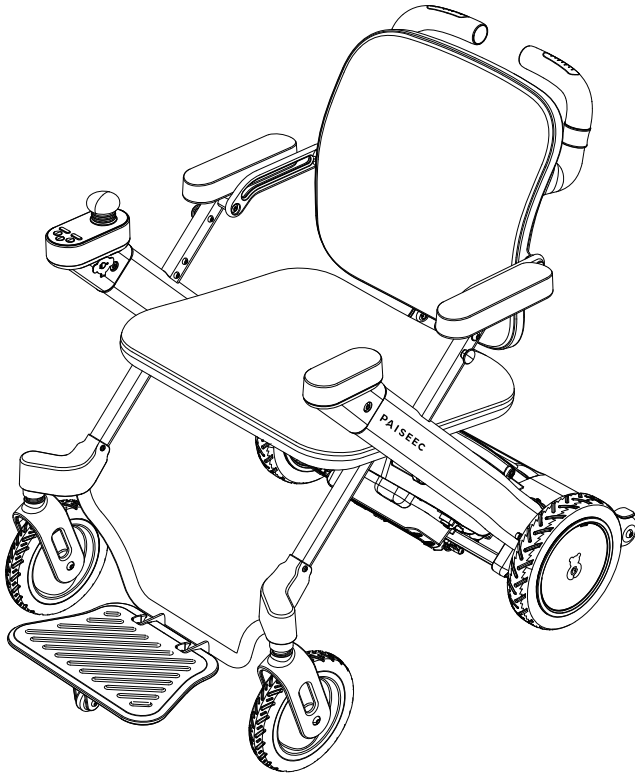


# PAISEEC User Manual



## Paiseec Mobility Chair

Elevating Your Mobility

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[www.paiseec.com](http://www.paiseec.com)  
[support@paiseec.com](mailto:support@paiseec.com)

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# Introduction

Thank you for choosing Paiseec Mobility Chair .

Paiseec Mobility Chair is a mobility device specifically designed for seniors and individuals with limited mobility. Its primary purpose is to provide convenience for them.

We are committed to ensuring your safety, comfort, and experience. Please read this manual carefully before using the product to ensure proper and safe operation.

Additionally, keep this manual in a safe place for future reference.

Due to quality improvements and design modifications, the information, illustrations, and text in this manual may differ slightly from the actual product. We reserve the right to make adjustments and apologize for any inconvenience. In case of discrepancies, the actual product shall prevail.

For the latest product information, please visit our website ([www.Paiseec.com](http://www.Paiseec.com)). Please contact us via Email ([support@Paiseec.com](mailto:support@Paiseec.com)) if you have more questions about our products or services.

Friendly Reminder:

Before chair use, please thoroughly review the user manual for a fully understanding of the performance and operation of Paiseec Mobility Chair .

# 1. Product Introduction

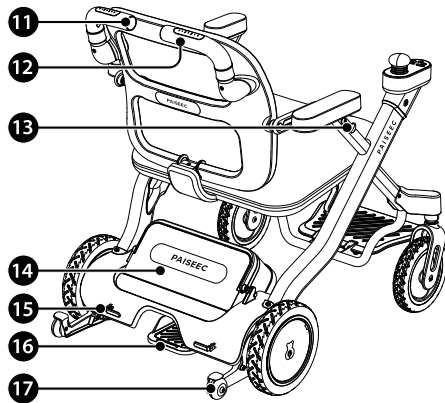
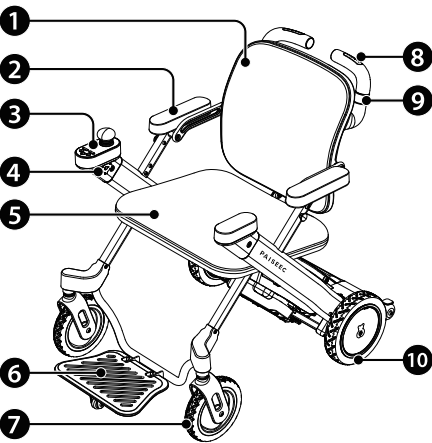
## 1.1 Packaging Contents

The product package contains the following items:

- Paiseec Mobility Chair ×1
- Battery ×1
- Charger ×1
- Basket ×1
- Certificate of Conformity ×1
- Quick Installation and User Guide ×2
- User Manual ×1 (This Manual)
- Backpack ×1

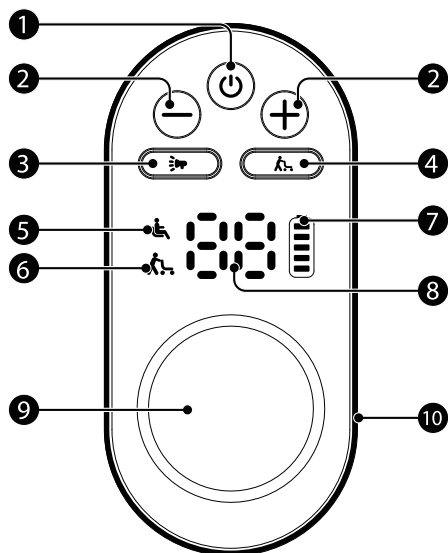
## 1.2 Product Part Names

### ○ Chair



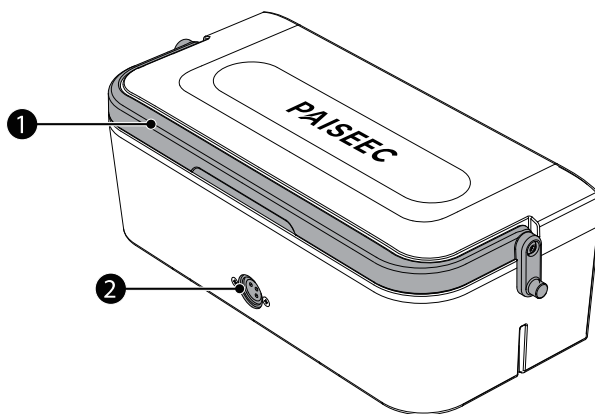
- |                 |                                 |                                |                                |
|-----------------|---------------------------------|--------------------------------|--------------------------------|
| ① Backrest      | ⑥ Footrest                      | ⑪ Handle Bar Indicator         | ⑬ Storage Hook                 |
| ② Armrest       | ⑦ Front Wheel - Universal Wheel | ⑫ Handle Bar                   | ⑭ Battery                      |
| ③ Controller    | ⑧ Handle Bar Sensor             | ⑬ Storage Hook                 | ⑮ Electromagnetic Brake Switch |
| ④ Charging Port | ⑨ Handle Bar Lock Mechanism     | ⑭ Battery                      | ⑯ Anti-Tip Wheel               |
| ⑤ Seat Cushion  | ⑩ Rear Wheel - Drive Wheel      | ⑮ Electromagnetic Brake Switch |                                |

## ○ Controller



- 1** Power Button  
Press and hold for 2 seconds to power on;  
press briefly to power off
- 2** Speed Adjustment  
" + " Button: Increase gear, raise driving speed  
" - " Button: Decrease gear, lower driving speed
- 3** Horn Button
- 4** Pushing Mode Button
- 5** Riding Status Indicator
- 6** Pushing Mode Indicator
- 7** Battery Level Display
- 8** Speed Level Display
- 9** Joystick
- 10** Light Ring

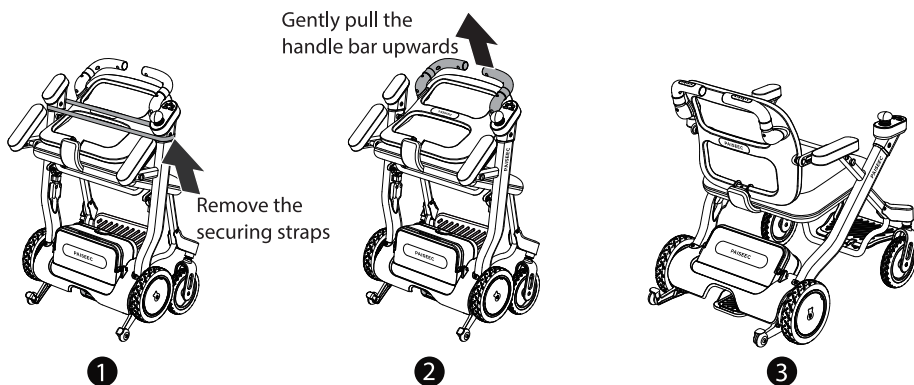
## ○ Battery



- 1** Battery Handle  
(Locking Mechanism)
- 2** Charging Port

## 2. Product Functions and Usage

### 2.1 Unfolding

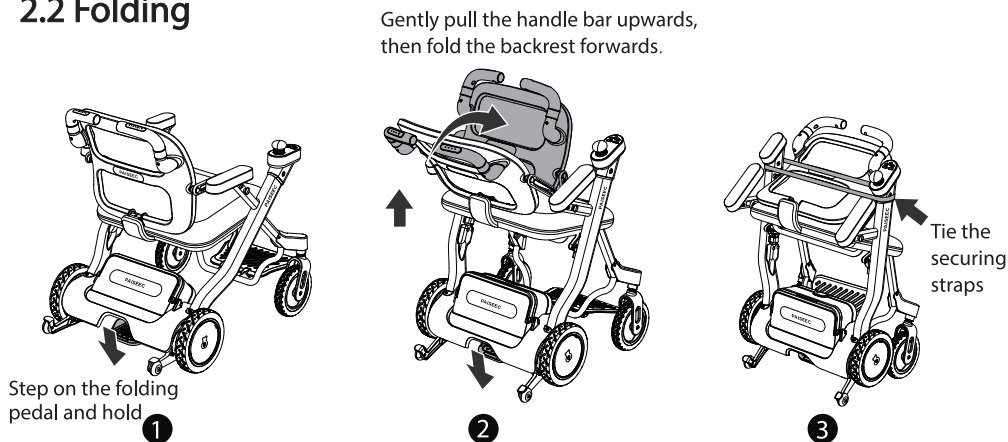


Place the chair upright and remove the securing straps.

Gently pull the handle bar and backrest upwards to unfold the chair.

The chair is now fully unfolded.

### 2.2 Folding



1. Step on the folding pedal and hold

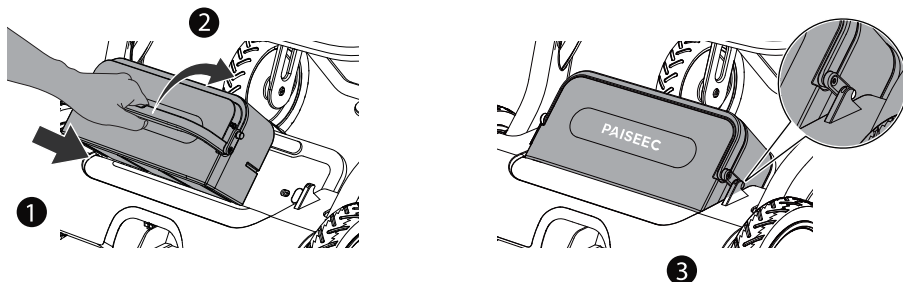
2. Gently pull the handle bar or the back of the seat, then fold it forwards.

3. Release the folding pedal, the chair is now fully folded. Tie the chair with the securing straps.

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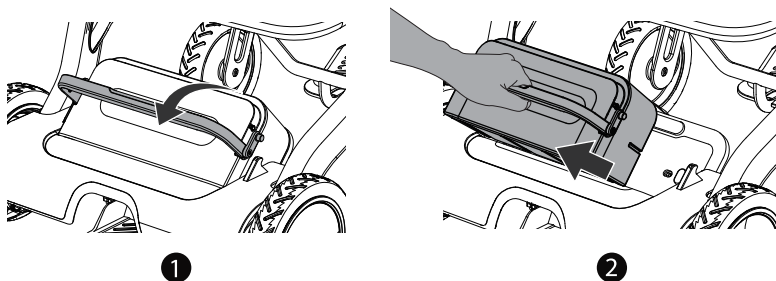
## 2.3 Battery Installation

### 2.3.1 Battery Installation



1. Lift the battery with the handle and insert battery into the battery compartment.
2. Lay the battery handle downward to secure the battery in place.
3. Once the battery is secured, ensure it is firmly locked in the compartment with no movement.

### 2.3.2 Battery Removal



1. Pull the battery handle backwards to unlock the battery.
2. Hold the battery handle and pull the battery towards you to remove it.

---

## 2.4 Operation

### Starting

#### • Power-Off Inspection

##### 1. Overall Chair

- Please ensure all folding components of the Mobility Chair are correctly assembled and locked, with no parts missing, damaged, or loose.

##### 2. Electromagnetic Brake

- Please verify that you can engage the electromagnetic brake switch downwards to allow manual pushing.
- Please ensure that you can disengage the electromagnetic brake switch upwards; the chair cannot be pushed if it is disengaged.

##### 3. Wheels

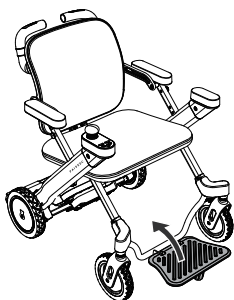
- Check the tires for properly inflation. The recommended tire pressure range is between 40-45 psi.
- Inspect the surfaces of the front and rear wheels for wear, ensuring that the tread depth is at least 0.002"(0.5 mm); check for any foreign objects.
- Please inspect the front and rear wheels for any signs of cracks or deformation.
- Please ensure there is no obvious shaking of the front and rear wheels during both manual and electric operation.

If there are any abnormalities in the above parts, please refrain from use and promptly perform maintenance.

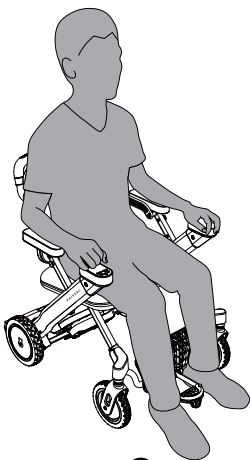
#### • Power-On Inspection

1. When powering on, check that the battery level and other indicator lights on the display are functioning normally.
2. Please verify that the battery is sufficiently charged.
  - The battery icon with 5 segments represents the battery level; more illuminated segments indicate a higher charge.
  - If the red light at the bottom of the battery indicator is on, this signifies low battery. Please charge promptly to avoid running out of power during use.
3. Please check that the horn button is functioning correctly and that the horn can broadcast messages normally.
4. Please ensure that the joystick and buttons on the controller are not loose and are operating properly.
5. Please listen for any unusual noises while the tires are rotating.
6. Please confirm that the electromagnetic brakes are disengaged.

## • Seating



1



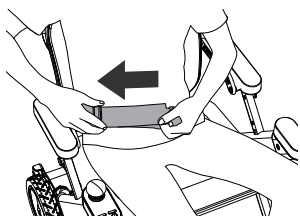
2



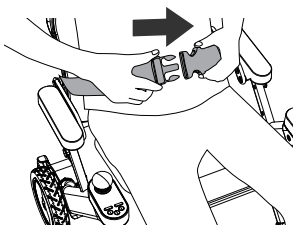
3

1. Raise the footrest.
2. Enter and sit down from the front of the chair.
3. Lower the footrest and place your feet flat down on it.

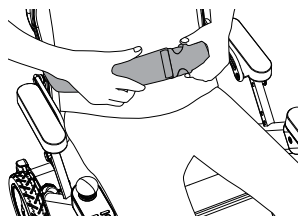
## • Fasten the Safety Belt



1



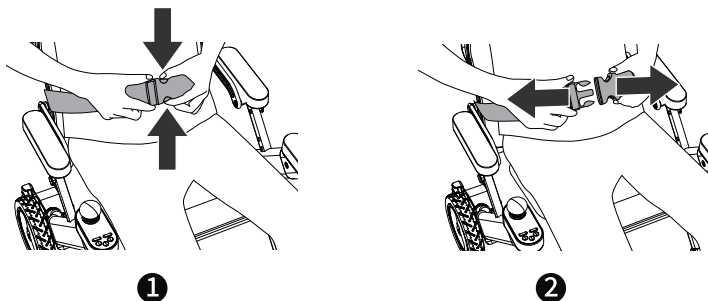
2



3

1. Adjust the safety belt to the appropriate length.
2. Insert the buckle tongue into the belt clasp.
3. Ensure the belt is securely fastened when you hear a click.

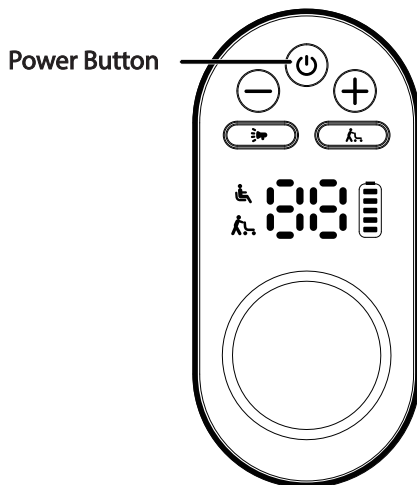
## • Unfasten the Safety Belt



1. Press the release button on the safety belt to eject the buckle tongue.
2. Remove the safety belt.

## • Power On

Press and hold the power button on the controller for 2 seconds to turn on the chair.  
The display and indicator light ring will illuminate.





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## Driving Mode

### Initial Use:

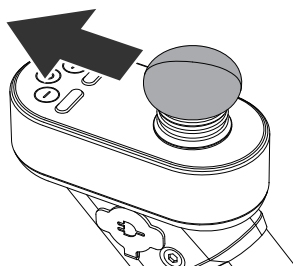
For beginners, it is recommended to set the gear to either 01 or 02. Once you are familiar with the controls, you may adjust to higher gears as needed.

### Subsequent Use:

The chair defaults to Driving Mode Gear 01 each time it is powered on. For optimal safety, begin operation in low-speed mode.

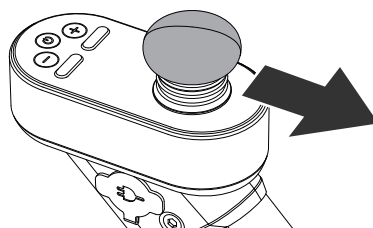
#### • Going Forward

1. Push the joystick forward to move the chair forward.



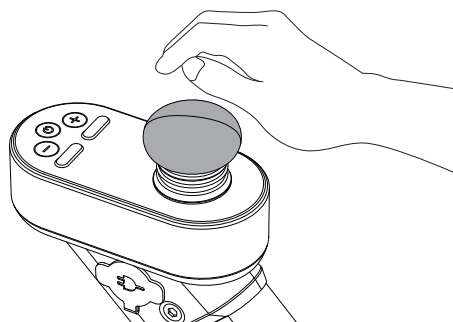
#### • Reversing

1. Pull the joystick backward to reverse the chair.
2. Reverse speed is capped at 1.25mph(2km/h).



#### • Braking

1. Normal Braking:  
Release the joystick to engage the brakes (whether moving forward or in reverse).



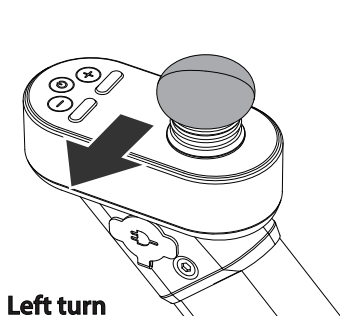
## 2. Emergency Braking:

Press the power button to activate the emergency brake during operation.

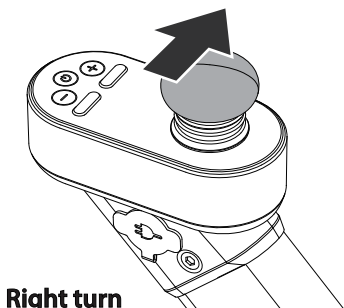
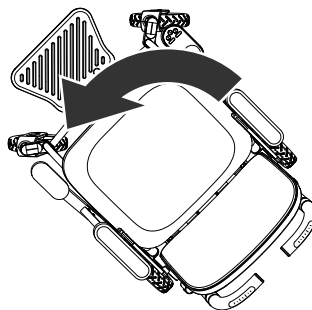


### •Turning

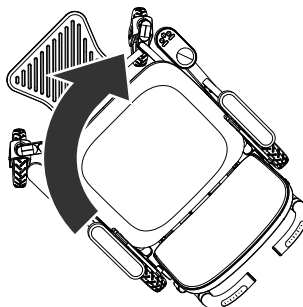
1. Steer by rotating the joystick while driving.
2. Reduce speed and make turns gradually. It is recommended that users practice turning several times before using the chair in real scenarios.
3. The chair employs advanced algorithms to provide intelligent speed reduction during turns, reducing the risk of tipping.



**Left turn**



**Right turn**



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## • Pushing Mode

The Pushing Mode utilizing the advanced Paiseec Intelligent Mobility System and offers enhanced support during manual pushing. This mode features two operational settings: "Walking-Aid" and "E-Pushing", each tailored for specific scenarios and user needs. For optimal safety, please review the instructions in detail before use.

### **Walking-Aid & Rehabilitation**

#### **"Walking-Aid" : Mode "10"**

In this mode the chair acts as an intelligent rollator and assists users with leisurely walks. Grasp the handles to begin pushing, and release them to stop.

#### **Precautions:**

In this mode the system assists in brake disengagement when the handles are gripped. A safety speed limit is enforced throughout the pushing process. On flat terrain, no additional assistance or resistance is provided. On ascents, the system offers "light assistance", and on descents, provides "light resistance". This assistance and resistance are calibrated for an empty chair. Avoid using this mode for pushing with passengers or heavy loads on ascents or descents to prevent potential hazards.

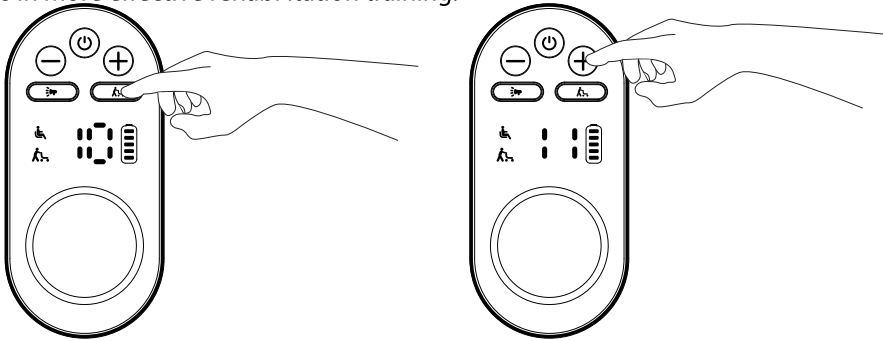
#### **"Rehabilitation" : Mode "11"**

In this mode the chair serves as an intelligent rollator, providing enhanced support during rehabilitation exercises. It is ideal for users with significant mobility challenges and for use on relatively smooth terrain. Grasp the handles to start moving, and release them to stop.

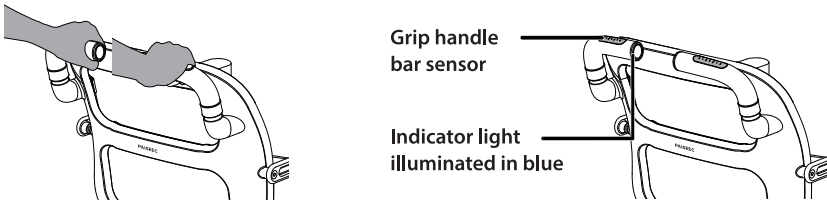
#### **Precautions:**

In this mode, the device provides increased damping force during pushing to offer enhanced support. The safety speed limits are more stringent in this setting. Additionally, turning and reversing speeds are further restricted. It is advisable to use this mode exclusively for forward movement.

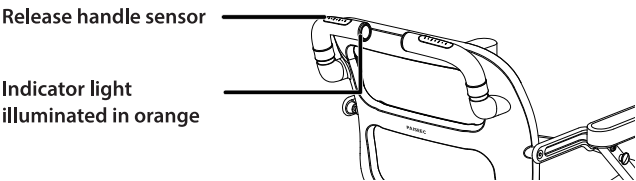
1. Press the "Pushing Mode" button to activate "Walking-Aid" mode. Once engaged, the corresponding icon on the display will illuminate, the gear setting will read "10", and the indicator ring will turn blue. To switch to "Rehabilitation" mode, press the "+" button. This will change the gear display to "11". This mode provides significant support to aid users in more effective rehabilitation training.



2. Gently grip the handle bar sensor to unlock the chair. When unlocked, the handle indicator light will illuminate in blue, signifying that walking-aid feature is active.



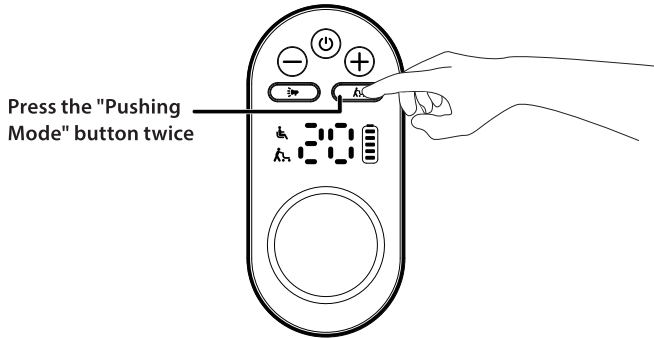
3. During pushing, releasing the handle bar sensor will engage the braking system and bring the chair to a stop. When in Static status, the handle indicator light will turn orange.



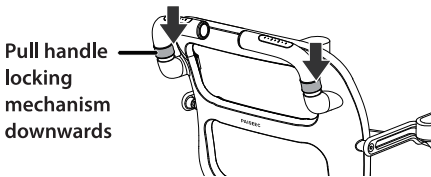
## E-Pushing

The "E-Pushing" mode offers exceptional pushing experience by providing adaptive support tailored to the user's pushing force and road conditions. This feature conserves effort for the caregiver and facilitates smoother navigation. The handle safety switch enhances operational security.

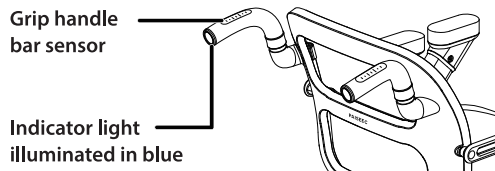
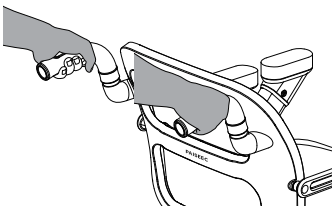
1. To engage "E-Pushing" mode, press the "Pushing Mode" button twice. Once engaged, the corresponding icon on the display will illuminate, the gear setting will show "20", and the indicator ring will glow blue.



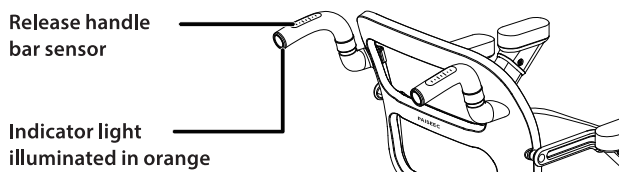
2. Adjust the handle locking mechanism by pulling it downwards, then rotate the handle vertically until you hear an audible click, confirming that the handle is correctly positioned.



3. Gently grip the handle bar sensor to unlock the chair. When unlocked, the handle indicator light will illuminate in blue. Gently push the handle to activate the walking-aid feature.



4. During pushing, releasing the handle will engage the braking system and bring the chair to a stop. When in braking mode, the handle indicator light will turn orange.

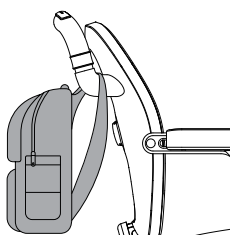


### Warning

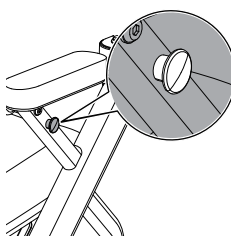
- For optimal performance and safety, ensure your hands are correctly positioned as outlined in the user manual. Improper placement may compromise the push functionality and pose safety risks.

### • Item Carrying

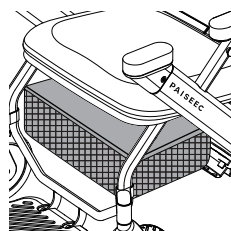
Handle bar



Side Armrest Hook



Underseat Storage Basket

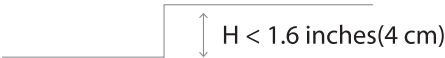


### Warning

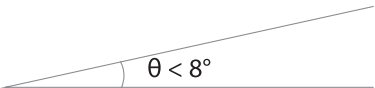
- For optimal performance, ensure that items are placed in the designated locations as indicated in the diagrams. Improper placement may affect chair operation.
- Avoid hanging heavy items near the sensors.
- Ensure that bag straps do not contact the rear wheels. This could affect chair performance and safety, which could possibly lead to injury.
- The maximum load capacity for the Handle bar and underseat storage basket is 11 lbs(5 kg).
- The maximum load capacity for the side armrest hooks is 9 lbs(4 kg).

• Requirements for Driving Conditions

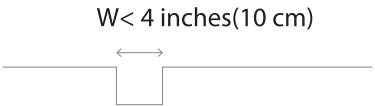
1. Do not get up/down stairs higher than 1.6 inches(4 cm).



2. Avoid traversing slopes steeper than 8 degrees.



3. Do not cross gaps wider than 4 inches(10 cm).



4. Refrain from driving on soft or unstable surfaces such as sand, marsh, snow, or ice.



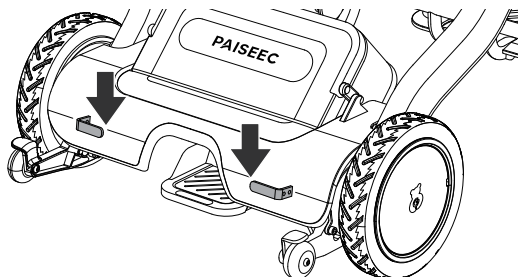
5. Avoid lateral travel on slopes exceeding 5 degrees.



### • Electromagnetic Brake Disengagement

In case of malfunctions during travel that prevent normal riding or pushing, you can manually release the electromagnetic brake to move the chair forward.

Disengagement method: Push down the electromagnetic brake switch at the bottom to release the electromagnetic brake.



#### **Warning**

- Only release the electromagnetic brake when necessary, as doing so unnecessarily could pose a danger.





## Warning

For your safety and the safety of others, and to prevent accidents, please be sure to read and comply with the following safety warnings and relevant laws and regulations.

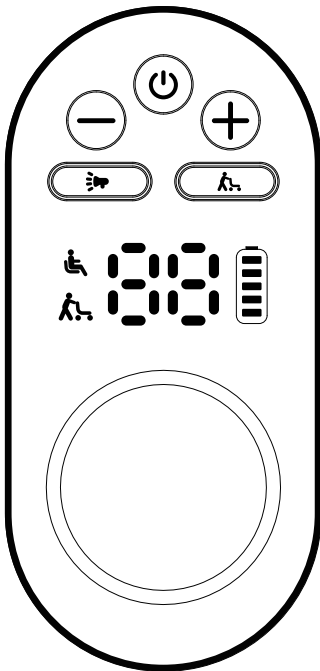
For your safety, please read the user manual thoroughly and ensure all preparatory steps are completed.






1. For initial use, set the speed to the lowest setting and practice in a flat, open area to become familiar with the controls and operation.
2. In driving mode, ensure you are securely seated before operating the device. Remain vigilant of your surroundings and road conditions at all times when driving. When riding in crowded areas, near walls, obstacles, narrow areas, uneven surfaces or slopes, ride cautiously at low speeds.
3. When approaching curbs, steps, slopes, or obstacles, approach head-on and proceed at a slow speed to ensure safety.
4. Always keep your feet placed on the footrest while seated.
5. Do not touch the wheels during operation. During travel do not allow people around you to touch the wheels, as there is a risk of injury.
6. Avoid manually releasing the electromagnetic brake to prevent uncontrolled movement and potential hazards.
7. Always mount and dismount on a level, stable surface.
8. Exercise particular caution when operating on inclines.
  - 8.1 Set the driving speed to a lower setting.
  - 8.2 When performing a stop on descents, release the joystick early to ensure adequate stopping distance.
  - 8.3 During descending travel, the chair will automatically reduce speed in accordance with the slope gradient to ensure your safety.
9. Do not allow individuals unfamiliar with chair operation to use it.
10. Minors must use the chair under the supervision of an adult.

- 
11. In wet or slippery conditions, braking distances may be extended. Reduce speed or avoid using the device under such conditions.
  12. Please operate the chair on non-motorized roadways whenever possible.
  13. Do not operate the chair while under the influence of alcohol or drugs.
  14. The chair is designed for users weighing up to 265 lbs(120 kg). It is intended for single occupancy; do not carry passengers or allow multiple users.
  15. Use only the accessories, detachable parts, and materials specified in the manual.
  16. Do not connect the chair to any equipment not specified in the manual.
  17. Do not make unauthorized modifications to the chair.

# Indicator Descriptions

## • Display Screen Indicators

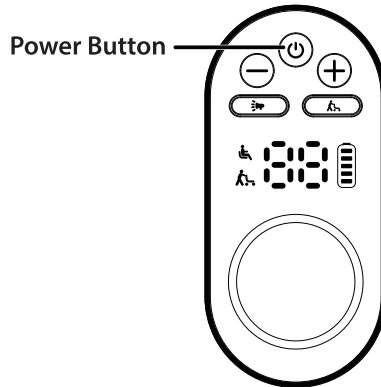


Indicator	Name	Description
	Riding Status indicator	White: Normal riding or usage. Red: Unable to ride or use. Note: If the indicator is red, the chair will be unable to operate in driving mode to ensure safety.
	Pushing Mode Indicator	White: Pushing mode is active. Off: Pushing mode is inactive.
	Gear Indicator	Driving Mode: Displays 01/02/03/04 to indicate different speed settings. Pushing Mode: 10: Indicates "Walking-Aid" mode. 11: Indicates "Rehabilitation" mode. 20: Indicates "E-Pushing" mode.
	Battery/ Charging Indicator	Battery Level: Current remaining battery level. Charging Status: Indicates charging status while charging.
	Vehicle Mode/Status Indicator	White: Vehicle is in driving mode. Blue: Vehicle is in pushing mode. Orange: Indicates chair abnormality.

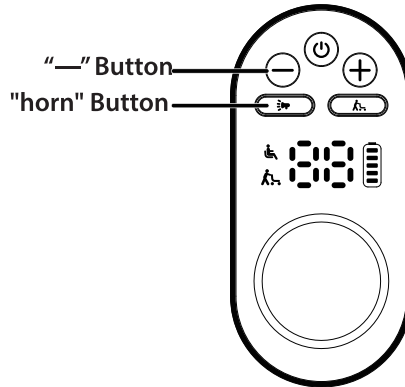
## 2.5 Voice Prompt Volume Adjustment

The default volume of voice prompt is loud. If you want to turn the volume down or shut it off, please follow our instructions below. By taking the steps below in a row you can adjust the volume to 100%, 50% and mute.

1. Power On: Press and hold the power button on the controller for 2 seconds to turn on the chair. The display and indicator light ring will illuminate.



2. Press and hold the "horn" button and " - " Button for 8 seconds. Until hear the voice "volume adjusted to 50%. Please drive with caution".



3. After these steps, the volume will be set to 50%. To mute the voice prompt from 50%, you will need to do these steps all over again. By doing all these steps three times, the volume will be set to the default settings (100% volume).

### Note:

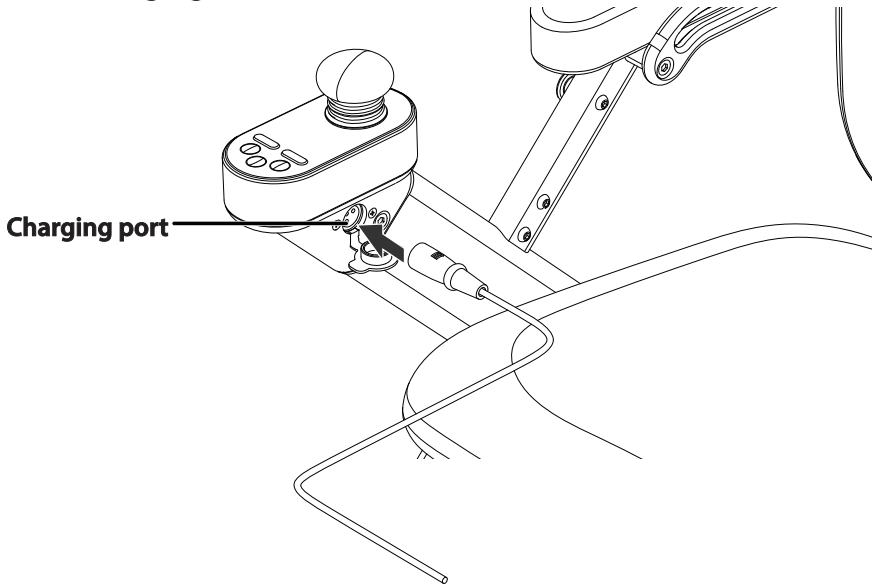
The volume of horn will not be modified by these operations to make sure the horn will honk when you need it when riding.

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## 3. Battery and Charging Precautions

### 3.1 Charging Methods

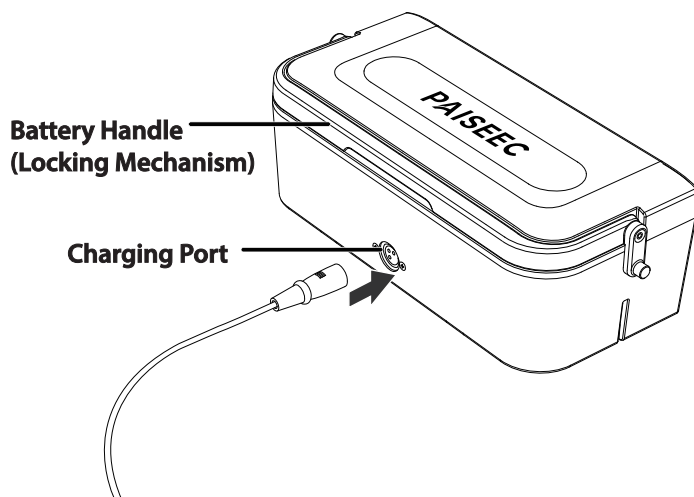
#### Vehicle Charging



1. Ensure the chair is powered off before beginning the charging process using the designated Paiseec Mobility Chair charger.
2. Connect the charger: Insert the charger plug into a 110-220V AC power outlet, and connect the charger's other end to the charging port located on the inner side of the chair's armrest.
3. Start charging: When charging, the charger's indicator light will be constantly illuminated orange. Verify that the charging indicator on the chair's display screen is lit, indicating that the charging process is active.
4. Charging duration: charging typically varies from 6 to 10 hours, depending on the battery specification.
5. Completion of charging: The charger will automatically disconnect when the battery is fully charged. The green light will stay on, indicating that charging is complete.
6. Disconnect the charger: before disconnecting the charger, first remove the charger plug from the chair's charging port, then unplug the charger from the power outlet.

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## Battery Charging



## Charging Procedure

1. Ensure the chair is turned off. Pull the battery handle to remove the battery.
2. Connect the charger: Insert the charger plug into a 110-220V AC power outlet and connect the other end of the charger to the charging port located on the battery. Use only the designated Paiseec Mobility Chair charger.
3. Start charging: When charging, the charger's indicator light will be constantly illuminated orange, indicating that the charging process is active.
4. Charging duration: charging typically varies from 6 to 10 hours, depending on the battery specification.
5. Completion of charging: The charger will automatically disconnect when the battery is fully charged. The green light will stay on, indicating that charging is complete.
6. Disconnect the charger: Before disconnecting the charger, first remove the charger plug from the chair battery's charging port, then unplug the charger from the power outlet.
7. After charging, place the battery back into the compartment, ensuring the battery handle is flat and securely locked into place.

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## 3.2 Battery Maintenance and Charging Precautions

Please carefully read the instructions in this manual regarding batteries and chargers, and follow the instructions provided.

1. Please use only the designated Paiseec Mobility Chair charger.
2. Please do not disassemble the Paiseec Mobility Chair battery and charger.
  - 2.1 Disassembling the battery or charger may result in fire or explosion.
  - 2.2 Disassembly of the battery or charger will void the warranty.
3. Charging environment requirements.
  - 3.1 Charge the battery in an ambient temperature of 0 to 32-104°F (0 to 40°C) . Charging outside this range may cause charging failure or even damage the chair or battery.
    - 3.1.1 Avoid high temperatures: Charging at high temperatures can cause the battery to overheat and become damaged.
    - 3.1.2 Avoid low temperatures: Charging below 32°F(0°C) can lead to overcharging and damage the battery.
    - 3.1.3 Avoid humid environments: Charging in a humid environment can cause a short circuit.
  - 3.2 Ensure the charging environment is free from flammable gases, is well-ventilated, and spacious (at least twice the size of the chair).
    - 3.2.1 Charging in an environment with flammable gases or poor ventilation poses a risk of explosion or other safety hazards.
4. Charging requirements.
  - 4.1 Use a 110-220V/50Hz power outlet for charging.
    - 4.1.1 Avoid using voltage that is too high or too low to prevent device damage or other hazards.
  - 4.2 Unplug the charger from the chair once charging is complete.
    - 4.2.1 Leaving the charger connected for an extended period can degrade battery quality.
    - 4.2.2 Charging typically takes 6-10 hours to reach peak capacity, depending on the battery specifications. Overcharging can damage the battery and shorten its lifespan. The charger will automatically disconnect when fully charged. To mitigate damages to the battery due to overcharging, please use the original charger.
  - 4.3 Do not touch the battery or charger during or after charging.
    - 4.3.1 During charging, the battery and charger temperature will rise. Avoid direct contact to prevent risk of burns.

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4.4 Avoid direct contact with the port, wetting the port, or placing it near any metal or foreign objects.

4.4.1 This operation can cause short circuits and potential injury or equipment or component damage.

4.5 Do not use extension cords with the charger to avoid risks of electric shock, short circuit, and fire.

4.6 Do not pull the power cord forcefully to avoid risks of electric shock, short circuit, and fire.

4.7 Do not charge with wet hands to avoid risk of electric shock.

4.8 Do not charge the battery when the brake is released to avoid potential accidents due to accidental movement.

## 5. Storage requirements for the mobility chair and charger.

5.1 Keep away from fire to prevent risks of explosion or other accidents.

5.2 Avoid submerging the chair or battery to prevent the battery from short circuits.

5.3 Keep the battery and charger dry to avoid short circuits or other faults during subsequent charging.

5.4 Avoid impacts on the battery or charger (e.g., collision, dropping, or destruction) to prevent internal component damage and potential accidents during charging or use.

5.4.1 If the battery's exterior is damaged or malfunctions, stop use immediately and contact customer service.

5.5 Close the protective cover of the charging port when not in use to avoid water ingress or other damage.

5.6 Regularly inspect the charger and battery for any damage or wear. If any issues are discovered, please replace the charger or battery immediately.

## 6. Protocols for long periods of non-use.

6.1 If the battery will not be used for over 30 days, charge it to four bars and store it in a cool, dry place. Charge fully every three months to extend its lifespan.

6.1.1 Note: Failing to charge the battery in time can lead to irreversible damage due to over-discharge, which is not covered by the warranty.



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## 4. Daily Maintenance Guide

To maintain chair optimal performance, reduce the occurrence of malfunctions, and ensure safe and comfortable riding experience during your everyday usage, please pay attention to the following:

1. Carefully read the safety operation instructions and ensure you understand each aspect. The controller is a crucial component of the Paiseec Mobility Chair. Avoid any attempts to open, repair, or modify it independently. Regularly wipe the surface of the controller with a dry and soft cloth to remove dirt. It is strictly prohibited to use the controller in environments with excessive temperatures, overload, or high humidity.
2. Do not attempt to disassemble, repair, or alter the motor's internal structure, as this can lead to motor damage and void the warranty. Prevent prolonged overloads or stalling. Regularly clean stains on the motor's surface, especially on the lead wires. Avoid water submersion. Crossing water deeper than 1.6 inches (4cm) can lead to water ingress into the motor, potentially causing irreversible damage.
3. Do not use gasoline or other chemicals to clean the chair's casing or other components. Instead, use a soft cloth that has been dampened and wrung out. Furthermore, regular inspection and maintenance of the Paiseec Mobility Chair should be performed.
4. Frequently verify if the battery requires charging and check the brakes for any malfunctions before use. Regularly check the tightness of the joystick mounting screws and ensure the joystick is centered. Avoid exposing the electrical system to moisture; operate the chair in dry conditions. Regularly monitor the battery's status and clean the battery terminals if necessary. Charge the battery once a month if the chair is not used for extended periods. Regularly check the insulation of the wires and the quality of plug connections. Check whether the front and rear tires are shaking. If any abnormalities are observed, consult an authorized dealer for a comprehensive inspection by a qualified Paiseec technician.

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## 5. Storage and Transportation Conditions

The chair should be stored and transported under the following conditions:

1. Ambient Temperature: -4°F to 131°F (-20°C to 55°C)
2. Relative Humidity: ≤95%
3. Atmospheric Pressure Range: 800 hPa to 1060 hPa









Mobility Chair Operational Conditions:

1. Ambient Temperature: 32°F-104°F (5°C to 40°C)
2. Relative Humidity: ≤95%
3. Atmospheric Pressure Range: 800 hPa to 1060 hPa
4. When the ambient temperature is 68°F (20°C), approximately 2 hours is required for the chair to adjust from the minimum storage temperature to normal operating conditions, and similarly from the maximum storage temperature.

Storage and transportation conditions between uses should adhere to:

1. Ambient Temperature: -4°F to 131°F (-20°C to 55°C);
2. Relative Humidity: ≤95%;
3. Atmospheric Pressure Range: 800 hPa to 1060 hPa.

## 6. Interpretation of Icons, Symbols, Abbreviations, and Others Used on Packaging and Labels

	Warning.
	BF type application.
<b>IP24</b>	The chair is designed with an IP24 rating for liquid ingress protection.
	The package contains fragile components; handle with extreme care.
	During transport or storage, position the package upright as per the arrow indicators.
	Protect the packaging from moisture; avoid exposure to rain during transportation or storage.
	The maximum allowable stacking height for identical packages is five layers.
	Ensure packages are securely placed to avoid rolling or shifting, which could cause damage.
	Adhere to the instructions specified in the operation manual.

# 7. Product Specifications

W3		
Mobility Chair Performance	Speed	04: 0~3.7 mph(0~6 km/h) 03: 0~2.8 mph(0~4.5 km/h) 02: 0~1.25 mph(0~2 km/h) 01: 0~0.6 mph(0~1 km/h)
	Maximum Climbing Angle	8°
	Maximum Parking Angle	15°
	Maximum Obstacle Crossing Height (Stepped)	1.57"(4 cm)
	Maximum Obstacle Crossing Height (Stepped)	3.2"(8 cm)
Battery Specifications	Battery Specifications	24V 12Ah Lithium battery
	Battery Detachment	supported
Mobility Chair Specifications	Expanded Dimensions (L*W*H)	38.2*24.4*34.2"(970*620*870 mm)
	Folded Dimensions (L*W*H)	39.3*24.4*17.8"(999*620*452 mm)
	Weight (without battery)	49.6 lbs(22.5 kg)
	Battery Weight	8 lbs(3.66 kg)
	Front Wheels	8-inch Universal Wheels
	Rear Wheels	9-inch Pneumatic Tires
	Ground Clearance	1.57"(4 cm)
	Maximum Load	265 lbs(120 kg)

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Seat Specifications	Seat Size (L*W)	16.7*19.7"(425*500 mm)
Electronic System	Drive System	"PAi" Safety System
	Motor Specifications	180W × 2 Brushless Motors
	Brake System	Dual Brake System: Electromagnetic Brake & Electronic Brake

## 8. Common Malfunctions and Troubleshooting

No.	Malfunctions	Cause of Malfunction	Troubleshooting
1	Device Fails to Power On	<ul style="list-style-type: none"><li>① Low battery voltage</li><li>② Power Switch Malfunction</li></ul>	<ul style="list-style-type: none"><li>① Fully charge the battery</li><li>② Contact the customer service for faulty component replacement</li></ul>
2	Joystick Malfunction	<ul style="list-style-type: none"><li>① Low battery voltage</li><li>② Electromagnetic brake switch not disengaged</li><li>③ Seat detection system not activated</li></ul>	<ul style="list-style-type: none"><li>① Fully charge the battery</li><li>② Disengage the electromagnetic brake switch</li><li>③ Contact the customer service for faulty component replacement</li></ul>
3	Insufficient Range After Charging	<ul style="list-style-type: none"><li>① Insufficient charging or charger malfunction</li><li>② Aging or damaged battery</li></ul>	<ul style="list-style-type: none"><li>① Fully charge the battery or replace the charger with a new one</li><li>② Contact the customer service to check the battery and replace if necessary</li></ul>
4	Charger Fails to Charge	<ul style="list-style-type: none"><li>① Loose or disconnected charger plug</li><li>② AC power source issues</li><li>③ Faulty battery</li></ul>	<ul style="list-style-type: none"><li>① Secure the plug and connectors properly</li><li>② Check the power source or adjust the transformer as needed</li><li>③ Contact the customer service to check the battery and replace if necessary</li></ul>
5	Power Interruption During Operation	<ul style="list-style-type: none"><li>① Controller protection mechanism activated</li><li>② Thermal protection of battery compartment triggered</li></ul>	<ul style="list-style-type: none"><li>① Turn off the power and restart the system</li><li>② Allow the motor to cool before resuming operation</li></ul>
6	Other Malfunctions	Other malfunctions not covered by the guidance above	Contact the customer service. Avoid unauthorized disassembly of the device

# 9. Warranty Terms

In order to ensure customer interests and provide good after-sales service, our company will offer free replacement parts or warranty service for damages caused by product quality issues or material problems during the warranty period.

After-Sales Warranty Policy of the Paiseec Products		
Part Name	Warranty Period	Warranty Scenario
Complete Chair	1 year	Damage caused by factors other than human-induced external forces
Frame	1 year	Natural weld separation, desoldering, cracks at key components, distortion, and fractures
Motor	1 year	Magnet detachment, coil burnout
Battery	18 months	Covers shell cracks, leakage, and capacity degradation below 60%. Lead-acid batteries are covered for 12 months; lithium batteries are covered for 18 months
Charger	1 year	Unable to charge, cannot be operated normally
Controller	1 year	Chair cannot be operated normally
Display Screen	1 year	Malfunction, unable to display properly
Tires	6 months	Cracking, fracture, and natural tire burst
Other Components (Non-Critical Parts)	3 months	Damage affecting normal operation (including consumables such as footrests, seat belts, plastic components, cushions, and backrests)

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## Warranty Exclusions

The following circumstances are excluded from warranty coverage and will necessitate paid repairs and related services:

Issues occurring beyond the warranty period or scope as specified in the "After-Sales Warranty Policy of the Paiseec Products".

Failure to follow the proper usage, operation, and maintenance instructions provided in the Paiseec electric product manual.

Faults or damage caused by exposure to environmental factors such as rain, snow, smoke, chemicals, or natural disasters.

Components subject to routine wear and tear are not covered under warranty. Faults or damage arising from force majeure events, including but not limited to earthquakes, typhoons, fires, floods, social or group disturbances, or violent crimes.

Failure to use and maintain the battery properly, including exceeding the maximum storage period of 3 months (e.g., leaving the chair plugged in for more than 10 days or storing the battery with less than 50% charge for over 3 months), resulting in irreparable battery depletion or low voltage.

Repairs conducted outside of authorized Paiseec service centers, including unauthorized modifications, disassembly, or damage to product integrity and its components.

Damage caused by the use of non-original parts or unauthorized modifications to the circuit or wiring configuration.

Faults or damage resulting from accidents, collisions, falls, overloading, or speeding.

Lack of valid warranty voucher, after-sales service cards, or discrepancies between serial numbers on the product and purchase records.

Unauthorized alterations or modifications to the warranty service dates or terms on Paiseec product and its components.



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## 10. Warnings and Precautions

The Paiseec Mobility Chair is engineered with a strong focus on safety, and comprehensive quality checks are conducted throughout its manufacturing process. However, improper use or failure to adhere to safety measures may result in damage to the device or personal injury.

It is crucial to read and fully understand this manual before operating the chair.

This product is intended for use on paved surfaces and indoors. Please always follow traffic regulations and etiquette, and avoid chair use on highways.

### Usage warnings

When operating the chair, please adhere to the following guidelines:

1. The chair is designed for short-distance travel and is not suitable for use on highways or other high-risk areas. When operating, always comply with traffic regulations to prevent accidents.
2. Consult with a doctor to ensure that the chair is appropriate for your condition before use. The manufacturer is not liable for any injury resulting from personal chair use due to your own conditions.
3. Be mindful of your surroundings and the movement of other chairs while operating the chair. Maintain high vigilance to avoid accidents. You will be held legally responsible for any accidents resulting from a lack of attention to your environment.
4. Do not use the chair for purposes other than those intended, such as transporting goods or engaging in illegal activities. The manufacturer will not be responsible for accidents or damage resulting from non-compliance with local laws or improper use.
5. Properly maintain and charge the battery to prevent irreparable battery depletion or low voltage. If the chair is stored for more than 30 days, charge the battery to a minimum of 5 bars and store in a cool, dry place. For extended storage, recharge the battery at least every 30 days for a minimum of 4 hours to ensure it retains at least 3 bars of charge. If the battery level drops to 1 bar after use, recharge within 7 days.

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## Precautions

When operating the chair, please adhere to the following guidelines:

1. Prior to use, ensure you have a comprehensive understanding of the chair's operation and specifications. Please carefully read the user manual and follow all instructions. If you are uncertain about any operational aspects, please seek assistance from a qualified professional.
2. When operating the chair, please always comply with traffic regulations to prevent accidents. Please obey traffic signals and signs, yield to pedestrians and other chairs, and avoid illegal activities such as running red lights, speeding, or driving the wrong way. Be mindful of road and weather conditions, and avoid using the chair in rainy, snowy, or slippery conditions.
3. Do not operate the chair on highways to ensure safety. Maintain a safe distance and speed, and stay vigilant of traffic conditions ahead and behind you.
4. Refrain from using mobile phones or other electronic devices while operating the chair to prevent distractions that could lead to accidents. Focus solely on driving the chair and avoid engaging in activities such as listening to music, making calls, or texting, which could result in safety hazards. If you need to use your mobile phone or other electronic devices, make sure to come to a complete stop before doing so.
5. Do not operate the chair under the influence of alcohol or drugs, as it can impair judgment and reaction time, increasing the risk of accidents. If you have consumed alcohol, use alternative transportation or seek a safe way to reach your destination.
6. Avoid using the chair at night or in poorly lit conditions to ensure safety. Please operate the chair in well-lit areas. If nighttime use is necessary, equip the chair with appropriate lighting and reflective gear to enhance visibility. Stay highly vigilant for your surroundings and the movements of other chairs.
7. We hope these precautions help you use the chair safely and enjoyably. If you have any questions or comments, please do not hesitate to contact us.
8. The final interpretation of this manual rests with the company. In the event of printing errors or product improvements, updates will be made in subsequent manual editions. We may introduce new products to meet market demand as needed. For any discrepancies between the manual and the product's functions or specifications, please refer to the actual product and supplementary instructions.



# Product Warranty Card

(for sending-back repairs only)

Dear user,

Thank you for purchasing our company's product. We will provide you with warranty services as repairing and return. Please fill in this card carefully and keep it properly for future repair purposes.

User's Name:\_\_\_\_\_ Email Address:\_\_\_\_\_

Shipping Address:\_\_\_\_\_

Product Model:\_\_\_\_\_ Mobility Chair Serial No.:\_\_\_\_\_

Dealer(manufacturer):\_\_\_\_\_

Contact Number:\_\_\_\_\_

Maintenance records			
Service Date	Fault Description	Completion Date	Repair Date



**Official Website: [www.paiseec.com](http://www.paiseec.com)**

**Email: [support@Paiseec.com](mailto:support@Paiseec.com)**