Wizemed

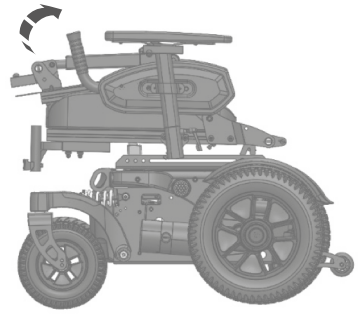
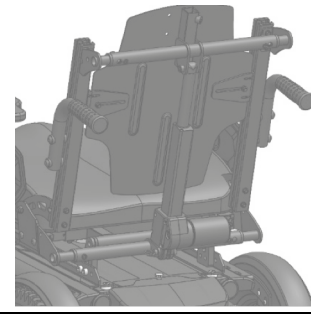
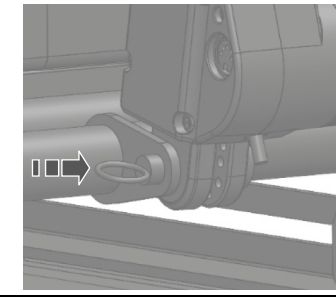
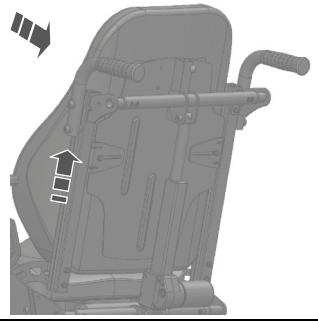
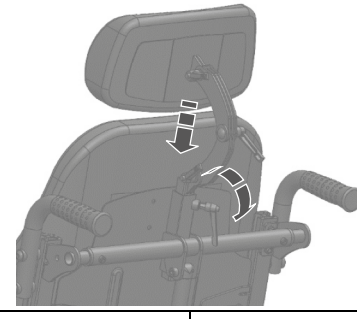
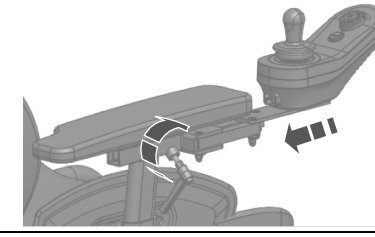
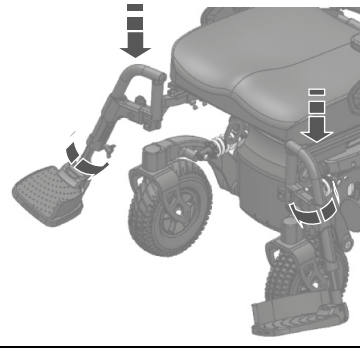
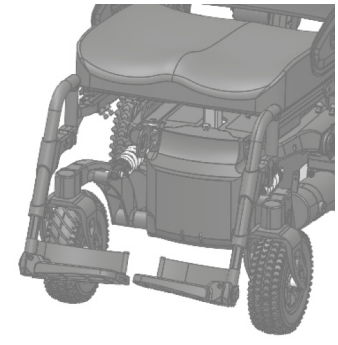
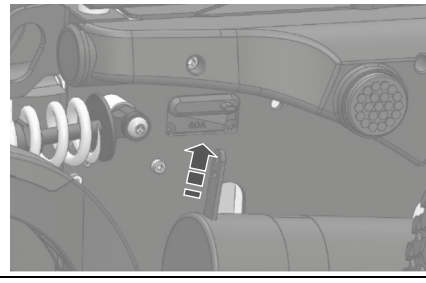
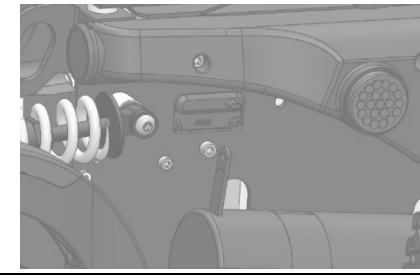
User manual

Model: E100

CE UK CA

Powered wheelchair

QUICKSTART GUIDE

1			
2			
3			
4			

User Information

Intended use

Power wheelchairs are exclusively for a user who is unable to walk or has limited mobility, for their own personal use in- and outdoor.
When an Attendant Control Module is fitted, the Power Wheelchair may be operated by an assistant on behalf of the user.
When a Dual Control Module is fitted the Power Wheelchair may be operated by the user, or control may be switched to an assistant to operate on behalf of the user.
The maximum weight limit (includes both the user and any weight of accessories fitted to the wheelchair) is marked on the serial number label, which is affixed to the chassis of the chair.

In the chair packaging there is an additional chair serial number this can be affixed to the front page of the owners manual supplied with the wheelchair.
Warranty can only be taken on if the product is used under the specified conditions and for the intended purposes.
The intended lifetime of the wheelchair is 5 years. Please DO NOT use or fit any 3rd party components to the wheelchair unless they are officially approved by Wizemed.

Area of application

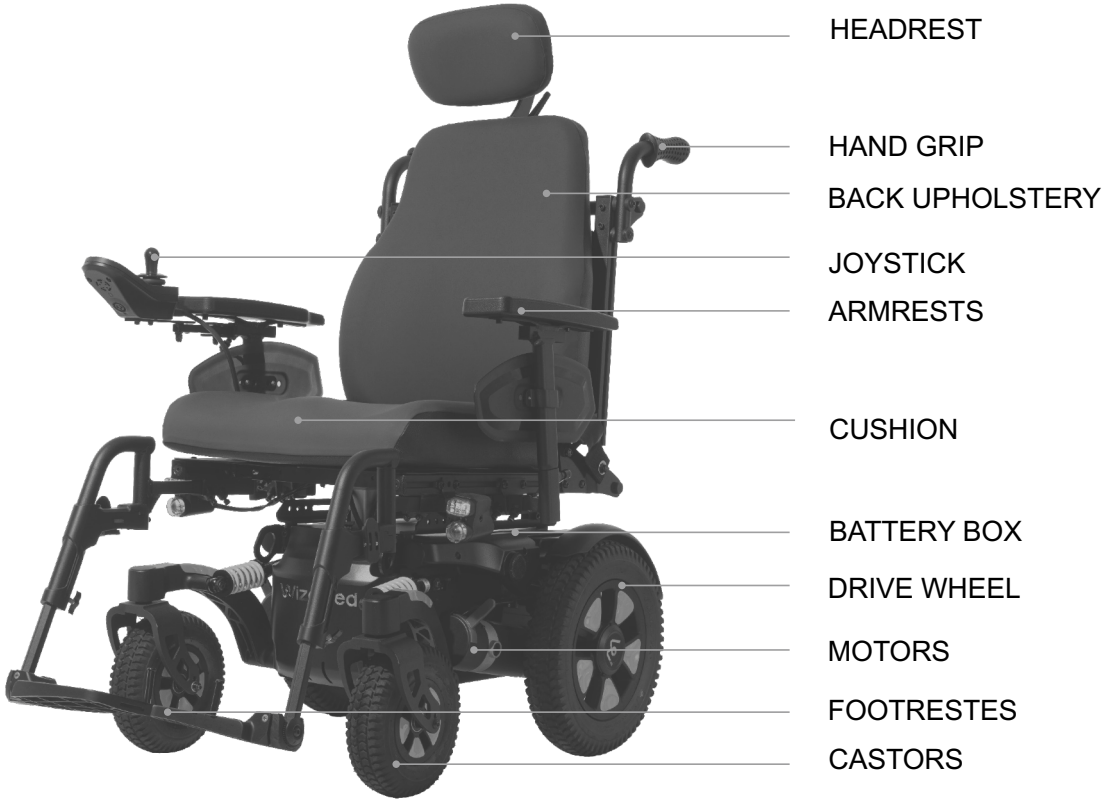
The variety of fitting variants as well as the modular design mean that it can be used by those who cannot walk or have limited mobility, for example because of:

- Paralysis
- Loss of extremity (leg amputation)
- Extremity defect/deformity
- Joint contractures/joint injuries
- Strokes and brain injuries
- Neurological disabilities (e.g. MS, Parkinson, etc.)
- Illnesses such as heart and circulation deficiencies, disturbance of equilibrium or cachexia as well as for elderly people who still have strength in the upper body.
- Persons who are mentally and physically able to control an input device to operate the chair and its functions in a safe way.

When considering provision, please also note the user's body size, weight including the distribution of body weight, physical and psychological constitution, age,living conditions, and environment.
If in doubt, a healthcare professional should be involved to ensure the user is not exposed to unacceptable risks.

⚠**WARNING!**
DO NOT USE YOUR WHEELCHAIR UNTIL THIS ENTIRE MANUAL HAS BEEN READ AND UNDERSTOOD.

E100 Features



Not all features and options offered are compatible with all configurations of the wheelchair.
All dimensions are approximate and may be subject to change.

Contents

1.0 Safety

By following the instructions given in this manual, you will enjoy many years of trouble-free use.
Warning! Ignoring the warnings in this manual may cause personal injury and damage to this power wheelchair.
Note! Pay attention to these matters to avoid damage to your power wheelchair.
Prompt! Inform the user of possible occurrences during operation to quickly master the operation skills of this power wheelchair.
Safety guide
The user must practice using the product under the supervision of trained personnel.
Here are some safety tips to help users operate this product safely. Wizemed recommends checking whether the wheelchair functions smoothly and safely before each use. For detailed information on how to perform the inspection, please read "5. Maintenance".
Please check the following before using this product:

- Check the connection between the controller and the battery box to ensure safety and correctness;
- Check the battery level;
- Check the firmness of the Lap belt;
- Check the brake system.

Before using it, if any problem occurs, please contact your authorized dealer immediately.

Weight capacity:
The maximum weight capacity of this product is 136KG.

⚠**Warning!** Wizemed will not be responsible for personal injury or vehicle damage caused by exceeding the weight limit.
Slope information: Some buildings have slopes, and some may include a turn. Negotiating a turn on a slope requires good skills in using this product.
When driving up slopes, try to keep the product moving. If you want to stop and restart, adjust the speed to start off slowly. When going downhill, set the speed to the slowest setting and drive forward. If the product goes downhill faster than expected, lower the lever to stop the wheelchair, then slowly push the lever forward.
⚠**Warning!** Avoid driving on potentially dangerous slopes (such as those covered with snow, grass, or damp leaves).
⚠**Warning!** When climbing a hill, drive straight up the incline to significantly reduce the risk of overturning. Be cautious of extreme heights. Do NOT drive backward when going uphill or downhill, as this could result in personal

injury.
The safe climbing angle of our wheelchair is 8°, see Figure 1-1 and Figure 1-2.
⚠**Warning!** Driving on a slope exceeding 8° may cause the product to sway and tip over, resulting in personal injury or damage.
The safe climbing angle of our wheelchair is 8°, see Figure 1-1 and Figure 1-2.
⚠**Warning!** Attempting to drive on a slope exceeding 8°may cause the product to sway and tip over, leading to personal injury or damage.

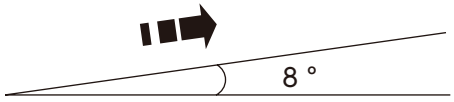


Figure 1-1 Maximum degree of uphill slopes

Figure 1-2 Maximum number of downhill slopes

Requirements for outdoor driving:
This product can be driven on conventional cement or asphalt pavement. When choosing a pavement, consider the following:
- Slow down on unknown terrain or soft soil
- Avoid driving on wet grass, as tires may slip
- Avoid driving on soft gravel and beaches

If you are unsure about the surface condition, try to avoid driving on it.

Manual mode:
This product is equipped with a Free-wheel Mode that allows an attendant to manually push the wheelchair. For more detailed information about manual mode, please refer to "3. Use Instruction---3.3 Electromagnetic brake".

⚠**Warning!** Free-wheel mode should only be used with an attendant holding the product from behind; otherwise, the product may run away uncontrolled, resulting in personal injury.
⚠**Warning!** Do not attempt to move the wheelchair by yourself while seated, as you may lose control, leading to personal injury. Ask your attendant for help.
⚠**Warning!** Do not place the wheelchair in Free-wheel mode on a slope. The wheelchair may roll uncontrolled and cause personal injury.

Fixed obstacles (stairs, curbs, etc.):
⚠**Warning!** Do not attempt to drive backwards over any steps, curbs, or other obstacles, as this could tip the product over and cause injury.
Roads and parking:
⚠**Warning!** Driving this product on the motorway is prohibited. Be aware that it is difficult for others to see you when seated in a wheelchair. Please adhere to local traffic regulations and drive cautiously, even when there are no obstacles on the road.

Stairs and escalators:
Power wheelchairs are not designed to ascend or descend stairs or escalators but can use elevators.
⚠**Warning!** Do not use this product on stairs or escalators as it may cause injury to you and others and damage to the product.

Electromagnetic field:
Radio waves can interfere with power wheelchairs. These waves are a type of electromagnetic energy, and when they negatively impact, it is called electromagnetic interference or radio interference. Your wheelchair may be affected by mobile phones or other transmitting antennas within range during use.
Do not use a high-power handheld radio transmitter or receiver when the power switch is on. Personal communication devices, such as mobile phones, should be qualified products (note: such qualified electronic products conform to the relevant standard tests and meet electromagnetic compatibility requirements, not interfering with the normal operation of this wheelchair)
Be aware of nearby radio or television transmitters, and avoid getting to close to them.
Drive carefully, as electromagnetic interference may cause braking failure and loss of control of the power wheelchair, If you are safe, turn off the power as soon as possible.

Sitting or leaving a Power wheelchair:

Sitting or leaving a Power wheelchair requires a good sense of balance. When practicing getting in and out of a wheelchair, ensure someone is there to support you.
To avoid injury, first-time users should be assisted by trained personnel. Before using a wheelchair, please complete the following steps:
Ensure the controller is off and the product is in electric mode. Refer to "3.3 Electromagnetic brake".
Make sure the armrests or footplates are turned up to prevent your feet from touching the footplate.

⚠**Warning!** Before getting on or off the power wheelchair, ensure that the power is turned off to avoid serious personal injury.
⚠**Warning!** Do not stand on the footplates, as this may cause the wheelchair to tip over and result in personal injury.

Battery:
In addition to adhering to the warnings, ensure compliance with other relevant operating requirements. Refer to ". 3. Use Instruction" for more detailed information.
⚠**Warning!** Do not disassemble, repair or modify the battery.

Prevent accidental wheelchair movement:
⚠**Warning!** If you plan to remain stationary for a while, please turn off the power to prevent accidental movement from unintentionally touching the controller's operating lever, which could even cause personal injury.

Use restrictions:
Wheelchairs are prohibited in the following cases:
- Users lack the physical strength, intelligence or reflexes to operate the power wheelchair safely.
- Persons with visual or intellectual disabilities should seek advice from a medical care professional.
- Users must be able to maintain the upper body balance while operating and withstand jolts from uneven road surface.

2.0 Product description

Product name: Power wheelchair
Model: E100
Manufacturer: Wiseton Industries Limited
Registered address: No.9 Jiahe Road, Jiashan County, Jiaxing City, Zhejiang Province, P.R. China
Production address: No.9 Jiahe Road, Jiashan County, Jiaxing City, Zhejiang Province, P.R. China
EC Representative: SUNGO Europe B.V.
Fascinatio Boulevard 522, Unit 1.7, 2909VA Capelle aan den IJssel, The Netherlands
Main structure:
This product consists of two parts: the electrical part and the wheelchair main body. The electrical part includes motor, battery box, controller and charger. The main parts of the wheelchair include front wheels, rear wheels, frame, armrest, footplate, seat cushion and backrest.

Label Explanation

Symbol	Definition	Symbol	Definition
CE	European Conformity		Electronic waste identification
IPX4	waterproof level		Pay attention to safety mark
	Type B applied part		RELEASE ⇧ FREEWHEEL BRAKE ⇩ Drive

	WARNING! DO NOT TOUCH - HOT		Manufacturer
	Read the user manual.	MD	Medical device
	Date of manufacture		Warning that the mobility device may not be used as a vehicle seat This mobility device does not satisfy the requirements of ISO 7176-19.
SN	Serial number		

Specification sheets (EN 12184 & ISO 7176-15)
Maximum occupant mass: E100 136kg user.
The wheelchair E100 conforms to the following standards:
a) Requirements and test methods for static, impact and fatigue strengths (ISO 7176-8)
b) Power and control systems for electric wheelchairs requirements and test methods (ISO 7176-14)
c) Climatic test in accordance with ISO 7176-9
d) The product is specified as a Class B power chair
e) Electromagnetic compatibility (7176-21, IEC 60601-1-2:2014)

NOTE: Certain options and measures may not be available in all countries.

ISO 7176-15	**Min**	**Max**	**Comments**
Overall length (with legrest)	-	1080mm	
Overall width powerbase	-	580mm	
Total mass (with batteries)	-	98kg	
Mass of the heaviest part	-	27.5kg	Battery
Energy consumption (Max. range)	-	30km	
Dynamic stability uphill	-	8°	Least / most stable seat
Obstacle climbing	-	50mm	
Maximum speed forward	6km/h	10km/h	
Min. braking distance from max. speed	1000mm	2000mm	
Seat plane angle	0¡ ã	30°	
Effective seat depth	400mm	550mm	
Effective seat width	480mm	580mm	
Seat surface height at front edge	450/460mm		Cushion removed
Backrest angle	0°	40°	
Backrest height	-	500mm	Cushion removed
Footrest to seat distance	340mm	450mm	
Leg to seat surface angle	-	120°	
Armrest to seat distance	250mm	300mm	Cushion removed
Minimum turning radius	900mm	-	
EN 12184	**Min**	**Max**	**Comments**
Maximum height of kerb safely descend	-	50mm	
Minimum width of corridor	1100mm	-	
Minimum ground clearance	80mm	-	
Speed control operation force	-	3.8N	
Direction control operation force	-	2.5N	

3.0 Use Instruction

The steps for operating the wheelchair are as follows:

1. Ensure the wheelchair is in Drive Mode
2. Turn on the power.
3. Adjust the speed.
4. Operate the controller handle as follows:

Wheelchair's motion mode	The operation method for joystick
Forward	Push the joystick forward.
Backward	Pull the joystick backward.
Right turn	Move the joystick to the right.
Left turn	Move the joystick to the left.
Stop	Release the joystick and the wheelchair will stop automatically.

3.1 Controller System

The controller allows you to operate the product. It can manage the wheelchair, monitor the battery level, and control both the working status and the electronic system status.

3.1.1 Joystick

The joystick directs the wheelchair's movement and speed. Pushing the joystick propels the wheelchair, with a stronger push resulting the higher speed.

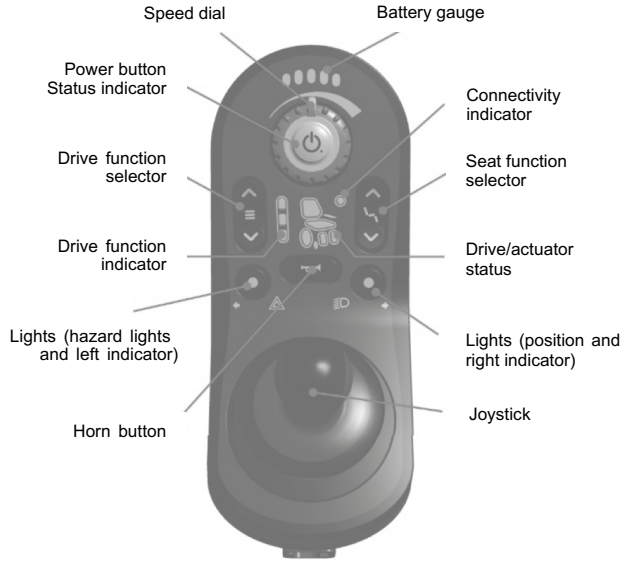
⚠**Warning!** If your wheelchair moves unexpectedly, release the lever immediately, and the wheelchair will stop automatically.

3.1.2 On / off button

The on / off button is used to turn the controller on and off.

⚠**Warning!** Do not use the on / off key to stop the wheelchair unless it is in an emergency, as this will cause the wheelchair to stop abruptly.

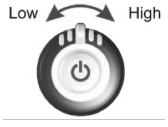
⚠**Warning!** When your wheelchair is stationary, turn off the power to prevent accidental movement.



3.1.3 Battery gauge

The battery gauge is positioned in front of the joystick. When the controller is active, it shows the battery status, controller status, and power system status. If all the lights on the display are illuminated, the battery is fully charged. (Note: All lights being on does not necessarily mean the battery is fully charged, please refer to the charger indicator when charging.)

3.1.4 Speed dial



The dial offers 10 discrete steps between the lowest speed (dial set to the left) and the highest speed (dial set to the right). Note! Before familiarizing yourself with the wheelchair's performance, set it to low-speed operation.

3.1.5 Horn button

This button is used to control the horn. When there is an obstacle ahead, press the horn button to emit a siren sound to avoid accidents. The horn will sound as long as the horn button is pressed.

3.1.6 Changing drive function

The wheelchair's drive function can be selected with the drive function select button, located below the power button on the left-hand side of the remote module.
Press the top of the button to select the next drive function. Press the bottom of the button to select the previous drive function.

3.1.7 Changing seating function

A seating function (for activating motions and memory positions) can be selected using the seating function select button, which is the rocker button located on the right-hand side of the remote module.

Press the top of the button to select the next seating function. Press the bottom of the button to select the previous seating function. Note that only seating functions that have been programmed will be available for selection.
The selected seating function is displayed on the drive/actuator status indicator as shown below.

Seating function	Display	Seating function	Display	Seating function	Display
Tilt		Recline		Recline and Legs	
Elevate		Left Leg		Unspecified	
Right Leg		Both Legs		None	

3.1.8 Controlling lights

Lights (hazard lightsand left indicator)

Lights (position and right indicator)

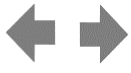
Lighting control is available on the REM215 and REM216. There are two lighting control buttons located below the horn button.

The left-hand button controls the left indicator and the hazard lights. The right-hand button controls the right indicator and the position lights. The operation of these is described below.

Hazard lights

To switch on the hazard lights, press and quickly release the left-hand lighting button once. LEDs behind the left-hand button and right-hand button will flash on and off for the duration the hazard lights are operating. To switch off the hazard lights, press the left-hand or right-hand lighting button.

Indicator lights



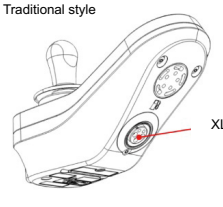
To switch on the left indicator, press and hold the left-hand lighting button once. The LED behind the left-hand button will flash on and off for the duration the left indicator lights are operating. To switch on the right indicator, press and hold the right-hand lighting button once. The LED behind the right-hand button will flash on and off for the duration the right indicator lights are operating. To switch off either indicator, press the left-hand or right-hand lighting button.

Position lights

To switch on the position lights, press and quickly release the right-hand lighting button once. The LED behind the right-hand button will remain on for the duration the position lights are operating. To switch off the position lights, press the right-hand or left-hand lighting button.

3.1.9 Charging Port

Traditional style



Traditional style

Traditional style

Use a separate charger to charge the wheelchair through the three-hole XLR socket on the front of the controller.
The LiNX communications bus connector is located on the lower rear of the remote module. The LiNX communications bus loom plugs directly into this socket, providing the remote module with both power and communication to the power module.

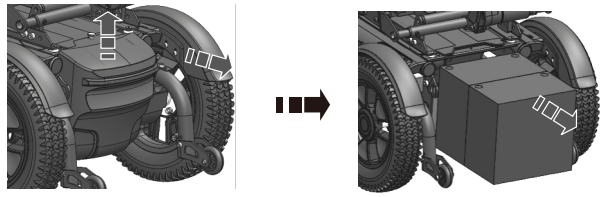
⚠**Warning!** Incorrect connections will cause damage to the controller, charger, and connectors.

3.2 Battery

The battery is fixed in the middle and rear part of the product, and has a power output port, an overload protector.
Output port: connects to the controller and powers each system;
Overload protector: protect against power failure when overloaded;

⚠**Warning!** You must use the charger provided with the wheelchair to charge the battery. DO NOT use other chargers.

Battery case disassembly:
1. Turn off the controller power.
2. Remove the screw.
3. Remove the tail Battery cover.
4. Unplug the connectors.
5. Remove the batteries.



3.3 Electromagnetic brake

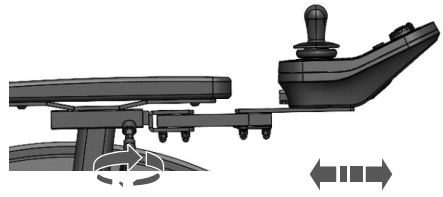
For convenience, this product is equipped with two modes:
Free-wheel Mode and Drive Mode.
Manual mode and electric mode:
1. Each motor has an electromagnetic brake handle at the rear, see Figure 4-2.
2. Push the handle to the Free-wheel Mode position.
3. Push the handle to the Drive Mode position.

Fig 4-2

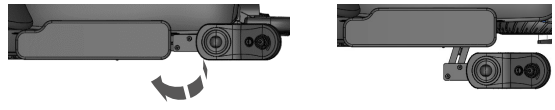
⚠**Warning!** It is forbidden to try to place your wheelchair in free-wheel mode while seated, otherwise personal injury may be caused. Please ask your attendant for assistance.
⚠**Warning!** On an inclined surface, do not set this product in free-wheel mode, as the wheelchair may slide uncontrollably and cause personal injury.
⚠**Warning!** Please keep in mind that when this product is in free-wheel mode, the brake system is disengaged, and this mode is prohibited when going downhill.
⚠**Warning!** In order to protect your personal safety and prevent accidental damage to this product, please use the electromagnetic brake handle carefully.

3.4 Controller adjustment lever:

The joystick can be easily extended and shortened as follows:
1. Turn the plastic screw clockwise to loosen the controller adjustment lever;
2. Pull the controller adjustment lever forward or backward to adjust to the desired position;
3. Turn the plastic screw counterclockwise until it is tightened.



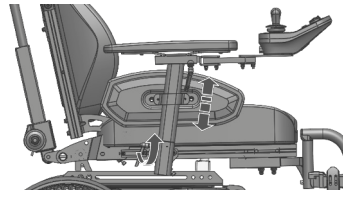
The controller can adjust the position as follows:
1. Turn off the controller;
2. Pull the controller to the right and back.

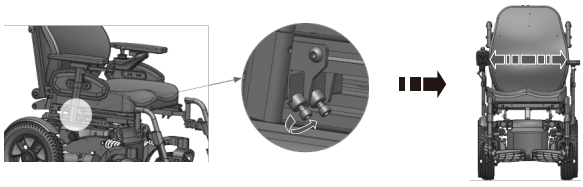


3.5 Armrest

Height adjustment
Loosen cap screw (arrowed), lift armpad to desired height, tighten cap screw.

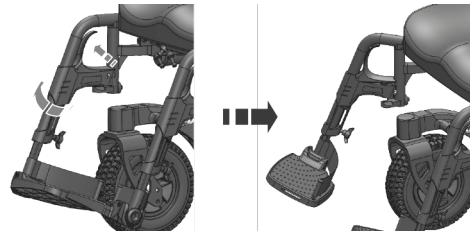
Seat width adjustment
To adjust the width between the armrests, use a size 5mm Allen wrench to loosen the cap screws on the armrest adapter retainers, located on the side frame below the armrests. Pull the armrests outward or inward to achieve the desired position. Tighten screws to a torque of 5-7Nm.





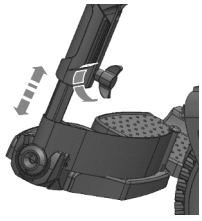
Footrest

To remove the footrest, activate the release lever, rotate the footrest approximately 90° outwards and then pull it out upward. To refit the footrest, follow the reverse procedure, and the lock engages automatically when swung inward.

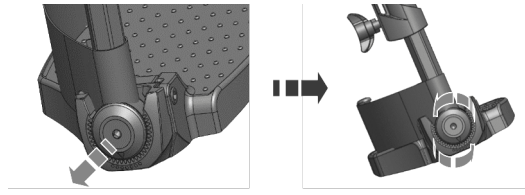


Adjustment of the footrest

Loosen the screw, and set the footrest at desired height, then tighten the screw.



Loosen the screws, adjust the footrest to the appropriate angle, and then tighten the screws.

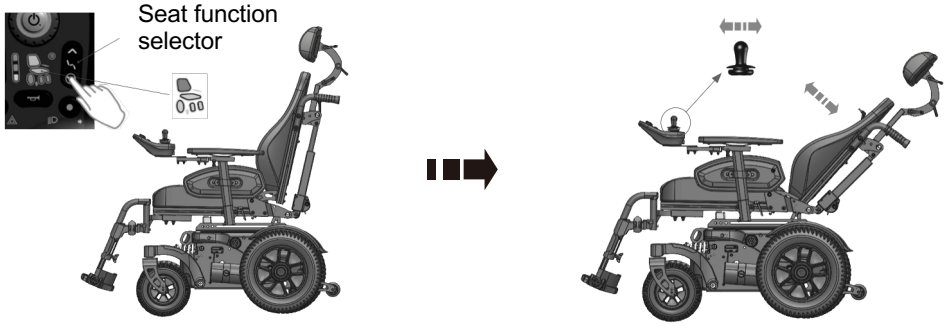


Tilt

Press the button to select the tilt function, then adjust the seating to the appropriate angle by operating the joystick.

Recline

Press the button to select the recline function, then adjust the backrest to the appropriate angle by operating the joystick.



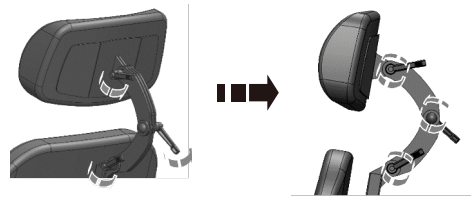
Headrest

Height Adjustment

loosen the screw and set the headrest at the height desired, then tighten the screw.

Angle adjustment

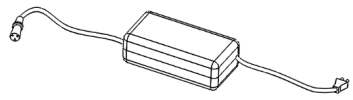
Loosen three screws, adjust the headrest to the appropriate angle, and then tighten the screws.



3.6 Charging

Charging steps

1. Park this product in a location with a standard electrical power socket nearby, confirm that the controller is turned off, ensuring the product is in drive mode;
2. Connect the three-pin XLR plug of the charger to the three-hole socket of the controller;
3. When the indicator light on the charger is red (orange), it indicates charging, and when the indicator light is green, it indicates the battery is fully charged.



Charging frequency

1. Daily use: If you use this product every day, please charge it immediately after the day ends to ensure it lasts the next day. We recommend charging it for 8-10 hours, but not more than 12 hours.
2. Occasional use: If used infrequently (once a week or less), charge it for at least 6-8 hours per week.

⚠**Warning!** Keep the battery dry and avoid deep discharge. Do not exceed 12 hours on a single charge.
If you do not use this product often, maintain the battery by charging it at least once a week. If you plan not to use the product for a longer period, charge the battery before storing it. Unplug the cable and store the product in a warm, dry environment. Avoid extreme temperatures such as extreme cold and extreme heat. Do not charge frozen batteries.

3.7 Transfer

When transferring between wheelchair and other seats, please turn off the power first. The wheelchair may sideslip under stress during the transfer. Ensure precautionary measures are taken to prevent personal injury.
Attn.: For users who can move and have upper body strength, this action could be done independently.

1. Move the wheelchair as close as possible to the side of the target seat.
2. After positioning the wheelchair correctly, recheck the wheelchair is in Drive Mode.
3. Fold up the footplate.
4. Move slowly from the front of wheelchair to the target seat.

When transferring, the seat cushion shall be used minimally or not at all under the body. Additionally, during the transfer, namely after leaving the seat cushion, please be cautious of side slipping. A longboard could be placed above two chairs to assist the transfer, if possible.

4.0 Transport

The E100 is not approved to use as an occupant seat in a vehicle. Therefore, the user cannot be transported in a vehicle whilst seated in the wheelchair. Although this product is equipped with a lap belt, it is not designed for car transportation.

Transport the wheelchair in a car

- step1：Remove the backrest and fold it onto the base;
- step2：Unplug the power connector;
- Step3：Put the wheelchair in the trunk of the car.

⚠**Warning!** DO not carry the wheelchair by holding the adjustable or moving parts , as this may cause personal injury or damage to the wheelchair
⚠**Warning!** Do not sit on your Power wheelchair while the car is moving, as it may cause personal injury.
⚠**Warning!** Ensure that your Power wheelchair is secure during transportation to prevent personal injury or damage to the wheelchair.

Protective measures for severe weather：

⚠**Warning!** Do not expose this product to a humid environment (such as rain, snow, haze, flushing, etc.), as it will damage your product. A wet product must be dried before use.

5.0 Maintenance & cleaning

This power wheelchair requires regular maintenance. Maintenance is crucial, and by following the maintenance inspection instructions in this section, you can enjoy using this product for years. You can perform some routine checks yourself, while others should be done with assistance of your dealer. For questions regarding maintenance or operation, please contact the distributor of this product.
⚠**Warning!** Like most electrical or mechanical equipment, this product is susceptible to environmental effects.

Always avoid humid environments, as direct contact with water or moisture may cause the wheelchair's electrical or mechanical components to malfunction. Water can lead to corrosion of electronic components and rust of the frame!

If the product comes into contact with water, please perform the following maintenance:

1 Use a piece of cloth to dry as much moisture as possible and store in a dry place;

2 Perform all safety and operational tests before use;

3 If any abnormal situation occurs, please contact the distributor of this product.

General guidance

1. Avoid knocking or hitting the controller, especially the joystick;
2. Avoid prolonged exposure to harsh conditions, such as overheating, cold or humidity, and keep the controller clean;
3. Check all electrical connections to ensure that they are securely and securely connected, and inspect the charger's cable connections;
4. When all the lights on the battery status meter are all on, the battery has sufficient power, and the controller and electrical system are functioning normally;
5. If the red light on the battery status meter flashes slowly, it indicates that the battery is low and needs charging but the controller and electrical system are functioning normally;
6. If the battery status meter flashes quickly, the controller has detected an error. Refer to the troubleshooting table;
7. Check all cable connections to ensure they are securely connected and free from corrosion;
8. All wheel bearings are lubricated and sealed; they do not need to add lubricant;
9. Drive the wheelchair in each of the drive profiles (if installed) to ensure it performs as it did before;
10. Visually inspect the wheelchair to ensure the leg-rests, armrests, etc., are correctly positioned and attached, and all fasteners are sufficiently tightened.

⚠**Warning!** After performing any maintenance or repairs on the wheelchair, ensure it is functioning correctly before use.

Product check

Daily check:

Turn off the controller, check the joystick to ensure it is neither bent nor broken, and verify it returns to its original position when released. To check whether the rubber base of the joystick is damaged, visually inspect the base without handling or repairing it. If you have questions, please contact your dealer;

Visually inspect the controller cables to ensure that they are not cracked or broken or that the wires are bare. If there is any problem with the cable, please contact your dealer.

Weekly check:

Disconnect the controller connector from the battery box, check the connection, and check for corrosion. If necessary, contact your dealer;

Check the brakes. This check must be carried out on a level surface and there must be enough open space around it.

Check the brakes:

1. Switch on the control system. After one second, Check that the battery gauge remains on;
2. Push the joystick forward slowly until you hear the "click" sound of the brake. Release the joystick immediately. You should hear the brake operation sound for a few seconds each push of the joystick;
3. Repeat the test 3 more times, pushing the joystick slowly backwards, left and right.

Monthly check:

1. Inspect the wear of the front wheels and drive wheels. If maintenance is required, please contact your dealer;
2. Examine the front fork for wear and looseness. This may indicate the need for adjustment or bearing replacement. Please contact the dealer for repair or replacement;
3. Keep this product clean and free of debris, such as hair, food, drinks, residues, etc.

Other related situations

Temperature (some parts of the wheelchair are susceptible to temperature)

①. At extremely low temperatures, the battery may freeze. Various factors can contribute to freezing at specific temperatures, such as charger type, usage, and battery composition (such as sealed lead acid batteries or gel batteries)

②. Excessive temperature may slow down the wheelchair. The controller's safety performance protects the motor and other electronic components from damage.

Storage

This product should be stored in a cool and dry environment. Avoid storing it at extreme temperatures. Failure to store under these conditions may cause rust in the wheelchair and damage the electrical system.

Storage conditions：
Temperature ：-15℃~+40℃；
Relative humidity：≤80%；
Atmospheric pressure：86kPa~106kPa\
⚠**Warning!** For long-term storage, unplug the battery power!
Cleaning
①. Avoid rinsing the product with water or direct contact with water；
②. This product can be easily wiped clean with a damp cloth. Do not use chemicals to clean the seat. This may cause corrosion and tearing of the seat cloth. Clean it with a wet towel and neutral soap and let it dry thoroughly. If there is oil, remove the cloth from the seat and wash it separately.

6.0 Machine Fault Repair Guide

Phenomenon	Possible Causes	Solution	Number of replacement parts	Method of obtaining
Short driving distance	A: Battery charging time is short B: The battery is aging, and the energy storage is insufficient	A: Charge the battery overnight or ensure it is charged for 8 hours. B: Replace the battery.	A:/ B: Battery x1	Contact an authorized reseller or Wizemed to purchase
Battery cannot be charged	A: The charger is damaged B: The battery line is loose; or the battery fuse is damaged C: Charging power outlet is dead D: Charger, charger wire, plug, or bad internal wiring	A: Replace the charger. B: Check all the wiring, connect the wiring; or replace the fuse. C: Replace it with a new power outlet. D: It may be necessary to replace the charger and internal overhaul.	A: charger x1 B: / C: / D: charger x1	Contact an authorized reseller or Wizemed to purchase
Battery charging current is too large	The battery is damaged	Check the battery for a short circuit. Replace the battery if necessary.	Battery x1	Contact an authorized reseller or Wizemed to purchase
The charge indicator will soon show a low battery charge after charging	A: The battery is aging and the charge cannot, hold a charge B: circuit failure C: charger failure	A: Replace the battery. B: Please contact the dealer/manufacturer. C: Replace the charger, please contact the dealer/manufacturer.	A: Battery x1 B: / C: Charger x1	Contact an authorized reseller or Wizemed to purchase
The battery indicator flashes immediately after recharging, showing low battery	A: Battery aging B: circuit failure C: charger failure	A: Replace the battery. B: Please contact the dealer/manufacturer. C: Replace the charger	A: Battery x1 B: / C: Charger x1	Contact an authorized reseller or Wizemed to purchase
Wheelchairs can't drive	A: Power wheelchair in manual mode B: The battery needs to be charged C: Unplugged charger D: circuit failure	A: Turn the motor wrench to the power position. B: Charge the battery. C: Unplug the charger plug. D: Check and replace the battery positive fuse when necessary. Otherwise, internal inspection may be required.	A: / B: / C: / D: /	Contact an authorized reseller or Wizemed to purchase
Abnormal noise or abnormal operation of the motor	Circuit failure	Please contact dealer/manufacturer	/	Contact an authorized reseller or Wizemed to purchase
Only one wheel turns	A: Circuit failure B: One of the motor wrenches is in the manual position	A: Please contact your dealer/manufacturer for maintenance. B: Move the motor wrench brake to the electric gear.	A: / B: /	Contact an authorized reseller or Wizemed to purchase
Controller error or no response	A: Circuit failure B: The controller program is incorrect	A: Please contact your dealer/ manufacturer for maintenance. B: The controller is	A: / B: /	Contact an authorized reseller or Wizemed to

		reprogrammed.		purchase
Wheelchair does not respond to instructions	A: Bad connection of battery terminal connection	Clean the battery connection terminals. If the fault cannot be rectified, contact your dealer/manufacturer for maintenance.	/	Contact an authorized reseller or Wizemed to purchase
The power indicator is not displayed even after recharging	A: Circuit failure	Check if the battery is normal. Otherwise, contact your dealer/manufacturer for service.	/	Contact an authorized reseller or Wizemed to purchase

NOTE: If the wheelchair needs replacement or disassembly, please consult the local authorized dealer or Wizemed for disposal. DO NOT dismantle or replace it by yourself to avoid damage to the wheelchair or personal injury.

Error indication

If there is an error with the system while it is powered up, then the status indicator will flash red; the number of flashes will indicate the type of error.
The table below describes the error indication, and a few possible actions that can be taken to rectify the problem. The actions listed are not in any particular order and are suggestions only; the intention is that one of the suggestions may help you clear the problem. If in doubt, consult your supplier.

Flash code	Error description	Possible action
1	Remote / joystick error	Check cables and connectors Replace remote module
2	Network or configuration error	Check cables and connectors Check Bluetooth pairing Reconfigure the system Recharge the battery Check charger Replace modules Contact supplier
3	Left motor error	Check cables and connectors Replace power module Check and/or replace left motor
4	Right motor error	Check cables and connectors Replace power module Check and/or replace right motor
5	Left park brake error	Check cables and connectors Check left park brake is released
6	Right park brake error	Check cables and connectors Check right park brake is released
7	Module error (other than remote module)	Check cables and connectors Check modules Replace LiNX Access Key Replace power module Recharge battery If the wheelchair stalled, reverse away or remove obstacles, or if the wheelchair was moved while turned off, cycle the power.

The error indicator may continue to flash after an error has been rectified. To clear the error indication, cycle the system's power.

7.0 EMC Guidelines

Safety: Electromagnetic radiation
The standard version of your Power wheelchair has been tested on the applicable requirements with respect to electromagnetic radiation (EMC) 7176-21 requirements. In spite of these tests it cannot be excluded that electromagnetic radiation may have an influence on the wheelchair, For example:
Mobile telephony
Large-scale medical apparatus

Other sources of electromagnetic radiation
It cannot be excluded that the wheelchair may interfere with electromagnetic fields. For example:
Shop door
Burglar alarm systems in shops
Garage door openers
In the unlikely event that such problems do occur, we request that you notify your dealer immediately.
Below cables information are provided for EMC reference.

Cable	Max. cable length,	Shielded/unshielded	Number	Cable classification
AC Power Line	1.7m	Unshielded	1 Set	AC Power
DC Power Line	1.15m	Unshielded	1 Set	DC Power

Important information regarding Electro Magnetic Compatibility (EMC)
POWER WHEELCHAIR needs special precautions regarding EMC and put into service according to the EMC information provided in the user manual; POWER WHEELCHAIR conforms to this IEC 60601-1-2:2014 standard for both immunity and emissions. Nevertheless, special precautions need to be observed:
POWER WHEELCHAIR with no ESSENTIAL PERFORMANCE is intended used in Home healthcare environment.
WARNING: Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the POWER WHEELCHAIR, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result. ”
The use of accessories and cables other than those specified by WIZEMED, with the exception of accessories and cables sold by WIZEMED as replacement parts for internal components, may result in increased EMISSIONS or decreased IMMUNITY of the POWER WHEELCHAIR.
WARNING: Use of this equipment POWER WHEELCHAIR adjacent to or stacked with other equipment should be avoided because it could result in improper operation. ”
When the AC input voltage is interrupted, the POWER WHEELCHAIR will stop battery charging and if the power supply restored, it should be recovered automatically, this degradation could be accepted because it will not lead to unacceptable risks and it will not result in the loss of basic safety or essential performance.

EMI Compliance Table

Table 1 - Emission

Phenomenon	Compliance	Electromagnetic environment
RF emissions	CISPR 11 Group 1, Class B	Professional healthcare facility environment and Home healthcare environment
Harmonic distortion	IEC 61000-3-2 Class A	Professional healthcare facility environment
Voltage fluctuations and flicker	IEC 61000-3-3 Compliance	Professional healthcare facility environment

EMS Compliance Table (Table 2-7)

Table 2 - Enclosure Port

Phenomenon	Basic EMC standard	Immunity test levels
		Professional healthcare facility environment
Electrostatic Discharge	IEC 61000-4-2	±8 kV contact ±2kV, ±4kV, ±8kV, ±15kV air
Radiated RF EM field	IEC 61000-4-3	3, 10V/m(20 Wheelchair) 80MHz-2.7GHz 80% AM at 1kHz
Proximity fields from RF wireless communications equipment	IEC 61000-4-3	Refer to table 3
Rated power frequency magnetic fields	IEC 61000-4-8	30A/m 50Hz or 60Hz
Proximity magnetic fields	IEC 61000-4-39	Refer to table 4

Table 3 – Proximity fields from RF wireless communications equipment

Test frequency (MHz)	Band (MHz)	Immunity test levels
		Professional healthcare facility environment
385	380-390	Pulse modulation 18Hz, 27V/m
450	430-470	FM, ±5kHz deviation, 1kHz sine, 28V/m
710	704-787	Pulse modulation 217Hz, 9V/m
745		
780		
810	800-960	Pulse modulation 18Hz, 28V/m
870		
930		
1720	1700-1990	Pulse modulation 217Hz, 28V/m
1845		
1970		
2450	2400-2570	Pulse modulation 217Hz, 28V/m
5240	5100-5800	Pulse modulation 217Hz, 9V/m
5500		
5785		

Table 4 –Proximity magnetic fields

Frequencies	Test Level [A/m]	Modulation
30 kHz	8	CW
134,2 kHz	65	Pulse modulation 2,1 kHz
13,56 MHz	7.5	Pulse modulation 50 kHz

Table 5 – Input a.c. power Port

Phenomenon	Basic EMC standard	Immunity test levels
		Professional healthcare facility environment
Electrical fast transients/burst	IEC 61000-4-4	±2 kV 100kHz repetition frequency
Surges Line-to-line	IEC 61000-4-5	±0.5 kV, ±1 kV
Surges Line-to-ground	IEC 61000-4-5	±0.5 kV, ±1 kV, ±2 kV
Conducted disturbances induced by RF fields	IEC 61000-4-6	3V, 0.15MHz-80MHz 6V in ISM bands and amateur radio bands between 0.15MHz and 80MHz 80%AM at 1kHz
Voltage dips	IEC 61000-4-11	0% U_T; 0.5 cycle At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°
		0% U_T; 1 cycle and 70% U_T; 25/30 cycles Single phase: at 0°
Voltage interruptions	IEC 61000-4-11	0% U_T; 250/300 cycles

Table 6 – Signal input/output parts Port

Phenomenon	Basic EMC standard	Immunity test levels
		Professional healthcare facility environment
Electrical fast transients/burst	IEC 61000-4-4	±1 kV 100kHz repetition frequency

Conducted disturbances induced by RF fields	IEC 61000-4-6	3V, 0.15MHz-80MHz 6V in ISM bands and amateur radio bands between 0.15MHz and 80MHz 80%AM at 1kHz

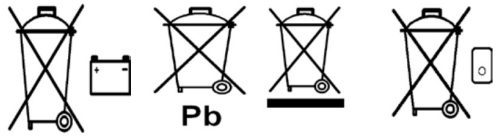
Table 7 – PATIENT coupling PORT

Phenomenon	Basic EMC standard	Immunity test levels
		Professional healthcare facility environment
Electrostatic Discharge	IEC 61000-4-2	±8 kV contact ±2kV, ±4kV, ±8kV, ±15kV air
Conducted disturbances induced by RF fields	IEC 61000-4-6	3V, 0.15MHz-80MHz 6V in ISM bands and amateur radio bands between 0.15MHz and 80MHz 80%AM at 1kHz

8.0 Disposal

The symbols below mean that in accordance with local laws and regulations your product should be disposed of separately from household waste. When this product reaches the end of its life, take it to the local collection point designated by local authorities. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects the environment.

Ensure you are the legal owner of the product before arranging for its disposal in accordance with the above.



9.0 Guarantee

THIS GUARANTEE DOES NOT AFFECT YOUR LEGAL RIGHTS IN ANY WAY.

Wizemed* provides a guarantee, as outlined in the warranty conditions, for products to its customers covering the following.

Warranty conditions:

1. Should a part or parts of the product require repair or replacement due to a manufacturing and/ or material fault within 36 months, the affected part or parts will be repaired or replaced free of charge. The controller, charger, and motor come with a one-year guarantee. The lead-acid batteries come with 6 months guarantee. The warranty will only cover manufacturing defects.
2. To enforce the warranty, please contact Wizemed Customer Service with the exact details of the nature of the difficulty. If you are using the product outside the area covered by the Wizemed customer service agent, repairs or replacement will be carried out by another agency designated by the manufacturer, The product must be repaired by a Wizemed designated Customer Service agent (dealer).
3. For parts that have been repaired or exchanged under this warranty, we provide a warranty in accordance with these warranty conditions for the remaining warranty period for the product in accordance with point 1.
4. For original spare parts fitted at the customer's expense, these will have a 12-months guarantee, (following the fitting) in accordance with these warranty conditions.
5. Claims under this warranty shall not arise if a repair or replacement of a product or part is required for the following reasons:
   a) Normal wear and tear, including but not limited to the following parts where fitted: batteries, armrest pads, upholstery, tires, brakes shoes, ferrules, etc.
   b) Any overloading of the product, please check the EC label for maximum user weight.
   c) The product or part has not been maintained or serviced in accordance with the manufacturer¡ ¯s recommendations as shown in the user instructions and/or the service instructions.
   d) Accessories have been used which are not specified as original accessories.

e) The product or part has been damaged by neglect, accident or improper use.
f) Changes/modifications have been made to the product or parts, which deviate from the manufacturer¡¯s specifications.
g) Repairs have been carried out, before our Customer Service has been informed of the circumstances.

6. This guarantee is subject to the law of the country in which the product was purchased from Wizemed.

*** Means the Wizemed facility from which the product was purchased.**

Wizemed

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