journey zoomer®

PRODUCT MANUAL



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General Information

Before using the ZOOMER® for the first time, please read this manual completely. This will ensure a safe and enjoyable experience. If you are unable to understand the operating instructions, tips and warnings, please contact Journey Customer Service at 800-958-8324 for assistance. The ZOOMER® must only be used as described in this Manual. Use in manner or methods not prescribed in this manual may negate warranty coverage, where applicable by law.

The ZOOMER® is a personal electric vehicle, not considered to be a medical device, and has not been submitted to the Food and Drug Administration for review. The ZOOMER® is not intended for individuals fully restricted to a seated position. Specifications listed herein are approximates and not always exact and may be subject to change without notice.

1. INTRODUCTION

Zoomer Introduction

Thank you for selecting the Journey ZOOMER® as your mobility partner! The ZOOMER® will assist you traveling inside and outside your home. Among the benefits you can enjoy with the ZOOMER® are:

- **Easy maneuverability Inside and Outside of the Home.** The joystick operation is easy to learn and allows you to drive and navigate the ZOOMER® with a single hand.

- **Easy Transportability.** The ZOOMER® folds down to only 11 inches in a matter of seconds. In its folded position, the ZOOMER® can be more easily stored in your home, but more importantly is now a travel companion like no other. It fits easily inside your vehicle's trunk, cargo space and in many vehicles behind the front seat.

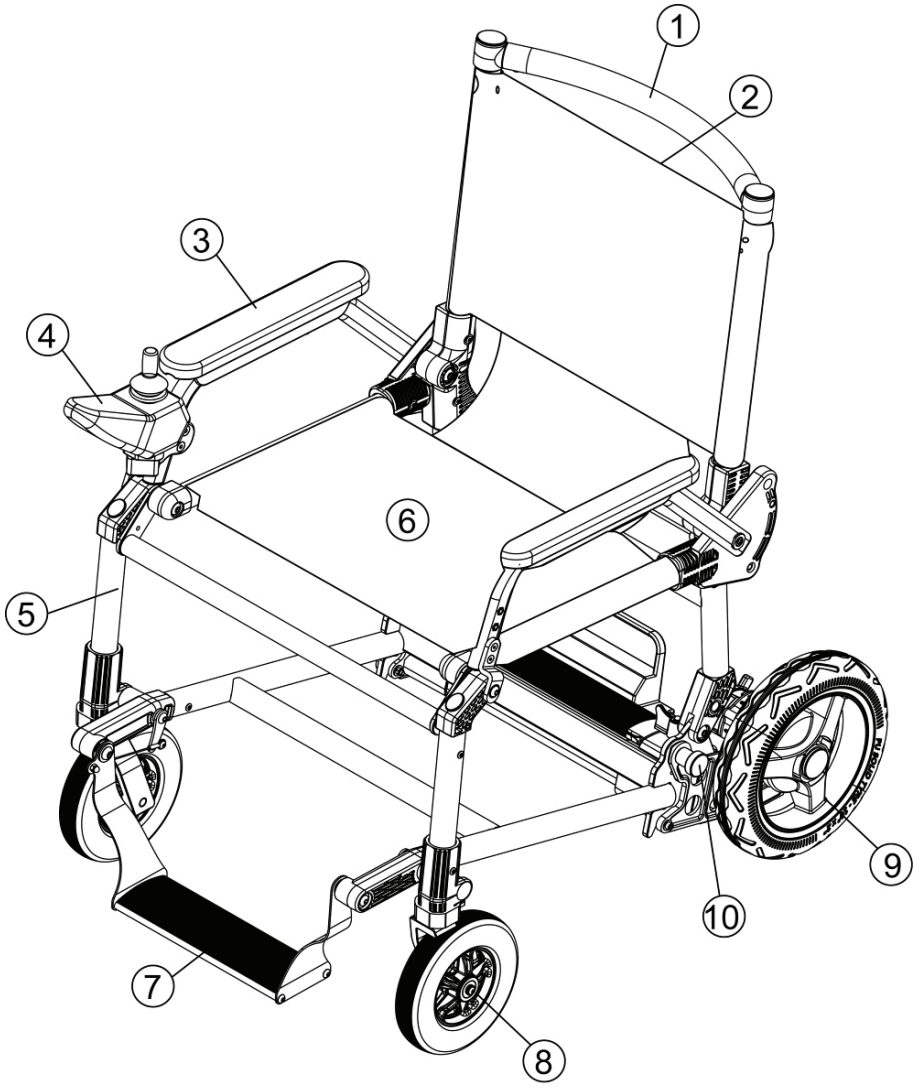
- **A Travel Companion.** The ZOOMER® is not only an excellent travel companion to take with you in the car, but due to its Lithium Ion battery, it is an airline safe mobility device. Just remove the battery from the ZOOMER® before you board the plane. Lithium Ion batteries cannot travel in the cargo area of a plane, but the ZOOMER's standard battery is safe as a carry-on item. Check with your airline about how to best travel with your ZOOMER®.

- **Go Anywhere.** The ZOOMER® will take you virtually everywhere you want to go.

Your safety is our highest priority! Before using the ZOOMER® electric mobility chair for the first time, please carefully read and follow all the instructions in this owner's manual. For your safety, it is crucial for you to fully understand all instructions in the manual. (We assume no responsibility for any damages or personal injury caused by the improper use of the ZOOMER®)

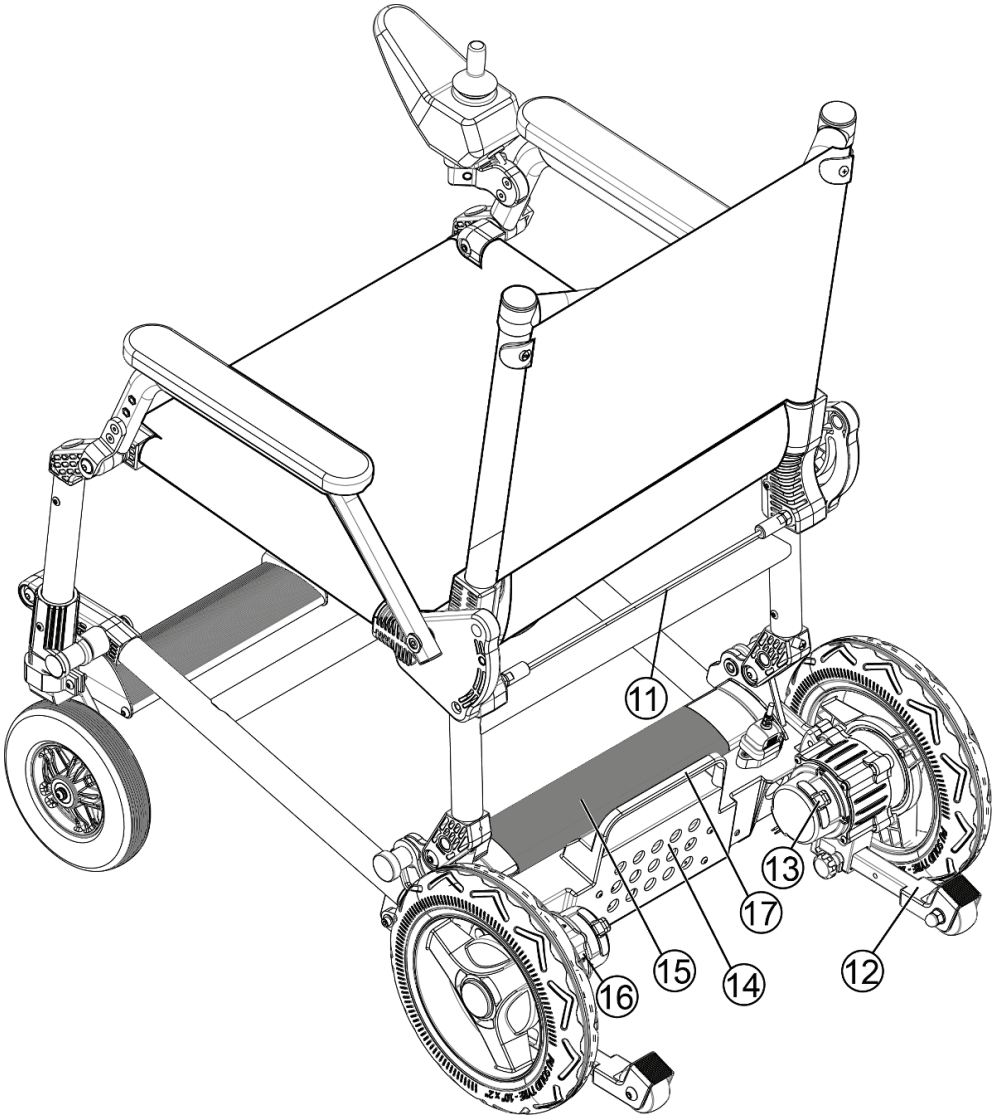
If you have difficulty understanding the warnings and/or instructions please contact us for support!

2. ZOOMER® LAYOUT FRONT VIEW



1. Upper Back
2. Back
3. Handrail
4. Joystick
5. Front Wheel Bracket
6. Seat
7. Pedal
8. Front Wheel
9. Rear Wheel
10. Positioning PIN

3. ZOOMER® LAYOUT REAR VIEW



11. Folding Wire Rope
12. Anti-tilting Wheel
13. Electromagnetic Brake Lever
14. Lower Controller
15. Battery
16. Motor
17. Rear Wheel Frame Lift Rod

4. SAFETY WARNING SIGNS

The following symbols are used to identify warnings, mandatory measures and prohibited actions. Before using the ZOOMER® for the first time, please review and understand the signs below.



Read and follow the instructions in this manual.



Safety warning sign pertaining to the potential dangers with regard to the operation of this mobility device.



When operating the ZOOMER®, do not use a mobile phone, walkie-talkie, electronic equipment or other radio transmitting devices that could distract you from correctly operating the chair.



Keep fingers and hands clear of any potential pinch points.



Do not operate or store the ZOOMER® where it could be in contact with rain, snow, ice, salt water, other water sources, etc.

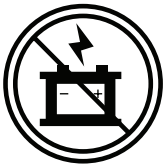
4. SAFETY WARNING SIGNS



The battery contains corrosive substances. Handle with care.



Do not expose the battery to high heat for the risk of an explosion.



Keep tools and other metal object away from the battery connectors. It may cause a short circuit damaging the battery or electric shock causing injury.



The battery contains flammable substances. Avoid contact with an open flame or sources that create sparks. Avoid transporting the battery with other flammable goods.



Do not discard the battery in the trash! Recycle it!

Initial Zoomer Set Up

Step 1: Lay the carton flat on the floor and carefully remove the ZOOMER® from the box and its packaging.

Step 2: Unfold the ZOOMER® by pulling on the cable on the back of the chair to disengage the locking pins, while at the same time pulling up on the seat back until the chair is in the fully upright position and the two locking pins click into position. Please see the pictures in Section 6 for additional assistance.

Step 3: Loosen and slide out the two anti-tilting wheels on the back side of the ZOOMER® and tighten the two knobs to lock into position (refer to the photo in Section 7).

Step 4: On the rear of the ZOOMER®, ensure that the two brake levers are in the "ENGAGED" position. See section 10 for additional assistance on this step.

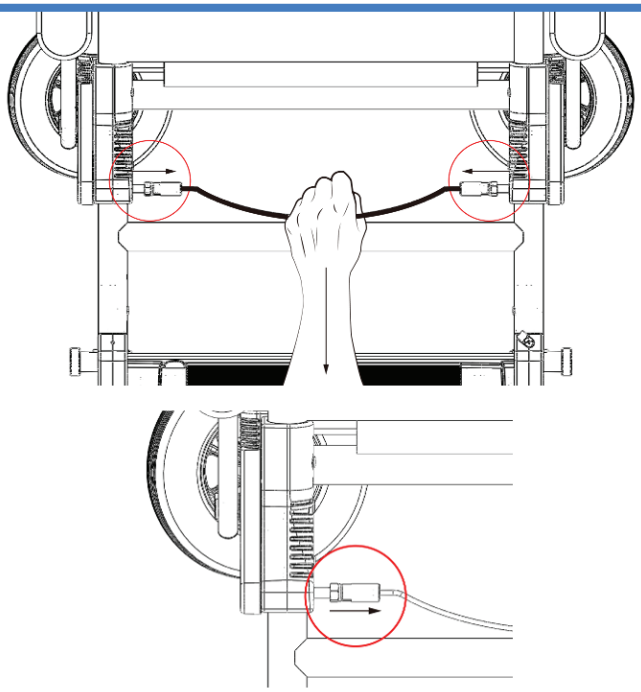
Step 5: Mount the Joystick Control Panel (as identified in Section 2 Front View of the ZOOMER®, Item 4) where indicated using the two screws included in the box. You may mount the Joystick to either the right or left side of the vehicle. The cable that connects the motors to the Joystick is prewired for right hand control. See Step 6 below to rewire the control for Left Handed use (this additional step will take just a couple of minutes).

Step 6: Connect the control panel cable to the cable attached to the underside of the right armrest by carefully plugging it in, then tightening the circular nut until it is hand-tight. The control panel cable will have to be rerouted from the right side to the left side of the ZOOMER® if the user needs to operate the ZOOMER® with their left hand.

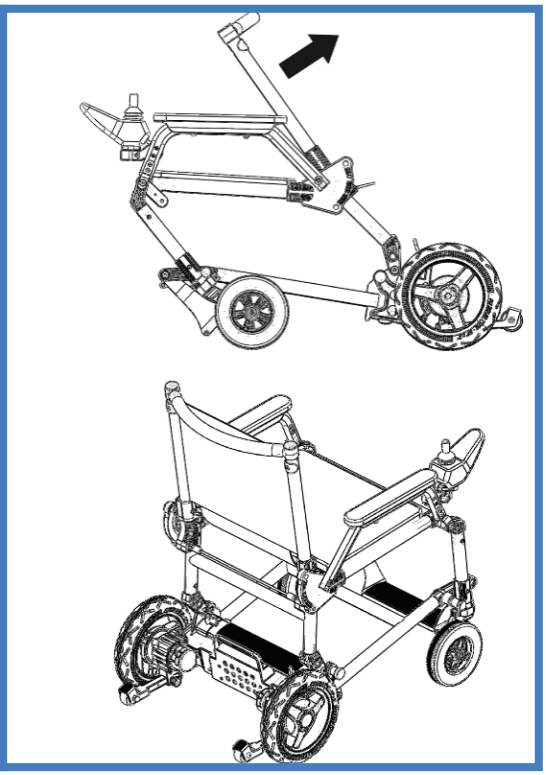
Step 7: Install the battery by following the steps shown below in Section 8. Secure the battery into place rotating the locking lever over the end of the battery.

Unfolding & Folding

1. As shown in the figure, pull the folding wire rope, after the position PIN is detached.

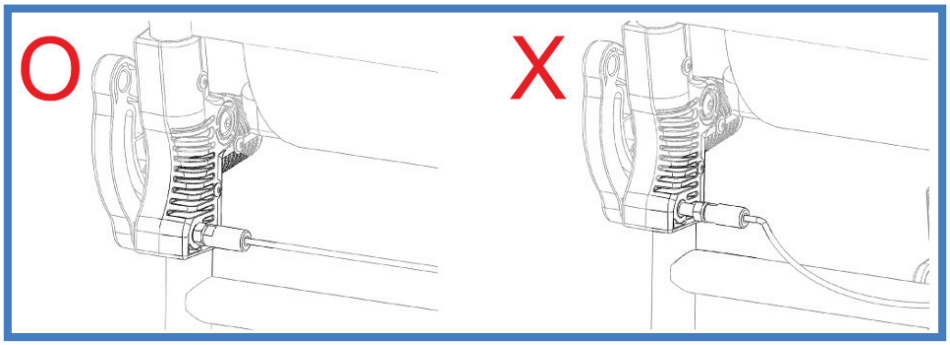


2. As shown in the figure, draw away the body of wheelchair.

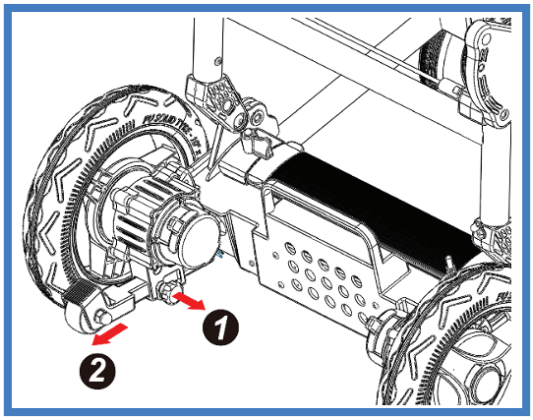


3. Completely unfold the body of chair to positioning PIN for positioning.

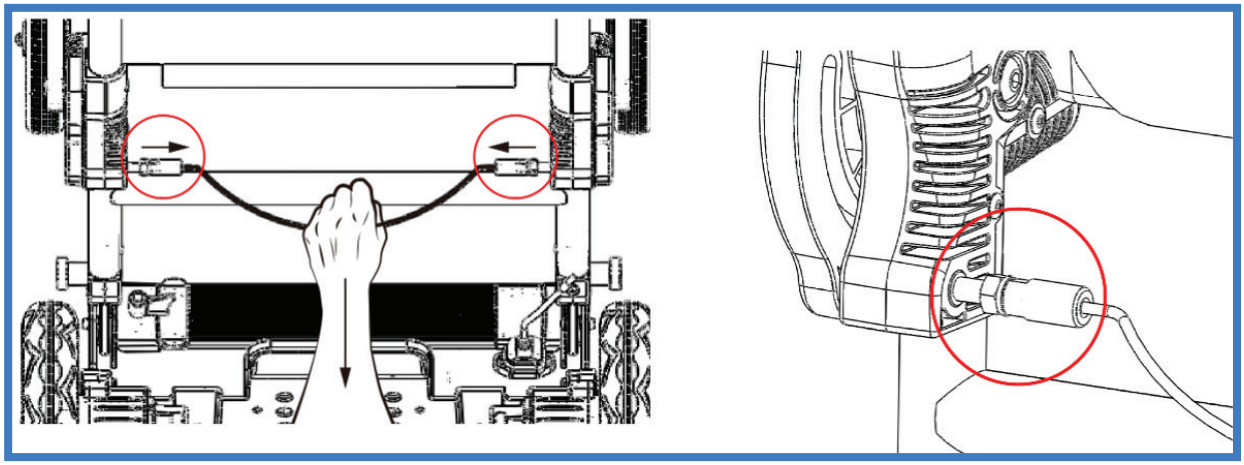
The positioning PIN must be positioned.



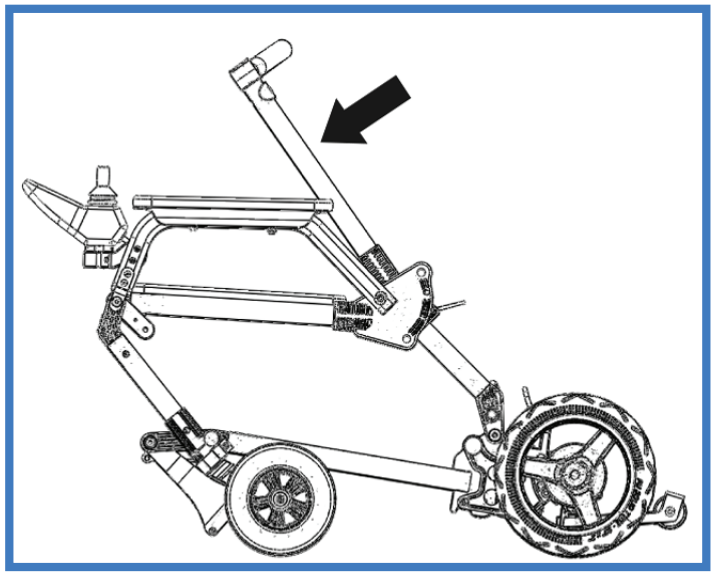
4. As shown in figure, firstly release the knob, then pull the left and right anti-tilting wheel to positioning, unfolding is completed.



1. As shown in Figure, pull the folded wire rope, detach the positioning PIN.

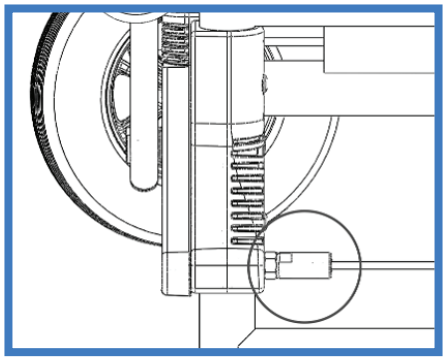


2. As shown in Figure, press the wheelchair body.

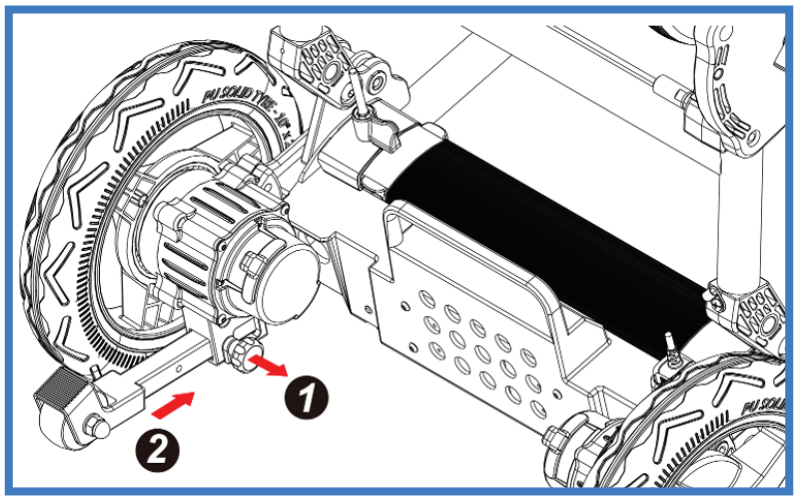


As shown in the Figure, the wheelchair is drawn to the positioning PIN.

The positioning PIN must be positioned.

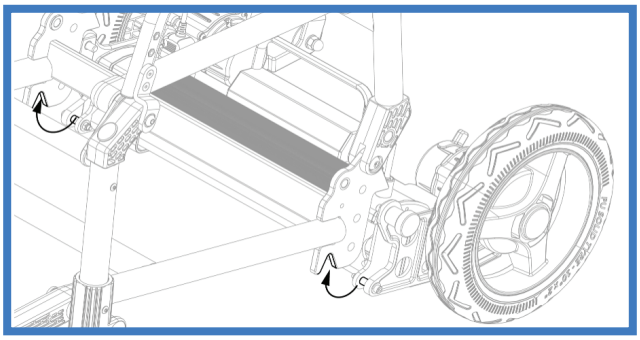


3. As shown in Figure, the first is to release the knob, and then push the left and right anti-tilting wheel to position, folding is finished.

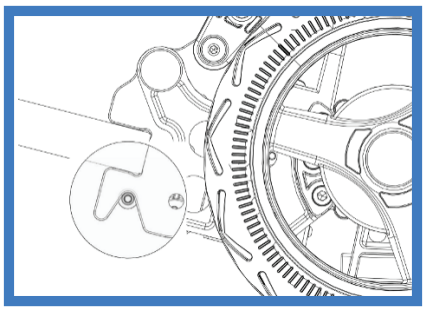


7.1 Quick Disassembly of Frame-Assembly

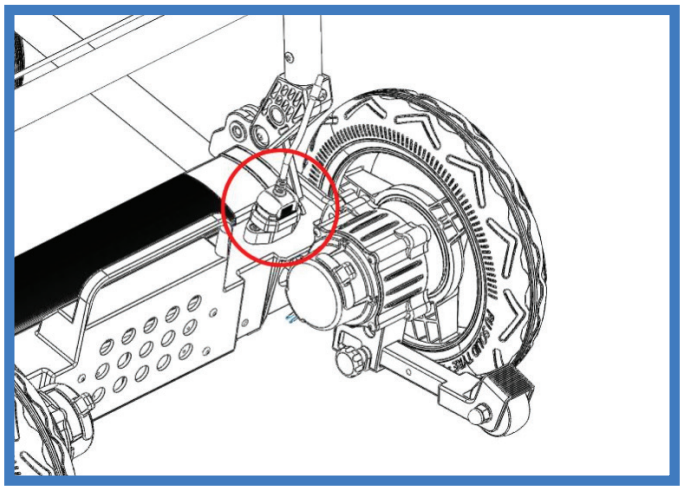
1. Place the rear wheel frame into the front frame as shown.



2. After completion, it is shown as follows.

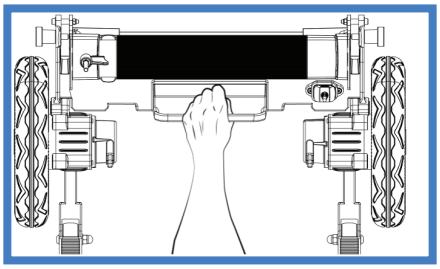


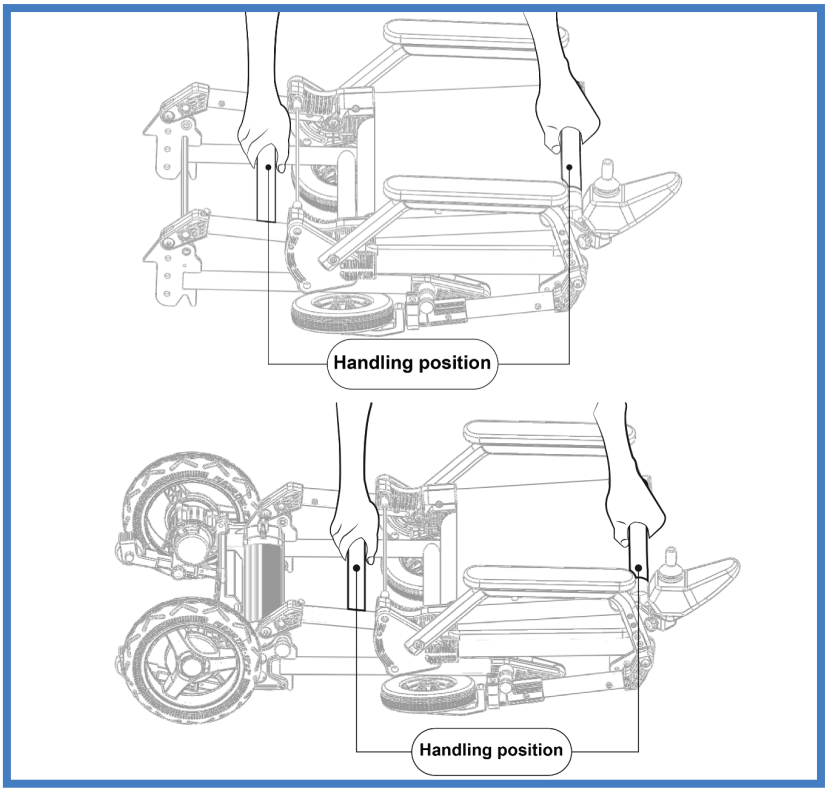
3. Note: The control wire is actually inserted into the rear wheel frame's magnetic hole



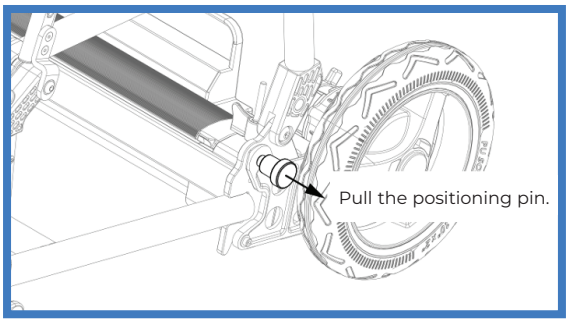
7.1 FRAME QUICK RELEASE UNFOLDING & FOLDING

When moving the chair, the handling can only be conducted through following position, as shown in the figure, and other positions may cause injuries to the handling person.

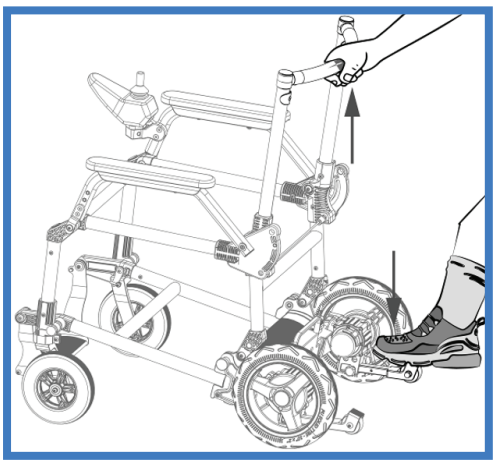




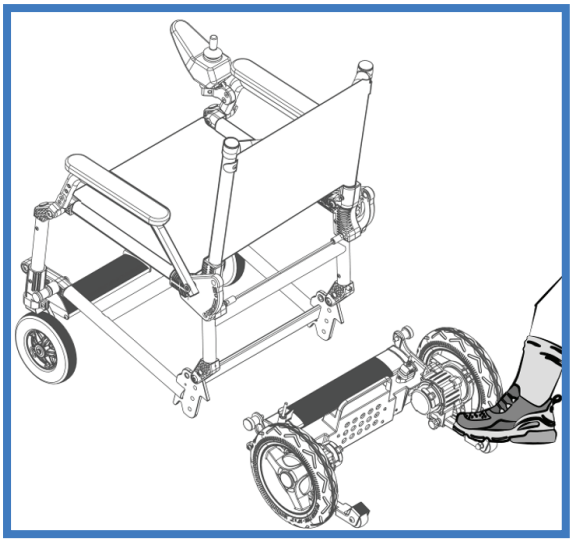
7.2 Quick Disassembly of Frame-Assembly



1. Pull the positioning pin.



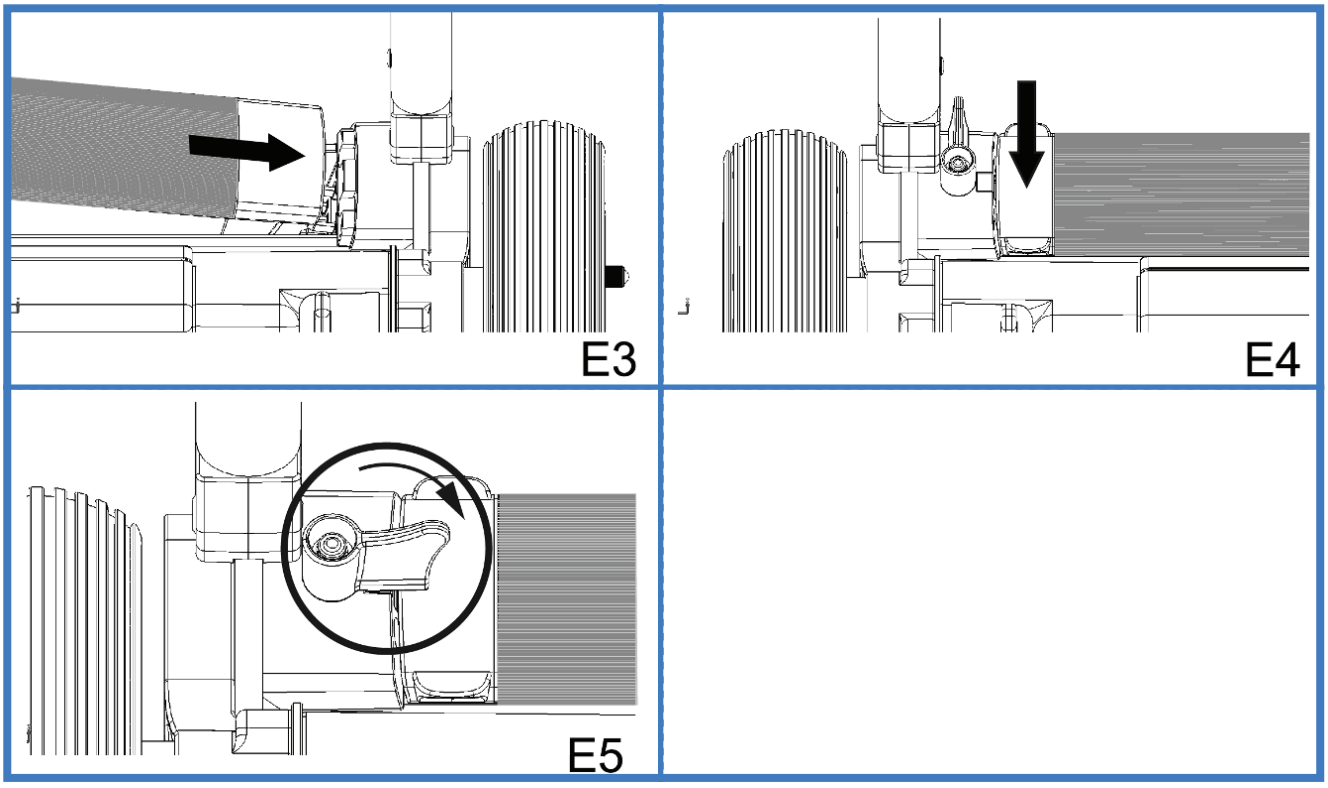
2. Disassemble the chair in the direction shown in the figure.



3. After disassembly, it is shown as follows.

8. INSTALLING THE BATTERY

Hold the battery as shown and align it with the terminals as indicated in Figure E3. After aligning, slide the battery onto the terminals and downward. Press into the holder as shown in Figure E4. Then rotate battery's holding knob into the middle position. (Figure E5).



9. CHARGING THE BATTERY

The battery is charged by general AC power (AC 110-220V 50-60HZ). The charging port is located under the part in front of control panel.

1. Insert the separating charger with three-connector line into the port of charging under the front of control panel (Figure E6).

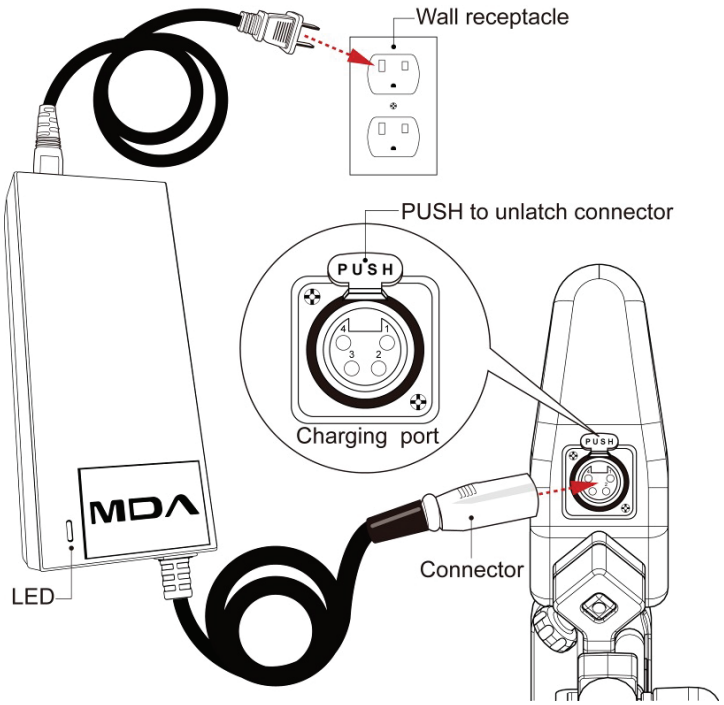
2. Insert the separating charger into the power socket, when LED shows green, it means the standby state; when the LED shows red after flashing, it means being charged.

3. When the charger LED becomes green from red, it has been fully charged.

4. After charging, it is recommended to unplug the charger plug from the power socket firstly, and then unplug the charger connector on the control panel.

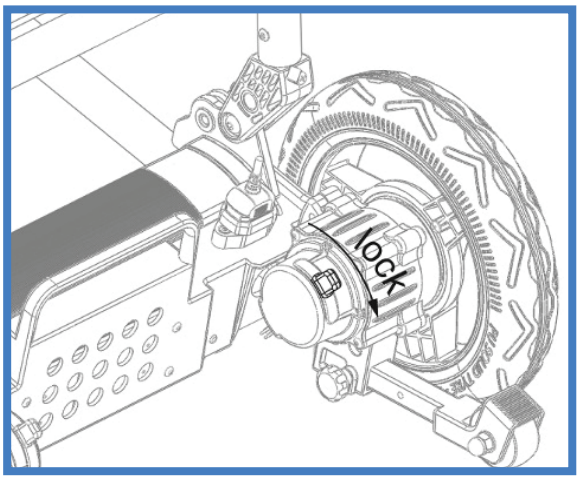
5. When unplug the plug of the transfer power line group (extension line), press PUSH firstly, and then draw in the form of holding plug, do not pull the wires, it will break the copper line inside the wire.

6. Please charge batteries at the appropriate temperature. The recommended charging ambient temperatures is -5°C (23°F) to 40°C (104°F).

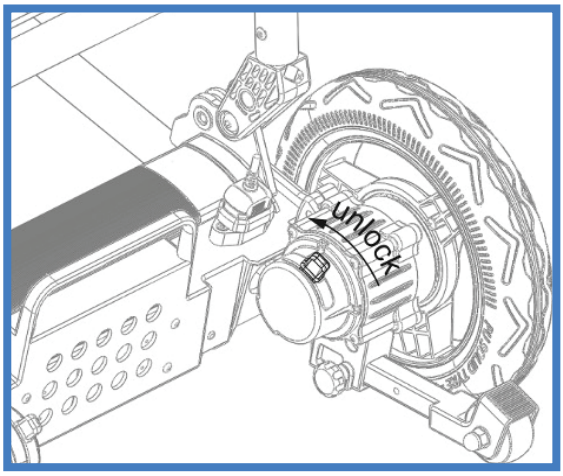


10. ELECTROMAGNETIC BRAKE SYSTEM

Lock



Unlock



The ZOOMER®'s braking system has two modes: "Drive" and "Free Wheeling" which are labeled as "Lock" and "Unlock" , respectively on the ZOOMER®.

Drive or Lock: When the brake lever is in the "Drive" position, the electromagnetic brake system is "On". When the ZOOMER® is moving, releasing the Joystick or moving it to a neutral position (center), the ZOOMER® will automatically cause the ZOOMER® 's brake to engage. Only enter and exit the ZOOMER® when the levers are in the Drive or Lock position. The rear wheels will not rotate without using the joystick when the Electromagnetic Brake System is in Drive Position.

Free Wheeling or Unlock: Switch to "Free Wheeling" mode by pushing the position the rear wheels rotate freely so that the ZOOMER® can be moved around freely. This mode can be useful if a Caregiver will be pushing the ZOOMER® with a rider in the chair.

Do not sit in the ZOOMER® with the levers in the "Free Wheeling" position without assistance from a caregiver! Never switch the levers to the "Free Wheeling" position while on an incline! This operating position is dangerous for the ZOOMER®, riders and pedestrians if you lose your grip on the chair!

Maximum Load Limit

The maximum user weight capacity of the ZOOMER® is 300 pounds. Operating the ZOOMER® above the maximum weight capacity may result in damage to the seat frame, lower control board, the drive motors, and is unsafe.

Note: Exceeding this weight limit will void the warranty.

Entering and Exiting the ZOOMER® Safely

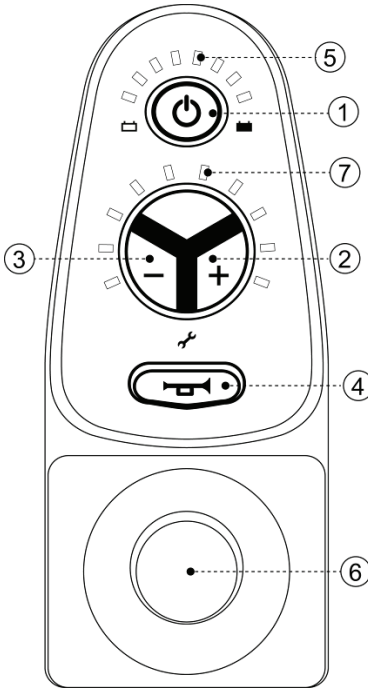


Please note the following points in order to avoid, or reduce, the chance of failing:

Before getting into or exiting the ZOOMER®, ensure the power if OFF and the Brake Levers (2) are in the Lock or Drive position. The rider should never exist the ZOOMER® when the rear wheels are in “Free Wheeling” mode as this is unsafe and the ZOOMER® may move from underneath the rider. It is advised that before entering the ZOOMER® the user double check to make sure that the wheels are not in Free Wheel mode and that the rear wheels do not freely turn.

Do not step on the foot rest while entering or exiting the ZOOMER®. You should swing it back out of the way to allow you to have your feet on the floor as you enter or exit the ZOOMER®. Then use arm rests to support yourself as you either lower yourself into the seat or lift yourself out of the seat.

13. CONTROL PANEL



1	**Power Button** 	Press this button to turn on the power. Press again to turn the power off.
2	**Acceleration Button** +	Press this button to increase the speed of the mobility chair. There are 5 speed levels.
		Maximum Speed: 6 km/h
3	**Deceleration Button** –	Press this button to decrease the speed of the mobility chair.
		Minimum Speed: 2 km/h
4	**Horn** 	Press this button to honk the horn.
5	**Battery Power Display**	These LED lights display the remaining battery charge. All lights lit mean a full charge.
6	**Joystick**	Controls the direction and speed of the mobility chair.
7	**Speed Display**	These 10 LED lights indicate what speed range you are operating. The more lights lit the faster speed range you are operating.

In order to ensure your personal safety, the control panel must be installed safely (as shown in Figure A1). If any switch on the control panel fails to work or has no response, please immediately stop using the wheelchair, and contact the manufacturer for repair or replacement.

A1



15-16. SAFE JOYSTICK OPERATION, STATIONARY STATE

Safe Joystick Operation

When operating the ZOOMER® for the first time, start slowly by gradually pushing the joystick forward. Practice will help you become familiar with how to control the movement. Simply push the joystick in the direction you wish to go. Pushing the joystick more in the forward direction will make the mobility chair go faster. The ZOOMER® will gradually increase its speed when starting and the maximum speed is 3.7 mph (6 km/h).

Do not turn the mobility chair suddenly at high speeds to avoid risk of tipping.

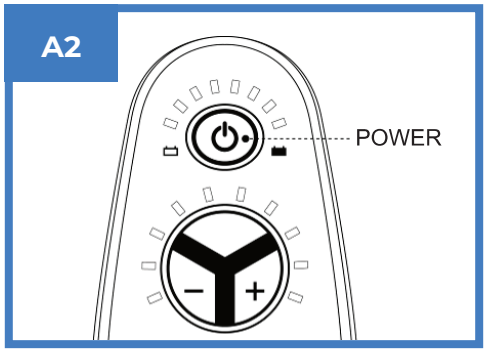
The joystick is equipped with a spring which will return it to the center position when you release it. Be careful not to release the joystick too suddenly. The sudden release of the joystick may cause loss of balance and could cause you to overturn, resulting in personal injury.

You can turn the ZOOMER® on its axis by moving the joystick either directly right or left from the stationary position.

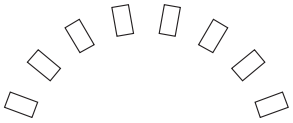
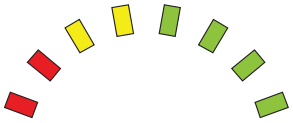
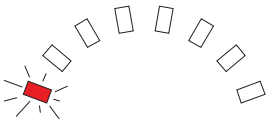
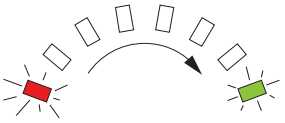
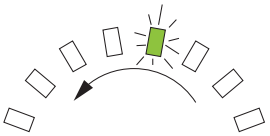
Stationary State

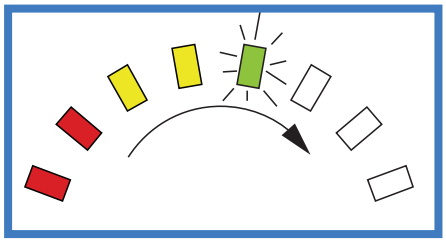
When the mobility chair is not in use, the power should be switched off. (See Figure A2) This will help prevent unintentional movement of the ZOOMER® by accidentally moving the joystick. This will also help prolong the battery charge.

A2



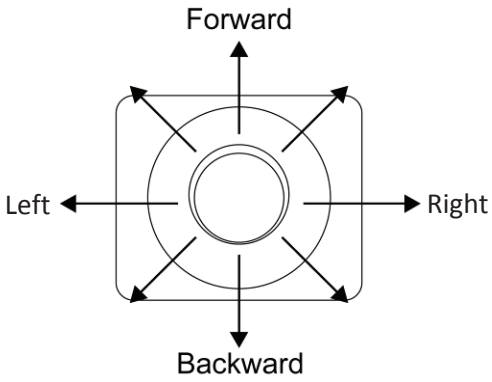
17. LED DISPLAY NOTIFICATIONS GUIDE

LED Lights Display	Description	Status
	No lights are lit	Power supply is switched off or in standby state, or the system had entered into the sleep mode
	All LED lights are lit	When all LED lights are lit the ZOOMER® is fully charged The fewer LED lights that are on, the less battery life there is
	Red LED light on the left side flashes	Battery needs to be recharged Please charge the battery as soon as possible
	LED's light up from left to right in order one time	The ZOOMER® has just been turned on
	Only one light moves from right to left, again and again	The ZOOMER® has entered into the anti-theft mode To unlock, press the acceleration button "+" 3 times within 10 seconds to unlock



LED's light up from left to right in order again and again.	The mobility chair is still in the charging mode.	The joystick will not function when connected to the charger. This is a safety feature.

Activating the Anti-Theft Mode: After switching on the power, press and hold the power button 4 to 5 seconds. This will turn off the power supply and will activate the anti-theft mode.



Move	Control the Joystick
Move forward	Push the joystick forward to move forward
Move backward	Pull the joystick backward to move in reverse
Move right	Push the joystick to the right to turn to the right
Move left	Push the joystick to the left to turn to the left
Stop	Gradually return the joystick to the center position to slow down and stop

18. TECHNICAL SPECIFICATIONS

Size unfolded: length x width x height	34.6 x 24.5 x 35.8 inches
Size folded: length x width x height	44.4 x 25.6 x 11.8 inches
Suggested User Weight	300 lb (124.7kg) maximum
Gross Weight	Weight with battery: 39.7 lbs Weight without battery: 35.7 lbs (front frame 19 lbs, rear wheel frame 16.8 lbs)
Maximum Climbing Angle	10 degrees (depending on the weight of the user)
Range (With Fully Charge Battery)	9.3 miles (varies with the user's weight, terrain, ground environment, battery status, environment, and driving habits)
Maximum Speed	3.7 mph
Maximum Turning Radius	35.4 inches
Motors	
Type	DC brushless motor
Motor Power	200 watts (x2)
Input Voltage	24 volts DC
Number of motors	2 units
Brake System	Electromagnetic brake
Braking Distance	Within 39.4 inches

18. TECHNICAL SPECIFICATIONS

journey zoomer®

Battery	
Type	Lithium battery
Rated Capacity	10.5 AH
Output Voltage	24 volts DC
Controller	
Type	Double-drive design controller for brushless DC motors
Front Wheels	
Size	7 inches
Type	Solid PU tires
Number of Wheels	2 wheels
Rear Wheels	
Size	10 inches
Type	Solid PU tires
Number of Wheels	2 wheels

19. ELECTROMAGNETIC INTERFACE WARNING

The ZOOMER® may be affected by electromagnetic interface (EMI), which can cause damage or interface to the chair. Taking protective measures against the risk of interfaces is very important.

Electromagnetic wave sources radio station, television stations, radio transmitters, two-way radio equipment (such as walkie talkie), mobile phones and computers. The interference of electromagnetic waves may cause malfunction or permanent damage to the chair brake system and control system.



Warning

1. The users should pay attention to the following safety guidelines:
   - Please do not turn on or use the portable transceiver, radio, radio broadcasting or any wireless communication equipment.
   - Keep away from all radio sources.
2. If the chair is disturbed and uncontrollable unintentional movement is caused, please disconnect the power supply immediately.
3. It is not allowed to transform the electric chair in any form, including increasing or moving any part.

Reminder Safety Tips



- Check all power supplies and control joints to ensure their safety and firmness.
- Check the battery allowance periodically to ensure that the battery can be charged immediately when in need of charging.
- Keep tools and metal items away from the battery's positive and negative pole. Otherwise, when a sudden connection of two poles occurs, it will lead to short-circuiting or electric shocking.
- When you use it for the first time, please carefully check the manual, until you can be completely skilled in the use of a chair.
- When using the ZOOMER®, the user should always pay attention to potential danger.
- When the ZOOMER® is not in use, please cut off the power supply, charge the battery and store it in a clean and dry place.
- Check tires for cracks, damage, and abnormal wear before each ride. Check whether the rim is deformed.

Weather Conditions to Avoid



For safety reasons and to help prevent equipment failure, please follow the guidelines below:

Do not operate the ZOOMER® in the rain, snow or icy conditions. This type of weather can seriously hamper your ability to control the motion of the ZOOMER®. It may also affect the function of the ZOOMER®.

Weather Conditions to Avoid Cont.

- Always keep the ZOOMER® in a clean and dry place. The ZOOMER® is not waterproof.
- A high humid environment could lead to the corrosion on the frame.
- Keeping the ZOOMER® in a controlled and acceptable environment is best in order to not reduce the life of the unit.
- Please avoid storing the ZOOMER® in the following environments: where there is direct contact with water; extremely high or low temperatures; or in extreme humidity.
- Please do not use the ZOOMER® in the shower.
- Please do not use the ZOOMER® near water sources such as rivers, lakes, etc.
- Please do not spray-wash the ZOOMER® with water.
- Do not use the ZOOMER® on wet or slippery surfaces. You could lose traction and therefore lose control of the ZOOMER®, especially if the surface is an inclined surface.

Note: If the ZOOMER® does accidentally get exposed to water (or heavy moisture), remove the battery, wipe the battery and the ZOOMER® down with a dry cloth and let both battery and the ZOOMER® dry naturally. After the ZOOMER® and battery are completely dry, the battery can be reinstalled.

Transporting the ZOOMER®

The ZOOMER® is easily transportable. Just fold the ZOOMER® into the flat position until it latches. Move the brake levers (2) to the “Free Wheeling” position. Now you can grab the cross bar, lift one end and you pull the ZOOMER® behind you. You can place the ZOOMER® into the trunk of your car or store it in a storage area when not in use.

Weight Distribution



In order to avoid tipping the ZOOMER® when driving, pay close attention to your weight distribution. It is recommended that you sit completely back in the seat in order to distribute your weight evenly. Sitting too far could cause the ZOOMER® to tip forward.

When traveling up a slope, do not lean excessively back in the seat. When traveling down a slope do not lean forward. Best to keep your weight evenly distributed in the seat.

Recommended Surfaces and Street Crossing

The ZOOMER® is designed to operate on dry surfaces such as flooring, level sidewalks, low angle dry inclines, etc. Please do not use the ZOOMER® on soft sand, uneven surfaces, very loose gravel, high grass, rough pavement, etc. These surfaces may cause damage to the wheels, bearings, shafts, motor and other parts.

Please pay attention to local traffic rules when crossing the street in the ZOOMER®.

It is strongly recommended that you wear reflective clothing when using the ZOOMER® at night.

Traveling on Uneven Surfaces and Avoiding Obstacles



You must be cautious when traveling on surfaces that are not level and flat. You must be cautious when traveling on inclining and declining slopes. Be aware of the edge of the road or sidewalk while driving the ZOOMER®. When operating the ZOOMER® there is always a risk of overturning, so it is not recommended to travel on bumpy or rough roads. Always pay attention to your surroundings. Follow the recommendations by not traveling up or down inclines that are steeper than 10 degrees. Be sure to slow down when getting close to obstacles and steer around them carefully.

Using a Ramp



- Great caution should be observed when driving up or down a ramp!
- Never drive the ZOOMER® on slopes over 10 degrees.
- Never turn around when you are on a slope! You may be at risk of tipping over the ZOOMER®.
- Avoid driving on inclines that are slippery.
- Do not drive the ZOOMER® on uneven slopes.
- It is recommended not to drive on continuous uphill or downhill paths.

Operating the ZOOMER® in Reverse



Be cautious and go slow when driving the ZOOMER® in reverse. Be aware of uneven surfaces and obstacles. Do not drive the ZOOMER® backwards on a slope!

Using a Ramp

ZOOMER® should not be used to travel upstairs, downstairs or on escalators!

Doing so could cause serious damage to you and the ZOOMER®.

Battery Safety and Warnings



Keep metal tools and other metal items away from the battery terminals. Contact with them may cause a short circuit or an electric shock.



Keep batteries away from flammable materials. Avoid exposure to open fire and spark sources. Do not transport the battery and flammable or combustible goods together.



Corrosive substances are inside the battery. Do not dismantle the battery.



When the battery is being charged, place the mobility chair and battery charger in a well-ventilated place, away from any fire or sparks.

- Please do not use the pliers or metal cables to connect the terminal of the battery for charging.
- When the battery is charging, do not use chair or push the chair to avoid damage.
- Please do not use any nonstandard power supply (such as a motor or converter).
- Please do not squeeze, bend, or yank the power line or knot the power line.
- Please do not smoke or set a fire around the battery.
- Keep the power cord away from children and pets.
- If any fault occurs in the circuit breaker, unplug the charger and contact customer service.
- The battery's operating temperature should be -5°C (23°F) to 40°C (104°F).

Over-current Protector

ZOOMER® is also installed with an overcurrent protector. If the current supplied to the motor is too high, the overcurrent protector will cut off the current supply. If the chair is climbing for more than 12 degrees, or the load is more than 300lbs, or the motor encounters cycle blockage, the overcurrent protector will be started, the seat controller will cut off the circuit to prevent motor current overloading and overheating.

Attention

Do not expose the acid substances in the battery to the skin, clothing or other materials. The substance is extremely dangerous and can cause burns. If exposed, immediately rinse with cold water and seek medical treatment.

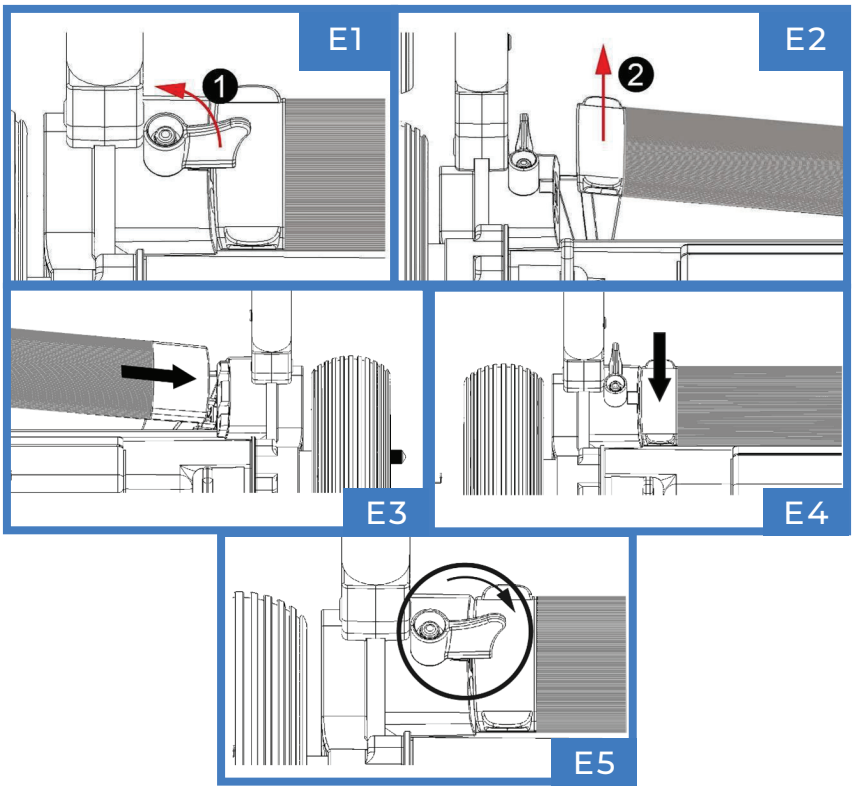
Battery Operating Temperature

The service life and performance of the battery is affected by the temperature, battery status, and the user's weight.

Before using, check whether the battery is fully charged. Normal charging time is about 4 hours. But if the battery runs out, it may take 5-6 hours to full charge, when the LED turns green from orange.

When not using the ZOOMER® for a long period of time, it should be charged once every two months. If the battery has not been charged for long time, long-term damage will occur to the battery.

Install/Remove the Battery



Before installing or removing the battery, the power must be switched off.

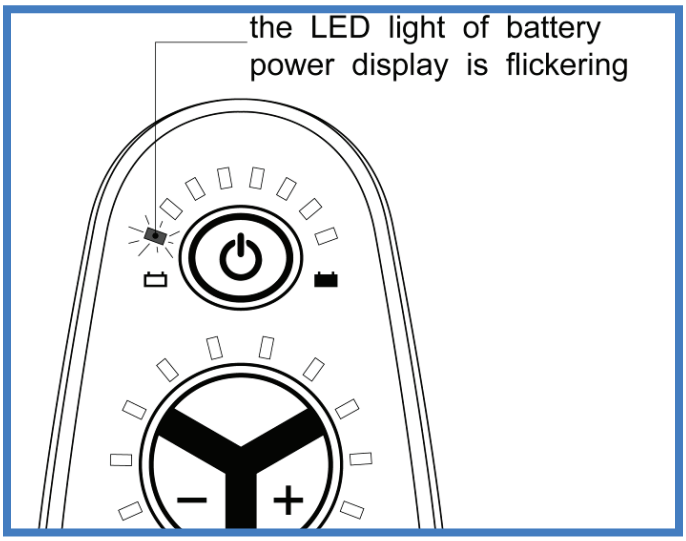
Remove the Battery: Rotate the battery's fixing button (Figure E1) and hold the battery handle, and then remove the battery from the battery base (Figure E2).

Install the Battery: Hold the battery handle and align it to the discharge socket (Figure E3). After aligning, the front end is downward, and it is pressed to the positioning (Figure E4), the battery's fixing knob can be rotated to the middle position (Figure E5).

Over-discharge Protector

If the battery is fully discharged, permanent damage to the lithium batteries will result. Therefore the ZOOMER® battery has an over-discharge protector. When the lithium battery is close to being exhausted the protector will automatically cut off the circuit, and the controller will stop working. So when you see the red LED light flickering, you need to charge the battery. Once you see the red light flickering, please charge the ZOOMER® battery within one week.

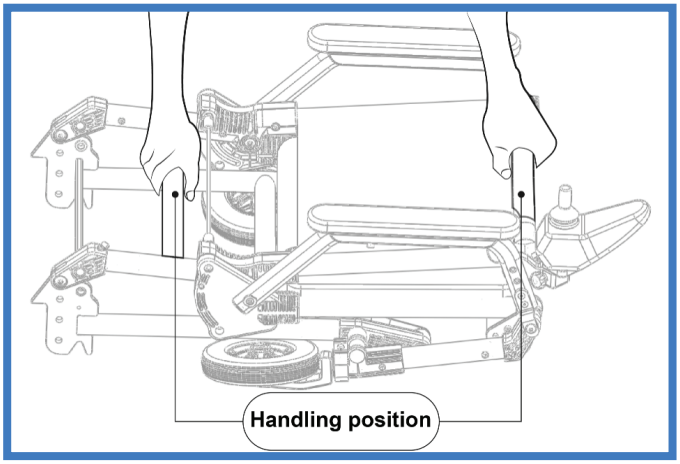
When the battery is out of power, please charge within one week.

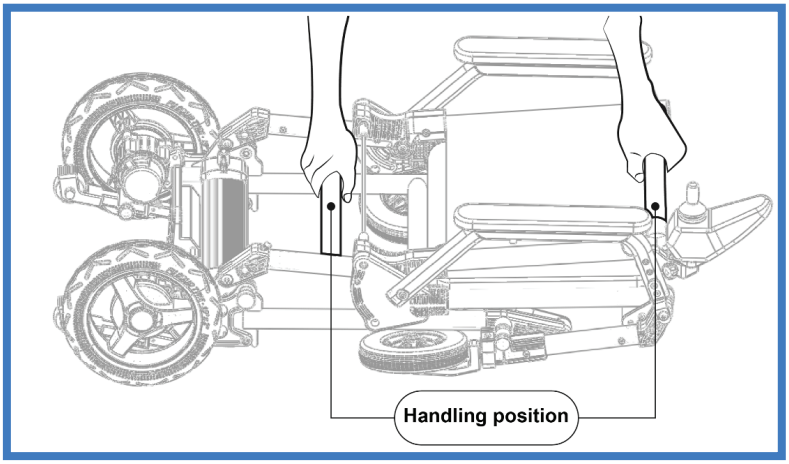


Lifting the ZOOMER®

When lifting the ZOOMER®, first check to see that the two locking pins are engaged into their holes. Then place your hands on the frame as shown below. Lift the ZOOMER® using your legs and keeping your back straight.

Important Note: This procedure is intended for individuals who are able to lift the weight of the ZOOMER® (approximately 40 lbs or 18 kg).



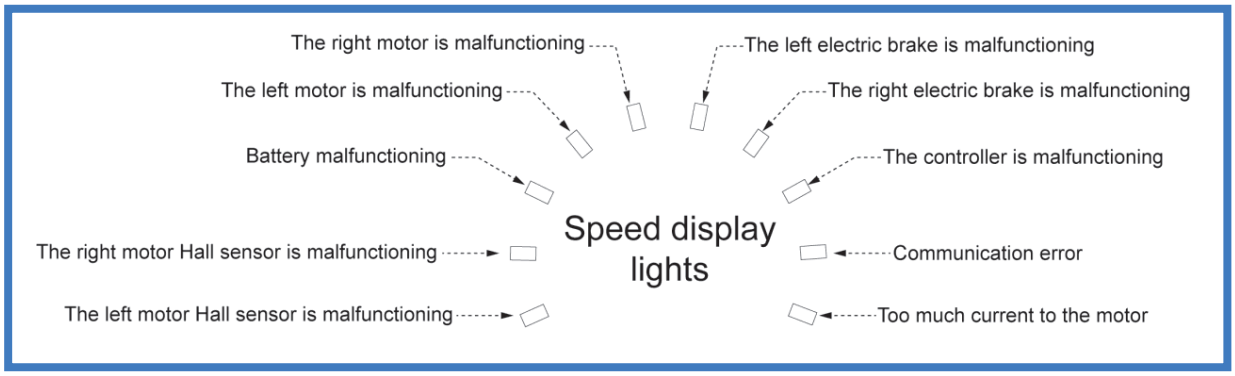


Troubleshooting

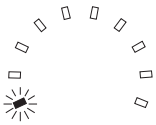
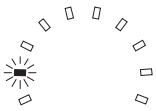
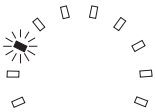
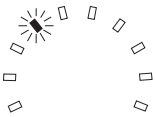
Issues with the ZOOMER® will be displayed in the speed display lights through the fault codes in the form of LED lights flashing on the control panel. When a problem occurs, refer to the table below for the appropriate flashing light fault code.

When a “fault code” LED light is flashing, first shut down the ZOOMER® and restart. If the flashing “fault code” LED light is still flashing, please refer to the table below to find possible causes and corrective actions. If you are unable to confirm the causes of the fault, please contact Journey Customer Service.

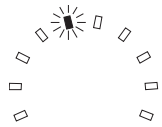
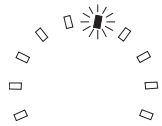
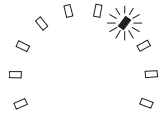
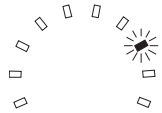
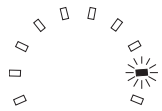
Electric Mobility Chair Malfunction Diagram



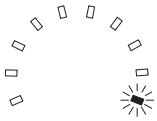
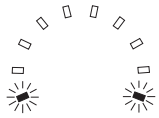
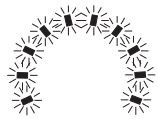
Potential Malfunctions

Malfunctions	Explanation	Solution for Malfunction
 1st light flashes	The left motor Hall sensor is malfunctioning	Call customer service.
 The 2nd light flashes	The right motor Hall sensor is malfunctioning	Call customer service.
 The 3rd light flashes	Battery is malfunctioning	Charge the battery.
 The 4th light flashes	The left motor is malfunctioning	Check for a loose terminal connection on the motor.

35. TROUBLESHOOTING

Malfunctions	Explanation	Solution for Malfunction
 The 5th light flashes	The right motor is malfunctioning	Check for a loose terminal connection on the motor.
 The 6th light flashes	The left electric brake is malfunctioning	Check whether the left electric brake is in the “Free Wheeling” position. If so, move the left level to the “Engage Drive” position. Also check for loose terminal connections.
 The 7th light flashes	The right electric brake is malfunctioning	Check whether the right electric brake is in the “Free Wheeling” position. If so, move the left level to the “Engage Drive” position. Also check for loose terminal connections.
 The 8th light flashes	The controller is malfunctioning	Call customer service.
 The 9th light flashes	Communication error	Check the connection of the console cable.

35. TROUBLESHOOTING

Malfunctions	Explanation	Solution for Malfunction
 The 10th light flashes	Too much current to the motor.	Stop the ZOOMER® by returning the joystick to the middle position.
 The 1st and 10th light flashes	Too high voltage for the battery.	Check the output voltage of the battery. It should not exceed 35 volts.
 All lights flashing	The joystick is not in the middle position.	**1.** Be sure when turning on the power that the joystick is in the middle position. **2.** If the joystick is in the middle position and all the lights continue to flash, then the joystick may be malfunctioning - contact your local dealer for service.

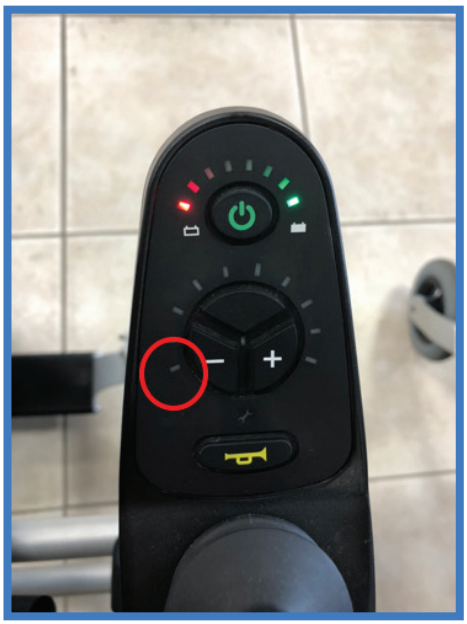
Battery Power Display

 Only one light flashes and moves from left to right to left, over and over	The ZOOMER® is in the anti-theft mode.	Press the power button to turn on the ZOOMER®. Then press the acceleration button "+" 3 times within 10 seconds to unlock the mobility chair.

Included Components

Name	Quantity
Mobility Chair	1
Lithium Battery	1
Joystick Controller	1
Charger	1
Owner's Manual	1

37. ANTI-THEFT FUNCTION



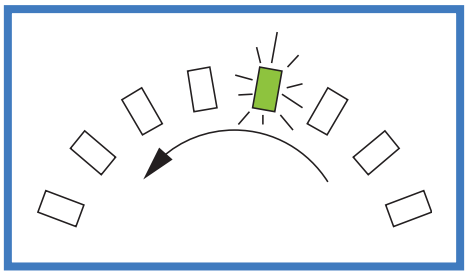
Anti-theft function is OFF



Anti-theft function is ON

Anti-theft mechanism

After switching on the power supply, press and hold the power button for 4~5 seconds to turn off the power supply automatically, then it has entered the anti-theft mechanism, if locked, it cannot be operated.



Only one light moves from right to left, again and again, which means that this product has entered the anti-theft mechanism, waiting for unlocking. Press the acceleration button for 3 times in 10 seconds to unlock.

ZOOMER® Chair Limited 12 Month Warranty

Journey Health & Lifestyle warrants the frame, mechanical and electrical components including the motor to be free from deflects in materials and workmanship for 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 option, be repaired or replaced with new or refurbished product components. In some cases an installation kit may be provided to the owner to facilitate installation of a replacement product component. This warranty does not provide for any labor incurred in product component installation. The warranty period of the repaired or replaced product shall terminated 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 the prior consent of Journey Health & Lifestyle.

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 and humidity; damages related to lightning, flood or circumstances beyond Journey Health & Lifestyle control; or products subjected to commercial or institutional use.

38. 12 MONTH WARRANTY

This warranty applies in North America only and is extended only to the original purchaser of the Zoomer product when purchased directly from Journey Health & Lifestyle (USA) or its authorized distributors and is nontransferable. If you purchased a ZOOMER from one of Journey Health & Lifestyle (USA) or its authorized distributors and is nontransferable. If you purchased a ZOOMER from one of Journey Health & Lifestyle's authorized dealers, your first remedy for warranty claims is through the dealer from which the ZOOMER was purchased. This warranty gives you specific legal rights and may also have other legal rights which may 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 Zoomer product.

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

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