

ActiveCare

Medical



Medalist/P22 Power Wheelchair Owner's Manual

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Preface




NOTICE!

An authorized ActiveCare Provider or a qualified technician must perform the initial setup of this power chair and must perform all of the procedures in this manual.

This owner's manual includes operation instructions for every aspect of the power wheelchair, assembly instructions, as well as instructions for how to deal with possible accidents. Read and follow all instructions, warnings, and notes in this manual before attempting to operate your power chair for the first time. You must also read all instructions, warnings, and notes contained in any supplemental instructions that accompanied your power chair before initial operation.

If you do not understand any information contained in this manual, or if you require additional assistance for setup or operation, please contact your authorized ActiveCare Provider. Failure to follow the instructions in this manual and those located on your power chair can lead to personal injury and/or damage to the power chair, and may void the warranty.

The symbols used in this manual are explained below. Read carefully, especially the parts marked with these symbols:

	Warning	Improper usage could lead to death or serious injury
	Caution	Improper usage could lead to injury and/or damage to your power wheelchair.
	Suggestion	Follow these instructions to keep the status of the power wheelchair working well and ease your operation.

This manual includes the repair and maintenance record chart and warranty. Please keep it in a proper place or on the wheelchair. If someone else uses the wheelchair, please be sure to give the instruction manual to him or her.

As designs change, some illustrations and pictures in the manual may not correspond to the product that you purchased. We reserve the right to make design modifications.

The manufacturer disclaims all responsibilities for any personal injury or property damage which may occur as a result of improper or unsafe use of its products.

Safety Notices

1. Always fully charge your power chair before operating.
2. Always make sure the power is off when getting in and out of the power chair.
3. Always make sure the clutch levers are engaged (parallel to the wheels) before getting in or out the wheelchair.
4. To prolong the life of the battery, it is suggested you charge the battery after every trip. If you do not drive it for long periods of time, charge it at least once per month.
5. If the battery gauge goes to RED, charge the battery as soon as possible. If the battery is totally discharged, it could be damaged, and/or its life could be shortened.
6. As the battery ages and deteriorates, the battery power will decrease faster.
7. In cold weather, the battery capacity will be less.
8. When you are charging the battery, please make sure that the input-voltage (115V/230V) switch on your charger matches your power source.
9. Avoid unnecessarily moving of the power chair.
10. Please fasten the seat belt, if included, while driving and check the proper position of the anti-tip wheel.
11. Our products function best at temperatures between 32-122° Fahrenheit.
12. Disassembling of controller, motor or charger by end user is prohibited; the dealer will not take any responsibility on these kinds of situations.
13. Prevent the controller, charger and battery from getting wet; this can cause a malfunction.
14. To ensure the user's familiarity with the power chair's operation, the new driver should practice driving in a spacious area, traveling forward, backward, left, right, using the brakes, and going both up and down slopes.
15. Please turn off the power chair when the chair is not in use and before charging the battery.
16. The following areas and conditions can be dangerous and should be avoided; darkness, dim lighting, steep slopes, rain, snow, shoulder of the road, slippery areas, etc.
17. Please do not drive your power chair at night without proper lighting.
18. Please do not lower the footplate to less than 2" above the ground, because accidents may occur due to insufficient ground clearance.
19. Keep your feet on the footplate at all times during operation and do not stand on the footplate. If your feet are in the improper position, you can be seriously injured.
20. When the power does not come on, recheck all connections and recharge if necessary.
21. Please check the screws under the joystick periodically and make sure they are not loose, and tighten them if needed.

Electromagnetic Interference (EMI)

This portion of the manual will provide the user with basic information about the problems with EMI (electromagnetic interference), protective measures can be used to either lessen the possibility of exposure or to minimize the degree of exposure; this section also shows some conditions that unexpected or erratic movements may cause.

 **Caution**

It is very important that you read this information regarding the possible effects of electromagnetic interference on your electric ActiveCare power wheelchair.

ELECTROMAGNETIC INTERFERENCE (EMI) FROM RADIO WAVE SOURCES

Power wheelchairs may be susceptible to electromagnetic interference (EMI), which is interfering electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones. The interference (from radio wave sources) can cause the power wheelchair to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the power wheelchair's control system. The intensity of the interfering EM energy can be measured in volts per meter (V/m). Each power wheelchair can resist EMI up to a certain intensity level. The higher the immunity level the greater the protection. At this time, current technology is capable of achieving at least a 20 V/m immunity level, which would provide useful protection from the more common sources of radiated EMI. This power wheelchair model as shipped, with no further modification, has an immunity level of 20 V/m without any accessories.

There are a number of sources of relatively intense electromagnetic fields in the everyday environment. Some of these sources are obvious and easy to avoid. Others are not apparent and exposure is unavoidable. However, we believe that by following the warning listed below, your risk to EMI will be minimized.

The sources of radiated EMI can be broadly classified into three types:

1. Hand-held portable transceivers (transmitter-receivers with the antenna mounted directly on the transmitting unit). Examples include: citizens band (CB) or hand held radios, (security, fire, and police transceivers), cellular telephones and other personal communication devices.
NOTE: Some cellular telephones transmit a signal while they are ON but not being used.
2. Medium-range mobile transceivers, such as those used in police cars, fire trucks, ambulances and taxis usually have the antenna mounted on the outside of the wheelchair.

3. Long-range transmitters and transceivers, such as commercial broadcast transmitters (radio and TV broadcast antenna towers) and amateur (HAM) radios.

NOTE: Other types of hand-held devices, such as cordless phones, laptop computers, AM/FM radios, TV sets, CD player, and cassette players, and small appliances, such as electric shavers and hair dryers, are not likely to cause EMI problems to your power wheelchair.

POWER WHEELCHAIR ELECTROMAGNETIC INTERFERENCE (EMI)

EM energy rapidly becomes more intense as one moves closer to a transmitting antenna (source). The EM fields from hand-held radio wave sources (transceivers) are of special concern. It is possible to unintentionally bring high levels of EM energy very close to the power wheelchair's control system while using these devices; this can affect your wheelchair's movement and braking. Therefore, the warnings listed below are recommended to prevent possible interference with the control system of a power wheelchair.

⊘ Warning!

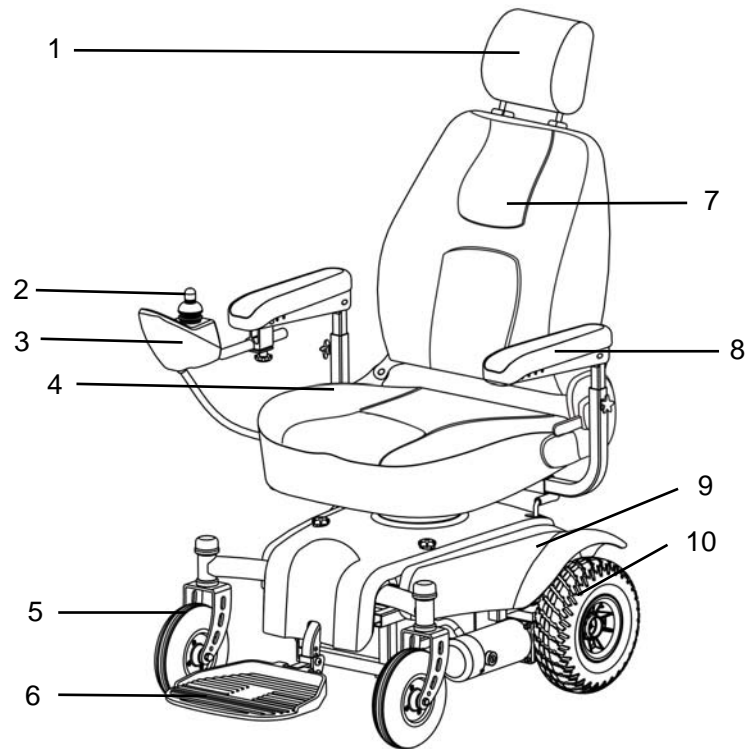
Electromagnetic interference (EMI) from sources such as radio and TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones can affect power wheelchairs. Following the warnings listed below should reduce the chance of unintended brake release or power wheelchair movement which could result in serious injuries.

1. Do not operate hand-held transceivers-receivers, such as citizens band (CB) radios, or turn ON personal communication devices, such as cellular phones, while the power wheelchairs turned ON.
2. Be aware of nearby transmitters, such as radio or TV stations, and try to avoid getting close to them.
3. If unintended movement or brake release occurs, turn the power wheelchair OFF as soon as it is safe.
4. Be aware that adding accessories or components, or modifying the power wheelchair, may make it more susceptible to EMI.
5. Report all incidents of unintended movement or brake release to ActiveCare Medical, and note whether there were sources of EMI nearby.

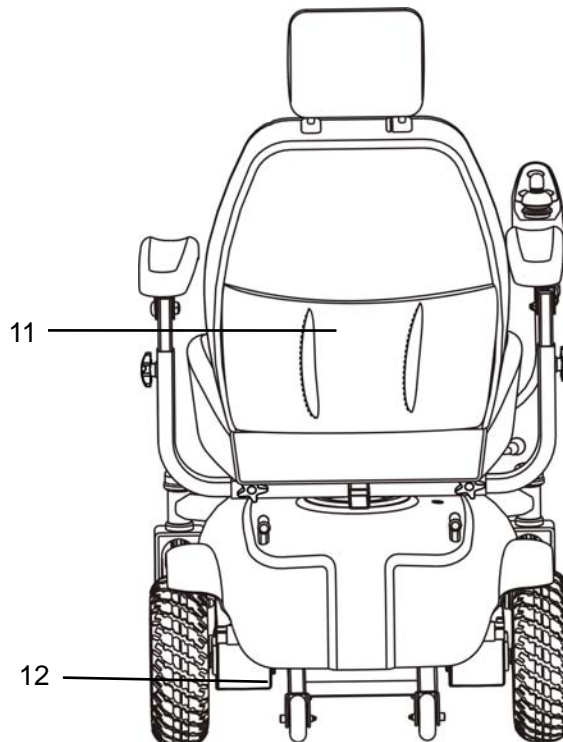
Parts

MEDALIST

1. Headrest
2. Joystick
3. Controller
4. Seat
5. Front Caster
6. Footplate
7. Backrest
8. Armrest
9. Shroud
10. Rear Wheel



11. Rear Bag
12. Anti-tipper



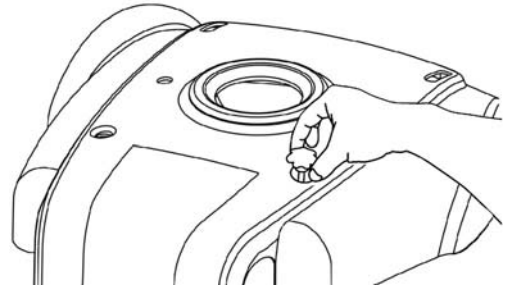
Assembly

Your new ActiveCare Power Wheelchair comes packaged with all of the following. Please locate all pieces before beginning assembly.


1 ActiveCare Power Wheelchair	1 Seat
2 Armrests	1 Headrest
1 Controller with Arm	1 Battery Charger
1 Tool Packet	2 Batteries
2 Star Knobs	1 Owners Manual

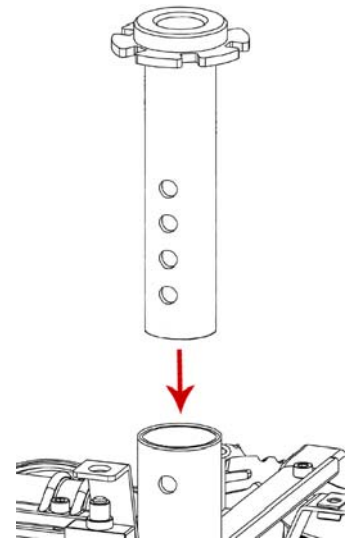
 **NOTE:** The illustrations provided may not reflect your actual unit.

1. Loosen and remove the two knobs on the shroud in front of the seat post opening. Lift the cover shroud upward to remove it.

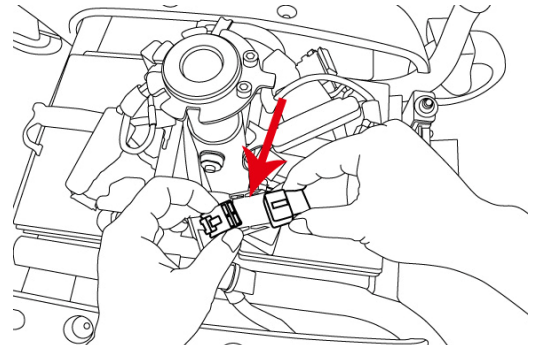


2. Install the seat post into the seat tube in the wheelchair's frame to the desired height. From behind the product, looking forward, insert the seat bolt into hole on the left side of the seat post mount in the wheelchair's frame, ensuring the bolt passes through the seat post. Insert the bolt so that it passes all the way through to the hole on the opposite side. Install the washer and nut and tighten them using the included flat wrench.

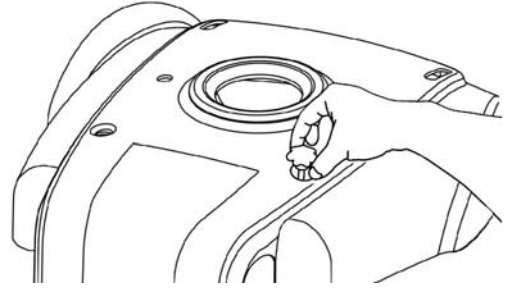
 **NOTE:** Ensure that the seat post is aligned so that the two flanges with holes are facing the rear of the product. Having these flanges rotated into any other position will result in instability in the seat.




3. Connect both battery connectors to the main cable.

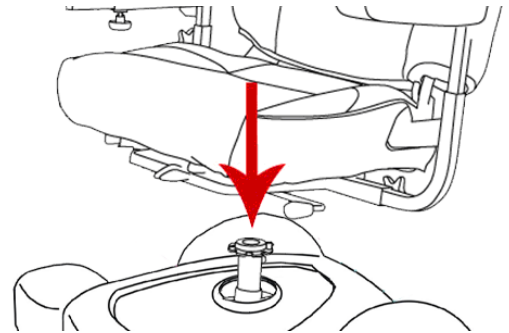


4. Replace the product's cover shroud. The shroud should slide over the brake levers, which should be positioned in engaged mode. Replace the two knobs removed in Step 1.



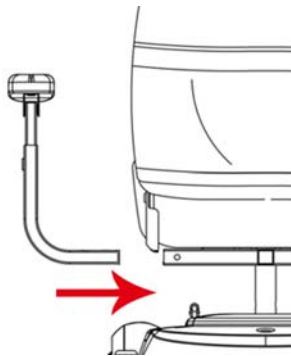
5A. Attach the seat by lifting up on the handle on the left side of the seat and placing the seat down on the scooter's seat post. Release the handle and move the seat side-to-side to ensure the seat is locked facing forward.

 **NOTE:** Get help when placing the seat onto the post to avoid scratching the cover shroud.

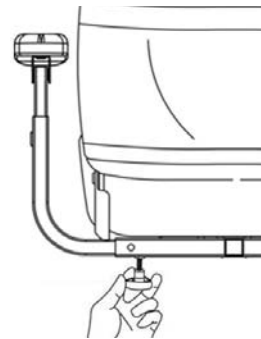


5B. If your Medalist is a P22 model with a pan seat, install the seat as in Step 5 above and place the cushion purchased to use with the chair atop the seat platform, making sure it is held in place with the hook and loop strips on the seat platform.

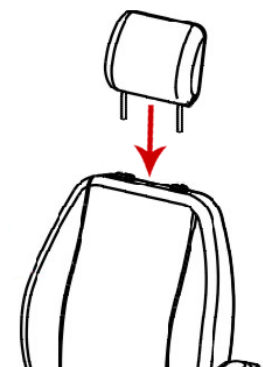
6. Insert the armrests into the attachment points in the seat frame so that the armrests face forward.



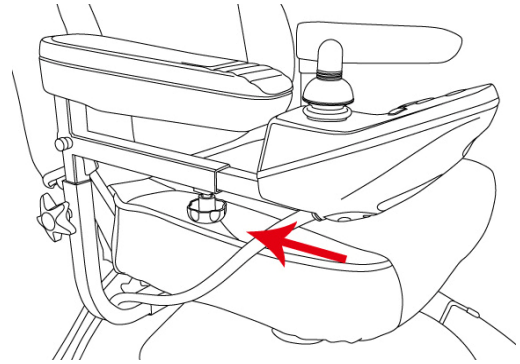
7. Insert and tighten the included star knobs to lock the armrests into place at the desired width.



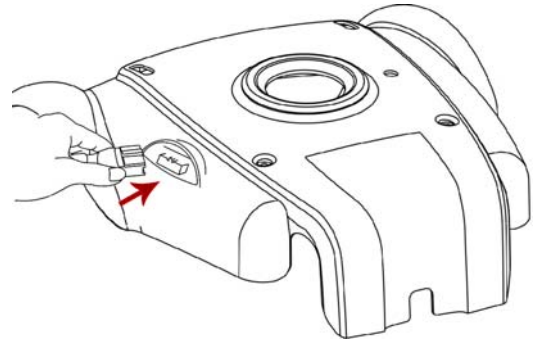
8. Affix the headrest to the top of the seat by inserting the headrest posts into the holes in the top of the seat.




9. Insert the controller's square tube into the tube under the armrest. Tighten the bolt on the underside of the controller arm tube to hold it in place at the desired extension.

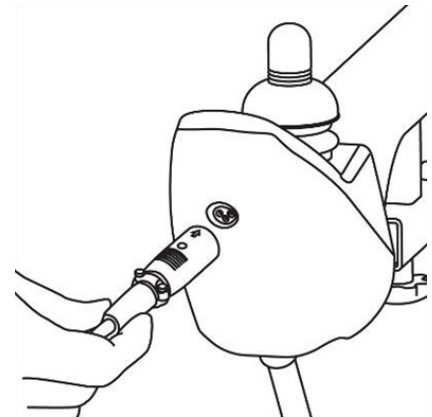


10. Connect the cable from the wheelchair's controller to the connection point in the wheelchair's cover shroud.




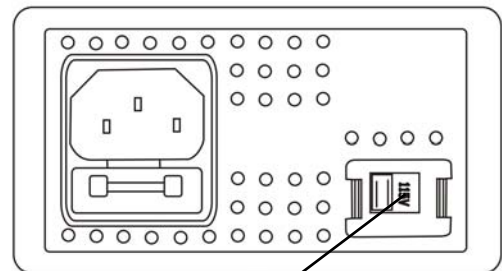
11. Fully charge the wheelchair's battery by inserting the round charger connector into the battery charging terminal on the front of the wheelchair's controller and inserting the 3-pronged plug into a standard electrical outlet.

 **NOTE:** Full charging normally takes 6-8 hours, but can take as many as 10 hours depending on the batteries' charge level when starting and the ambient temperature.



12. Ensure that the 115V/230V switch on the product's battery charger is set to 115V. If the switch is set to 230V, the wheelchair will not charge properly.

 **NOTE:** ONLY use the battery charger included with your power wheelchair. Use of any other charger may cause damage or injury and voids the product's warranty.



115V/230V switch

Product Disassembly

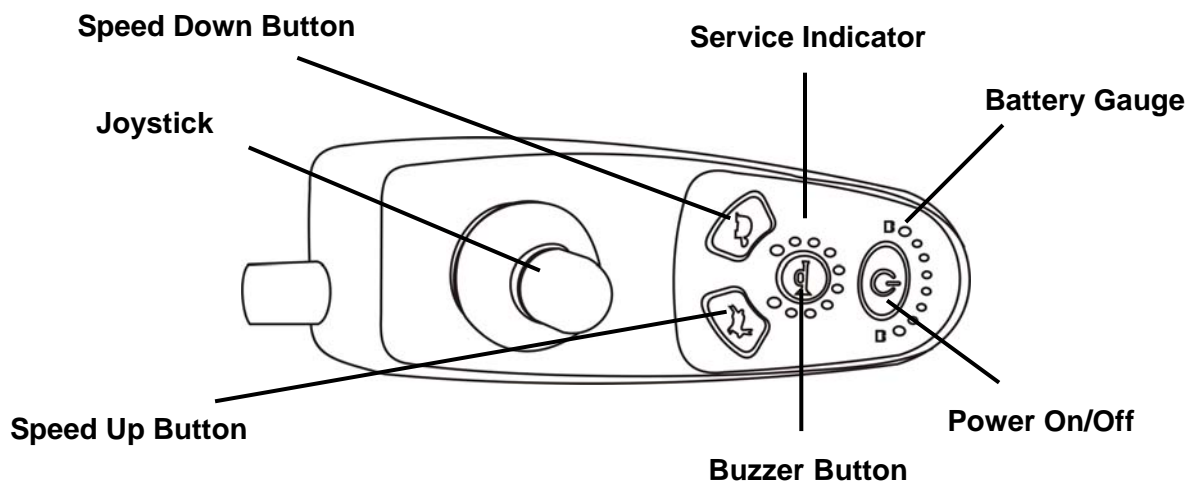
To disassemble your power wheelchair, reverse the preceding procedure, beginning with Step 10.

Operation

GENERAL INFORMATION

1. Make sure that the motor levers are in engaged mode. (Parallel to the wheels)
2. Once seated on the wheelchair, turn on the power (Press the power button). The battery gauge will turn on.
3. We suggest the new users and the disabled operate the chair in low speed until comfortable with the chair and its use.
4. Start to steer, moving the joystick to drive forward, backward, left or right. If you want to stop the wheelchair, release the joystick—it will automatically return to the center position to stop the chair.
5. The chair's speed is automatically reduced by half when the chair is turning.
6. When driving the chair on a slope, push the joystick forward to keep the chair continuously climbing until you reach the top of the slope. While the chair is climbing a steep slope, position your body forward to prevent the front wheels from lifting.
7. When driving the chair down a slope, drive slowly and prepare for an emergency stop if you feel it difficult to control the chair. If the speed increases, release the joystick to slow down or to stop, then start again at a slower speed.

CONTROLLER



Controller Features

The controller goes into a sleep state after a programmed amount of time with no joystick movement. Press the POWER button to “wake” the unit.

When traveling in reverse, the controller beeps as a warning to anyone behind the chair.

The controller provides a “Lock” feature to prevent unauthorized use of the chair. To activate, press and hold down the POWER button for 5 seconds when turning off the chair. When

locked, the battery gauge lights will perform a slow right-to-left chase. To unlock the controller, turn on the chair, and press the horn button twice within 10 seconds.

Speed Control

Each press of the Speed Up or Speed Down buttons increases or decreases the chair's speed by 20%. Pressing and holding down the Speed Up or Speed Down buttons alters the speed in smaller increments allowing the user to "fine tune" their speed.

Battery Gauge

When the power chair is turned on, the battery gauge will light up as indicated below:

Green lights: The battery has full capacity **OR** the battery is completely discharged

Orange lights: Do not drive power chair for a long trip.

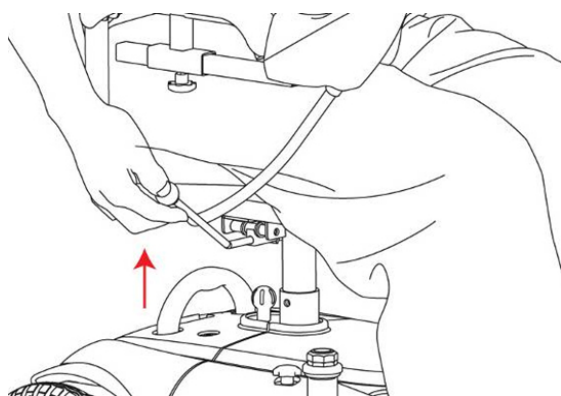
Red lights: The power chair should be charged as soon as possible.

SECURITY FUNCTIONS

1. The forward/backward/turn speed, acceleration and deceleration are programmable.
2. Thermal overload protection.
3. Current overload protection.
4. The fault diagnostics of the controller (see "Troubleshooting" section).
5. The power chair will not operate while charging the batteries.

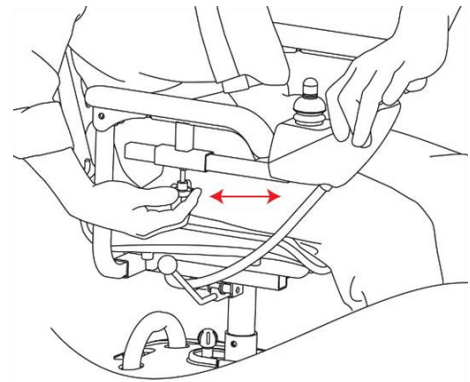
SEAT SWIVEL

The seat can be swiveled left or right to make getting on or off more convenient. Lift up on the handle on the left side of the seat and turn the seat to the desired position, releasing the handle to lock the seat in place.



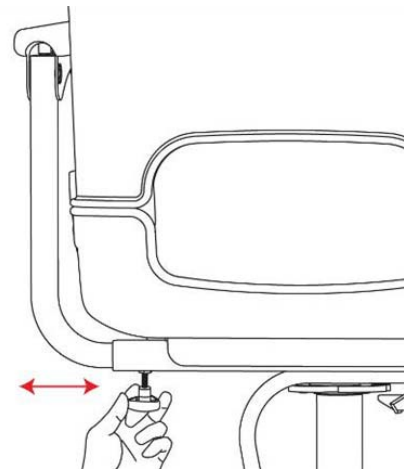
CONTROLLER POSITION

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



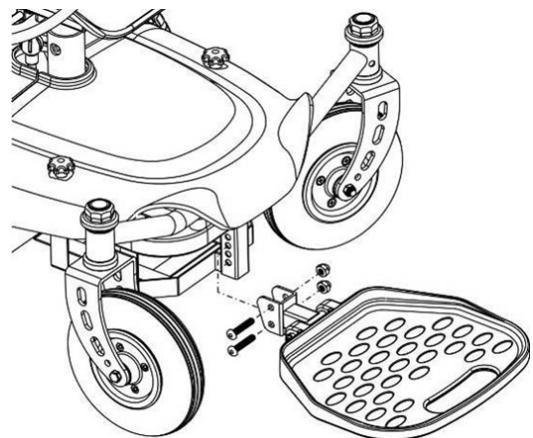
ARMREST WIDTH

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



FOOTPLATE HEIGHT

The height of footplate can be adjusted to two positions. Remove the screws that hold the footplate to the wheelchair's frame, place the footplate at the desired height setting, and replace and fully tighten the screws.



FREEWHEEL MODE

Your power wheelchair is equipped with two freewheel levers. These levers allow you to disengage the drive motors and maneuver the chair manually.

Warning!

DO NOT use your wheelchair while the drive motors are disengaged unless someone is there to push you. The chair could roll on its own causing injury!

To engage or disengage the freewheel feature:

1. Turn the freewheel levers outward to disengage the drive motors.
2. Turn the freewheel levers inward, to engage the drive motors.

 **Caution**

It is important to remember that when your Medalist Power Wheelchair is in freewheel mode, the braking system is disengaged.

TRANSPORTING YOUR CHAIR

If you will be traveling with your power chair, you may find it necessary to use a lift/elevation product or portable ramp to aid in transportation. ActiveCare suggests you closely review the instructions, specifications, and safety information included with the lift/elevation product before using that product.

 **Warning!**

Never sit on your power chair when it is being used in connection with any type of lift/elevation product or portable ramp. Your power chair was not designed with such use in mind and any damage or injury incurred from such use is not the responsibility of ActiveCare.

ActiveCare recommends that you do not remain seated in your power chair while traveling in a motor vehicle. The power chair should be stowed in the trunk of a car or in the back of a truck or van with batteries removed and properly secured.

 **Warning!**

Do not sit on your power chair while it is in a moving vehicle.

 **Warning!**

Always be sure your power chair and its batteries are properly secured when it is being transported. Batteries should be secured in an upright position and protective caps should be installed on the battery terminals. Batteries should not be transported with any flammable or combustible items.

POSITIONING BELTS

Your authorized ActiveCare Provider, therapist(s), and other healthcare professionals are responsible for determining your requirement for a positioning belt in order to operate your power chair safely.

 **Warning!**

If you require a positioning belt to safely operate your power chair, make sure it is fastened securely in order to reduce the possibility of a fall from your power chair.

 **Warning!**

The positioning belt is not designed for use as a seat belt in a motor vehicle. Nor is your power chair suitable for use as a seat in any vehicle. Anyone traveling in a vehicle should be properly belted into seats approved by the vehicle manufacturer.

USE ON INCLINES

Many buildings have wheelchair-accessible ramps with specified degrees of incline, designed for easy and safe access. Some ramps may have turning switchbacks (180-degree turns) that require you to have good cornering skills on your power chair.

Proceed with extreme caution as you approach the downgrade of a ramp or other incline. DO NOT use on inclines greater than 12°.

Take wide swings with your power chair's front wheels around any tight corners. If you do that, the power chair's rear wheels will follow a wide arc, not cut the corner short, and not bump into or get hung up on any railing corners.

When driving down a ramp, keep the power chair's speed adjustment set to the slowest speed setting to ensure a safely controlled descent.

Avoid sudden stops and starts. When climbing an incline, try to keep your power chair moving. If you must stop, start up again slowly and then accelerate cautiously. When driving down an incline, set your power chair to the slowest speed setting and drive in the forward direction only. If your power chair starts to move down the incline faster than you anticipated or desired, allow it to come to a complete stop by releasing the joystick, then push the joystick forward slightly to ensure a safely controlled descent.

 **Warning!**

When on any sort of an incline or decline, never place the power chair in freewheel mode while seated on it or standing next to it.

 **Warning!**

You should not travel up or down a potentially hazardous incline (i.e., areas covered with snow, ice, cut grass, or wet leaves).

 **Warning!**

When climbing an incline, do not zigzag or drive at an angle up the face of the incline. Drive your power chair straight up the incline. This greatly reduces the possibility of a tip or a fall. Always exercise extreme caution when negotiating an incline.

 **Warning!**

If your power chair is equipped with a reclining seatback, do not attempt to negotiate inclines with the seat in a reclined position. Do not attempt to negotiate obstacles with the seat in a reclined position unless an attendant is present to help stabilize the chair. Failure to heed could result in the power chair tipping over.

 **Warning!**

Never travel down an incline backward. Doing so may cause the power chair to tip. Always exercise extreme caution when negotiating an incline.

While your power chair is equipped with rear anti-tip wheels, excessively high cornering speeds can still create the possibility of tipping. Factors which affect the possibility of tipping include, but are not limited to: cornering speed, steering angle (how sharply you are turning), uneven road surfaces, inclined road surfaces, riding from an area of low traction to an area of high traction (such as passing from a grassy area to a paved area – especially at high speed while turning), and abrupt directional changes. High cornering speeds are not recommended. If you feel that you may tip over in a corner, reduce your speed and steering angle (i.e., lessen the sharpness of the turn) to prevent your power chair from tipping.

 **Warning!**

When cornering sharply, reduce your speed and maintain a stable center of gravity. This greatly reduces the possibility of a tip or fall.

Batteries & Charging

Before using your power mobility product for the first time, you will need to charge your batteries for 8 – 10 hours to ensure that they are fully charged.

Suggestion

ActiveCare Medical recommends that frequent users of their power mobility products charge their batteries overnight, 8 – 10 hours, to make certain they have a full charge each day.

Suggestion

ActiveCare Medical recommends that infrequent users of their power mobility product charge their batteries once a week for 8 – 10 hours.

ActiveCare Medical's battery chargers are specific to our products and are designed to not overcharge the batteries. You may leave your power mobility product plugged into the charger for longer than 8 – 10 hours without causing damage to the batteries.

In some instances ActiveCare Medical's battery charger may show two green lights indicating that the batteries are fully charged—this is not always the case. A good rule of thumb is to charge your batteries 8 – 10 hours before each use to ensure that your power mobility product has a full charge.

CHARGER SPECIFICATIONS

Input Voltage	115V/230V Option Switch 115V(95V-132V)/230V(180V-264V)
Output Voltage	24V
Output Current	3A-6A Continuous
Maximum Output Voltage	31V
Protection Against Over-Voltage	Above 32.5V:Automatic Shut-off
Protection Against Overload	Above 8A:Automatic Shut-off
Protection Against Short Circuit	Output Fuse Shuts-off Automatically
Environmental Temperature of Use	-10° to 50°
Environmental Temperature of Preservation	-25° to 85°
Dimensions	7" (L) x 3.7" (W) x 2" (H)
Weight	1.83 lbs.

CHARGER FEATURES

1. Ensures the battery connection automatically.
2. Monitoring all procedures until the battery is fully charged.
3. For protecting exhausted batteries, slow charge starts in the beginning then fast charge until it goes up to the normal voltage.
4. Compact, portable and light-weight.
5. Approvals: UL, CSA, CE, TUV, JAPAN (T-mark)

CHARGER OPERATION INSTRUCTIONS

Please follow these steps:

1. Select the correct input voltage (115/230V) on the 115/230V option switch.
2. Assure charging on lead-acid batteries only.
3. Keep the AC power switch off until the battery and charger have been connected.
4. Make sure the output end of the charger corresponds with the positive/negative pole of battery.
5. Turn on the AC power switch to "I" (the fan should begin to run). When LED turns to red/yellow, it means the charger has been under normal charging condition.
6. When LED turns to red/green, it means the battery has been fully charged. The charging procedure has completed.
7. While the yellow/green LED is lit, it may have a temporary alternating occurrence around 1-60 seconds during switching. Please note that this is normal.

CHARGER USAGE ENVIRONMENT

1. Please keep the charger at least 2 inches away from other objects when charging.
2. Do not use it on wet and dirty surfaces.
3. Do not place the charger on the battery.

NOTES

1. Ensure the output-DC voltage corresponds to the battery type and voltage. Otherwise it may cause an explosion.
2. Switch off the charger before connecting the charger and the battery.
3. Do not expose the charger to the rain, water or near flammable materials. Do not store the charger in humid places or in a closed area.
4. The warranty is given for use within normal operating conditions; it does not cover accidental damage, or problem caused by user's neglect or misuse.

Inspection & Maintenance

BATTERY

Please charge the batteries after long distance driving to prolong the battery. If you don't drive the chair for along period of time, then charge it at least every month. Please use a maintenance/water-free battery to avoid trouble.

MOTOR

The carbon brush connector & brakes should be replaced regularly.

ELECTRICAL BRAKES

Testing of the electrical brakes should be carried out on a level floor with at least three feet of clearance space around the power chair.

Power-on the controller, and push the joystick forward slowly until you hear the electrical brake working. The power wheelchair may start to move. Immediately release the joystick, you must be able to hear each electrical brake within a few seconds. Repeat the test three times, pushing the joystick backward, left and right respectively.

TIRES

Check front/rear tires regularly and replace them when worn out.



Suggestion

Tire wear is not covered under your power wheelchair's warranty.

Troubleshooting

The diagnostic flash codes for your power wheelchair are designed to help you perform basic troubleshooting quickly and easily. A diagnostic flash code flashes from all 6 of the LED's located on the controller in the event one of the conditions listed below develops.

Table 1: Power Wheelchair Controller Internal Diagnostics

Flash Code	Description	Recommended Action
1	Motor Current Over Limit	Motor current is over the controller set limit. Release the joystick to neutral and try again
2	Battery	Try charging the batteries. Batteries need replacing. Check the battery cables and connections
3	Left Motor	Check left motor cables and connections
4	Right Motor	Check right motor cables and connections
5	Left Parking Brake	Check left parking brake cables and connections
6	Right Parking Brake	Check right parking brake cables and connections
7	User Interface	Display PCB fault. Consult a service agent.
8	Controller	Consult a service agent.
9	A-series Bus Communication	Consult a service agent.

If more than one fault exists, the fault having the highest priority (and lowest number of flashes) is indicated. All faults disable the controller and require the controller to be turned off then on again once the source of the fault is removed.

Specifications

Max. Weight Capacity	300 lbs.	
Maximum Speed	4 mph	
Estimated Range	20 miles	
Maximum Grade/Incline	12°	
Turning Radius	31"	
Ground Clearance	3"	
Overall Dimensions		
Length	37"	
Width	24"	
Floor to Seat Height	20"-23"	
Seat Dimensions		
Width	18"	20"
Depth	18"	18"
Back Height	21"	
Armrest to Seat	7"	
Power		
Motor	Two 24V x 320W x 4600 rpm	
Controller	Dynamic A50A	
Batteries	Two DC12V x 36AH	
Battery Charger	5 Amp, Offboard	
Brakes	Electromagnetic	
Freewheel Mode	Yes	
Tires		
Front Casters:	8" x 2"	
Rear Drive Wheels:	10" x 3"	
Weights		
Without Batteries	143 lbs.	
With Batteries	191 lbs.	

Speed and range will vary according to user weight, terrain, and battery charge/condition.

ActiveCare reserves the right to modify the specifications if necessary. The final specifications are subject to the individual power wheelchair your purchase from your dealer.

Limited Warranty

For the periods listed below, beginning at the date of purchase, ActiveCare Medical will repair or replace, at our option to the original purchaser, free of charge, any of the following parts found upon examination by an authorized representative of ActiveCare Medical to be defective in materials and/or workmanship.

Sixty (60) Month Limited Warranty

Main frame assemblies, including:

- Main frame
- Wheel forks
- Seat post
- Springs and suspension

Thirty-Six (36) Month Limited Warranty

- Metal seat brace, bracket and bracket lever

Thirteen (13) Month Limited Warranty

Electronic components, including:

- Charger assembly
- Controller
- Joystick
- PC board
- Throttle

Other components, including:

- Brakes (electronic function ONLY)
- Bearings and bushings
- Electrical harness
- Motor/gearbox assembly
- Plastic components, excluding body
- Front rigging mounting brackets

Six (6) Month Limited Warranty

- Batteries (ActiveCare Medical will only replace batteries once within the 6 month warranty period.)

Additional Components

Items not mentioned or listed are covered at the discretion of ActiveCare Medical. Any accessories, standard or optional, supplied by ActiveCare Medical, are covered for a period of one year from the date of purchase with the particular unit.

- Plastic shrouds and footrests
- Upholstery and Seating
- Brake pads
- Tires and tubes
- Floor mats
- Swing arm
- Plastic connections
- Motor brushes
- Armrest Pads
- Fuses/Bulbs
- Anti-tip wheels
- Metal connection pins, hardware, nuts, bolts & star knobs

Reconditioned Units Warranty

All reconditioned units are covered by a 90-day warranty from ActiveCare Medical effective from the date of purchase.

Warranty Exclusions

Full product warranty is extended to the original purchaser for new consumer purchases only. This warranty is not extended to third-party payers or renters for whom a separate rental agreement exists. Please contact your authorized ActiveCare Medical provider for further information on rental product warranty.

ActiveCare Medical does not provide warranty on any of the following items which may require replacement due to the normal wear and tear of day-to-day usage.

If the following items are found to be defective or damaged immediately after the product is removed from the box, ActiveCare Medical will repair or replace, at our option to the original

purchaser, free of charge, these items within 30 days of the product being removed from the box.

Exclusions also include components with damage caused by:

- Contamination
- Abuse, misuse, accident or negligence
- Excessive wear
- Battery fluid spillage or leakage
- Commercial use, or use other than normal
- Improper operation, maintenance or storage
- Exceeding the specified weight capacity of the unit
- Acts of Nature, such as lightning strike, earthquake, etc.
- Accessories other than those supplied or approved by ActiveCare Medical
- Circumstances beyond the control of ActiveCare Medical including, but not limited to, seat flattening, burn holes, split seams, cracking or lost hardware.
- Labor, service calls, shipping and other charges incurred for repair of the product, unless specifically authorized by ActiveCare Medical, Inc.
- Repairs and/or modifications made to any part without specific consent from ActiveCare Medical.

NOTE: Gradual deterioration in performance because the battery has been left in the discharged state, left in cold conditions for an extended period of time, or work out through heavy use is not covered.

Service Checks and Warranty Service

Warranty service must be performed by an authorized ActiveCare Medical provider. Do not return faulty parts to ActiveCare Medical without prior written authorization. All transportation costs and shipping damage incurred while submitting parts for repair or replacement are the responsibility of the purchaser.

Failure to follow the instructions, warnings and notes in the owner's manual and those located on your ActiveCare Medical product can result in personal injury or product damage and will void ActiveCare Medical's product warranty.

There is no other express warranty.

Implied Warranties

Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of purchase and to the extent permitted by law. Any and all other implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded.

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages. The above limitation or exclusion may not apply to you.

This warranty gives you specific rights and you may also have other rights which vary from state to state.

Please fill out and return the product registration card to ActiveCare Medical. This will aid ActiveCare Medical in providing the best possible technical and customer service.

Product Registration



Thank you for purchasing an
ActiveCare power mobility product!

Your ActiveCare product will provide you years of dependable service and mobility ease. To validate your product's warranty, you must complete this form and return it to ActiveCare Medical immediately.

Please print or type.

Your Name

Your Address

City

State

Zip

Phone Number

E-mail Address

() -

Product Information

Model

Date Purchased

/ /

Month

Day

Year

Serial Number

Dealer Purchased From

Dealer Address

City

State

Zip

Phone Number

() -

activecaremed.com

Place
Stamp
Here

ActiveCare Medical Product Registration

2 Harbison Way

Columbia, SC 29212

Fold Here----- Fold Here ----- Fold Here