

CITY

by Travel Buggy

Foldable Electric Wheelchair

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NOTICES

Thank you for choosing CITY by Travel Buggy, a convenient to use and portable electric wheelchair.

It is important to read through this manual before operating your CITY to become familiar with its features as well as its limitations and safety information

You will find the operation and care of your CITY very simple and easy, but should you have any questions please contact Travel Buggy

OUR CUSTOMER HOTLINE
1.888.56.BUGGY (Canada)
1.855.56.BUGGY (USA)

EMAIL
contact@travelbuggy.com



DISCLAIMER:

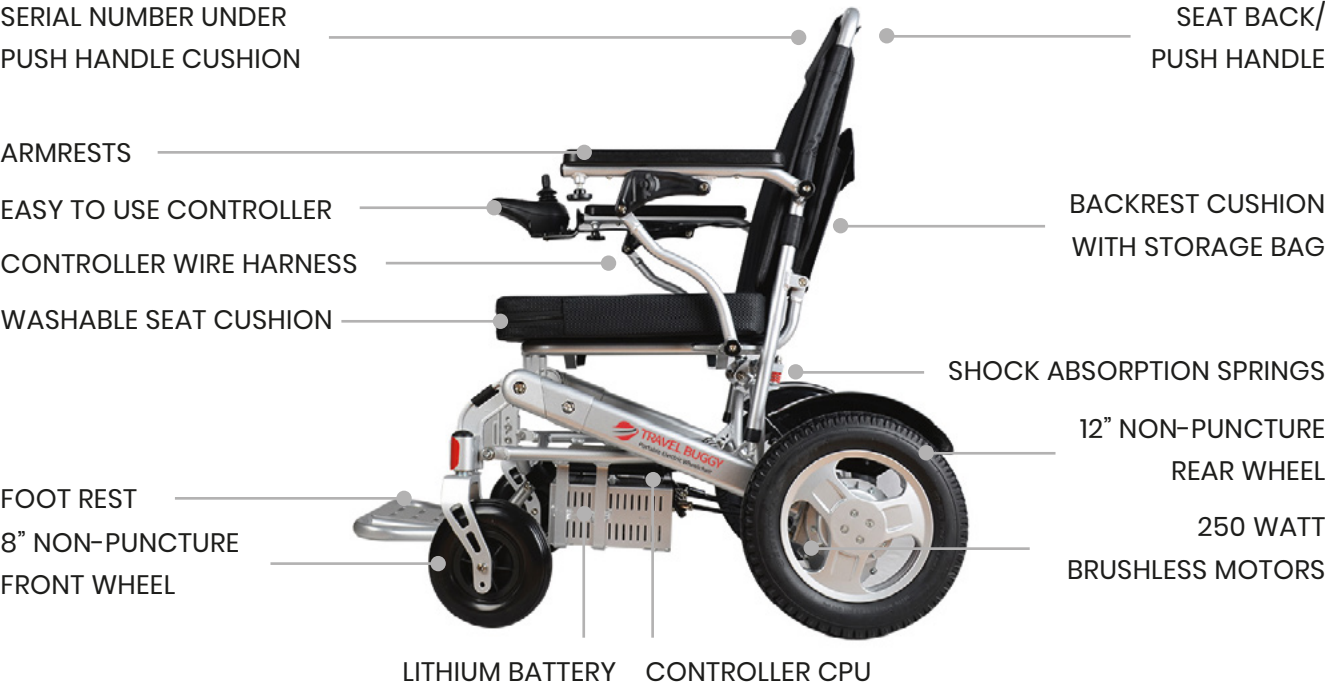
Travel Buggy, its affiliates and partners cannot be held responsible for personal injury or property damage resulting from the unsafe or improper operation or maintenance of the CITY Power Wheelchair.

As part of our ongoing product improvement initiative, Travel Buggy reserves the right to change specifications and design without notice. As a result, there may be minor differences between your CITY and the photos, illustrations and instructions in this manual

SAFETY INFORMATION

- DO make certain that the seat is in a locked position when you are operating your CITY
- DO reduce your CITY's speed when you are driving around a corner
- DO proceed with caution as you approach the downgrade of a ramp or other incline and when driving near a raised surface or unprotected ledges and drop offs (curbs, porches, stairs, etc.)
- DO avoid exposure to rain, snow, ice, salt, or standing water whenever possible
- DO maintain and store in a clean and dry condition
- DO keep your hands away from the tires when driving. Be aware that loose fitting clothing can become caught in drive tires
- DO keep tools and other metal objects away from battery terminals. Contact with tools can cause electrical shock
- DO follow the recommended weight capacity (395 lbs / 180 kg)
- DO follow the recommended incline slope rating (12 degrees / 20% slope)
- DO check the battery charge to ensure there is enough charge to get to your destination before using.
- DO ensure your CITY's power is OFF when entering and exiting the power wheelchair
- DO NOT drive your CITY across the side of a hill or diagonally up or down a hill, and do not stop (if possible) while driving up or down an incline
- DO NOT operate your new CITY for the first time without completely reading and understanding the owner's manual
- DO NOT carry additional passengers on your CITY
- DO NOT use your CITY as a seat in a moving vehicle
- DO NOT allow unsupervised children to play near the power wheelchair
- DO NOT operate your CITY while under the influence of alcohol, as this may impair your ability to drive safely
- DO NOT sit in the CITY while in a moving vehicle, an accident or sudden stop may cause you to be thrown from the power wheelchair
- ALL servicing must be performed by qualified personnel only. Unauthorized modifications to power wheelchair, its power system or its control system may compromise the performance and safety of the system. UNDER NO CIRCUMSTANCES should you attempt any repair or service that is not covered in this manual.
- ALWAYS ensure all safety warning labels are in place and legible.

SPECIFICATIONS



⚠ WARNING: The operator should read all of the warnings signs and instructions here and on the power wheelchair before use.

⚠ WARNING: Always protect batteries from freezing temperatures and never charge a frozen battery. This will damage the battery and may cause personal injury. Attempting to charge a battery in freezing conditions does not prevent a battery from freezing.

⚠ WARNING: You should not operate your scooter on public streets and roadways. Be aware that it may be difficult for traffic to see you when you are seated on your power wheelchair. Obey all local pedestrian traffic rules. Wait until your path is clear of traffic, and then proceed with extreme caution.

SPECIFICATIONS

PERFORMANCE SPECIFICATIONS

DRIVING RANGE: 15.5 MI / 25 KM
MAXIMUM SPEED: 4 MPH / 6 KPH
DRIVE SYSTEM: TWO MOTOR DRIVE SYSTEM
MOTOR TYPE: 250 WATT BRUSHLESS
INCLINE CAPABILITY: 12° / 21.3%
TURNING RADIUS: 33"
STOPPING DISTANCE: 5 FT (AT FULL SPEED)
OBSTACLE CLEARANCE: 1.5"
BRAKING SYSTEM: ELECTROMAGNETIC
MAX WEIGHT CAPACITY: 395 LBS

DIMENSIONAL SPECIFICATIONS

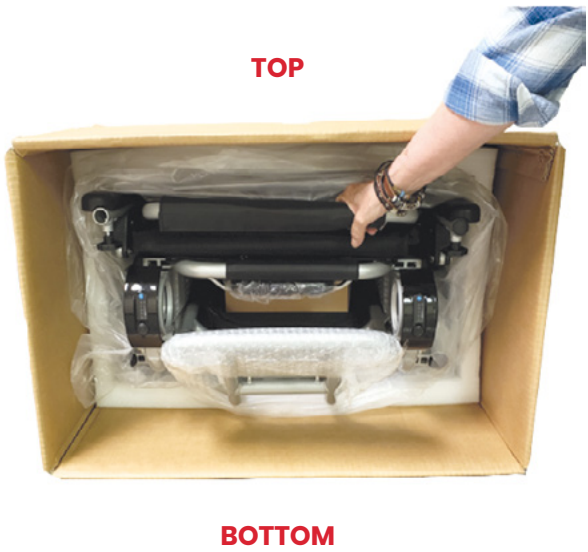
UNFOLDED DIMENSIONS: 38"L X 23"W X 37"H
CHAIR GROSS WEIGHT: 58.5 LBS
CHAIR NET WEIGHT: 52 LBS (NO BATTERIES)
SEAT CUSHION SIZE: 18.5" (W) X 16.5" (D)
FOLDED DIMENSIONS: 24"L X 13"W X 31"H

SEATING WIDTH: STANDARD 19.5", WIDE 21.5"
FRONT WHEEL DIAMETER: 8"
REAR WHEEL DIAMETER: 12"
FLOOR TO SEAT HEIGHT: 19.5"
BACK SUPPORT HEIGHT: 18.5"

OTHER SPECIFICATIONS

BATTERY TYPE: LITHIUM-ION (24V X 6AH)
BATTERIES PROVIDED: TWO (2)
BATTERY WATT HOUR: 144 WH (AIRLINE APPROVED)
BATTERY CHARGE CYCLES: ~1,000
TIRES: NON-PUNCTURE
CHARGING TIME: 6 TO 8 HOURS
CHARGER INPUT: 100-240V, 50/60HZ (INTERNATIONAL)
CHARGER OUTPUT: 29.4V 2.0A
LAP BELT: PROVIDED
HORN: BUILT-IN

UNBOXING



- Open the top of the box as received and remove the foam lid inside the package
- To remove the electric wheelchair, orientate the box such that when it is laid down on the ground the padded bar is at the top and the footplate is at the bottom
- Grab the padded bar at the top and begin to pull your Travel Buggy out horizontally parallel with the ground.



SEAT CUSHION



BACK REST CUSHION



LITHIUM BATTERY (2)*



JOYSTICK CONTROLLER



BATTERY CHARGER



TOOLS



LAP BELT

- Locate the components provided with your power wheelchair

NOTICE: Lithium Batteries are already installed and charged on the power chair when shipped.

SET UP



- Balance the chair on the rear wheels in the upright position. Next, grasp the padded bar at the top of the chair while pushing down on the seat to unfold the electric wheelchair like a lawn chair



- Continue to expand the chair into a seated position until you hear a *CLICK* indicating it has locked into the seated position.

SET UP



- Locate the seat cushion and back rest cushion provided.
- Orientate the seat cushion such that the zipper of the cushion will be at the rear of the seat and the Velcro on the bottom of the seat cushion aligns with the Velcro on the seat (Image 1).



- Next, place the back rest cushion under the padded bar and on either side of the back rest tension straps (Image 2).
- Be sure the Travel Buggy logo is at the rear. Press the back rest cushion together on either side to adhere to the Velcro of the back rest.

NOTICE: There are tension straps located on the seat and backrest to increase the firmness of the seating position. Simply unfasten, tighten, then fasten them again into place to change the tension of the seat and backrest.

SET UP



- Locate the joystick controller in the storage pouch below the power chair.
- Slide the joystick controller into the arm rest tube until it is fully inserted (image 1), you may need to loosen corkscrew to insert fully
- Tighten the corkscrew to secure the joystick (image 2)
- Align the arrows of the joystick connection cables and press them together to plug the joystick controller in (image 3)
- Rotate the coupling over the connection point to secure the connection point (image 4)



- Joystick can be positioned on left or right arm rest
- To change joystick position, first remove the joystick by performing the opposite sequence of the steps above
- Remove the rubber plug at the front of the arm rest tube and place back in the unused arm rest
- Next, unscrew the wire harness under the armrest (1) cut the plastic ties on the frame of the chair (2) to create slack in the joystick power cable
- Move the power cable to the opposite side and re-fasten using the wire harness and plastic ties, be sure the cable is not interfering with the folding or movement of the electric wheelchair
- Connect the joystick

OPERATING



- Before sitting in the electric wheelchair, be sure the power button is OFF and the rear brake levers are in the DOWN (locked) position
- CITY offers the user 2 optional entry alternatives, direct front entry or side entry
- If you prefer a front entry, we recommend flipping up the foot plate to create an easier sitting experience
- DO NOT step on the footplate when entering or exiting the CITY as it may cause the power chair to move in an unsafe manner



- To enter on the side, rotate the arm rest lock clockwise to the UP position and lift the arm rest vertical to provide the required clearance

WARNING: DO NOT lean your body to reach out of the CITY, causing a balance issue

NOTICE: If the arm rest is stuck in the vertical position, simply pull the middle section to release the arm rest from the vertical position.

OPERATING

Speed Control

Increase SPEED +
Press the PLUS + button to increase the speed

Decrease SPEED -
Press the MINUS - button to decrease the speed

5-Speed Control Lights

Speed Control Limits

- 1-Light On 0.5 MPH ●
- 2-Lights On 1 MPH ●
- 3-Lights On 2 MPH ●
- 4-Lights On 3 MPH ●
- All 5 -Lights On 4 MPH ●



Power ON/OFF

Power ON ●
Press the GREEN Line button to turn ON the wheelchair

Power OFF ●
Press the RED Line button to turn OFF the wheelchair

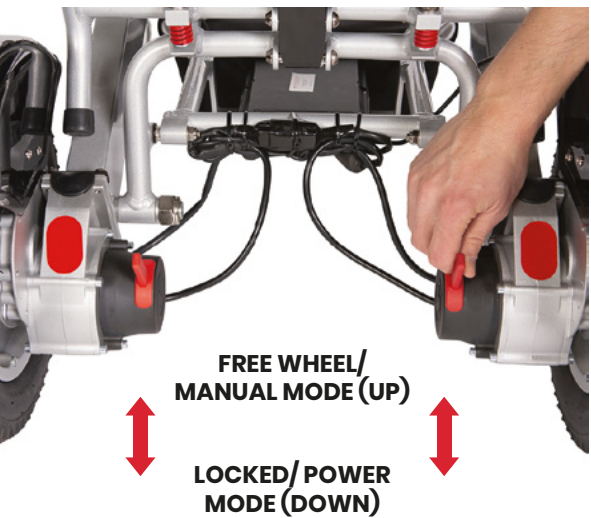
Battery Indicator Lights

There are a total of 7 battery power indicator lights; 3 Green, 3 Yellow and 1 Red. From top down the lights will disappear as the battery(s) drain indicating the amount of charge remaining. Recharge at any point before the last Red light disappears, indicating a fully depleted battery(s).


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- CITY electric wheelchair has an easy to use 360 degree joystick controller featuring multiple speeds and a battery life indicator
- Take some time in a safe, controlled environment to learn the operation of the controller, the speed and the maneuverability of the CITY
- Be sure to adjust the speed depending on your environment and while turning
- To slow down, slowly bring the joystick back toward the initial position.
- To stop, just bring the joystick back to the initial position
- Use extra care when you drive the CITY in reverse

OPERATING



- In order to have a care giver push the CITY, it must be put in Free Wheel mode
- This mode disengages the drive mechanism to the wheels, making them free to push manually
- To put the CITY in Free Wheel Mode, come to a full stop and turn OFF the power on the controller.
- Push UP on the two red levers located on each rear wheel as shown

 **NOTICE:** Power to the electric wheelchair must be OFF when in this mode for the brake to disengage.

OPERATING



- Your CITY model may have come with a reclining backrest
- This allows the user to recline the back rest into multiple positions for comfort



- To release the back rest, push UP on the lever at the back of the back rest (1) while simultaneously pulling down from the top bar of the back rest frame (2)
- Release the lever to lock the back rest into the desired position

TRANSPORTING



- Turn OFF your CITY power wheelchair
- We recommend removing the seat cushion and joystick prior to folding
- Unlock the frame latch (1) while simultaneously beginning the folding process
- Continue the folding process by holding one hand beneath the seat frame and another on the top bar (2), similar to a lawn chair
- Once folded, the power chair can balance on its rear wheels (3)
- To move the CITY, we recommend fastening the power chair into the folded position with the nylon lap belt provided with your CITY
- Next, release the wheels to allow the CITY to move freely by pressing UP on the rear brake switches as indicated (4)
- Finally, the footrest (or suitcase handle add-on) can be used to pull the CITY easily once the brakes are released

TRANSPORTING



- To load the CITY electric wheelchair into the back of a vehicle for transport we recommend utilizing the back of the vehicle as leverage
- Position the power chair against the car as indicated in Image 1 (Note: we recommend a blanket to reduce scratching of the vehicle)
- LOCK the brakes by pressing down on the rear brake switches

- Once LOCKED, grasp the rear wheels (Image 2)
- Lift against the back of the vehicle, leveraging the power wheelchair into the trunk of the vehicle (Image 3)
- Push the CITY into the desired position within the vehicle (Image 4)

CHARGING



- THERE IS NO NEED TO CHARGE THE BATTERIES UPON ARRIVAL
- Your CITY will arrive with fully charged batteries
- The preferred charging method (onboard charging) detailed below charges both batteries at the same time; the secondary charging method (offboard charging) described further down only charges one battery at a time

ONBOARD CHARGING (PREFERRED METHOD)

- Turn OFF the power to the CITY
- Plug in the charger to the joystick controller XLR port (front of joystick)
- This process will charge BOTH batteries simultaneously

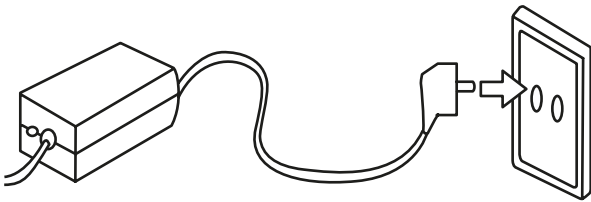
OFFBOARD CHARGING

- Turn OFF the power to the CITY
- Remove the battery(s) from beneath the power wheelchair by gently pulling on the handle at the front of the battery
- Connect the output plug of the charger into the charging socket of the battery (flip back the socket protector), second connect the input plug of charger with your local power source
- Please ensure the charger and battery are on a flat surface and keep in a well ventilated area
- Ensure that the batteries are re-inserted correctly prior to driving

WARNING: Never transport the CITY in a tie down system, as the CITY is not compatible with them. Never sit in the CITY and be transported in a moving vehicle. Do not place the folded CITY in the front seat with the driver where it could move or slide.

WARNING: DO NOT charge the batteries for greater than 8 hours, this will significantly reduce the longevity of the lithium ion batteries and be of harm to the user.

CHARGING



- Fully Charged
- Charging



**BATTERY
CHARGE
INDICATOR
ON JOYSTICK
CONTROLLER**

- When charging the indicator light on the power charger brick is red
- After 4 to 8 hours of charging (depending on the remain electric quantity, the indicator lights change from red to green, which means the battery is fully charged
- To check your battery charge, unplug the charger from the joystick and turn ON the joystick controller power
- There are a total of 7 battery power indicator lights; 3 GREEN 3 YELLOW, and 1 RED
- From top down the lights will begin to disappear as the battery(s) drain indicating the amount of charge remaining
- Recharge at any point before the last RED light disappears indicating a fully depleted battery(s)

MAINTENANCE & CARE

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

Certified repair shops with trained professionals who specialize in electric wheelchairs and scooters will be qualified to perform the service and maintenance on your CITY electric wheelchair should it be required. Please be sure to keep a log of the service and maintenance performed. Your shop or technician may require parts, which Travel Buggy has available.

We recommend you inspect your CITY two to three times per year for in the following areas:

- Frame: tighten loose screws as necessary using the tool kit included with your CITY.
- Wheels: make sure they rotate easily. Significant resistance may require new bearings.

- Armrests: look for excessive wear or if they are loose.

Replacement parts and more major maintenance issues should be done by a professional. We do not recommend that you do intense types of maintenance work to the CITY yourself.

LUBRICATION

- According to use condition, please clean or lubricate the front axle, rear axle, front fork and rotating parts after 180 days
- Molybdenum disulfide grease is recommended
- Your CITY power wheelchair has electric hub motors that do not require lubrication, please do not lubricate the motors

⚠ WARNING: DO NOT charge the batteries for greater than 8 hours, this will significantly reduce the longevity of the lithium ion batteries and be of harm to the user.

⚠ WARNING: The battery charger brick may get very hot (up to 60 degrees) this is normal operation, please be careful when handling the battery charger.

⚠ WARNING: Check the battery charge indicator prior to driving the power chair to ensure there is enough charge to reach your destination.

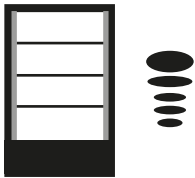
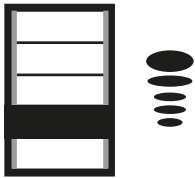
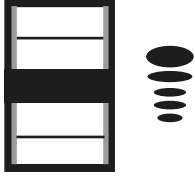
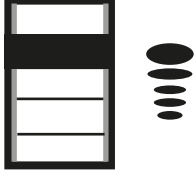
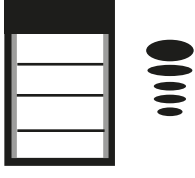
⚠ WARNING: Never use non-CITY parts or make changes to your CITY unless authorized in writing by a representative from our company. Doing so will void the Warranty and may create a safety hazard.

TROUBLESHOOTING

Question	Possible Causes	Answer
Why is there NO POWER to the CITY?	<ul style="list-style-type: none">Controller system power is not connected.Controller system CPU and joystick are not connected.Battery power is too low.	<ul style="list-style-type: none">Connect the Battery.Ensure all connections between Joystick, CPU and Battery are securely tightened.Charge the Battery.
Why is the CITY noisy or vibrating when turning?	<ul style="list-style-type: none">Speed is set too low.Motor is damaged.	<ul style="list-style-type: none">Raise the speed. At low speeds, the motor may sound or feel strained.Replace the motor.
Why is the driving distance shorter than normal?	<ul style="list-style-type: none">Chair is being operated at below 0 degrees Celsius.Chair is being driven on uneven surfaces, rough terrain or slopes often.	<ul style="list-style-type: none">This is a normal characteristic of Lithium material in a battery when operating at a cold temperature.Energy consumption increases on uneven surfaces, rough terrain or slopes. This is normal.
Why can't I charge the battery?	<ul style="list-style-type: none">Charger light does not turn on.Charger light is always green.Charging time is stopped before full charge is complete.	<ul style="list-style-type: none">Replace the charger.Battery is not connected, or may need to be replaced.Capacity of the battery has decreased over time. Replace the battery.

DIAGNOSTICS

- The following is a chart of the diagnostic light codes that your CITY may use to indicate problems. It is important to pay attention to these diagnostics in case the CITY must be put out of use for safety reasons until maintenance can be performed.

Diagnostic Code (left side - speed indicator light)	Diagnosis Description	Troubleshooting
	Battery Empty	Charge the battery immediately.
	Joystick malfunction	Will likely require Joystick replacement. Call for service.
	Wheelchair is charging	Unplug charging cable to use wheelchair.
	Motor connection damaged	Will likely require motor or cable replacement. Call for service.
	Brake is not connected or damaged	Make sure the chair is not in freewheel mode (push red levers to power mode). If error continues, call for service.

LIMITED WARRANTY

The purchaser of this product is entitled to a limited warranty as offered by Travel Buggy and its affiliates on the following components and timeframes from the date of purchase:

- 5 YEAR WARRANTY** – Main Frame
- 2 YEAR WARRANTY** – Motor, Control System (CPU)
- 1 YEAR WARRANTY** – Battery/Cables
- 90 DAY LIMITED WARRANTY** – On the wearing parts, such as the tires, armrest padding, joystick button covers, controls knobs
- 30 DAY LIMITED WARRANTY** – Soft goods, such as seat cushion ond backrest padding.

This warranty is valid for the replacement of dysfunctional parts only. Any parts under warranty will be replaced and shipped to your door. Any service and labor fees, if applicable, to replace parts under warranty must be paid by the user.

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

The warranty only covers NON-DELIBERATE Damage.

The warranty does not cover:

- Products damaged by user negligence.
- Products damaged accidentally.
- Products damaged intentionally.
- Products that have been subjected to negligence.
- Products that have been subjected to abuse.
- Products that have been improperly stored.
- Products that have been improperly handled.
- Products that have been improperly operated.
- Products that have experienced general misuse.
- Products that have been modified in an unauthorized, unapproved way.

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

Travel Buggy will, at its sole discretion, replace any warrantable item that fails within the warranty period.

CONTACT & SUPPORT

You will find the operation and care of your CITY very simple and easy, but should you have any questions please contact Travel Buggy.

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Additional images and videos are available on our website.

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