



POWER WHEELCHAIR MODEL C

**Owner's Manual
MOB1094**

vivehealth.com



To see all FAQs in one place
visit **[vhealth.link/bfn](https://vivehealth.com/link/bfn)**

TABLE OF CONTENTS

- What's Included 1
- Preface 1
- Safety Notices 1
- Safety Guidelines 3
- EMI Information 9
- Assembly 10
- Comfort Adjustments 13
- Operation 14
- Controller Functions 15
- Batteries & Charging 15
- Inspection & Maintenance 17
- Basic Troubleshooting 19
- Specifications 21

WHAT'S INCLUDED

- Base
- Comfort Chair with Armrests
- Joystick
- Batteries
- Charger

PREFACE

Please read the entire Owner's Manual before operating your power wheelchair for the first time. Improper use may result in harm, injury, or product damage.

The symbols used throughout the Owner's Manual are explained below. Please take special consideration of any section marked by one of these symbols.



WARNING - Improper use could lead to death, serious injury, hazardous conditions, or product malfunction.



ATTENTION - Improper use could lead to injury and/or damage to your power wheelchair.



SUGGESTION - Follow these instructions for best practices, and to keep your power wheelchair in prime operating order.

SAFETY NOTICES

- For your safety, review and follow all of the information in the Owner's Manual.
- Fully charge the battery after every outing and prior to using the power wheelchair. If you do not frequently use it, charge the batteries every two weeks to prevent battery failure.
- If the battery gauge turns red, fully charge it as soon as possible. Letting the batteries run down often may damage the batteries or shorten the expected life of the batteries.

- Batteries contain lead and lead compounds. Remember to wear proper safety attire when handling batteries.
- Only use sealed lead acid AGM or gel-cell batteries for this product.
- Keep metal objects away from the battery ports or else electric shock may occur. Always replace both batteries at the same time for optimum performance.
- Ensure the power is turned off and the freewheel levers are in the drive position when getting in and out of the wheelchair.
- Do not put the power wheelchair in the freewheel position when on an incline or decline.
- Practice driving forward, backward, left, right, decelerating, maneuvering up inclines, and down inclines at low speeds in a spacious, hazard-free area before official use.
- Avoid unnecessary movement when not in use.
- Always wear the seatbelt included with this product when operating.
- Never reach, lean, or bend too far when driving the wheelchair.
- Avoid exposure to moisture.
- Store in a clean and dry place.
- Do not drive at night without proper lighting.
- Do not remove the anti-tip wheels.
- Keep your feet on the footplate at all times during operation.
- Do not stand on the footplate.
- Keep your hands and feet away from moving parts while driving.
- Be aware of loose-fitting clothes that can become caught in the wheels.
- Do not connect an extension cord to the battery charger.
- Disassembling the controller, motor, or charger is prohibited, and voids any applicable warranty.
- Do not take your power wheelchair on roads or highways.
- Do not operate when you are tired or after consuming alcohol.
- Be cautious when driving your power wheelchair in busy areas or shopping malls.

- Under no circumstances should the power wheelchair be used as a seat in a motor vehicle.
- Do not attempt to lift the power wheelchair by any parts other than the frame.
- If you expect to be seated for an extended period without driving, then power off the wheelchair. This will prevent movement from unexpected joystick contact.

SAFETY GUIDELINES

GENERAL GUIDELINES

Be sure to follow the setup instructions before using the power wheelchair for the first time.

Watch out for difficult maneuvering situations such as, narrow doorways, ramps, corners, and uneven terrain. Be sure to go slowly and drive carefully when encountering these situations.

MODIFICATIONS

Do not modify, remove, disable, or add any parts, features, or functions on the power wheelchair.



WARNING - Do not modify the power wheelchair in any way. Doing so will void the warranty.

SAFETY CHECK

ATTENTION: Inspect the following components before use:

1. Electrical Connections – Ensure they are secure and not corroded.
2. Joystick Connections – Ensure they are secure and routed properly to the base of the power wheelchair.
3. Freewheel Levers – Should be engaged in drive position.
4. Batteries – Must be fully charged and free of defaults.

WEIGHT CAPACITY

Do not exceed the weight limit of the power wheelchair. Maximum capacity for this chair is 275lbs.



WARNING - Exceeding the maximum weight capacity will void your warranty.



WARNING - Do not carry passengers on the power wheelchair. This product is designed and tested for only one user to operate while fully seated and the safety belt fastened.

INCLINE GUIDELINES

Use caution when approaching inclines or declines. If necessary, lower the speed before traveling on a slope.

When traveling up an incline, try to keep the power wheelchair moving forward. If you must come to a stop, use caution and slowly accelerate the power wheelchair forward.

When traveling down an incline, lower the speed on your power wheelchair to the slowest setting and proceed cautiously. If the power wheelchair is going down the incline faster than you expected, release the joystick to come to a stop. Then, slightly push the joystick forward to continue safely down the incline.



WARNING - Never put the power wheelchair in freewheel mode while on an incline.



WARNING - Drive your power wheelchair straight up or down an incline, but never backwards. Erratic movements or back and forth patterns may increase the chance of tipping.



WARNING - Do not travel on a slope greater than the maximum climbing angle for this power wheelchair. Please refer to the "Specifications" section for more information.

FREEWHEEL GUIDELINES

Your power wheelchair is equipped with manual freewheel levers to maneuver the unit without power. The manual freewheel levers can be engaged or disengaged as desired.

Disengaged, or “freewheel” mode, releases the locking mechanism on the gearbox, which allows the power wheelchair to roll freely with or without power.

Engaged, or “drive” mode, secures the locking mechanism on the gearbox, which prevents the power wheelchair from rolling freely.

	WARNING - Never attempt to personally put the power wheelchair in freewheel mode while seated in the wheelchair.
	WARNING - Never put the power wheelchair in freewheel mode while on an incline.
	ATTENTION - When the power wheelchair is in freewheel mode, you may feel resistance when maneuvering. This is normal and prevents damage to the gearbox.
	ATTENTION - Please refer to “Parts” section to locate the freewheel levers on the power wheelchair.
	SUGGESTION - If you hear a clicking noise when moving the joystick, but the power wheelchair will not move – turn off the power, engage the freewheel levers, and power back on to continue.

BRAKES & STOPPING

Release the joystick to brake. The joystick will automatically return to the center position and the power wheelchair will come to a stop.

	ATTENTION – Quickly moving the joystick in the opposite direction you’re traveling will cause the power wheelchair to come to an abrupt stop. If the joystick is held continuously in the opposite direction it may also cause erratic movements.
--	--

Your power wheelchair is equipped with two types of brake systems:
Regenerative brakes – Active when the joystick is returned to the center position, or stop neutral position. Regenerative brakes use electricity to quickly decelerate the vehicle.

Park brakes – Once the power wheelchair comes to a complete stop, the park brake activates automatically and locks the drive wheels.

OUTDOOR OPERATION & INCLEMENT WEATHER PRECAUTIONS

While the power wheelchair is designed for in-home use, there are times you may need to operate it outdoors. The power wheelchair is crafted to also handle most outdoor surfaces.



ATTENTION – When operating outdoors avoid uneven terrain, soft surfaces, tall grass, loose gravel, loose sand, fresh water, salt water, edges of streams, lakes, or oceans. If you are unsure about a surface, avoid it.

Exposure to inclement weather should always be avoided. If you find yourself caught in inclement weather while operating your power wheelchair, proceed to the closest shelter immediately. Completely dry your power wheelchair before operating, charging, or storing.

STEPS, CURBS & FIXED OBSTACLES

Use extreme caution when operating the power wheelchair near curbs, porches, stairs, escalators, drop-offs, unprotected ledges, and raised areas.



WARNING - Never attempt to navigate the power wheelchair over a fixed obstacle taller than the maximum ground clearance. Please refer to the “Specifications” section for more information.



WARNING - Never attempt to navigate the power wheelchair backwards over an obstacle.



WARNING – Never attempt to operate the power wheelchair on steps or escalators.



ATTENTION – Refer to the following guidelines and diagrams when traveling over a fixed obstacle lower than the maximum ground clearance of your power wheelchair:

To maneuver up a fixed obstacle – Approach slowly and make sure the front of the power wheelchair is perpendicular to the obstacle. Increase the forward speed until the power wheelchair has passed the obstacle. Then you may reduce the speed or return the joystick to neutral.

To maneuver down a fixed obstacle – Approach slowly and make sure the front of the power wheelchair is perpendicular to the obstacle. Reduce the forward speed just before the front wheels come in contact with the obstacle, and then remain at the reduced speed until power wheelchair has passed the obstacle. Then you may increase the forward speed.

TRANSPORTING YOUR POWER WHEELCHAIR

When transporting the power wheelchair by vehicle, it should be securely stowed in the back. Adjustable parts should be removed or properly secured.



WARNING – Do not sit in your power wheelchair while in a moving vehicle.

TRANSFERS

Always have assistance present while transferring in and out of the power wheelchair.



ATTENTION – To reduce the possibility of an injury, transfer in and out of the wheelchair in the following manner:

Safely reduce the distance between the power wheelchair and the object you are transferring onto. Ensure the power wheelchair is not in freewheel mode, turn the power off, flip up or remove the armrests, flip up the foot platform, and swing aside the leg rests.



WARNING – Position yourself as far back as possible before moving and never place your weight or a downward force on the joystick.

PHYSICAL LIMITATIONS, Rx DRUGS, ALCOHOL & SMOKING

Always use the power wheelchair with caution and care when operating. Substance use when operating your power wheelchair may cause injury and product damage.



WARNING – Never use the power wheelchair while under the influence of alcohol or mind altering substances.



WARNING – Never smoke while seated in your power wheelchair. Damaged or worn upholstery increases the risk of fire hazard and should be replaced immediately.



ATTENTION – Be aware of your own physical limitations while using the power wheelchair.



ATTENTION – Be aware of precautions, warnings, and safety issues when taking prescribed or over-the-counter drugs while operating your power wheelchair.

EMI INFORMATION

Electromagnetic interference (EMI) may decrease the performance and control of the power wheelchair.

EMI can be produced from different sources such as, cell phones, two-way radios, radio stations, television stations, amateur radio transmitters (HAM), wireless computer links, microwave signals, paging transmitters, and transceivers used by emergency vehicles.

EMI waves can cause unintentional movement of the power wheelchair or damage to the controller. Every electrical powered mobility device has resistance to EMI. The higher the resistance level, the greater the protection needed. The intensity of the interference can be measured in volts per meter (V/m).

Current technology can reach an immunity level of 20 V/m, which provides protection from more common sources of EMI. Your power wheelchair, with no modifications, has an immunity level of 20 V/m.

EMI becomes more intense as you move closer to the source. The EMI produced from hand-held radios are of special concern. It is possible to accidentally come into contact with high levels of EMI. This may interfere with the power wheelchair's control system, movement, and braking.

The warnings listed below are recommended to prevent possible interference with the control system of the power wheelchair.



WARNING – Do not operate hand-held transceivers such as CB (citizens band) radios or cell phones while the power wheelchair is powered on.



WARNING – Avoid close proximity with nearby transmitters, such as radio or television stations.



WARNING – If you experience unintended movement or brake release, power off the power wheelchair as soon as it is safe.

ASSEMBLY

The power wheelchair requires assembly prior to initial use. Please be sure to closely follow the steps below for proper set-up.

Step 1:

Loosen and remove the two knobs that secure the shroud to the base of the power wheelchair by hand. Lift up on the shroud to remove.



Step 2:

Connect the battery connectors plug to the main cable plug. Check and make sure any other pre-connected plays under the shroud are still firmly connected.



Step 3:

Under the shroud there should be a long wire with a connector that will fit into your joystick wire. Connect these two wires and leave this off to the side for future steps.



Step 4:

Insert the seat post into the opening in the base.



Secure it at the desired height using the provided bolt, curved washer and nut to secure the bolt.

**Step 5:**

Reinstall the power wheelchair's shroud by placing it on top of the power wheelchair base.

**Step 6:**

Attach the seat by lifting up on the handle on the left side of the seat and placing it down on the seat post.



Release the handle and rotate the seat side-to-side to ensure that the seat is locked and facing forward.



Step 7:

Insert the armrests angled bar into the attachment slots in the seat frame so that the armrests face forward. Insert and tighten the included star knobs to lock the armrests into place at the desired width.



Step 8:

Insert the controller's square mount into the slot under the armrest. Tighten the star knob on the underside of the controller arm mount to hold it in place at the desired extension.



Step 9:

Fully charge the power wheelchair by inserting the 3-pronged plug into a standard electrical outlet and the charger connector into the battery charging terminal on the front of the controller.





WARNING – Some components of the power wheelchair are heavy and may need assistance to lift or carry. Please refer to the “Specifications” section for component weights.



WARNING – Do not make any adjustments while an occupant is seated in the power wheelchair.

Seat Swivel Adjustment:

Lift up the handle under the left side of the seat and turn the seat to the desired position. Release the handle to lock the seat in place.

Seat Height Adjustment:

Remove the screws holding the seat post in place with the tool kit included with the power wheelchair. Adjust the seat post to the desired height and reinstall the screws. Be sure they are tightened securely to reduce vibrations and improve stability.

Armrest Width:

The armrest width can be adjusted by loosening the star knob on the underside of the armrests and sliding the armrests inward or outward to the desired width.

Armrest Angle:

The armrest angle can be adjusted by lifting up on the armrest and tightening or loosening the bolt underneath the armrest. Tightening will raise the angle and loosening will lower the angle.

Footplate Height:

The footplate height can be adjusted by loosening the screws attaching the footplate to the height adjustment point on the frame of the power wheelchair. Reposition the footplate to the desired Height and securely fasten the screws back in place.

Footplate Angle:

The footplate angle can be adjusted by lifting up on the footplate and tightening or loosening the bolt under the footplate. Tightening will lower the angle and loosening will raise the angle of the footplate.

Joystick Position:

The position of the joystick can be adjusted by loosening the star knob on the underside of the controller arm and sliding the arm forward or backward to the desired position.

OPERATION

After the power wheelchair is assembled and adjustments have been made, you are now ready to operate. Refer to the controller diagram on the following page for the key functions.

The power button turns on the control system electronics, which supplies power to the motors. Press the power button to turn the power wheelchair on.



ATTENTION – Do not use the power button to stop the wheelchair. Doing so may shorten the life of the drive components.



SUGGESTION – Start at the slowest speed setting when familiarizing yourself with the power wheelchair controls. Once you feel comfortable with the controls you can increase the speed.

Press the speed button to the lowest setting. Steer by moving the joystick forward, backward, left, or right. If you want to stop the power wheelchair, release the joystick and it will automatically return to the center position to stop. Once familiar with the controls, increase the top speed to the desired setting.

When the power wheelchair is turned on, the battery gauge will light up from left to right with red, orange, and green lights. Red lights only: Your power wheelchair should be charged as soon as possible.

Red and orange lights: Not enough battery for a long ride.

Red, orange, and green lights: Your power wheelchair has full battery capacity.

CONTROLLER FUNCTIONS



BATTERIES & CHARGING

CHARGING YOUR POWER WHEELCHAIR

To charge your power wheelchair, position the front of the unit next to a standard electrical outlet. Engage the freewheel levers and ensure the power is turned off. Plug the charger into the electrical outlet and then into the power wheelchair. When the batteries are fully charged, remove the charger from the power wheelchair and the electrical outlet.



SUGGESTION – The lights on your charger indicate different charge statuses. The light indicators can be found on the charger itself or the manual provided with the charger. In most cases, your charger will show a red or orange light when charging and a green light when fully charged.

BATTERY BREAK-IN

To ensure maximum use from your new batteries, fully charge the power wheelchair prior to initial use for at least 8 to 12 hours. Operate your power wheelchair until the battery gauge shows only red and orange lights. Then give your power wheelchair another full charge for 8 to 12 hours.

BATTERY MAINTENANCE & CHARGING HABITS

To ensure maximum battery life, follow the charging guidelines based on your usage:



SUGGESTION – If you use your power wheelchair on a daily basis, charge the batteries as soon as you are finished and charge it no more that 8-12 hours.

***Batteries are like car batteries, They need to be charged and run every 2 weeks minimum. If you leave your chair unused for months at a time there is a strong chance you will return to a weakened, or dead battery.**



SUGGESTION – If you use your power wheelchair infrequently, charge the batteries once a week for 10 to 14 hours.

***REMEMBER these batteries are like car batteries, if you don't use them for significant periods of time they will die. It is recommended to use your chair and to recharge the battery at least every two weeks.**

BATTERY RANGE

There are many factors that affect the life of your batteries, including the surfaces, inclines, curves, or wind you encounter when operating the power wheelchair. All of these factors will reduce the life power level between charges.

Follow these suggestions to extend the battery life:



SUGGESTION – Fully charge the batteries prior to any trip and plan your trip in advance to avoid inclines.



SUGGESTION – Limit baggage and accessory weight to essential items and maintain an even speed while in use.

PUBLIC TRANSPORTATION

Sealed lead acid AGM or gel-cell batteries are designed for use in power wheelchairs. These batteries are Federal Aviation Administration (FAA) approved. Since there is no danger of spillage or leakage, this allows for safe transportation on aircraft, buses, and trains.



SUGGESTION – When transporting the power wheelchair on public transportation, contact your carrier in advance to determine their specific requirements.

INSPECTION & MAINTENANCE

GENERAL GUIDELINES

Routine maintenance can extend the life of your power wheelchair. Follow the Maintenance Schedule at the end of this section for periodic inspection.

- Avoid rough handling of the controller and joystick.
- Avoid prolonged exposure to extreme heat or cold.
- Keep the controller clean and free from moisture.
- Never use a conditioner on the tread of the wheels.

EXPOSURE TO MOISTURE

If the power wheelchair comes in contact with water or moisture, dry it thoroughly with a towel. Then allow it to sit in a dry place for 8 to 12 hours. Check the joystick operation and brakes before using again.

OPERATING TEMPERATURES

This wheelchair is designed to operate between 18°F and 122°F. In extremely cold conditions, the batteries may freeze. In extremely hot conditions, the wheelchair may operate at a lower speed. This is due to the safety mechanism built into the unit to prevent damage to the gearbox and other electronic functions.

STORAGE

Ensure the power wheelchair is stored in a dry place free from extreme temperatures. Always fully charge it and then disconnect the batteries prior to storage.



ATTENTION – Infrequently charged batteries, or batteries stored without a full charge are susceptible to permanent damage. If your power wheelchair is stored for a prolonged period, flat spots may develop in the wheels. This will cause an uneven sensation while driving. This may improve after use. If you still notice the flat spots after continued use, replace the wheels on immediately.



SUGGESTION – Place a sturdy platform under the frame of the wheelchair to bring the wheels off the ground and take weight off the wheels. This will prevent flat spots from developing during storage.



WARNING – Improper storage of your power wheelchair may result in permanent damage to the frame and electronics.

CLEANING & DISINFECTION

To clean, use a damp cloth with a mild, non-abrasive cleaner on the plastic and metal parts. If necessary, clean with an approved disinfectant.



WARNING – Never hose off your power wheelchair or expose it to direct contact with water.



WARNING – Never use any chemicals on the upholstery of your seat. This may cause the seat to dry out and crack.

DISPOSAL OF YOUR POWER WHEELCHAIR & PARTS

You must follow local and national regulations when disposing of the power wheelchair or defective power wheelchair parts. Contact your local waste agency and recycling center for more information on proper disposal.

MAINTENANCE SCHEDULE

Inspect your power wheelchair routinely for service issues.

INSPECTION	DAILY	WEEKLY	MONTHLY
Ensure the joystick is not bent when in the neutral or rest position	☐		
Ensure the controller harness is not frayed or has exposed wires	☐		
Check for flat spots on tires	☐		
Inspect the seat, armrests, and front riggings for loose hardware or damage	☐		
Ensure the controller harness is free from corrosion		☐	
Ensure all harnesses to the controller are securely fastened		☐	
Check the brakes are working at the lowest speed setting		☐	
Check the anti-tip wheels for wear and remain in contact with the ground at rest			☐
Check for wear on the drive tires			☐
Check the caster wheels for wear			☐
Check the caster forks for damage			☐
Check the entire power wheelchair for loose hardware or changes in performance			☐
Check the entire power wheelchair and clean any mud, dirt, hair, food, drink, etc. on the unit			☐

BASIC TROUBLESHOOTING

The diagnostic flash codes are designed to help you with basic troubleshooting.

These flash codes can be displayed in one of two ways:

- A small wrench will flash under the horn button indicating the diagnostic code.
- OR
- Battery gauge lights flashing will indicate the diagnostic code.

Please refer to the diagram below for alarm codes:

Alarm Message	Description	Action
The device without any response	1. The fuse is off 2. Battery Failure	1. Restart circuit breaker 2. Charge batteries voltage. 3. Check battery cables and connections. 4. Contact your device provider if the above suggestion doesn't work.
The alarm light on far left is red, accompanied by an alarm sound	1. Ultra low battery 2. Broken battery can't be charged	1. Charge it. 2. Contact your device provider if the above suggestion doesn't work.
All power indicator blinks twice + two beeps	Left Motor fault	1. Check left motor cables and connections are not loose or damaged. 2. Contact your device provider if the above suggestion doesn't work.
All power indicator blinks three times + three beeps	Left brake failure	1. Put the freewheel lever in "drive" mode. Check left parking brake cables and connections. 2. Contact your device provider if the above suggestion doesn't work.
All power indicator blinks five times + five beeps	Right brake failure	1. Put the freewheel lever in "drive" mode. Check right parking brake cables and connections. 2. Contact your device provider if the above suggestion doesn't work.
All power indicator blinks six times + six beeps	Controller over current protection	Contact your device provider
All power indicator blinks seven times + seven beeps	Joystick Failure	1. Turn power off and then back on. Check battery voltage. Check joystick connections are not loose. 2. Contact your device provider if the above suggestion doesn't work.
All power indicator blinks eight times + eight beeps	Controller Failure	Contact your device provider

Once the recommended action is taken, turn the power wheelchair off and then back on to clear the flash code. If the problem was not corrected, or another problem exists, the controller may display another flash code.

SPECIFICATIONS

MAXIMUM WEIGHT CAPACITY	275 lbs.
TOP SPEED*	3.7 mph
ESTIMATED RANGE*	8 miles
MAX. CLIMBING ANGLE	6°
TURNING RADIUS	26.4"
GROUND CLEARANCE	2.5"
OVERALL DIMENSIONS	
LENGTH	26"
WIDTH	22"
HEIGHT	35"
SEAT DIMENSIONS	
WIDTH	17"
DEPTH	14"
BACK HEIGHT	19.5"
POWER	
MOTOR	2 x 250W x 160RPM
CONTROLLER	Y2450C-JW01
BATTERIES	24V20Ah
BATTERY CHARGER	2A
BRAKES	Electromagnetic
FREEWHEEL MODE	YES
TIRES	Flat Free
CASTER WHEELS	7.5" x 2"
DRIVE WHEELS	9"x2.7"
WEIGHTS	
MASS OF HEAVIEST PART	77 lbs. (35kg)
TOTAL MASS	117 lbs. (53kg)

- * Speed and range vary with user weight, type of terrain, battery charge, and condition.

HAVE MORE QUESTIONS?

Check out our list of Frequently Asked Questions at **vhealth.link/bfn** for helpful answers.



And if that doesn't answer your question, our customer service team would love to help! Feel free to connect with them by phone, e-mail, or chat on our website.



service@vivehealth.com



1-800-487-3808



vivehealth.com

Distributed by

**vive
health**

8955 Fontana Del Sol Way
Naples, FL 34109
Made in China