



Phoenix Power Wheelchair

Operating Manual

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Introduction

Dear User,

Thank you for choosing Fold Power Wheelchair PHOENIX for your portable wheelchair transportation needs. The electric wheelchair will bring you freedom, it will be your trusting and reliable friend.

It is important to read through this manual before operating your Fold Power Wheelchair PHOENIX to become familiar with its features as well as its limitations and safety information. You will find the operation and care of your Fold Power Wheelchair PHOENIX very simple and easy.

Disclaimer: its affiliates and partners can not be held responsible for personal injury or property damage resulting from the unsafe or improper operation or maintenance of PHOENIX portable electric wheelchair.

As part of our ongoing product improvement initiative, We reserve the right to change specifications and design without notice. As a result, there may be minor differences between your Fold Power Wheelchair PHOENIX and accessories and the photos, illustration and instruction in this manual.

Get to know Your Fold Power Wheelchair PHOENIX:



P.1

Specifications

Size and Weight	
Unfold size (L*W*H)	940*630*950mm
Fold size (L*W*H)	640*320*750mm
loading capacity	120kgs
N.W.	21kgs without battery
Motor	
Type	DC brushless motor
Rated power	180W
Input voltage	24V
Quantity	2 units
Brake system	Intelligent electromagnetic brake
Battery	
Type	lithium polymer battery
Nominal capacity	6AH
Output voltage	24V
Quantity	2 units
Controller	
Input power	DC 29V
Output voltage	24V
Charger	AC:100~240V,50HZ
Front wheels	7"*1.75" PU solid wheels
Rear wheels	8"*1.95" PU solid wheels
Performance	
Max speed	≤6.0km/h
climbing slope	max 8°
charging time	6-8 hours
Obstacle height	25mm
Max Range	20km
Horizontal road braking performance	≤1.0m
Maximum safe slope braking performance	≤1.6m(3°)
Use environment	
Temperature:	5±2℃~40±2℃
Atmospheric pressure:	860±2%hPa~1060±2%hPa;
Humidity:	10±3%~80±3%;

Specification Diagram



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Safe Operation

We think this is the most important section of manual; how to safely operate the Fold Power Wheelchair PHOENIX. Please review this section thoroughly and contact us if you have any questions.

© General safety:

- a. Adjustable PHOENIX Portable Electric Wheelchair to your personal comfort level as much as possible.
- b. Take your time to learn how PHOENIX Portable Electric Wheelchair works in a private space before you begin operating around others.
- c. Practice bending, reaching and transferring in and out of Fold Power Wheelchair PHOENIX.
- d. Always be aware of your surroundings.
- e. If you are not sure the Fold Power Wheelchair PHOENIX can surpass an obstacle, try to find another way around.
- f. The Fold Power Wheelchair PHOENIX is designed for a single user only; more than one user may result in personal injury to you and others.
- g. Make sure that electronic components such as the control panel, battery charge, and other electronically controlled components avoid moisture. If these components come into contact with moisture, dry before use.
- h. The Fold Power Wheelchair PHOENIX seat is designed for comfort, not specifically for pressure relief; if you suffer from pressure sores, or if you are at risk that they will occur, please consult your doctor.

© Before using your PHOENIX Portable Electric Wheelchair

- (1) Make sure the Fold Power Wheelchair PHOENIX is operating smoothly.
- (2) Check for any unusual noises, vibration, or a change in the ease of use; if you detect a problem, use the tool kit to perform maintenance or get in touch with your service professional.
- (3) Failing to maintain your Fold Power Wheelchair PHOENIX could increase the risk for injury; get in touch with us or your Sales so that we can help you find and correct the problem.

© Getting into the Fold Power Wheelchair PHOENIX

- (1) Before sitting, make sure the PHOENIX is OFF, this will ensure the PHOENIX will not move upon touching the joystick.
- (2) Make sure the footrest is down.
- (3) Once on board, make sure your feet are safely on the footrest.

© Driving the Fold Power Wheelchair PHOENIX

- (1) Be alert to the danger of motor vehicles on roads or in parking lots.
- (2) At night or when it is hard to see, use reflective tape on your PHOENIX.
- (3) The PHOENIX is designed for use on firm, even surface such as concrete, asphalt or indoor floor.
- (4) Do not operate the PHOENIX in sand, loose soil or over rough terrain, which could damage wheels, bearings, axles or motors, or loose fasteners.

◎ **Getting out of the Fold Power Wheelchair PHOENIX**

- (1) Make sure to bring the Fold Power Wheelchair PHOENIX to a complete stop.
- (2) Turn off the Fold Power Wheelchair PHOENIX to avoid accidentally opening the joystick and moving the wheelchair.
- (3) Raise the armrest so that you can conveniently exit the wheelchair.
- (4) Carefully and safely get out of the seat.

◎ **Weight limited-Do not exceed or the warranty will be void**

- (1) Never exceed a total weight of 120kgs, total for the rider plus items carried.
- (2) Exceeding the weight limited is likely to damage the seat, frame or fasteners and may cause severe injury to you or others.

◎ **When transporting the Fold Power Wheelchair PHOENIX**

- (3) Never sit in the Fold Power Wheelchair PHOENIX while in a moving vehicle; an accident or sudden stop may cause you to be thrown from the electric wheelchair.
- (4) Never transport the Fold Power Wheelchair PHOENIX in the front of seat of a vehicle where it may shift and interfere with the driver.
- (5) Always secure the Fold Power Wheelchair PHOENIX so that it cannot roll or shift when being transported in a vehicle.
- (6) The Fold Power Wheelchair PHOENIX is NOT approved to be used with any tie down system, which is generally used to transport a seated user in a powered wheelchair in a motor vehicle.

Precautions

CAUTION: OPERATE SAFELY

Do not operate the Fold Power Wheelchair PHOENIX in water of any kind.

Do not operate the Fold Power Wheelchair PHOENIX up or down staircase or escalators.

Do not operate the Fold Power Wheelchair PHOENIX while on a moving vehicle such as abus.

Do not lean your body to reach out of the PHOENIX, causing a balance issue.

Do not exceed the weight limited total of 120kgs for rider plus any items.

Do turn off the Fold Power Wheelchair PHOENIX when exiting the chair for safety.

Do practice driving the PHOENIX Portable Electric Wheelchair in a private, enclosed area.

Please do not drive the wheelchair on public road and make sure have safety belt. buckled before operation.

Precautions

It is important to perform regular maintenance of your Fold Power Wheelchair PHOENIX for longevity and warranty eligibility. Even a little cleaning now and again will go a long way to keep your device looking and functioning like new.

Certified repair shops with trained professionals who specialize in electric wheelchairs and scooters will be qualified to perform the service and maintenance on your Fold Power Wheelchair PHOENIX should it be technician may require parts, which manufacturer has available.

We recommend you inspect your Fold Power Wheelchair PHOENIX two or three times per year for in the following areas:

- (1) Frame: Tighten loose screws as necessary using the tool kit included with your Fold Power Wheelchair PHOENIX.
- (2) Wheels: Make sure they rotate easily. Significant resistance may require new bearings.
- (3) Armrest: Look for excessive wear or if they are loose.

Replacement parts and more major maintenance issues should be done by a professional.

◎ Batteries

- (1) Use batteries that have been supplied by manufacturer only; our batteries are special lithium batteries designed specifically for use in the Fold Power Wheelchair PHOENIX.
- (2) Read all battery instructions before attempting to change or charge batteries.
- (3) When you don't drive the PHOENIX Portable Electric wheelchair for long time, please charge the battery every month to avoid the battery "hungry die", then broken.

◎ Fasteners

Many of the screws, bolts and nuts on the PHOENIX are special high-strength fasteners.

Replacing these fasteners with non-approved parts may cause your Fold Power Wheelchair PHOENIX to result in faulty operation and may cause harm to you or other people, therefore:

A. Use fasteners that have been supplied by manufacturer.

B. Using the tools included with your Fold Power Wheelchair PHOENIX, tighten any fasteners that become loose as soon as possible.

◎ Change and Adjustments

Never use non-Fold Power Wheelchair PHOENIX parts or make changes to your Fold Power Wheelchair PHOENIX unless authorized in writing by representative from our company. Doing so will void the warranty and may create a safety hazard.

Electromagnetic Interference

Powered vehicles such as the Fold Power Wheelchair PHOENIX may be susceptible to electromagnetic interference, which is interfering electromagnetic energy emitted from sources such as radio station, TV station, amateur radio transmitters, two-way radios, and cellular phones. The interference (from radio wave sources) can cause the Fold Power Wheelchair PHOENIX to release its brakes, move by itself, or move in unintended directions.

Install Setup

Your Fold Power Wheelchair PHOENIX will arrive carefully packaged in a cardboard box.

1. Open the top of the box then turn the box on the side for easier pulling out the chair and contents.
2. Total components as bellow:

3. Unfold wheelchair PHOENIX

Grasp Pushbar

Hold down seat
to expand

- * Grasp the push bar and pull up while holding down on the seat to expand the chair, as **P.4**
 - * When the wheelchair is fully deployed, and the yellow stick at the back of the cushion frame is in the horizontal state, You will hear "click" at the same time , that is mean "unfolding "is finished, as **P.5**
 - * Put the cushion on the wheelchair,as**P.6**
-



P.8

- * Remove seat cushion
- * Lift up the yellow stick , At the same time Bend the handrail until it close to the seat frame. **P.7**
- * Lift up the wheelchair**P.8**

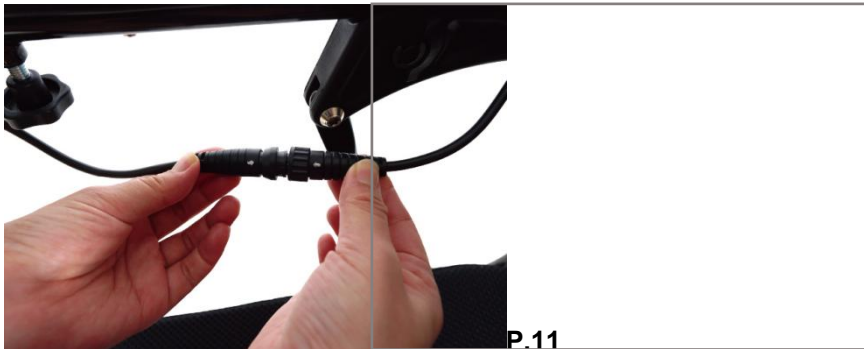
5. Install the controller into the open slot on the arm of the chair, on the right side (if user needed, can change to left side). Tighten knob located under the armrest to secure the controller in place.





P.9 Slide joystick controller into armrest P.10 Secure joystick controller knob

6. Connect the controller wire harness to the CPU wire harness. Take care the line up the pins properly as arrow tip indicate, so that they do not get bent, broken or damaged.



Note
Make sure connector
pins “white arrow”
to “white arrow”

Installing and removing the battery

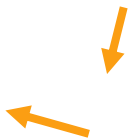
Installing the battery

Just put the battery to battery shell on both side of wheelchair , No need to distinguish left and right , both are the same.



Removing the battery

Press the soft plastic button on the battery shell ,at the same time pull out the battery .



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Controller

The Fold Power Wheelchair PHOENIX is equipped with a joystick style controller. Detail functions as shown:



P.14 Controller and Driving Tips

1. Take some time in a safe, controlled environment to learn the operation of controller, the speed and the maneuverability of wheelchair.
2. When turning, reduce your speed, which will help you avoid any potential tilting or tipping of wheelchair.
3. Be sure to adjust the speed depending on your environment.
4. To slow down, slowly bring the joystick back toward the initial position.
5. To stop, just bring the joystick back to the initial position.
6. Use extra care when you drive the Fold Power Wheelchair PHOENIX in reverse. You may lose control or fall if one of rear wheels hits an object. When operating in reverse
 - A. Operate the wheelchair slowly and at an even speed.
 - B. Stop often and check to make sure your path is clear of obstacles.

Basic operation

Before operating your Fold Power Wheelchair PHOENIX, be sure to read all safety information and precautions included in this manual. Operate only in the appropriate environment after you have practiced operation the wheelchair and know how to work the controller.

GET IN	Be certain that the power is OFF before sitting in the seat of Fold Power Wheelchair PHOENIX, with no light on the controller, make sure the footrest is down before getting into the wheelchair.
POWER ON	Press the Power button, you will ear a beep and a light will indicate that power is on.
TURING &STEERING	Use the joystick style control to steer and turn left, right or go forward and backward.
STOPPING	Simply remove your hand from the joystick to stop.
POWER OFF	When stopping, it is advised that you power OFF the wheelchair to prevent accidents. Press the power button to turn off the wheelchair.
GET OUT	Make sure there is no light on the controller before getting off the wheelchair.

Charging Batteries

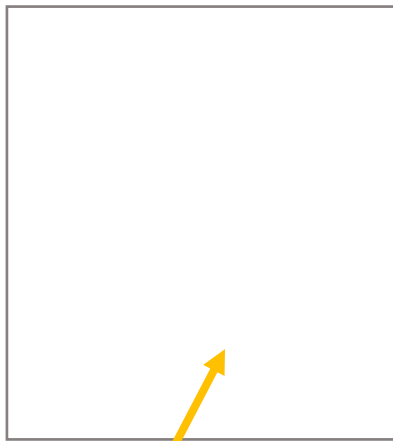
Your Fold Power Wheelchair will arrive with a fully charged battery, which should last about 18km under normal operation conditions. We recommend that you run the Fold Power Wheelchair PHOENIX until the battery is completely dead in order to get the most out of the battery life.

© First charging method

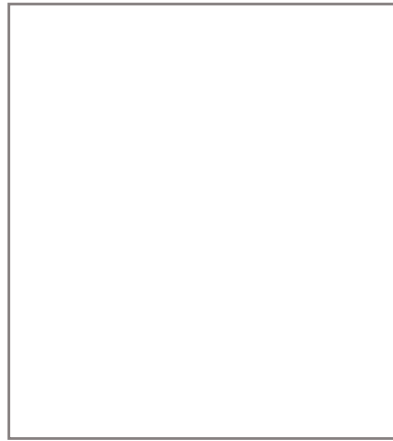
Charge the battery via controller charge port.

1. Turn the power off.
2. Plug in the charger to the controller port (see below), please notice connect the charger cable first, then turn the power on.

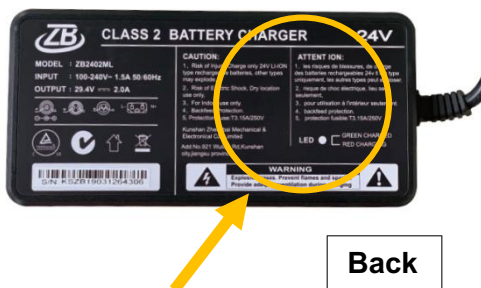
Caution
Do not charge continuously over 6 hours through charging port of controller to prevent over charging while two batteries are inserted into both sides of frame. Never charge over 3 hours when it is only one battery in either side of frame.



Controller Charge port



3. Allow your wheelchair to charge for 6-8 hours or when the light on the charger turns green, which means your batteries are full charged.
4. Should you require them, the lights and what they mean are located on the back of the charger.



Back

Definition of what the light colour mean



Front

Charger light

Light should come on after plugging in the charger.

GREEN colour indicates **full drained**.

RED --battery is **charging**.

© secondary charging method:

You have the option of charging the battery individually.

1. Turn off the main power.
2. Connect a conversion line on the power line, then you can put the cable to the charger hole on the battery directly, No matter the battery is on the wheelchair or is been pull off, both can charge the battery.
3. You can clearly know the power volume through the indicator.

Caution
Keep charging time of single battery in 3 hours when it comes to off board charging to avoid over charging.

© More information on the Fold Power Wheelchair PHOENIX batteries...

The Fold Power Wheelchair comes with two charged 24V 6AH lithium batteries.

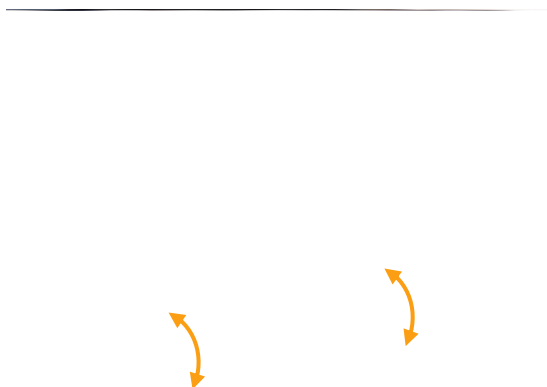
1. Charged the batteries for 3-4 hours for each battery.
2. Turn the main unit's power off while charging.
3. Do not leave children unsupervised near the power wheelchair while it is charging.
4. Do not attempt to open the battery housing.
5. Red means the power is on and the unit is charging; green means the unit is fully charged. Note: this information is also located on the back of the charger.
6. when the battery is full charged, remove cable, then take out the DC charging connector and AC input power socket.
7. The average time taken to re-charge workable batteries will vary from 2 to 8 hours depending on the level of usage.
8. Do not charge more than 8 hours.
9. If you do not operate the Fold Power Wheelchair PHOENIX for two months, we recommend that you charge the battery for 6-8 hours before use.
10. Over current protection: this system is included on the wheelchair and will shut off the current from the batteries if triggered, thus shutting the motor down, which will ensure that the motor and battery do not experience and damage.
11. The life cycle of a lithium battery is measured in charging cycles with an average of 500 charge cycles.
12. Check the battery indicator light daily if you use the Fold Power Wheelchair frequently.
13. Do not use any battery chargers that have not been certified by TREK Mobility.
14. If damaged, do not handle the battery without protective gloves and eyewear.
15. If the battery needs to be disposed of, locate the nearest hazardous materials disposal facility, and call them for instructions.
16. Before storing your Fold Power Wheelchair PHOENIX for long periods of time, take these steps to maintain the battery:

- a. Fully charge the battery before storing.
 - b. Remove the battery from the wheelchair.
 - c. Store the battery in a room temperature environment that is kept dry.
 - d. Avoid temperature extremes and do not allow the battery to freeze.
17. Do not attempt to charge your battery if it is frozen from extreme weather conditions, instead first allow it to thaw for several hours.

Free Wheel Mode

In order to have a care giver push the power wheelchair, it must be put in Free Wheel Mode. This mode disengages the drive mechanism to the wheels, making them free to push manually. We recommend that you turn off the power of wheelchair when in this mode, both for safety and to save battery power.

1. To put the Fold Power Wheelchair PHOENIX in Free Wheel Mode, come to a full stop and turn OFF the power on the controller.
2. Push the two red levers located on each rear wheel according to the arrow direction as shown:



Push both sides according to the arrow direction, the chair will be in freewheel mode.
Reverse direction electric mode.

Transporting Your Fold Power Wheelchair PHOENIX

To transport your Fold Power Wheelchair, it is advised that you fold it up following the procedures below.

Note: Never transport the power wheelchair in a tie up system (electric mode), as the Fold Power Wheelchair PHOENIX is not compatible with them. Never sit in the wheelchair and be transported in moving vehicle. Do not place the folded power wheelchair in the front seat with driver where it could move and slide.

1. Turn OFF the power from the controller.
2. Remove seat cushion.
3. Press down the backrest and flip the back safety latch down to unlock the frame.



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4. Fold the wheelchair.
5. When folded, the Pedal bar can be used to move the wheelchair easily.



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Trouble shootings

The following represents the most common questions asked about the Fold Power Wheelchair PHOENIX with regard to everyday use; check this helpful guide or the operator's manual for more information if you have a question about using your power wheelchair.

Question	Possible causes	Answer
Why is there No Power to the wheelchair?	a. Controller system power is not connected. b. Controller system CPU and joystick are not connected. c. Battery power is too low.	1. Connect the battery. 2. Ensure all connections between joystick, CPU and battery are securely tightened. 3. Charge the battery.
Why is the wheelchair noisy or vibrating when turning?	a. Speed is set too low. b. Motor is damaged.	1. Raise the speed. At low speeds, the motor may sound or feel strained. 2. Replace the motor.
Why can't I charge the battery?	a. Charger light does not turn on. b. Charger light is always green. c. Charging time is stopped before full charge is complete.	1. Replace the charger. 2. Battery is not connected, or may need to be replaced. 3. Capacity of battery as decrease over time. This is normal.

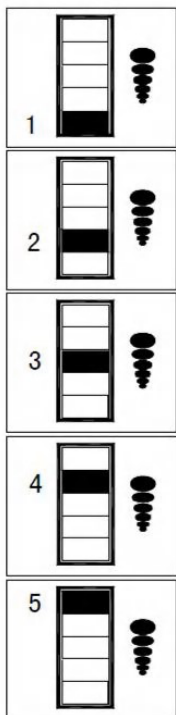
<p>Why can't I connect the controller?</p>	<p>a. Connector pins (male) on the controller have become bent and misaligned with connector holes (female) on the CPU connector.</p>	<p>1. Using a small tool, carefully straighten the connector pins (male) on the controller to align with holes (female) on the CPU connector.</p>
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Diagnostics

Your controller has an indicator light that, during normal operation, is a steady GREEN. This light also functions as a diagnostic tool by flashing in patterns that indicate problems. It is important to pay attention to these diagnostics in case the power wheelchair must be put out of use for safety reasons until maintenance can be performed.

If the indicator light indicates a fault, turn off the power and then turn on power again. If the fault is not released after turning on power again, the indicator repeats this error message. Please refer to the fault information diagnosis table to help you find possible problems and corresponding solutions.

If the above method still does not help you troubleshoot, please contact your dealer. When communicating with the dealer, provide the specific problems in details as much as possible.



No. 1 red light flash: indicates the battery level is low.

No. 2 red light flash: indicates no signal of joystick.

No.3 red light flash: indicates the wheelchair is charging.

No. 4 red light flash: indicates moving the joystick when turning on power. Check motor connections.

No. 5 red light flash: indicates the brake solenoid is not connected or damaged.



Warranty

The purchaser of this product is entitled to a limited warranty as offered by our company, and its affiliates on the following components and timeframes:

- ※ Chair frame: 3 years
- ※ Motors: 1 year
- ※ Controller and CPU system: 1 year
- ※ Battery: 6 months
- ※ Wear parts: 3 months

Includes tires, seat and back rest, armrests, and support straps.

This warranty is valid for the replacement of dysfunctional parts only. Any service and labour fees, if applicable, to replace parts under warranty must be paid by the user.

Due to its straight forward design, most parts can be easily exchanged by the end user without a professional service tech required. However, it is always recommended you seek professional help for maintenance and service, to make sure the work is done properly.

The warranty does not cover:

1. Products damaged by user negligence.
2. products damaged accidentally.
3. Products damaged intentionally.
4. Products that have been subjected to negligence.
5. Products that have been subjected to abuse.
6. Products that have been improperly stored.
7. Products that have been improperly handled.
8. Products that have been improperly operated.
9. Products that have experienced general misuse.
10. Products that have been modified in an unauthorized, unapproved way.

Warranty is non-transferable and only valid for the original wheelchair purchaser.



Guarantee Card

The guarantee card must be handed over to the after-sales department of the manufacturer in 15 days after returned to the dealer.

The user name		ID number	
Address		Contact number	
Model		Product number	
Purchasing date		Month	Day Year
Manufacturer			
Supplier (Stamp or signature)			
Supplier phone(address)			

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