

Wizemed

# User manual

Model: C100

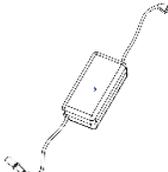
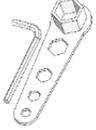
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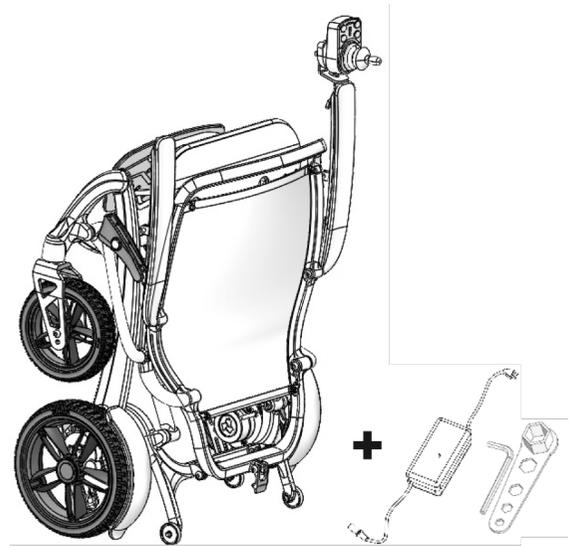


Powered wheelchair

# QUICKSTART GUIDE

## 1. Frame body and spare parts list

1.Frame	x1	
2.Charger	x1	
3. Toolbox	x1	



After receiving the product, check if any parts are missing or damaged as shown in the picture above. If you have any questions, please contact Wizemed or the dealer promptly.

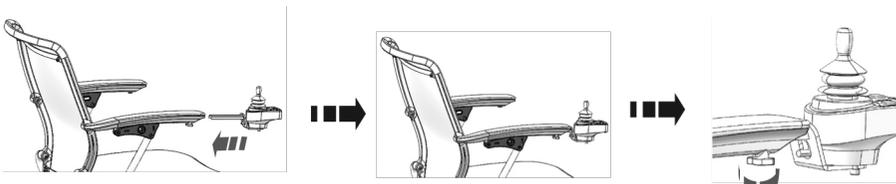
## 2. Installation steps

### Step1 Unfold frame



Take the Power wheelchair out of the box and pull the backrest back in the direction shown until it is fully extended.

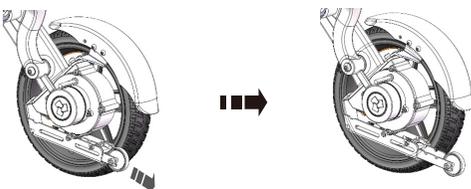
### Step2 Install the controller



Insert the controller bracket into the slot beneath the armrest.

### Step3 Adjust the anti-tip wheel

Pull out the anti-tip wheel outwards until it is at the longest position.



# User Information

## Intended use

The powered wheelchair is intended to provide mobility to individuals who are unable to walk or have limited mobility, for personal use both indoors and outdoors.

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 (including both the user and any accessories fitted to the wheelchair) is marked on the serial number label, which is affixed to the chassis of the chair.

The warranty is valid only if the product is used under the specified conditions and for its intended purposes.

The intended lifetime of the wheelchair is 5 years. Please DO NOT use or fit any third-party components to the wheelchair unless they are officially approved by Wizemed.

## Area of application

The variety of fitting options and the modular design make it suitable for individuals who cannot walk or have limited mobility, such as those with:

- Paralysis
- Loss of extremity (leg amputation)
- Extremity defects or deformities
- Joint contractures/joint injuries
- Strokes and brain injuries
- Neurological disabilities (e.g. MS, Parkinson...)
- Conditions like heart and circulation deficiencies, balance disturbances, or cachexia, as well as elderly individuals with sufficient upper body strength.
- Individuals who are mentally and physically capable of safely operating an input device to control the chair and its function

When considering provision, please also note the body size, weight including the distribution of body weight, the user's physical and psychological constitution, the age of the user, their living conditions and their environment.

If in doubt a health care professional should be involved to ensure the user is not exposed to unacceptable risks.



### **WARNING!**

DO NOT USE YOUR WHEELCHAIR UNTIL THIS MANUAL HAS BEEN READ AND UNDERSTOOD.

## C100 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.



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## 1.0 Safety

If you follow the instructions given in this manual, you will enjoy many trouble-free years of use.

**Warning!** Failure to heed the warnings in this manual may cause personal injury and damage to this Power wheelchair;

**Note!** Prompt the user to pay attention to matters, failure to pay attention to these matters may cause damage to your Power wheelchair;

**Prompt!** Prompt the user for possible phenomena during operation, so that the user can master the operation skills of this Power wheelchair as soon as possible.



As the Authorized Representative, SUNGO EUROPE B.V., declares that this product conforms to the Medical Device Regulation (2017/745).



As the Authorized Representative, SUNGO CERTIFICATION COMPANY LIMITED, declares that the product conforms to the UK Medical Devices Regulation 2002 NO.618.

### Safety guide

The user must practice using the product under the supervision of trained personnel.

Here are some safety tips to help users use this product safely. Wizemed recommends checking whether the wheelchair functions smoothly and safely before each use. For detailed instructions on performing the inspection, please refer to "5.0 Maintenance & Cleaning".

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 you use it, if any problem occurs, please contact your authorized dealer as soon as possible.

Note! Any serious incident that has occurred in relation to the device shall be reported to the manufacturer and the competent authority of the Member State in which the user and/or patient is established.

### Weight capacity:

The maximum weight capacity of this product is 136KG.

**⚠ Warning!** Wizemed will not be held responsible for personal injury or vehicle damage caused by overloading.

Slope information: Some buildings have slopes, and some slopes may also include turns. Negotiating a turn on a slope requires good skills in using this product.

When driving uphill, try to keep the product moving. If you need to stop and restart, adjust the speed to start off

slowly. When going downhill, set the speed to the lowest setting and drive forward. If the product moves downhill faster than expected or preset, lower the lever to stop the wheelchair, then slowly push the lever forward.

**⚠ Warning!** Do not drive on potentially dangerous slopes (such as snow-covered ground, grass, and slopes covered with damp leaves).

**⚠ Warning!** When climbing a hill, you must drive straight up the inclined surface, which will greatly reduce the possibility of overturning. When climbing a hill, be sure to watch out for extreme heights. Do NOT drive backwards when going uphill or downhill, this could lead to personal injury.

The safe climbing angle of our wheelchair is  $8^\circ$ , see Figure 1-1 and Figure 1-2.

**⚠ Warning!** Any attempt to drive on a slope exceeding  $8^\circ$  may cause the product to sway or tip over, which may cause personal injury or damage to the product.

The safe climbing angle of our wheelchair is  $8^\circ$ , see Figure 1-1 and Figure 1-2.

**⚠ Warning!** The stopping distance on slopes can be significantly greater than on level ground.



Figure 1-1 Maximum degree of uphill slopes



Figure 1-2 Maximum number of downhill

### Requirements for outdoor driving:

This product is suitable for use on conventional cement or asphalt pavement. When selecting a surface, please consider the following:

- Reduce speed on unfamiliar terrain or soft soil.
- Avoid driving on wet grass, as tyres may slip.
- Refrain from driving on soft gravel or sandy beaches.
- Prevent the wheelchair from coming into contact with water.

If you are unsure about the condition of the surface, it is best to avoid driving on it.

**⚠ Warning!** Do not operate the wheelchair in ambient temperatures below  $-10^\circ\text{C}$  or above  $50^\circ\text{C}$ .

### 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 "3.0 Use Instruction ---- 3.3 Electromagnetic brake".

**⚠ Warning!** The use of Free-wheel mode is only allowed with an attendant holding the product behind, otherwise the product may run away uncontrolled and result in personal injury.

**⚠ Warning!** When seated in the wheelchair, do not attempt to move its position by yourself, as you may lose control, potentially resulting in personal injury. Please ask your attendant for assistance.

**⚠ Warning!** It is prohibited to set a wheelchair to Free-wheel mode on a slope. The wheelchair could roll uncontrollably, leading to 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 strictly prohibited. Please be aware that sitting in a wheelchair makes it harder for others to see you. Always follow local traffic regulations. Even when the road is clear of obstacles, you should drive cautiously.

### Stairs and escalators:

Power wheelchairs are not designed to have the function of ascending or descending stairs or escalators, but can use elevators.

**⚠ Warning!** Do not use this product to go up and down stairs or escalators. Doing so will cause injury to you and others, and may cause damage to this product.

### Electromagnetic field:

Radio waves can interfere with power wheelchairs. Radio waves are a type of electromagnetic energy. When this energy causes a negative impact, it is referred to as electromagnetic interference or radio interference. Your wheelchair may be affected by mobile phones or other transmitting antennas during use. If within range, these devices may impact your wheelchair's functionality.

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 comply with relevant standard tests and meet the requirements for electromagnetic compatibility, ensuring they do not interfere with the normal operation of this wheelchair).

Be cautious of nearby radio or television transmitters to avoid close proximity to them.

Electromagnetic interference from these sources may cause braking failure and loss of control of the Power

Wheelchair. If you are in a safe situation, turn off the power immediately.

**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, be sure to have someone supporting you.

To avoid injury, it is recommended that users who use this product for the first time be assisted by trained personnel. Before using a wheelchair, please complete the following operations:

Make sure that the controller is off and that the product is in electric mode. Refer to "3.0 Use Instruction".

Make sure the armrests are turned up or the footplates are turned up. This will help your feet not touch the footplate.

**⚠Warning!** Before getting on or off the power wheelchair, ensure the power is turned off. Failing to do so may cause the wheelchair to move and result in serious personal injury.

**⚠Warning!** It is forbidden to stand on the footplates, otherwise it will cause the wheelchair to fall over and cause personal injury.

**Battery:**

In addition to following the warnings, you must also ensure compliance with other relevant operating requirements. See "3.0 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 an extended period, please turn off the power to avoid accidental movement caused by unintentional contact with the controller's operating lever, which could result in personal injury.

**Use restrictions:**

Wheelchairs are prohibited in the following cases:

- Users do not have the physical strength, intelligence or strain force to operate the power wheelchair safely.
- Persons with visual or intellectual disabilities, please seek advice from a medical care professional.
- Users must have the ability to maintain the upper body balance while operating and to withstand bumps caused by bumps on the road surface.
- **Label Explanation**

Symbol	Definition	Symbol	Definition
	European Conformity		Electronic waste identification
	UK Conformity	<b>IPX4</b>	waterproof level
	Manufacturer		Date of manufacture
	Serial number		Pay attention to safety mark
	Type B applied part		Medical device
	Read the user manual.		RELEASE  FREEWHEEL BRAKE  Drive
	WARNING! DO NOT TOUCH - HOT		WARNING! PINCH POINT (Watch Out for Pinching) Fasten before driving

	<p><b>WARNING!</b> The anti tip bar must be set to Position 3 when using the powered wheelchair.</p>		
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The signs, symbols and instructions affixed to the wheelchair comprise part of the safety facilities. They must never be covered or removed. They must remain present and clearly legible throughout the entire lifespan of the wheelchair. Replace or repair all illegible or damaged signs, symbols and instructions immediately. Please contact your dealer for assistance.

Fig.1-3 Waring- Danger of finger entrapment



Fig.1-4 Freewheel mechanism



Fig.1-5 Hot Surface Warning Lable



Fig.1-6 Anti-tip Bar Position Warning Label



Fig.1-7 The UDI label, (example only)



Fig.1-8 Location of UDI label



## 2.0 Product description

**Product name:** Powered wheelchair

**Model:** C100

**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 system includes the motor, battery box, controller, and charger. The main body of the wheelchair comprises the front wheels, rear wheels, frame, armrest, footplate, seat cushion, and backrest.

### Specification sheets (EN 12184 & ISO 7176-15)

Maximum occupant mass: C100 136kg user.

The wheelchair C100 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)

ISO 7176-15	Min	Max	Comments
Overall length (with legrest)	-	1030mm	
Overall width	-	570mm	
Folded length	-	780mm	
Folded height	-	360mm	
Total mass (without batteries)	-	16kg	
Battery	-	1.8kg	
Energy consumption (Max. range)	-	15.1km	24V 10.4Ah (lithium battery)
Dynamic stability uphill	-	8°	Least / most stable seat
Obstacle climbing	-	40mm	
Maximum speed forward	-	6km/h	
Min. braking distance from max. speed	-	1000mm	
Seat plane angle	-	5°	
Effective seat depth	-	430mm	
Effective seat width	-	500mm	
Seat surface height at front edge	-	460mm	Cushion removed
Backrest angle	-	16°	
Backrest height	-	500mm	Cushion removed
Footrest to seat distance	-	380mm	
Leg to seat surface angle	-	110°	
Armrest to seat distance	-	245mm	Cushion removed
Minimum turning radius	800mm		
EN 12184	Min	Max	Comments
Maximum height of kerb safely descend	-	40mm	
Minimum width of corridor	800mm	-	
Minimum ground clearance	80mm	-	
Speed control operation force	-	3.8 N	
Direction control operation force	-	2.5 N	

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

Due to manufacturing tolerances and continual product improvement, this specification can be subject to a variance of (+ or -5%).

## 3.0 Use Instruction

The operation steps for driving the wheelchair are as follows:

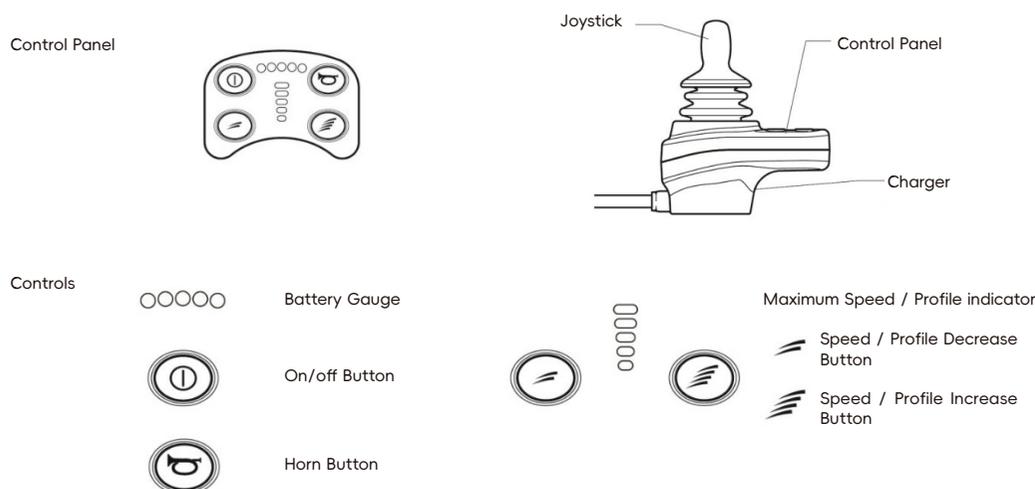
1. Ensure the wheelchair is in Drive Mode
2. Turn on the power.
3. Adjust the speed.
4. Operate the controller handle as follows:

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

### 3.1 Controller System

#### Controller composition

With the controller, you can operate the product. The controller can control the wheelchair, detect the battery level, control the working status and the status of the electronic system.



#### 3.1.1 Joystick

The joystick controls the direction and speed of the wheelchair. When you push the joystick, the wheelchair moves. The greater the lever push, the greater the wheelchair's operating speed.

**⚠ Warning!** If your wheelchair moves accidentally, release the lever immediately and the wheelchair will stop by itself.

#### 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 suddenly.

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

#### 3.1.3 Battery gauge

The battery gauge is located in front of the joystick. When the controller is working, it displays the battery level, controller status, and power system status. When all the lights on the display are on, the battery is fully charged. (All lights do not mean the battery is fully charged, please refer to the charger indicator when charging)

#### Speed indicators

The speed indicator displays the maximum speed of the current setting. The right LED light indicates the current maximum speed setting. The speed limit mode refers to the maximum speed limit to a certain value set by the program.

**Note!** Before becoming familiar with the wheelchair's performance, set it to low-speed operation.

#### Horn button

This button is used to control the horn. When there is a life obstacle in front, you can press the horn button to emit a siren sound to avoid accidents.

## Charging Port

Use a dedicated charger to charge the wheelchair via the three-hole XLR socket located on the front of the controller.

### 3.1.4 Program

When the chair leaves the factory, the parameters of the controller are set to default. However, if any alterations are required, then you should contact your dealer, where a specialist can carry out this work.

**⚠ Warning!** Programming the controller of the wheelchair is only allowed through authorised personnel trained by Wizemed. Incorrect controller settings could cause driving outside the safe limits and could result in damage or injury.

## 3.2 Battery

This product is equipped with a maintenance-free lithium battery. The lithium battery features a sealed, modular design, eliminating the need for users to add electrolytes, replenish water, or open the casing for internal maintenance. Users must not disassemble, modify, or puncture the battery casing, nor replace internal cells or the BMS on their own. For inspection, repair, or replacement, please contact an authorized dealer.

The battery is fixed in the middle and rear part of the product, and has a power output port, an overload protector, and a charging hole. The battery's cycle endurance complies with IEC 61960-3 requirements.

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

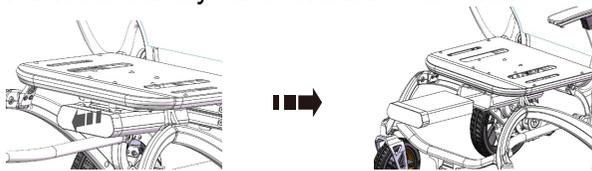
**⚠ Warning!** Unauthorized battery replacement is strictly prohibited. For battery service, contact approved dealers only.

Battery case disassembly:

Pull out the battery box.

Install the battery case:

Push the battery case forward to the end.



## 3.3 Electromagnetic brake

For convenience, this product is equipped with two modes:

Free-wheel Mode and Drive Mode.

Manual mode and electric mode:

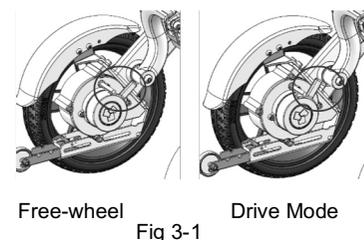
- Each motor has an electromagnetic brake handle at the rear, see Figure 3-1.
- Push the handle to the Free-wheel mode position.
- Push the handle to the Drive Mode position.

**⚠ Warning!** It is forbidden to try to place your wheelchair in free-wheel mode while you are in a wheelchair, otherwise personal injury may be caused. Please ask your attendant for assistance.

**⚠ Warning!** When on an inclined surface, it is prohibited to set this product in free-wheel mode, otherwise the wheelchair will 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 downhill.

**⚠ Warning!** To ensure your personal safety and prevent accidental damage to this product, handle the electromagnetic brake with care.



Free-wheel

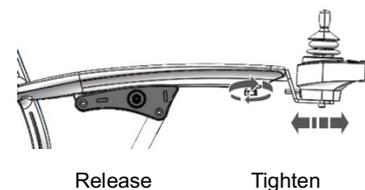
Drive Mode

Fig 3-1

## 3.4 Controller adjustment lever

The joystick can be easily extended and shortened as follows:

1. Turn the plastic screw counterclockwise 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 clockwise until it is tightened.



Release

Tighten

## 3.5 Anti-tips

The anti-tips are designed to enhance the stability of the wheelchair. This will reduce the possibility of a wheelchair

overturning during uphill.

The anti-tips have three positions adjustable, as shown in the figure below, positions 1, 2, 3

- Position 1: When folding the wheelchair, adjust the anti-roll wheel to position 1 for easy folding  
**⚠Warning!** In position 1 the Anti-tip does NOT function as an anti-tip. When using a wheelchair, it is forbidden to adjust the anti-tip to this position.
- Position 2: The position 2 is for use when using the wheelchair on flat surfaces, such as an indoor environment.
- Position 3: The most effective anti-tip position, **ALLWAYS** adjust to this position.



Position 1



Position 2



Position 3

To retract the anti-tip wheels, lift the locking pin and push the anti-tip wheels inward to the desired position.

### 3.6 Armrest

In order to allow the user to move the wheelchair up and down from the side, the C100's armrest can be easily turned backward. The specific operation method is as follows:

1. Push the switch downward to unlock it. At this point, the armrest can be lifted up and turned backward.
2. Turn the switch to the right to lock it.



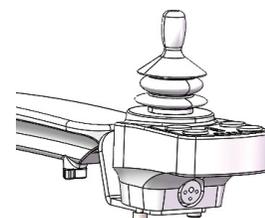
### 3.7 Seat Cushion

The seat cushion features a breathable mesh fabric as the outer layer, with high-resilience foam filling the interior. It is secured to the pre-designated adhesive area of the seat surface using high-strength Velcro, ensuring a non-slip and stable connection. If replacing the foam with a different height or firmness, it is recommended to use products of the same specifications as the original or those approved by the manufacturer. Before installing the seat cushion, ensure that the seat surface and the Velcro area on the back of the cushion are clean and dry. Align the positioning marks, lower the cushion from front to back, and press from the center outward to ensure full adhesion. When removing the cushion, gently lift from the rear edge or one side and slowly detach the Velcro to avoid abrupt pulling, which could damage the mesh fabric and stitching. After removal, place the cushion flat or store it rolled to no more than a 90° angle.

### 3.8 Charging

#### Charging steps

1. Park this product near a standard electrical power socket, ensure the controller is turned off, and confirm that 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 means that it is charging, and when the indicator light is green, it means that the battery is fully charged.



#### Charging frequency

1. Daily use: If you use this product every day, please charge it immediately after the end of the day, so that this product can be used for a whole day. We recommend charging it for 5-6 hours, not more than 8 hours.
2. Occasional use: If you use it infrequently (once a week or less), charge it for at least 5-6 hours per week.

**⚠Warning!** Keep the battery dry and avoid deep discharge. Do not exceed 8 hours on a single charge.

If you do not use this product often, we recommend that you take care of the battery and charge it at least once a week. If you plan not to use the product for a longer period, you should charge the battery before storing. 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.

**⚠Warning!** Do not charge the battery at temperatures below 0°C or above 45°C.

### 3.9 Transfer

When transferring between the 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 with upper body strength and mobility, this action can be performed independently.

1. Position the wheelchair as close as possible to the side of the target seat.
2. Once the wheelchair is correctly placed, ensure it is in Drive Mode.
3. Fold up the footplate.

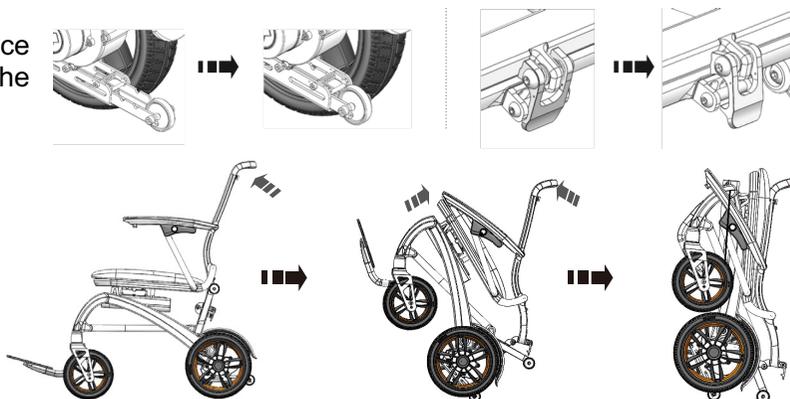
4. Flip back the armrest near to the target seat.
5. Move slowly from the front of wheelchair to the target seat.

When transferring, the seat cushion should be used minimally or not at all under the body. Additionally, during the transfer, specifically after leaving the seat cushion, please be cautious of side slipping. If possible, a longboard can be placed across two chairs to assist with the transfer.

### 3.10 Fold

Folding the wheelchair can make better use of space and is convenient for storage and transportation. The specific methods are as follows:

1. Adjust the anti-tips to position 1 (refer to 3.5 Anti-tip)
2. Open buckle
3. Fold the wheelchair



## 4.0 Transport

The C100 is not approved to be used 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.

### To transport the wheelchair in a car:

- step1: Fold the wheelchair;
- step2: Unplug the power connector;
- Step3: Put the wheelchair in the trunk of the car.

**⚠Warning!** It is forbidden to carry the wheelchair by holding the adjustable or moving parts of the wheelchair, otherwise it may cause personal injury or damage to the wheelchair.

**⚠Warning!** It is forbidden to sit on your Power wheelchair while the car is moving, otherwise it may cause personal injury.

**⚠Warning!** Be sure to ensure that your Power wheelchair is safe during transportation, otherwise it may cause 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.), otherwise it will damage your product, and the wet product must be dried before use.

### Air Transportation

The wheelchair and the single 24V Li-Ion battery has air transport certification to the International Air Transport Association (IATA) regulations.

Prior to arranging any air travel with the wheelchair, please confirm with your airline or carrier that they accept battery-powered vehicles under UN classification: UN3171. Note: The pilot of the aircraft has the ultimate decision to allow or deny travel of any device onboard the plane.

If your airline accepts the UN3171 classification, the following steps will be necessary to prepare your wheelchair for air travel.

- Battery level must be 30% maximum
- Power off the battery
- Make sure the battery is correctly installed.

## 5.0 Maintenance & Cleaning

This product is a power wheelchair that requires regular maintenance. Maintenance is crucial, and by following the inspection instructions in this section, you can enjoy using this product easily and reliably for years. Some routine checks can be performed by you, while others may require assistance from your dealer. For any 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. Avoid humid environments at all costs, 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 parts and rusting of the frame.

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

- 1 Use a cloth to dry as much moisture as possible and store it 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, coldness or humidity, and keep the controller clean;
3. Check all electrical connections to ensure that they are securely connected, and check the cable connections of the charger;
4. When all the lights on the battery status meter are 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 to be charged, but the controller and electrical system work 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 make sure 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 make sure the wheelchair performs as it did before;
10. Visually inspect the wheelchair to make sure the leg-rests, armrests, etc are correctly positioned and attached to the wheelchair and all fasteners are sufficiently tightened.
11. In case of malfunction, isolate the battery for transportation to the repair facility.

**⚠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, make sure it is not bent and broken, and make sure it returns to its original position when you release it. To check whether the rubber base of the joystick is damaged, you only need to visually inspect the base, do not handle or repair 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. Turn on the controller. After one second, check the power indicator to make sure the battery has power;
2. Push the joystick forward slowly to guide you to hear the "click" sound of the brake. Release the joystick immediately. You must hear the sound of the brake operation after each push of the joystick for a few seconds;
3. Repeat the operation three times and push the controller to the back, left and right to check.

#### Monthly check:

1. Check the wear of the front wheels and drive wheels. If maintenance is required, please contact your dealer;
2. Check the front fork for wear and looseness. This may indicate the need for adjustment or the bearing needs to be replaced. 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. There are many factors that may cause freezing at special 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 safety performance of the controller protects the motor and other electronic components from damage.

**Storage**

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

Storage conditions:

temperature : -20°C~+50°C;

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 can not 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 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 be saved 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: The battery is charged. 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.	A: B:	Contact an authorized reseller or Wizemed to purchase

		B: Move the motor wrench brake to the electric gear.		
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 reprogrammed.	A: B:	Contact an authorized reseller or Wizemed to 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
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 to be replaced or disassembled, please consult the local authorized dealer or Wizemed for disposal. It is forbidden to dismantle and replace by yourself, so as not to cause damage to the wheelchair or personal injury.

### SELF-HELP GUIDE

If a system trip occurs, determine the issue by counting the number of flashes on the battery gauge. Below is a list of self-help actions. Refer to the number in the list that corresponds to the number of flashes on the battery gauge and follow the instructions provided. If the problem persists after completing the checks described, contact your service agent.

- 1 Flash - The battery needs charging or there is a bad connection to the battery. Check the connections to the battery. If the connections are good, try charging the battery.
- 2 Flashes - The left hand motor has a bad connection. Check the connections to the left hand motor.
- 3 Flashes - The left hand motor has a short circuit to the controller connection. Contact your service agent.
- 4 Flashes - The right hand motor has a bad connection. Check the connections to the right hand motor.
- 5 Flashes - The right hand motor has a short circuit to the controller connection. Contact your service agent.
- 7 Flashes - A joystick fault is indicated. Make sure that the joystick is in the center position before switching on the controller.
- 8 Flashes - A controller fault is indicated. Make sure that all connections are secure.
- 9 Flashes - The parking brakes have a bad connection. Check the parking brake and motor connections. Make sure the controller connections are secure.
- 10 Flashes - An excessive voltage has been applied to the controller. This is usually caused by a poor battery connection. Check the battery connections.

## 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 doors

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 1kHz80% 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		
870	800-960	Pulse modulation 18Hz, 28V/m
930		
1720		
1845	1700-1990	Pulse modulation 217Hz, 28V/m
1970		
2450	2400-2570	Pulse modulation 217Hz, 28V/m
5240		
5500	5100-5800	Pulse modulation 217Hz, 9V/m
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 <sub>T</sub> ; 0.5 cycle At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°
		0% U <sub>T</sub> ; 1 cycle and 70% U <sub>T</sub> ; 25/30 cycles Single phase: at 0° 0% U <sub>T</sub> ; 250/300 cycles 0% U <sub>T</sub> ; 250/300 cycles
Voltage interruptions	IEC 61000-4-11	0% U <sub>T</sub> ; 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

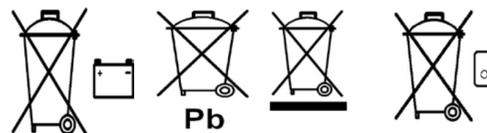
Table 7 – PATIENT coupling PORT

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 indicate that, in accordance with local laws and regulations, your product must 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 the authorities. Separately collecting and recycling your product at the time of disposal helps conserve natural resources and ensures it is recycled in an environmentally responsible manner.

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



Dispose or recycle only through licensed waste handlers or by returning to your authorized wheelchair dealer.

## 9.0 Warranty

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

Wizemed\* provides a guarantee for its products as outlined below, covering manufacturing and material defects under the following conditions.

#### Warranty conditions:

1. The frame is covered by a 36-month warranty. The controller, battery, charger, and motor are covered by a 12-month warranty. The warranty applies to manufacturing and material defects only
2. To request warranty service, please contact Wizemed Customer Service with full details of the issue. If the product is used outside the area covered by a Wizemed service agent, repairs or replacement will be arranged by another service organization designated by the manufacturer. All warranty repairs must be performed by an authorized Wizemed Customer Service agent or dealer.
3. Parts repaired or replaced under this warranty are covered for the remaining warranty period of the original product, as stated in Point 1.
4. Original spare parts fitted at the customer’s own expense are covered in accordance with the standard warranty period applicable to each respective component, under these same warranty conditions.
5. This warranty does not cover repairs or replacements required for the following reasons:
  - a) Normal wear and tear, including but not limited to batteries, armrest pads, seat cushions, back cushions, upholstery, tyres, brake shoes, ferrules, and other consumable components.
  - b) Overloading of the product — please refer to the EC label for the maximum user weight.
  - c) Failure to maintain or service the product in accordance with the manufacturer’s recommendations described in the User Manual and/or Service Manual.
  - d) Use of accessories not specified as original Wizemed accessories.
  - e) Damage caused by neglect, accident, misuse, or improper operation.
  - f) Any modification or alteration deviating from the manufacturer’s specifications.
  - g) Repairs carried out before Wizemed Customer Service has been informed of the issue.
6. This guarantee is subject to the law of the country in which the product was purchased from Wizemed.

\* Refers to the authorized Wizemed facility or dealer from which the product was purchased.

## 10.0 Legal Information

### **EU Declaration of Conformity**

The manufacturer declares that this medical device complies with the requirements of Regulation (EU) 2017/745 on medical devices.

The full text of the EU Declaration of Conformity is available upon request from the manufacturer or its authorised representative in the European Union.

### **UK Declaration of Conformity**

The manufacturer declares that this medical device complies with the requirements of the UK Medical Devices Regulations 2002 (as amended).

The full text of the UK Declaration of Conformity is available upon request from the manufacturer or its authorised representative in the United Kingdom.

### **Manufacturer:**

Wiseton Industries Limited

No. 9 Jiahe Road, Jiashan County, Jiaxing City, Zhejiang Province, P.R. China

Wizemed is a subsidiary of Wiseton Industries Limited.

### **Authorised Representative in the EU:**

SUNGO Europe B.V.

Fascinatio Boulevard 522, Unit 1.7, 2909 VA Capelle aan den IJssel, The Netherlands

### **Authorised Representative in the United Kingdom:**

SUNGO Certification Company Limited

3rd Floor, 70 Gracechurch Street, London EC3V 0HR, United Kingdom

### **Device model:**

C100

# Wizemed



Wiseton Industries Limited

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