

# TW121 Instruction Manual

(Please read the instructions carefully before use And keep them properly )

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Dear user:

First of all, thank you very much for purchasing and using our electric wheelchair!

Read this manual carefully before using the car and use your electric wheelchair as required.

This manual briefly introduces the knowledge and related content of the entire structure, technical characteristics, driving operation and technical maintenance of the electric wheelchair.

At the same time, as our products are constantly improving and improving, the specific structure may change. Please understand.

We sincerely welcome your valuable comments on our products. We will continue to improve our work and make electric electric wheelchairs more suitable and perfect.

Warning note:

- Be sure to read this User's Guide before using this product.
- When using this product, be sure to follow local traffic rules.



## Technical parameters Sheet

Weight Capacity:	365 lbs
Product Weight	53 lbs
Seat width	18"
Seat Depth	18"
Seat-to-Floor Height	19.7"
Overall length:	36.2"
Overall width:	24.8"
Overall height:	33.8"
Turning radius:	31.5"
Front wheel size	8"
rear wheel size	12"
Max speed:	3.7mph
driving range:	10 Miles
battery type	Lithium battery 24V12AH
battery weight	5.3 lbs



## Safety Attentions

Before using this electric wheelchair, please read this manual carefully to understand the precautions and vehicle performance. Failure to follow these instructions may result in damage to the vehicle or serious injury.

1. Please do not try to modify the car or use it for other purposes.
2. If you feel dizzy, affect your vision, or have any influence on your thinking and coordination due to health reasons or taking medication, please do not operate the car; or tell the doctor to check if you can Operate the car safely.
3. Please do not drink and drive.
4. When the car is not completely parked on a smooth horizontal road, please do not hit the electric lock to the "OFF" position.
5. Please do not try to drive over steps or other obstacles above 30mm.
6. Please don't stop when climbing. If you must do this, keep your body leaning forward to shift your center of gravity and avoid dumping.
7. Please do not climb steep slopes with an angle of more than 12°, so as not to affect the stability of the car and avoid danger.
8. Please be careful to reverse or turn around on the slope.
9. Please bear in mind that the vehicle is limited to one person, and it is not allowed to drag the car or exceed the maximum load in the parameter list.
10. Turn off the vehicle when not in use. This not only extends the life of the battery, but also avoids

accidents.

11. Please use a grounded socket. Using a non-grounded outlet may result in electric shock.
12. Be sure to slow down when turning.
13. When the car brakes on a slope or a slippery road, the brake distance will be too long. Please drive carefully.
14. Drive carefully when the weather is bad or through watery roads, as moisture may temporarily or permanently affect the control system or other components.
15. Do not charge the battery in the sun in the summer. When the outdoor temperature is below 10 degrees in the winter, the battery should be placed indoors for charging.
16. When you are driving a vehicle, do not open the music entertainment system to avoid distracting traffic accidents.
17. Please do not park your car in a place with water, humidity or rain.

## **Battery and Joystick**

When do I need to charge:

- (1) Install the electric wheelchair and fully charge it before using it for the first time.
- (2) It should be charged in time after each use.
- (3) The battery indicator can display two grids to charge; please charge frequently to avoid excessive discharge and damage the battery.
- (4) If the battery is exhausted for more than 1 day without charging, the battery life may be shortened.

Description of pattern function:

- 1 Battery level display
- 2 Wheelchair power start switch
- 3 the horn
- 4 speed
- 5 Slow down adjustment switch
- 6 Acceleration adjustment switch
- 7 direction control lever



- 1. Speed adjustment plus or minus button - adjust the speed of the car, please start at a slow speed and slowly increase until you feel the speed.
- 2. Battery indicator - This meter shows the battery level. When the six grids are fully lit, the battery is fully charged;
- 3. Speaker - Press the horn button, the horn will sound, and when the speaker is released, the horn will stop. You may need to use this function when you are blind or need to go backwards.
- 4. Joystick - When the car is pulled backwards, the car moves forward, when the car pulls back, the car retreats, when it pulls to the left, the car goes to the left, and when it pulls to the right, the car goes to the right.



**Please read the following instructions carefully before driving.**

1. Read the safety information carefully.
2. Check if the battery is below the warning line (the battery should be fully charged when driving long distances).
3. Check if the electric wheelchair electrical connection is correct.
4. Check if the motor and brake release lever are working normally and the brake is in the drive position.
5. Confirm whether the electromagnetic brake reaction is sensitive and reliable.
6. Check if the fasteners (screws, nuts) and the frame are loose, especially the adjustment lever of the faucet.
7. Adjust the steering handle to a comfortable driving position.
8. Whether the seat armrest is lowered.
9. Do not use the wheelchair when charging the battery is being charged.



figure 1



figure 2

## **Brake release lever**

When the electric wheelchair breaks down or the battery is exhausted and cannot run normally, the attendant should push the wheelchair to a safe flat area and push the manual brake as follows: About the wheelchair in front of the rear wheel brake lever handle manually back pressure (figure 1), until completely resist cut tyre tread brake will not rebound after (figure 2) turn off the power supply on the control panel (electronic brake model, after waiting for 30 seconds, can loose brake push), on both sides of the red clutch pull outward rotation around 30 degrees (figure 2), loosen the brake can be introduced.

## **Speed sitting**

When the vehicle is driving, the speed of the vehicle can range from the speed increase and decrease

buttons. When operating the vehicle for the first time, Select slow speed first, until you adapt before adjusting.

## **Slope driving**

1. It is recommended to slow down when driving on a slope (uphill or downhill).
2. Never turn when driving on a slope! Easy to cause rollovers.
3. When the vehicle is going up and down, drive at a low speed. Do not stop at random. Do not climb more than 12°.
4. When the car is driving on a slope, adjust the speed to a slow range and keep the speed constant. Do not stop or start at will.
5. When driving uphill, in order to maintain the stability of the car, please keep your body leaning forward.



### **Warning:**

This wheelchair is on the slope. Please try not to use the “push mode” to avoid the vehicle slipping and causing injury. The car is on the slope and in the "push mode", do not sit in a wheelchair.

## **Routine maintenance**

Seat — The seat and backrest can be scrubbed with mild soapy water, avoiding the use of chemical cleaners, which can damage the seat surface. Strong direct sunlight can reduce the life of the seat surface, which is a normal aging process.

Body cover — The body cover of the electric wheelchair can be gently scrubbed with a mild wet towel dampened with soapy water to avoid the use of chemical cleaners, which can cause the body to fade.

Wheels—Your electric wheelchair is a pneumatic tire and an aluminum wheel. The tire should be regularly checked for deformation, loose wheels, or worn tire surfaces. Damaged tires should be replaced in time.

Battery — Please charge your battery correctly (see the Battery Charging section). Keep the battery in a dry, cold place and keep the battery and battery cables clean.

Complete vehicle—Please check the body screws regularly for looseness, whether the parts are damaged or defective, if necessary, please adjust or contact customer service.

### **Warning:**

Do not rinse the electric wheelchair with water. Because water may be involved in the electrical system causing permanent damage.

Electrical components - after-sales service for parts such as rear axles, controllers, chargers, etc. are limited to local service companies or the company. Unauthorized disassembly or destruction of the seal will invalidate the three bags. Do not drive the car in bad weather (ie heavy rain or heavy snow). Do not drive through the water. May damage the controller.

For your safety, we recommend that you check the brake function of the electric wheelchair before each use.

## **Battery use and maintenance**

- (1) Before use, check the battery for damage, cracks or abnormalities, and clean the battery surface.
- (2) The lithium battery connection should be correct and ensure good contact, and check if the polarity protection sleeve is loosened from the electrode.
- (3) Lithium battery should be charged in time after use, and it is strictly forbidden to store in the state of

loss.

- (4) The lithium battery should not be deeply discharged, and the depth of discharge should be 30%~50%, generally not more than 80% (this is very important).
- (5) Prohibit the battery near fire, immersion, overheating, severe vibration, collision and short circuit between positive and negative, the use temperature should not exceed 45 °C.
- (6) When charging, it usually does not exceed 20 hours.
- (7) Do not mix batteries of different ages, models or manufacturers, which will damage the battery life .
- (8) Only use the charger provided by the company to charge the battery.
- (9) When the battery is not in use, please charge it once every month (this is very important).

## **Charger use and maintenance**

- (1) There is high voltage inside the charger. Do not repair and open it yourself.
- (2) The charger can only be used to charge an electric wheelchair.
- (3) The input voltage range of the charger is 100-240V AC.
- (4) The charger is strictly prohibited to be used in high humidity and high heat environment.
- (5) When charging, first insert the output plug into the charging socket, then insert the plug into the socket.
- (6) No need to take care of the person during charging; when the battery is full, the charger will stop automatically. The charger should not be connected to the car for a long time.
- (7) If the charger is overheated (over 70 °C), sparking, smoking, etc., the charger should be quickly disconnected from the power supply.

## **Trouble shooting**

When there is a problem with your electric wheelchair, please check it as follows. Please provide the detailed fault phenomenon and the flashing rate of the status light to the supplier. These data are the basis for judging the cause of the electric wheelchair failure.

Fault phenomenon	possible reason	Solution
Cannot start	1.The power switch is not turned on	1.Check the ON-OFF of battery and joystick
	2.The motor is in "UNLOCK"	2.Push the brake lever in "LOCK"
	3.Battery low	3.Charge
	4.The potentiometer is damaged	4.Replace the potentiometer
The wheelchair is shaking while driving	1. Tire damage	1.Replace the tire
	2.Loose seat	2.Check if the parts are loose or damaged
	3.Tire loosening	3.Tightening the tire fixing nut
	4.Motor carbon brush damage	4.Replace motor carbon brush
Continued mileage reduction	1.Short charging time	1.Prolong the charging time
	2.Battery use has exceeded its service life	2.Contact customer service to replace the battery
	3.Low temperature environment below 0°C	3.It's normal as lithium battery characteristics
Fault with	1. Faulty connection of the control panel and the plug	1. Re-plug the plug into the socket at the side of the wheelchair.

charging	2. Controller broken	2.Contact customer service to replace controller
	3. Charger plug broken	3.Contact customer service to replace charger
	4. Charging plug loosened	5. Recheck and tighten

## Warranty principle

- (1) The company will provide thoughtful and caring service for faults within the scope of warranty.
- (2) The fault outside the warranty and the maintenance and repair after the warranty period are still the responsibility of the company, but the fees are charged according to the regulations.
- (3) Within the scope permitted by law, the final interpretation right belongs to the company.