignition source such as cigarette
- Be sure to charge in a well-ventilated room
- Do not use power adapters other than the original ones
- Do not plug the battery adapter into the product and leave it for more than one week
- Do not disconnect the grounding plug of the battery adapter wire plug or modify the power adapter and charging system

Battery charging Way of charging

The charging method of this product is as follows:

- Park the product in a well-ventilated room
- Turn off the product
- Plug AC wire into the socket with the grounding terminal
- The LED lights on the power adapter display red when the battery is being charged. The power switch, display screen and battery indicator of the left armrest are all in working state.
- The LED lights on the power adapter display green when the battery is fully charged and the charging process complete.
- Unplug the AC wire
- The charge quantity can be observed through the battery indicator or through the display.

(when the power supply is connected to the power adapter, the LED light shows green; LED lights show red when the battery is connected to the power adapter)



The screen display: Temperature: battery temperature Current: charging current
The standard charging time of this product is about 6 hours, but it will vary according to the usage frequency and battery condition. In addition, for safety reasons, the product will not be powered on during charging.

Battery maintenance and replacement

- The battery life of this product can reach more than 400 charges.
- In case of accidents, we recommend that you replace the battery every three years.
- When the battery performance is decayed and the life time after each charge is abnormally short, it means the battery life is close to the limit.
- According to the battery design, only the company has the relevant qualifications of the technical personnel can carry out maintenance and replacement operations.
- Users do not replace batteries by self
- If you think it is necessary to replace the battery, please contact the dealer or our customer service.



In order for the wheelchairs to run safely and comfortably, the following tasks must be done regularly:

Service

- Check the wheel of the wheelchair regularly for looseness.
- Regularly check whether the seat fastening is loose and shake substantially.
- Check regularly whether the tilting wheel is loose.
- Check regularly whether the electromagnetic brake meets the brake requirements. Park the wheel chair on the allowed ramp to see if there is a slip. Once/half a year.
- When driving, check the degree of tire wear, such as tire wear to the damage line should be replaced with a new tire.

Maintenance and cleanness

- Please wipe the body of the motorized wheelchair with water, avoid placing the wheelchair in a damp place and avoid hitting the controller, especially the lever; When carrying the wheelchair, strictly protect the controller. When the controller is contaminated with food or drink, clean it immediately. Wipe it with a diluted cleaning solution with cloth.
- Upholstery and backrest: wash the upholstery with warm and diluted soapy water and avoid storing the wheelchair in damp areas
- Lubrication and general maintenance: always use lubricant to maintain the wheelchair, but do not use too much to avoid oil stains to the floor. Keep the general maintenance from time to time to; check the fastness of screws and screws.

Storage

- Products should be stored in a dry, elevated position, and should never stay on the ground in puddles or in a seriously wet place when they are not in use
- If products are stored outdoor, please confirm they are well protected against rain.
- When the products are not in use for a long time, please notice the dustproof, and make the battery fully charged before storage, the battery should be charged at least once a month during storage.

Faults indication



E20 Lifting&translation fault	E21 Right brake fault	E21 Left brake fault	E22 Control lever fault
E23 Communication fault	E24 Battery fault	E25 Wireless communication fault	E26 Drive motor fault
E28 Power system fault	E29 Drive power fault		

No	Fault type	Fault reason	Troubleshooting
1	Controller malfunction or low top speed	1.Battery low 2.Clutch is not closed 3.Lever wire loose 4.The spring in lever is stuck or fails	1.Fully charge the battery 2.Close clutch 3.Reweld 4.Clean or replace lever
2	Controller malfunction or low top speed	1.Battery low 2.The electromagnetic lever is not closed 3.Acceleration lever wire loose 4.The motor wire plug is loose or fails	1.Fully charge the battery 2.Close electromagnetic lever 3.Reweld: get it repaired by a professional o repair shop
	Controller malfunction or low top speed	1.Insufficient charging or power adapter fails 2.Uphill, headwind, frequent braking, start up, heavy load 3.Battery aging or damage	1.Fully charge the battery or replace a new adapter 2.Avoid excessive road conditions and operation 3.Replace the battery
	Controller malfunction or low top speed	1.The power adapter socket is off or the plug is loose from the socket 2.Power adapter or wheelchair charging plug fuse out 3.The battery wire loose	1.Tighten sockets and connectors 2.Replace fuses 3.reconnect wires
	Undefined noise when driving	1.Screws, nuts loose 2.There is bearing wear on the wheel	1.Tighten loose screws and nuts 2.Replace the bearings
	Other faults	When you encounter a fault that cannot be fixed by yourself under the above instructions or that cannot be judged	In case of the above, please ask the supplier or the maintenance station. Do not open the above parts without authorization. Otherwise, may lose the factory warranty commitment.

Production license number:
Technical requirement number:

Registration number:
After-sales Service:

Name of manufacturer: IF Health (Xiamen) Intelligent technology Co., Ltd
Registration address: Zone A, 4th floor, No.3 building, No.66 Xiangyue Rd, Torch High-tech zone (Xiang'an) Industrial zone, Xiamen, Fujian, China
Manufacture address: Zone A, 4th floor, No.3 building, No.66 Xiangyue Rd, Torch High-tech zone (Xiang'an) Industrial zone, Xiamen, Fujian, China
Phone number: 0592-7618199 Fax:0592-7618199
Date of manual books was announced: Feb 24th, 2020

Common faults and troubleshooting

8 After-sales Service

1. In order to protect the legitimate rights of consumers, according to the product quality law of the People's Republic of China and the consumer rights and interests protection law, all customers who buy our electric wheelchairs can obtain relevant after-sales service at the designated place by virtue of the purchase certificate and warranty card.

2. The warranty period of whole products is 1 year, the warranty period of product's body frame is 3 years. Any quality problem occurs during the whole products warranty period (except the damage caused by the user) can be repaired free of charge by the customer; Any parts quality problem occurs within the warranty period, manufacture will give a free replacement, beyond the warranty period will need to charge the cost of the corresponding parts.

Warranty period and warranty scope of main parts (from the date of making out an invoice)

Name	Warranty period	Name	Warranty period
Pedestal frame	36 months	Electrical motor	18 months
Controller	12 months	Battery adaptor	12 months
Battery	12 months	Electrical lever	12 months
Armrest	6 months	Plastic parts	6 months
Backrest/cushion	3 months	Wheel	3 months

Note:

- 1) Warranty scope refers to the quality issues and parts damage caused by design, manufacturing and processing.
- 2) You can enjoy the relevant after-sales service in our company or dealers in virtue of purchasing invoice or warranty card
- 3) Any damage caused by man-made reasons or other reasons is not covered by warranty.

Any of following circumstance is not covered by warranty

- 1) Consumables and wearing parts do not belong to the scope of "three guarantees" : thermal protector, inner and outer tires, all plastic parts, etc.
- 2) The parts under warranty exceed the prescribed time limit
- 3) Damage caused by the user not strictly following the instructions
- 4) Damage or quality problems resulting from accidental collisions, falls or contact with corrosive substances
- 5) Without valid proof of purchase or warranty card.
- 6) Damaged parts and components damaged by unauthorized repair and modification and self-decomposition make the original state of the fault broken, unable to carry out technical identification and analysis of the fault.
- 7) The customer receives the product, please confirm the appearance quality carefully, after use because of the appearance problem, does not belong to the replacement and the warranty scope.
- 8) Damage caused by modification without the company's consent.

3. After-sales process

In order to provide high-quality after-sales service and protect the common interests of our company and dealers, we hereby formulate this process:

- 1) The dealers sent the damaged parts back to us.
- 2) Within 2 working days after the receipt of the parts, the after-sales service personnel shall test the parts, fill in the parts repair list, and inform the customer of the result.
- 3) If it is really a quality problem (excluding human causes or accidents, etc.), it will be repaired within 3 working days (replace the parts that cannot be repaired with new parts) and sent back to the dealer.
- 4) Our company has the final right to interpret this process.

Product Warranty Card

Customer name		Phone number		Postal code	
Address					
Model		Serial number		Date of purchase	
Purchase shop				Purchase proof	
Date of service	Service record			Service personnel	

Battery maintenance and replacement

To ensure that you can use this product correctly, please read the instructions.

You can enjoy one-year free warranty from the date of purchase. Please show purchase proof and warranty card when repairing.

Any of following circumstance is not covered by warranty

- Malfunction caused by failure to use, maintain or keep properly as per the instructions.
- Failure caused by failure to use, maintain or store properly as the instructions told to do so.
- Faults caused by self - assembly and repair.
- Damage caused by other accidents or by man-made reasons.

In case of any fault with this product, please contact the dealers or contact us directly for your service. If the warranty period is over or not covered by the warranty, the company will still provide you with warm service.

After-sales Service Consultation Card (Report Card)

User name		Address	
Model		Serial number	
Date of purchase		Purchase shop	
Phone number		Purchase proof number	

Dear customers:
In order to ensure better product quality, improve product design and achieve users' needs. Please sent us your valuable comments.

Users' Comment	
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Note: Please fill in the questionnaire according to the content provided by this card, and then send it back to our company after fill in "√" for your choices.

Your preferred factor for buying a wheelchair:
☐ price level ☐ Brand ☐ Quality ☐ Function

The reason you purchase a wheelchair:
☐ Elder daily transportation ☐ Charity reasons ☐ Disability

The frequency for wheelchair usage:
☐ Daily ☐ Weekly ☐ Monthly ☐ Occasionally

Your weight is
☐ Under 75 kg ☐ 75~90 kg ☐ Over 90 kg

Where did you get to know our products?
☐ Official website ☐ Advertisement ☐ Exhibition ☐ Friends ☐ Others

