# journey zinger®

## PRODUCT MANUAL

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## ZINGER

***Attention:*** *The Zinger operates by a two lever traction control system which behaves very differently than front wheel steered vehicles. For this reason it is imperative that all users read this entire manual before operating a Zinger. Pay close attention to all WARNING sections in this manual as well as labels on the Zinger itself. Available exclusively from Journey Health & Lifestyle.*

journey HEALTH & LIFESTYLE®

www.shopjourney.com

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journey zinger®


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To Contact Journey Health & Lifestyle, email: cs@journeyhl.com or call us at 1-877-421-3721



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**Trademarks** The Zinger name and logo are registered trademarks of Journey Health & Lifestyle

**Patents** The Zinger Chair is covered by U.S. patents with foreign patents pending.

## Introduction

Congratulations on your choice of a new Zinger folding motorized chair. The Zinger is the result of an innovative vision brought to life through dedicated development and expert manufacturing. The Zinger is not only a convenient mobility device designed to enhance your lifestyle, it's also a revolutionary invention.

Like bicycles, skateboards, and scooters, the Zinger is a vehicle is a vehicle that requires knowledge and skill to operate safely. It is mandatory that each user read this entire manual carefully before operating the Zinger. Be sure that you understand its control, capabilities, limitations, and proper operating procedures before using.

## Serial Number

The serial number is the ten digit number stamped into the silver aluminum frame plate inside the left rear wheel. See callout 19 on page 10. It is also printed on one end of your Zinger box. You will need this number if your Zinger ever requires service or replacement parts. Please keep a record of your serial number by writing it and your date of purchase in the space provided below.

| | |
|---|---|
| **Serial Number** | |
| **Date of Purchase** | |

## Disclaimer

The Zinger is not intended for use by persons with physical limitations that could prevent safe operation. Full use of both hands and arms is required to operate the Zinger. The Zinger is not intended to fill the needs of disabled or mentally impaired persons. The Zinger is not meant as an alternative to medical mobility devices.

No liability can be accepted for any inaccuracies or omissions in this publication, although care has been taken to make it as complete and accurate as possible. All procedures and specifications are subject to change without prior notice or obligation. Illustrations in this publication are intended for reference use only and may not depict actual model components.

## Safety Messages

Journey Health & Lifestyle takes your safety seriously. We have made every effort to provide clear messaging to help you avoid injury or damage. Of course it is impossible to warn against every harm or hazard. Therefore users must always use their own intuition and common sense to help avoid injury or damage when operating the Zinger.

### WARNING

The WARNING symbol shown above appears throughout this Owner's Manual followed by important warning information. Every Warning in this manual indicates a potentially hazardous situation, which if not understood and followed could result in severe injury or even death. For this reason, all users must read this entire manual before operating a Zinger, paying close attention to each and every warning

### CAUTION

The CAUTION symbol shown above also appears throughout this Owner's Manual. This symbol identifies special instructions or procedures which, if not strictly observed, could result in damage to, or compromised performance of the Zinger. For your safety and the wellness of your Zinger it is important that you read each Caution carefully.

## Safety Warnings

The following is a list of important Safety Warnings. Additional Warnings appear throughout this manual. Read each warning carefully. If you are unclear about any warning in this manual please email cs@journeyhl.com or call 1-877-421-3724 to receive clarification before operating the Zinger.

**WARNING**

The Zinger may be fun to drive, but it is not a toy. The Zinger is NOT intended for sports, stunts, or tricks of any kind. Always operate in a mature, cautious manner keeping in mind that the Zinger is an adult mobility vehicle, not a toy.

Due to hills or any other reason, never allow your speed to increase above 6 MPH (the level ground maximum powered speed of the Zinger).

The Zinger requires both hands to operate. Always grip both handles and do not attempt to hold anything in either hand while operating the Zinger, e.g. beverage, cell phone, camera, cigarette, etc..

Always come to a complete stop on level ground before removing either hand from the control levers.

Do not operate where traffic is present such as roadways, roadsides, or busy parking lots. Drivers might not see you due to your low height.

| WARNING |
| --- |
| Keep tires inflated to 35-40 PSI (2.8 Bar). For proper performance, do not over or under inflate. Check monthly. |
| Do not bring the Zinger near open flames, or water facilities such as swimming pools, shower, or play fountain. |
| Do not operate near stairs or abrupt drop offs of any kind. |
| Do not operate if your weight, or you and you cargo's combined weight is more than **275 pounds (125 KG).** |
| Do not attempt to haul cumbersome or heavy items. |
| Do not attempt to walk a dog or any animal on a leash while riding a Zinger. The animal can easily cause loss of control by even a slight tug on the leash. |
| Do not attempt to take a passenger along, e.g. no pets or children on your lap and no riders hanging onto the rear (as is sometimes done by youngsters on grocery carts.) |
| Do not attempt to push or tow anything with your Zinger. |
| Never step your body weight on the Swing-Away Foot Plate. |
| The Zinger is not for use by children. Keep children away from the chair and controls. When leaving the Zinger unattended in the presence of children, remove the battery and store out of children's reach. |

| WARNING |
| --- |
| Do not wear loose clothing such as a scarf or robe, or carry anything that hangs such as a camera strap or purse strap which could get caught in the wheels or other moving parts, or obstruct the control handles when operating. |
| Do not operate in bare feet or socks, thick gloves, mittens or the like. Always wear well fitting shoes and clothing when operating the Zinger. |
| Always turn the Power OFF (all indicator lights out) and set both parking brakes before entering or exiting the Zinger and whenever left unattended. |
| Always check that the Power is OFF before folding. |
| Do not smoke (including vapor products). Smoking, presents cause to remove hands from the Control Levers among other dangers. |
| Never modify your Zinger or install parts or accessories not provided by the Manufacturer. |
| Do not operate if the rear anti-tip wheels are removed or broken. |
| Do not operate if feeling dizzy, sleepy, or when under the influence of drugs or alcohol. |
| Do not operate with poor visibility, e.g. darkness, fog, driving rain, missing glasses. |

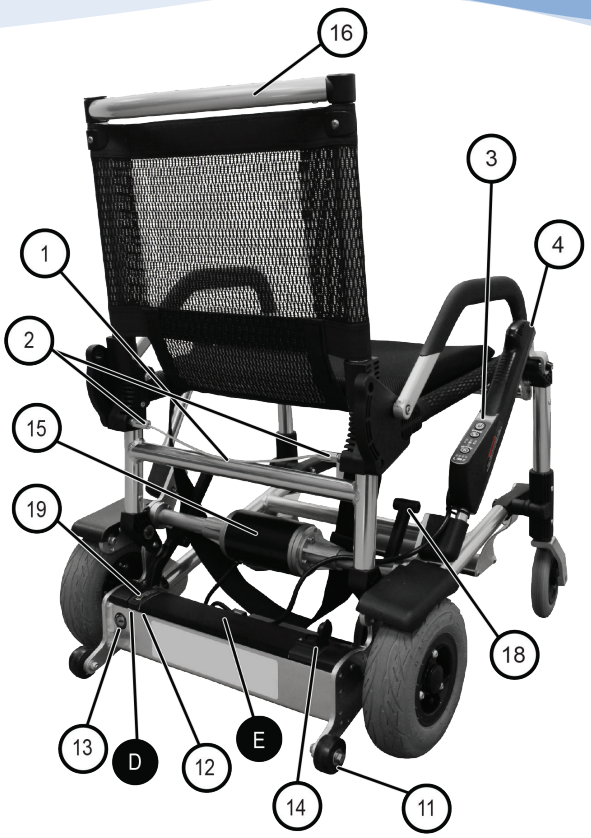
## Location of Parts

1. Release Cable: Pulling causes the Zinger to unlatch and fold. The Zinger will automatically latch into the folded position until you pull Release Cable again.
2. Release Pins: These must both engage in order to latch the Zinger into its upright or folded position. Listen for them to click into engagement.
3. Control Panel and Power Button: Press once, allow three seconds for the Zinger to respond.
4. Right Control Lever
5. Variable Speed Trigger: Varies speed from zero to the maximum in each range.
6. Left Control Lever
7. Control Level Position Adjustment Screws
8. Swing-Away Foot Plate: Automatically retracts on folding.
9. Front Caster Wheels: No maintenance.
10. Rear Drive Wheels: keep inflated to 40PSI / 2.8BAR, check monthly.
11. Anti Tip Wheels: No maintenance. Do not operate if broken or missing.
12. Battery Pack
13. Battery Release Key Hole
14. Charge Port: Charge though this port with the battery in or out of the chair.
15. Motor: No maintenance
16. Seat Back Bar: Use this to push the Zinger manually with the parking brakes off.
17. Seat Front Cross Tube
18. Parking Brake Levers
19. Serial Number

## Location of Labels

A. WARNING: Down hills increase stopping distance and turning radius. Take down hills slowly.
B. WARNING: Shut power off after each use. Keep children off chair and controls.
C. Keep tires inflated to 30-40PSI (2.5-2.8BAR)
D. First install opposite side on the RIGHT. Then press this side down until the key latch locks the battery in.
E. This is a 240 Watt Hour Li-ion battery enclosure with concealed contacts for use with a PERSONAL MOBILITY DEVICE. (Important for airline travel, see Pg. 30)

# 3. LOCATION OF PARTS & LABELS






## Ramps and Hills (Grades)

**WARNING**

Descending grades reduces the steering and braking ability of the Zinger. Descend all grades slowly (below 3 MPH) keeping both brakes applied. Never operate on grades of more then 10°. When possible, avoid grades over 5° (10 inches per 10 feet)

**Always take hills and ramps straight on**. Do not drive sideways to the direction of the ramp or angle across a ramp. Never roll backwards on any grade.

Do not attempt ANY grade in wet conditions.

**CLIMBING** The Zinger is capable of climbing up to a 10° incline, but whenever possible you should avoid ramps steeper then 5° (10 inches vertical change per 10 feet distance). As a general reference ADA compliant wheelchair ramps are 5° or less.

Plan to take hills on in a straight line. Before entering a hill, switch to High speed range. The Zinger's Low and Medium speed range limit voltage to the motor. To climb a hill you may need full voltage so select High.

When entering an abrupt ramp, the anti-tip wheels may touch ground, lifting the driving wheels and stopping your Zinger. In this case, gain speed before the lip of the ramp so that your momentum carries you over the lip.

**DESCENDING** When descending hills, increase and decrease braking pressure to keep your direction straight and your speed below 3 MPH (slow walking pace). By use of the brakes, never let the Zinger build speed greater than 6 MPH on descent.

**DRIVING ON GRADES** Avoid making turns on grades. If there is a sharp turn on a hill, find an alternate route or walk the Zinger. If you are uncertain about the terrain, get up and walk your Zinger by pushing on the Seat Back Bar.

If you must drive on a non-level surfaces, like the side of a crowned path or slanted sidewalk, your Zinger will tend to steer toward the low side requiring you to drag the opposite brake to maintain your course. Avoid these non-level surfaces when possible.

Do not stop on a sidewalk ramp. Instead stop on the level ground before the ramp. Avoid unnecessary stopping or turning on any non-level surface. If you must exit the Zinger on a grade, set both parking brakes, turn the Power to Off (Pg. 20), exit the seat and push the Zinger past the grade. The Zinger provides light resistance to rolling backwards when the motor is off but always set the parking brakes before exiting. See Parking Brakes Pg. 17.

**Wet Conditions** The Zinger operates best in dry conditions on level pavement. If wet conditions are unavoidable, minimize your route, select Medium speed range, and apply extra force on the levers. When safe, occasionally test your ability to stop and turn. If it seems questionable, get off and push the Zinger.

**WARNING**

Wet conditions will compromise the Zinger's ability to brake, turn, and accelerate.

Do not operate on hills, ramps or grass when wet.

**Grass and Rough Terrain** While dry, short mowed grass is an acceptable surface to operate your Zinger, performance will feel very different. Select High speed range. You will need to use more force on the levers because your Zinger is doing more work to move you. Do not operate the Zinger on wet grass or unpaved hills.

The Zinger is not intended for rough terrain. If you are uncertain about the conditions that you might encounter along your route, select an alternate route or other form of transportation.

**WARNING**

Do not drive the Zinger close to a sidewalk edge, street curb, stairs, or drop off of any kind.

Do not attempt to cross over curbs or gaps greater than two inches.

Do not operate on saturated ground, rocky or rooted surfaces, loose gravel, sand, oil, snow or ice, playground chips or any other suspiciously unfavorable condition.

Always use sidewalks and official pedestrian crossings. When seated in the Zinger, you sit very low so that cars might not see or expect you. Always use extra caution at crossings or whenever you are exposed to traffic. Only cross at official pedestrian crossings. Never drive the Zinger on a roadway, roadside, or busy parking lot.

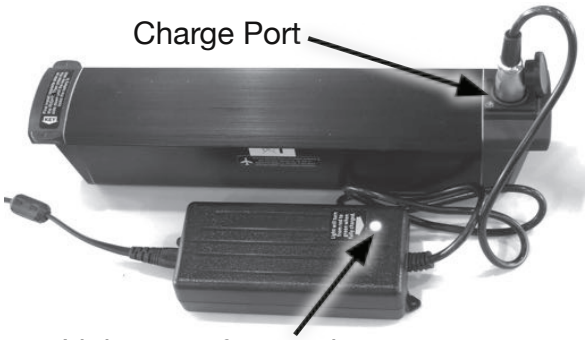
The Zinger steers by braking one of the rear wheels while driving the other. The front wheels are casters which ideally do not influence the direction of the Zinger. However if the front wheels encounter angled ground, a rut, or the like, they will influence the Zinger to steer in a new direction. For this reason always keep both hands on the Control Levers and be prepared to compensate for such irregularities. If a front wheel goes over a large edge like a curb, stop immediately. Exit the Zinger and bring it back onto level ground.

**Before You Ride** First inspect the carton for damage. Next slide the Zinger out of the carton and remove all wrapping and packaging materials from the Zinger. Again check for damage. If damage is evident, report to your carrier immediately. Keep packaging materials in the box and store the box in case you ever need to ship your Zinger. Returns will not be accepted without original packaging. No assembly is required.

**Charging the Battery** Plug the charger's input power cord into the back end of the charger first, then plug the other end into a household outlet. The charger's light may flash briefly and then remain on in blue indicating the power is on. Next plug the round charger plug into the Charge Port on the battery. Rotate the round plug until you feel it drop into the Charge Port. The light on the charger will turn red while charging and green when fully charged as shown in photo. This may take up to 5 hours. (The battery may remain in or out of the chair while charging.)

***NOTE:*** *Charging the battery more often (from a lesser state of discharge) will extend its life. We recommend charging overnight after any day of use.*

**Battery Sleep Mode** The battery will enter sleep mode after two weeks of non-use. This mode prevents a tiny drain by its own internal electronics from running the battery low. To wake the battery, plug the charger into the Charge Port of the battery for at least 20 seconds. But you'll probably want to give it a full charge after anytime it's entered sleep mode.




**WARNING**

Never attempt to open the battery case. The battery is not serviceable. The case contains Lithium Ion cells and is sealed for your safety.

Never attempt to charge the battery with any charger other than that provided with your Zinger.

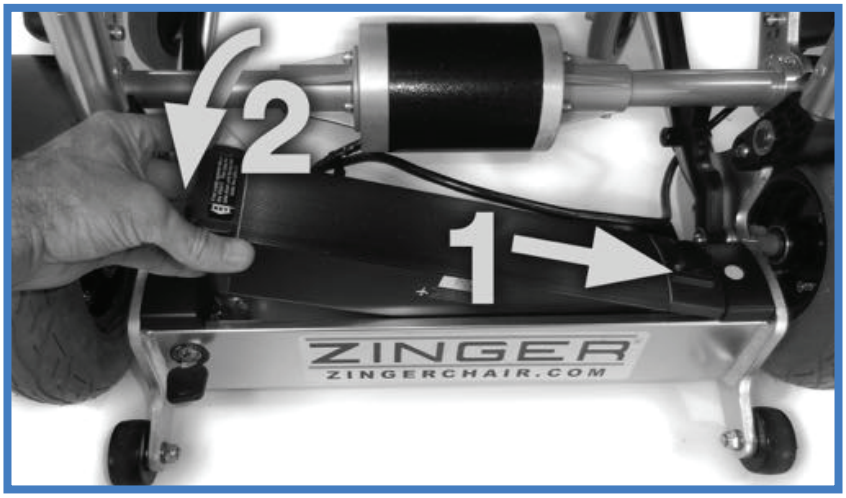
Do not charge the battery if the charge port is wet.

**Battery Installation, Removal, and the Battery Lock** Install the battery with the Charging Port on the right using the two motions indicated by arrows 1 and 2 in the photo to the right. Make sure that the battery is completely in and that the keyed lock latches it down.

To remove the Battery, insert the Battery Lock Key and turn it to the right while lifting on the battery's left end.

The Battery Lock Key can be removed to lock the battery into the chair for theft prevention of the Battery, but the Zinger has no key to lock the power off. To prevent unwanted riders from zinging off on your Zinger, either remove the battery, or when leaving it unattended in a public place, lock it to a fixed object by wrapping a bicycle lock through the lower frame tubes.

**Checking the Tire Pressure** Your Zinger drives, steers, and brakes by engaging either a drive roller or a steel brake pad into the rear tires. For this reason: **IT IS IMPORTANT TO MAINTAIN YOUR REAR TIRE PRESSURE AT 35-40 PSI (2.8 BAR)**. If you don't have a bicycle pump with a built in pressure gauge, you should get one. Check the tire pressure monthly or anytime you feel that the lever motion has become spongy. Low tire pressure will compromise the Zinger's handling. Do not over inflate. Over inflation could cause a tire blow out.




**WARNING**

Keep tires inflated to 35-40 PSI (2.8 Bar). For proper performance, do not over or under inflate. Check pressure monthly.

**Unfolding for Riding** Rather than laying the Zinger down and unfolding from the floor up (which works fine if you prefer), the following method of unfolding and folding is designed to minimize the need for you to bend to the floor. If the Zinger is already lying on the floor, first lift it by the Seat Back Bar then grab the seat front cross tube with your other hand as described here. (Refer to photo on right)

1. Tuck the Seat Front Cross Tube (item 17, Pg. 10) under the seat and hold it keeping your thumb on top of the cushion as shown at arrow 1. Hold the seat front at an extended arm's length as you are standing. The chair should be on a forward angle as shown here.
2. Next, with the opposite hand, pull the Release Cable upward and the Zinger will unlatch and begin to open.
3. Finally grab the Seat Back Bar with that same hand and open the chair completely until both Release Pins click into engagement. Listen for the Release Pins to click into engagement.

**WARNING**

Always check that both Release Pins are fully engaged and parking brakes are set before sitting down in the Zinger. Give a forward push to the Seat Back Bar. The seat back should feel rigid as the Parking Brakes resist rolling.




***NOTE:*** *The parking brakes should automatically set each time the Zinger is unfolded, but always double check before sitting.*

### Folding From the Open Condition

1. With the Front Caster Wheels on the ground, tuck the Seat Front Cross Tube (callout 17, Pg. 10) under the seat and hold it in place keeping your thumb on top of the cushion as shown.
2. With your other hand, pull the release cable and initiate folding by urging the Zinger's seat-back forward slightly by pressing your arm against the seat back.
3. Now with the same hand that pulled the release cable, grab the seat bottom. The caster wheels lift off the ground on their own.
4. Listen for the Release Pins to click into engagement.

**NOTE:** Holding the seat bottom stationary results in a forward angle that causes the Front Caster Wheels to hang straight down, clearing the folding frame members as they come together. Notice the Front Caster Wheel circled in this photo.

Your Zinger is now ready to be toted by rolling it along on the Anti-Tip Wheels or laid down as described in the next section. To carry it, refer to the section Carrying and Standing the Zinger on page 25.



### Laying the Zinger Down



There are many occasions in which you will need to lay the Zinger on the floor. First fold the Zinger as described on the previous page. Next lower the Seat Back Bar until the Front Caster Wheels begin to contact the ground. At this point apply a rotational motion (top arrow) as you lower it further, so that the Front Caster Wheels both lie down together in the same direction. If you do not use this rotational motion the caster wheels may stand up thus preventing the Zinger from lying flat.

### Parking Brakes

**NOTE:** The parking brakes should automatically set each time the Zinger is unfolded but always double check.

To set the parking brakes, lift up on the parking brake levers until a click is heard from each parking brake. See arrows in photo.

To release the parking brakes, simply lift up in both Control Levers (Not the parking brake levers) after sitting in the chair. You will hear the Parking Brakes release when you have lifted far enough on each Control Lever.



**HINT:** Most users find it easiest to reach inside the Control Levers to access the Parking Brake Levers, as shown in this photo.

## Getting In and Out of the Zinger

**First ensure that both parking brakes are set and the power is OFF** (Pg. 20). While the Zinger resists rearward rolling, it can still roll if the Parking Brakes are not set. For this reason avoid leaning back on the chair as you enter and exit it. Without the Parking Brakes set, it could roll out from under you like a wheeled office chair can do.

**To sit down** swing the Swing-Away Foot Plate back by pushing it back with your heels as you back up to the chair. See lower arrow in the photo on right. This makes getting in and out easier by positioning your feet beneath you as you sit down or get up from the chair. Next, place both hands on the front corners of the seat tubes to lower yourself into the seat.

**To exit the Zinger** come to a complete stop on level ground. Apply both Parking Brakes. Turn the power OFF and swing the Foot Plate back with your heels. Place both feet on the ground and place both hands on the front corners of the seat tubes to help yourself stand. Carefully ensure that the rear ankle area of your shoes is free from the Foot Plate by shuffling (rather than lifting) one foot forward and then the other, until you are certain that your body, shoes, and clothing is out of contact with any part of the chair.

**WARNING**

Be certain that your feet and shoes are completely free of the Foot Plate before walking away.

Do not stand on the Foot Plate or put weight on the Control Levers when entering and exiting the Zinger.

Always turn power OFF (Pg. 20) and set both parking brakes before exiting or entering the chair, especially on a non-level surface.



## Control Panel

**NOTE:** It's helpful to sit in the Zinger while reading this section so that you can refer to the actual controls.

| Each Speed Range has a top speed limit. | | |
|---|---|---|
| L - Low | 0 - 1 MPH | 0 - 1.5 Km/H |
| L - Medium | 0 - 3 MPH | 0 - 5 Km/H |
| L - High | 0 - 6 MPH | 0 - 9.5 Km/H |
| L - Reverse | 0 - 1 MPH | 0 - 1.5 Km/H |




**CAUTION**

Use minimal force when pressing the control buttons. Use the pad of your finger instead of a fingernail. Needless pressure or use of fingernails can lead to premature failure of the control buttons. After pressing a button, wait three seconds for the Zinger to respond.




Power Button
(Press and wait three seconds. Indicators below will light when ON)

Forward Speed Range Selector Button
(Press slowly, check light below)

Forward Speed Range Indicator Lights

Reverse Indicator Light
(Listen for intermittent beep)

Reverse Mode Button
(Press once for Reverse Press again for Forward)

Charge Indicator Lights
(See following page to interpret these lights)

**Power Button** The Power Button is the physical push button at the top of the Control Panel. To power ON, press once and wait three seconds for the speed and charge indicator lights to come on. To power off, press once and wait for the lights to go out.

**WARNING**

Always turn the power OFF before exiting the Zinger.

The Zinger has no "OFF" key. Simply remove the battery to prevent unwanted use.

**Auto Shut Off** If the Zinger is left on, the power will automatically shut off after 10 minutes of inactivity. The indicator lights will be out. To turn the power back on, press the Power Button once, wait three seconds, then press the Power Button again and wait three seconds for the indicator lights to come on.

**Charge Indicator Lights** To read the charge indicator lights turn the Zinger off, then back on and wait 20 seconds. Due to voltage fluctuations during use, reading the charge indicator lights during use without first restarting the Zinger will likely result in erroneous readings.

| | |
|---|---|
| **All 4 lights ON** | 50% to 100% Remaining |
| **Left 3 lights ON<br>Right light OUT** | 50% to 20% Remaining |
| **Left 2 lights ON<br>Right 2 lights OUT** | 5% to 20% Remaining |
| **Left red light ON<br>Other 3 lights OUT** | Less than 5% battery life remaining. Charge as soon as possible. To maximize your range avoid hills, use medium speed range, and drive directly to the nearest location for charging. |
| **Left red light ON<br>Other 3 Lights<br>= Flashing =** | Critical low warning, charge as soon as possible. |

***NOTE:*** *If the critical low warning occurs while driving (red light on, other three flashing) do not panic. Stop when it is safe, turn the Zinger off and back on, and wait 20 seconds to make a reading. A long hill climb or driving in grass can cause the indicators to identify lower voltage than under normal use and therefore falsely show the critical low warning with up to 15% battery life still actually remaining.*

**Variable Speed Trigger** To vary your speed within the selected range, (from zero to the maximum for that range) squeeze the red Variable Speed Trigger gradually. For example, slow speeds can be achieved in HIGH range by pulling the trigger in only very slightly. Brace your pointer finger against your middle finger for better control of the Trigger. The farther you pull the trigger the faster the speed, up to 6 mph in HIGH speed range.

***NOTE:*** *The Trigger only activates the motor. In order to move, you must press the levers down to engage the motor drive with the wheels.*

**Speed Range Selection** Referring back to the Control Panel photo: Every time the Zinger is turned on it will be in the Forward Low Speed Range. Pressing the Speed Range Selector Button (turtle / rabbit) steps the speed range from LOW (indoor use) to MEDIUM (walking pace) to HIGH (up to 6 MPH) and back to LOW again. A Speed Range Indicator Light will remain on to indicate the selected speed range. Remain in LOW until you are completely confident in your skills.

***HINT:*** *The Forward Speed Range Selector button is 1/2 inch (1.25 cm) below the Power Button. Keeping this in mind will make it easy to locate the Forward Speed Range Button.*

**WARNING**

**SPEED INCREASES TURNING RADIUS!!!** The Zinger requires more space to turn as speed increases. The greater your speed, the wider your minimum turning radius will become. For this reason, slow down well before entering a turn and take tight turns very slowly (below 1 MPH). If the inside tire skids as you attempt a turn you are going too fast.

Remain in LOW speed range until you are completely confident in your skills.

Never select the FAST speed range when indoors.

## Operating the Zinger

**The Learning Ride** The Zinger steers very differently than handlebar and steering-wheel vehicles. Read on carefully and take time to practice and develop your skills before trying Medium speed range. For learning find a large, level, open area with no traffic or obstacles. It is very important that the are be level.

Each time the power is turned ON, the Zinger will be in LOW speed range. LOW limits the motor speed to only 1 MPH for learning and indoor use. In LOW everything happens slowly allowing time for you to learn the methods of braking and steering the Zinger. The grey arrows in the following four images indicate hand motions on the control levers.

### To Stop or Slow Down

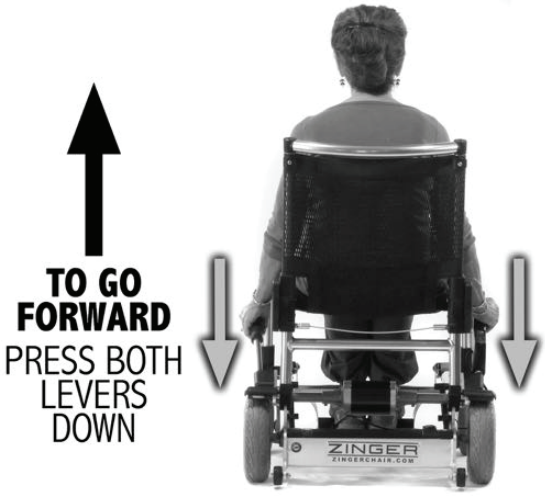
**FIRST LEARN TO STOP!** Pull up on both levers to apply both wheel brakes. This will disengage the drive rollers from the wheels while slowing the Zinger in a straight line until stopped. It will also stop you if you begin to roll due to a ramp or hill. To stop quicker, pull harder!




***NOTE:*** *Remember that the brakes will always apply when both levers are pulled back. If you have any confusion, just pull up on BOTH levers to brake!*

### To Go Forward

First push both levers down with moderate force, hold them down. Then gently squeeze the Variable Speed Trigger to start the motor and vary the speed.




**WARNING**

Always come to a complete stop before letting go of the Control Levers.

### To Turn Left

Pull up on the left lever while pushing down on the right lever. The harder you force the levers the tighter the turn will become. Keep the Trigger Throttle engaged to maintain power through the turn.




### To Turn Right

Pull up on the right lever while pushing down on the left lever. The harder you pull up on the lever, the tighter the turn will become. Practice turning and braking in LOW speed range until controlling the Zinger becomes reflexive.




***NOTE:*** *The trigger only activates the motor; but the motor will only make you move when a lever is pressed down to drive the wheel.*

Once you feel confident in your ability to start, stop and steer your Zinger, find an open space to try Medium Speed Range as described in the section entitled Speed Range Selection on Page 21.

**WARNING**

Do not skid the wheels. Because the Zinger turns by braking the inside wheel, tight turns can only be achieved at low speeds.

As your speed increases, your minimum turning radius increases as well. Slow down for tighter turns.

Always come to a complete stop before letting go of the control levers.

### Backing Up

To back away from something it is usually easiest to simply push your feet against the ground or use your hands to SLOWLY push yourself back from a table. (If you push on the table too hard the Zinger, the table may slide away.)

***NOTE:*** *Because your Zinger can turn very sharply to get you out of most tight spaces, using the Powered Reverse is rarely necessary. Eight inches of space in front of you is all that is needed to turn around.*

### Powered Reverse

To use the powered reverse mode press the “R” Reverse Mode Button to put the Zinger in reverse mode. The reverse light will come on along with an intermittent “beep” indicating that your Zinger is now in reverse mode. Press both levers down and pull the Variable Speed Trigger as if you were going to go straight forward. Instead, the Zinger will go straight forward. Instead, the Zinger will go straight backwards at low speed only. Do not attempt to steer in Reverse. To switch to Forward, simply press the “R” Reverse Mode Button again.

***NOTE:*** *Pressing the Forward Speed Range Selector Button when in Reverse Mode will NOT shift to Forward Mode.*

**WARNING**

When in Reverse Mode backup in a straight line only. Do not attempt to make a turn in reverse. Keep distance minimal and proceed forward as soon as space allows.

## Storing and Handling the Zinger

If space allows, you can store your Zinger by laying it flat on the floor as described Laying the Zinger Down on page 17. If space is limited you may stand it on its side as described on the following page. Keep the Zinger in a cool dry place. Humidity acts unfavorably on the aluminum and electronics. Temperatures above 90°F will reduce the life of the batteries. Keep the battery in a cool place and do not leave it on the charger for an extended period (over 12 hours) after charging is complete. Do not store the battery in a low state of charge for an extend period. Avoid storing the Zinger in direct sunlight. Sunlight will degrade the tires and upholstery.

## Carrying and Standing the Zinger

To move your Zinger without riding in it, it is usually easiest to roll it in front of you with the Zinger in its unfolded position by pushing on the Seat Back Bar. But to carry your Zinger up steps or for other reasons, your Zinger can be conveniently carried in one hand like a suitcase. (Get help if you have doubts about your ability to handle the 47.7 pound weight of the Zinger. Removing the battery will make it 5 pounds lighter.






The Zinger will stand on its side as shown above. If you do not have enough floor space to lay it flat, this is a good way to store it.

To carry, grab the base frame tube with your right hand where the Keep Tires Inflated label is. Keep the underside of the Zinger facing away from you as shown on the right. It will balance from one hand.



**CAUTION**

Do not attempt to lean the Zinger against a wall on its rear Anti-Tip Wheels. It will roll out from the wall.

### Loading Into a Car

Your Zinger fits in the truck of most cars. The following three steps will make loading easier. These steps are the same whether you are loading into a hatchback, an SUV, or a sedan car trunk.

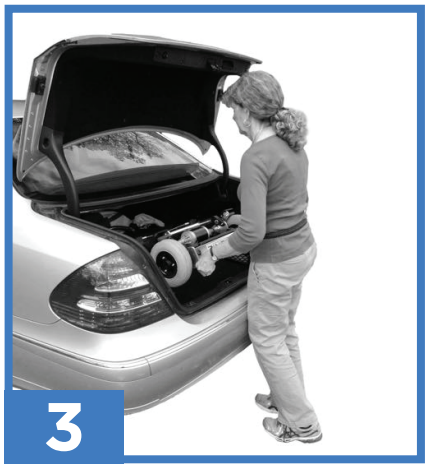
First wipe clean the underside of the Battery cradle and the rear Anti Tip Wheels since you will need to touch these parts to use this method. Placing a small towel over the battery so that it separates your thighs from the underside of the battery cradle is also helpful to keep your clothing clean. First, open your trunk and clear ample space for your Zinger. Next, fold your Zinger in front of the open trunk and lay it down with the seat back bar nearest the car bumper. See Laying the Zinger Down on page 17. Follow the three steps below. Removal is the opposite of loading.




Grab the Anti-Tip Wheels and lift the rear of the Zinger so that it leans against your upper thighs as shown.




Next, grab the Cross Tube to lift the Zinger off the ground with the Battery cradle pressed against your thighs.



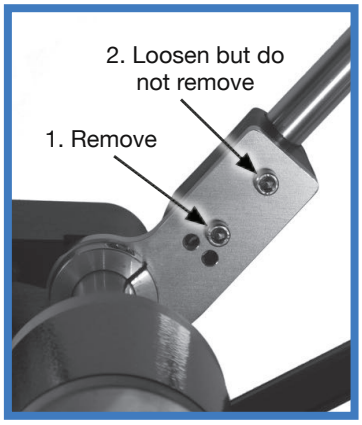

Finally, slide the Zinger into the trunk and set it down by holding the Anti-Tip Wheels.

# 7. ADJUSTING THE LEVER REACH

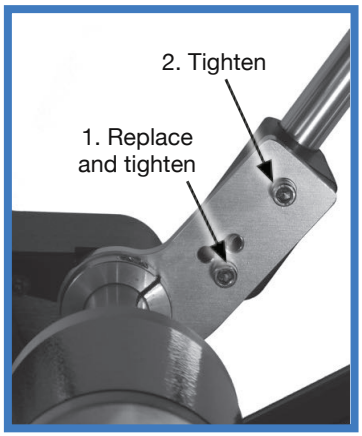
## Adjusting the Lever Reach

If you feel that you are straining to reach down to operate the levers you can adjust them up. Or if you feel that you'd prefer the levers further away, you can adjust them down. You will need the 5mm Hex Key that came with your Zinger to do this. See photos below.

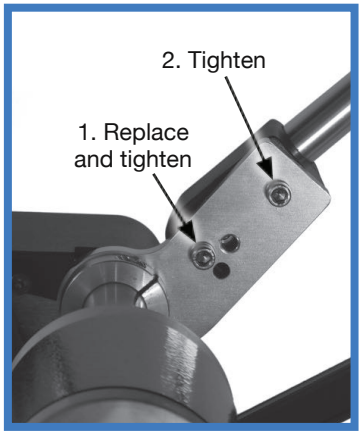
***HINT:*** *The seat has no adjustments. If you prefer more lower back support, a small pillow behind the lower back may be beneficial.*




**First**, on the inside of the base of each lever, use your 5mm Hex Key loosen the top screw but do not remove it. Remove the bottom screw. Keep the washers on the screw.




**To adjust lever higher**, lift the lever so that the bottom screw can be threaded into the hole as shown. Be absolutely certain to tighten both screws firmly.




**To adjust lever lower**, drop the lever so that the lower screw can be threaded into the hole as shown. Be absolutely certain to tighten both screws firmly.

## Care and Maintenance

The Zinger was designed with minimum need for maintenance and has no adjustments besides maintaining the tire pressure as described below. It is always advisable to keep a close eye and ear for any problem signs. If you have any suspicion, discontinue use until remedied.

## Tires

It is important to keep the rear tires at or near the recommended pressure of **40 PSI (2.8 BAR)**. If the control levers becomes soft or spongy feeling when you pull and push them, it is because your tires are low on air pressure. This will reduce your ability to steer and brake the Zinger. Maintain your tires' pressure by checking them weekly and anytime you feel the lever motion has become spongy. Never over inflate the tires.

## Battery

Your battery is Lithium Ion (Li-Ion), the type used in laptop computers. To maximize battery life, do not store it for an extended period above 90°F (32°C) like in a hot car trunk, or shed, or in direct sun. Charging the battery more often (from a lesser state of discharge) will extended its life. We recommended charging overnight after any day of use. Do not store the battery in a low state of charge for an extended period. Do not leave the battery on the charger for an extended period (over 12 hours) after the green light has come on. First disconnect the charger from the battery and then unplug it from the wall outlet. Do not leave the charger plugged in when not charging.

**Important Note:** The battery will enter Sleep Mode after two weeks of non-use. In Sleep Mode it will not power the chair. Plug the charger into the battery for 20 seconds to wake the battery. Ideally give it time to fully charge before riding.

**Shipping:** Lithium-Ion Batteries are regulated as "Hazardous Materials" by the U.S. Department of Transportation. For more information, contact the U.S. Department of Transportation at www.phmsa.dot.gov/hazmat/regs.

**Disposal:** The Li-Ion Batteries used in the Zinger can be recycled. Recycle or dispose of batteries in accordance with local environmental regulations. Do not place in fire!

## Cleaning

Keep your Zinger clean by wiping dust and grime off with a clean damp or dry cloth. Do not wash your Zinger with a hose or a sponge and soapy water as you might do to a bicycle. The Control Handle, Battery and Motor area should be kept dry at all times. A disinfectant spray may be used lightly if followed by wiping with a dry cloth.

*We hope your Zinger becomes your best friend. Have fun and enjoy your freedom!*

# 9. SPECIFICATIONS

| | |
|---|---|
| Overall Weight | 42 lbs (19 Kg) (38 lbs with battery removed) |
| Dimension L x W x H | 31 (785) x 25 (645) x 35 (889) - in. (mm) |
| Folded L x W x H | 36 (921) x 25(645) x 10 (254) - in. (mm) |
| Seat Bottom D x W x H | 15 (380) x 16.5 (419) x 19 (485) measured from floor |
| Maximum User Weight | 275 lbs (125Kg) |
| Speed Low Range | 0-1 MPH (1.6 Km/h) |
| Speed Medium Range | 0-3 MPH (5 Km/h) |
| Speed High Range | High 0-6 MPH (9.5 Km/h) |
| Reverse | 0-1 MPH (1.6 Km/h) |
| Range | 8 Miles (13 Km) flat continuous, 5-6 miles typical outdoor use |
| Maximum Incline | 10 Degrees (ADA compliant wheelchair ramps are 5° max |
| Turning Radius | 24 in. (610 mm) |
| Motor | Brushed DC 36V, 250W, 7A |
| Battery | 36V, 6.6 AH, 240 watt-hour, Lithium-Ion 4 lbs (1.8Kg) |
| Charger | 2.1 A, Automatic, input100-240V, charge time 4 approx. hours or less |
| Steering/Braking System | Two Lever Control System (tire brake and roller drive) requires both hands |
| Frame | 6061 Aluminum and Nylon Composite |
| Front Wheels | 6 inch non-marking PU solid |
| Rear Wheels | 9 inch non-marking pneumatic (40PSI / 2.8Bar / 275kPa) easy change rims |
| Anti-Tip Wheels | 50mm PU solid (do not remove) |
| Carton Size and Weight | 38 inches (955mm) x 13 inches (330mm) x 28.5 inches (724mm) - 59 lbs (27kgs) |

## Airline Travel

IATA, USDOT and FAA regulations allow up to one Li-ion battery of up to 300 Wh (Watt Hours) for "passengers whose mobility is restricted by either disability, their health or age, or a temporary mobility problem (e.g. broken leg)".

The Zinger battery is 240 Wh and marked with a label on the outside of the case stating this.

To bring a collapsible mobility chair with a removable Li-Ion battery on a plane:

- You must notify the airlines in advance that you will be bringing a Lithium Ion battery for a mobility device. They are then required to notify your pilot of the location of the battery in the aircraft. Thus you should notify your flight attendant of it's location after boarding.
- You may check the chair without the battery in it.

***HINT:*** *Most airlines allow you to check the chair for free. Depending on your airline, they may allow you to ride the chair onto the aircraft being pushed by an assistant. Check with your airlines in advance.*

- You should tape over the openings in the battery case that lead to the terminals inside.

Always tell the baggage screener that you are carrying on a Lithium Ion battery for a mobility device. And although not required because it is already in a case, it is a good idea to put the battery in a zip-lock bag to prevent any potential delays at baggage screening.

The following is taken directly from the IATA (International Air Transportation Association) handbook 54th Edition section 2.3.2.4 subsection (d):
where a battery-powered wheelchair or other similar mobility aid is specifically designed to allow its battery(ies) to be removed by the user (e.g. collapsible):

1. the battery(ies) must be removed. The wheelchair/mobility aid may then be carried as checked baggage without restriction;
2. the battery(ies) must be protected from short circuit by insulating the terminals (e.g. by taping over exposed terminals);
3. the removed battery(ies) must be protected from damage (e.g.) by placing each battery in a protective pouch.
4. The battery(ies) must be carried in the passenger cabin;
5. removal of the battery from the device must be performed by following the instructions of the manufacturer or device owner;
6. the battery must not exceed 300 Wh;
   a maximum of one spare battery not exceeding 300 Wh or two spares each not exceeding 160 Wh may be carried.

***NOTE:*** *It's a good idea to Zip-Tie the frame shut if you're going to check it on the plane.*

**Don't forget your Battery Lock Key and Charger when you travel !!!**

## Troubleshooting

For more troubleshooting tips, visit www.zingerchair.com/troubleshooting.html or call 1-877-421-3724.

### My Zinger does not turn On when I press the Power Button.

1. Press once, wait 3 seconds for the indicators to light, it they don't press again and wait 3 seconds.
2. The Zinger will shut Off automatically after 10 minutes of non-use. To turn back On, press the Power Button, wait three seconds, press it again. See Pg. 20 Auto Shut Off.
3. After two weeks of non-use your battery will go into SLEEP MODE. Plug the charger into the battery for 20 seconds. See Pg. 13
4. If neither of the above works, try steps 1 and 3 below.

### My Zinger shut off while I was riding.

1. Check that your battery is fully installed and locked in.
2. If climbing a hill or driving in grass, you may have tripped the circuit breaker. Press the Power Button, wait 3 seconds and press it again. If it does not come on, wait 30 seconds and try again.
3. Plug your battery into the charger until it is fully charged (charger light turns from red to green).

### My Zinger won't switch out of Reverse Mode.

To switch from Reverse to Forward Mode you must press the R button again. Pressing the forward Speed Selection Button (turtle/rabbit) will NOT switch the Zinger out of Reverse Mode.

### The control levers feel soft and spongy when I push or pull on them.

Check your tire pressure. It should be 40 PSI (2.8 BAR). Do not over inflate.

### My Zinger does not turn or stop as quickly as usual.

1. Try using more force on the levers. If you are on a wet surface, reroute to a level dry paved surface.
2. If a tire is skidding on turns you are trying to turn too fast. Slow down in a straight line before entering the turn.
3. If you are descending a grade there is less weight on the back wheels so steering and braking will be compromised. Proceed slowly in a straight line until you are on level ground. Take all ramps straight on and avoid ramps steeper than a typical sidewalk ramp (5° or less), especially in wet conditions. If you are uncertain about the terrain, walk your Zinger by pushing on the Seat Back Bar. See Pg.11

### My tires are wearing down.

1. See number 2 above; or you maybe skidding to stop. Keep your weight back in the seat and stop more gradually.
2. If you find rubber dust on the lower frame tubes, the driver rollers have been slipping on the tires. Hold the Control Levers down with more force. On carpeting of grass the levers must be pressed harder than on hard surfaces. Be certain your tires are inflated to 40 PSI. If you're having trouble reaching the levers, consider adjusting them higher. See Pg. 27

## Zinger Chair Limited 12 Month Warranty

Journey Health & Lifestyle warrants the frame, mechanical and electrical components including the motor to be free from defects in materials and workmanship for a period of twelve (12) months from the original purchase date. The originally supplied battery, tires, fabric seat and seat back and the seat cushion are all warrantied to be free from defects in materials and workmanship for a period of six (6) months from the original purchase date. If within such warranty period any such component or part shall be proven to Journey Health & Lifestyle's satisfaction to be defective, the product shall, at Journey Health & Lifestyle's option, be repaired or replaced with new or refurbished product components. In some cases an installation kit with instructions may be provided to the owner to facilitate installation of a replacement product component. This warranty does not include any labor changes incurred in product component installation. The warranty period of the repaired or replaced product shall terminate with the termination of the warranty period for the original product. Journey Health & Lifestyle's sole obligation and your exclusive remedy under this warranty shall be limited to such repaired or replaced product.

Contact Journey Health & Lifestyle before sending any product for warranty repair or replacement. Do not send any product without our prior written consent.

### Limitations and Exclusions:

This warranty does not cover damage, deterioration or malfunction resulting from accident, negligence, misuse, abuse, use by combined rider plus cargo weight above that specified in this User Manual; improper storage; the normal gradual reduction in battery performance due to heavy use; improper operation or failure to follow instructions according to this User Manual; damage in shipment of the product (claims must be presented to the carrier); repair, attempted repair or modifications made by anyone other than Journey Health & Lifestyle; any unit on which the serial number has been defaced, modified or removed; normal wear items including but not limited to inner tubes and grips; any periodic maintenance; deterioration due to perspiration, corrosive atmosphere, or ground covering such as pine needles or crushed limestone dust, or other external causes such as punctures, extremes in temperature or humidity; damages related to lightning, flood or circumstances beyond Journey Health & Lifestyle's control; or products subjected to commercial or institutional use.

# 12. WARRANTY

This warranty applies in North America only and is extended only to the original purchaser of the Zinger product when purchased directly from Journey Health & Lifestyle (USA) and is nontransferable. This warranty give you specific legal rights and you may also have other legal rights which vary from place to place.

The foregoing warranty is exclusive and in lieu of all other express warranties, implied warranties, if any, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, and shall not extend beyond the duration of the express warranty provided herein. Journey Health & Lifestyle shall not be liable for any consequential or incidental damages whatsoever and disclaims any liability beyond the initial purchase price of the Zinger product.

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**If you have any questions, call us at our toll free number:**

**1-800-958-8324**

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