

# companion<sup>plus</sup>



## **Adult & Pediatric Power Assist System**

For Rigid and Folding Manual Wheelchairs

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# **USER MANUAL**

## Companion Plus User Manual

Dear Customer,

Congratulations on your purchase of a Companion Plus!

We are confident that your Companion Plus will become an indispensable partner for your manual wheelchair and allow you to go farther and do more. Be sure to register your product online at [www.cheelcare.com/go](http://www.cheelcare.com/go) for the full benefits.



**Before using your Companion Plus, please read this manual and follow the provided instructions to ensure safe use of the product.**

For more information about this and other Cheelcare products as well as detailed installation videos, please see:

- Cheelcare website <https://cheelcare.com/>.
- Companion Plus product page at <https://cheelcare.com/companion>

In case of any questions or concerns, please contact us:

[sales@cheelcare.com](mailto:sales@cheelcare.com)

(647) 800-2680



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## Introduction


Companion Plus is an enhanced power assist system developed to extend the mobility of manual wheelchair users. This unique portable device easily converts a manual wheelchair into a powerful electric unit. Even with the Companion Plus add-on attached, the full unit remains compact enough for steering comfortably through narrow or crowded places. The Companion Plus add-on is easy to attach/detach and meets strict travelling requirements thanks to its patented, lightweight design.


## Labels and Symbols


Please take note of some symbols to better understand the information in this manual:


 Manufacturer	 Notes	 Safety warning	 Assembly instructions
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Below are replicas of the labels that are attached to your Companion Plus for your safety. Please do not remove them. The battery wiring label is located on the underside of the Power Unit's top.

 **WARNING**

 **WEIGHT CAPACITY**  
110kg/240lbs


 **Turn OFF power for manual override mode.**

 **Turn OFF and disengage Companion Plus for charging.**

**YEAR OF MANUFACTURE 2021**

Battery must be connected to controller **ONLY** via provided T-connector.  
The **POSITIVE (+) RED** Battery Cable **MUST** connect to the **POSITIVE (+) RED** controller.  
The **NEGATIVE (-) BLACK** Battery Cable **MUST** connect to the **NEGATIVE (-) BLACK** controller.


**Battery**  
+ Red  
- Black



**Controller**  
+ Red  
- Black


Battery must be connected to charger port **ONLY** via provided connector.  
The **POSITIVE (+) RED** Battery charging Cable **MUST** connect to the **POSITIVE (+) RED** charger.  
The **NEGATIVE (-) BLACK** Battery charging Cable **MUST** connect to the **NEGATIVE (-) BLACK**

**Battery**  
+ Red  
- Black



**Charger**  
+ Red  
- Black

## Safety Measures and Precautions

 **Please read this User Manual carefully and familiarize yourself with your Companion Plus in an indoor environment prior to using the Companion Plus outdoors. When ready, take your first drive in a non-crowded area and always start driving slowly from Speed Mode 1.**

### IMPORTANT


- Read this User Manual prior to using your Companion Plus power assist.
- The use of your Companion Plus by a person unfamiliar with this user manual may result in serious injury or death.
- It is recommended to use the wheelchair anti-tippers during the training period until you are accustomed to the controls.
- Cheelcare is not responsible for any injuries or damages caused by using the Companion Plus in contravention of (1) this User Manual's instructions and recommendations, (2) the direction of an authorized dealer; and/or (3) the technical limitations and recommendations of your wheelchair manufacturer.

### MECHANICAL OPERATION

- We strongly recommend using side guards to avoid contact with moving and rotating parts as they may result in serious physical injury. Contact your wheelchair dealer if you do not have any.
- To prevent accidental activation of your Companion Plus, always completely turn the power OFF when parked, transferring from/to the wheelchair, or loading/unloading.
- Power OFF the Companion Plus BY KEY and remove it from the ignition. Using only the power button to power OFF is not sufficient.
- Regularly check that all mechanical parts connecting your Companion Plus to your wheelchair are fastened tightly and are free of any damage.
- Check the LCD battery status before using your Companion Plus to avoid depleting it completely while you are away from a recharging power source. Keep the battery charger with you if your planned trip might take you farther than the unit's current range.
- To avoid injury when lifting, loading, or unloading the Companion Plus, do not put your hands between the kickstand and the Power Unit.
- Do not insert anything into the charging port other than the charger that was supplied with your Companion Plus. Doing so may lead to unit damage or personal injury.
- In case of any malfunction, turn the Companion Plus OFF and remove the key, then contact your local dealer or Cheelcare for support.
- Any modification to your Companion Plus will void the warranty and may compromise your safety.



## WARNING

- Your Companion Plus is to be used only by people with the necessary physical and cognitive abilities to safely operate the device.
- The Companion Plus should only be used by one driver at a time. Never use the Companion Plus while carrying a child.
- The Companion Plus is not to be driven in poor weather conditions such as strong snow or rain, on ice, or on slippery soil/mud.
- When driving up or downhill, remember to:
  - \* Avoid abrupt stopping or making sharp turns at high speeds as they may cause you to lose control and tip over.
  - \* Lean forward towards the front wheel to improve traction when going uphill.
  - \* Press the handle brakes continuously when going downhill to maintain a slow speed.
-  Do not use the wheelchair brakes when going downhill as they may lock up.
- Do not drive over curbs higher than 5cm/2in with the Companion Plus attached/connected to the wheelchair. To minimize the risk of tipping over, ensure you drive over obstacles perpendicularly so that both wheels of the wheelchair go over the obstacle at the same time. Ask for help whenever you are not sure you will be able to safely drive over any obstacle in your way.
- General driving recommendations:
  - \* Always start driving in Speed Mode 1 to avoid tire spinning.
  - \* When turning, slow down and lean your body into the curve for better stability.
  - \* Hold handlebars firmly with both hands while driving to maintain controlled steering and braking.
  - \* Always use ramps when available.
  - \* Never drive your Companion Plus up or down steps, on uneven surfaces or on slopes of greater than 10 degrees, both for safety and technical limitations.
  - \* Avoid answering or using your phone, or other distractions while driving.
  - \* Do not sit or stand on the Companion Adapter.
  - \* It is strictly forbidden to drive the Companion Plus in a drowsy or intoxicated state.



## IMPORTANT

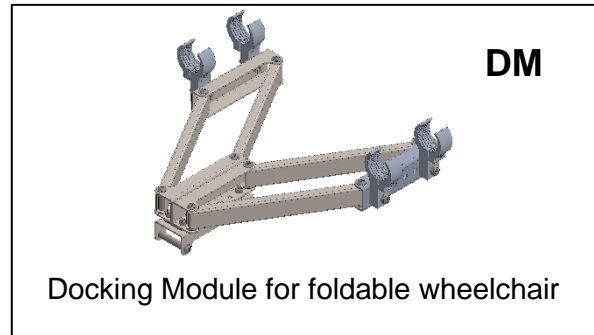
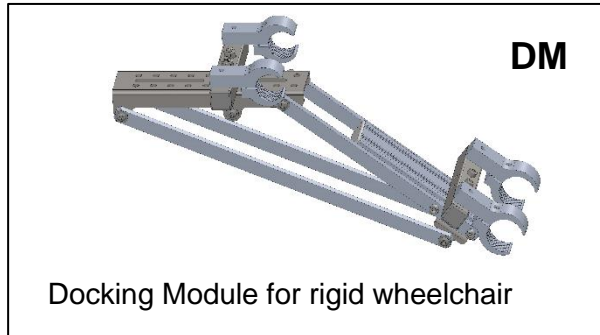
- Always abide by local traffic rules, laws, and regulations.
- Always pay attention to your surroundings to avoid collisions with other vehicles or pedestrians.
- Keep a safe distance from bicycles and pedestrians when riding. Sound a bell when approaching pedestrians from behind.

Stay within the recommended driving speed when using the Companion Plus: 6km/h or 4mph on the street, pavement, and pedestrian areas and 12 km/h or 7.5mph on bicycle lanes.

## Overview of Major Components

Your Companion Plus has three major components:

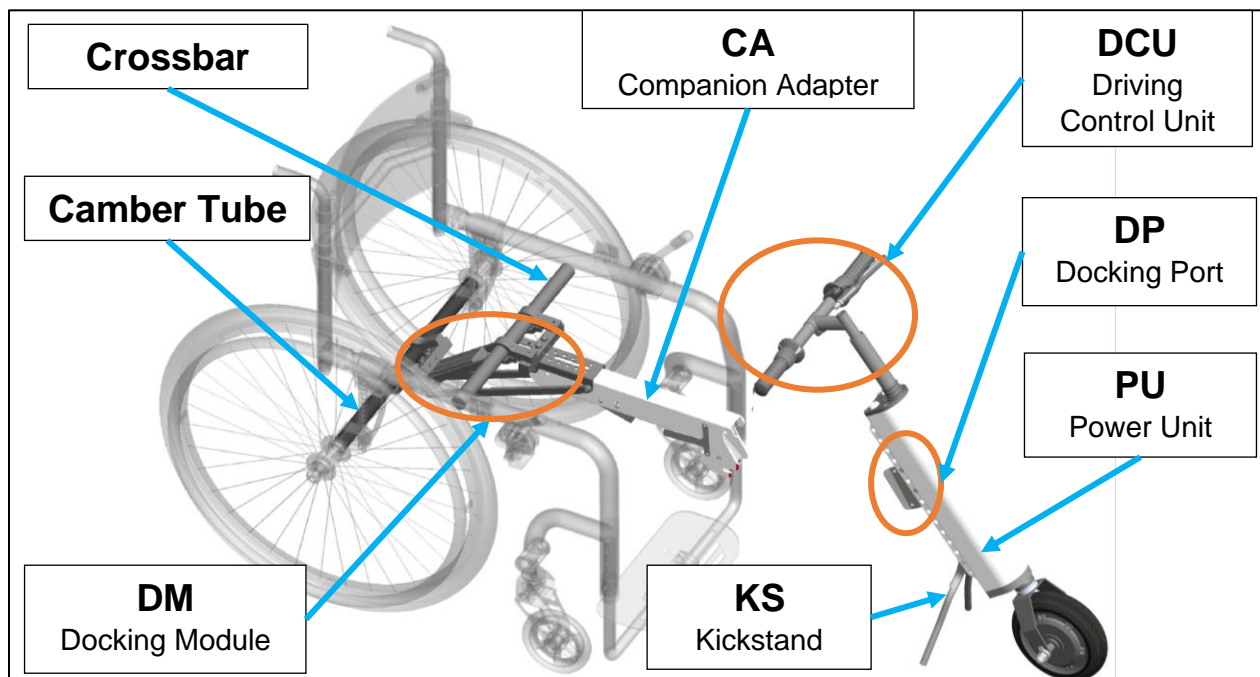
1. Docking Module (**DM**)




2. Companion Adapter (**CA**)
3. Companion Unit (**CU**)

The following components together make up the Companion Unit:

- Driving Control Unit (**DCU**)
- Docking Port (**DP**)
- Power Unit (**PU**)
- Kickstand (**KS**)



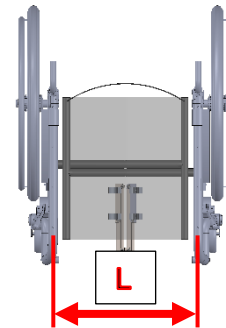
The standard clamps included with your Companion Plus accommodate mounting tubes with a Diameter of either 25.4mm/1in or 31.75mm/1.25in. All other diameters require a special order.

 Pictures and drawings may differ slightly from the actual product.

## Specifications

- Hub motor (350W) with 20cm/8in non-marking solid tire
- Powerful drum brakes
- Lithium battery 36V 7.5Ah
- Range up to 30km/18.6mi per full battery charge
- Power On/Off switch with two keys
- Five-speed control
- LCD display showing battery charge status, trip distance and speed
- Companion Unit weight 9.4kg/20lbs
- Companion Adapter weight 0.8kg/1.8lbs
- Recommended combined wheelchair and user weight must be less than 110kg/240lbs
- The Docking Module for foldable wheelchairs has four different dimensions. Order one depending on the length "L" between centers of the mounting frame tubes:
  - ✓ 28 – 33cm/11 – 13 in
  - ✓ 35 – 40cm/14 – 16 in
  - ✓ 43 – 48cm/17 – 19 in
  - ✓ 50 – 56cm/20 – 22 in
  - ✓ Clamps for the Docking Module have a mounting diameter of 25.4mm/1in or 31.75mm/1.25in.


A special order is required for clamps with different dimensions.




## Companion Plus Delivery Checklist

When you receive your Companion Plus:

- Make sure that the shipping box has not been damaged during transportation.
- If you see any external damage, do not open the box and immediately contact us at [sales@cheelcare.com](mailto:sales@cheelcare.com) or the authorised dealer where the unit was purchased.
- If the shipping box is undamaged, remove all parts of the Companion Plus from the cardboard protective boxes and check that everything is there based on the pictures below.


 Do not remove the packaging material separating the two plates of the Docking Port until after finishing the installation.

- Check that no parts have any damage, deformation, or other defects.
- Fasteners have been placed into bags and/or attached to the corresponding parts for assembling.
- In case there are missing parts, stop further assembly and contact the authorised dealer or Cheelcare.

 Do not use damaged parts. In case of a damaged part(s), contact Cheelcare or any Companion Plus authorized dealer in your area.



## Companion Plus Installation Instructions

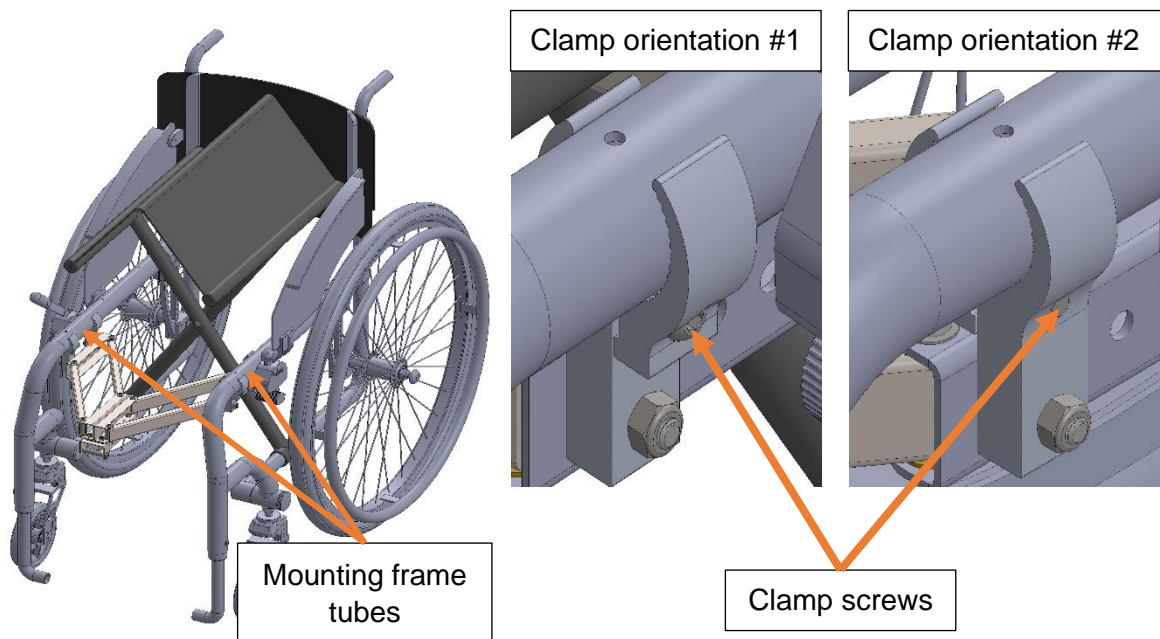
 The initial installation requires a certain degree of manual dexterity and physical strength. If anything is unclear or if you are not confident installing the Companion Plus, call a friend or your service provider to guide or assist you. Your local dealer may also provide assistance with the installation and initial set-up or refer you to a service provider.

### Assembling the Docking Module (DM)

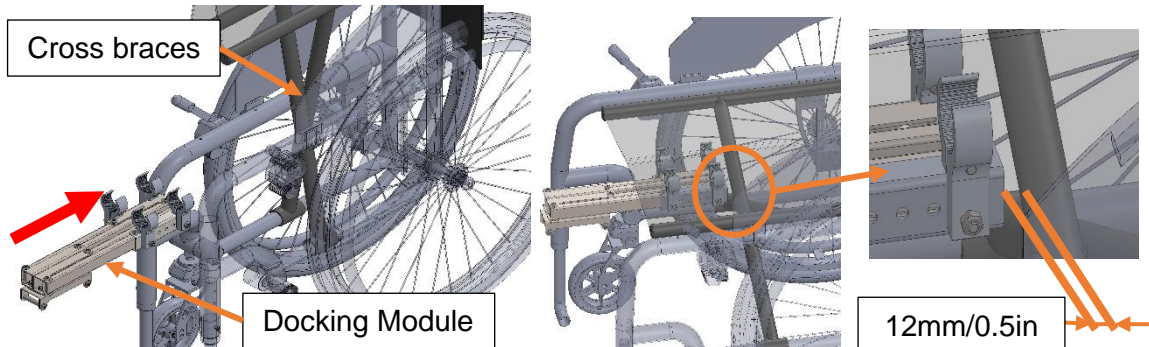
If your wheelchair is rigid, skip to Assembling the Docking Module for Rigid Manual Wheelchairs instructions (page 9). Otherwise, follow the instructions below.

#### Assembling the Docking Module for Foldable Manual Wheelchairs

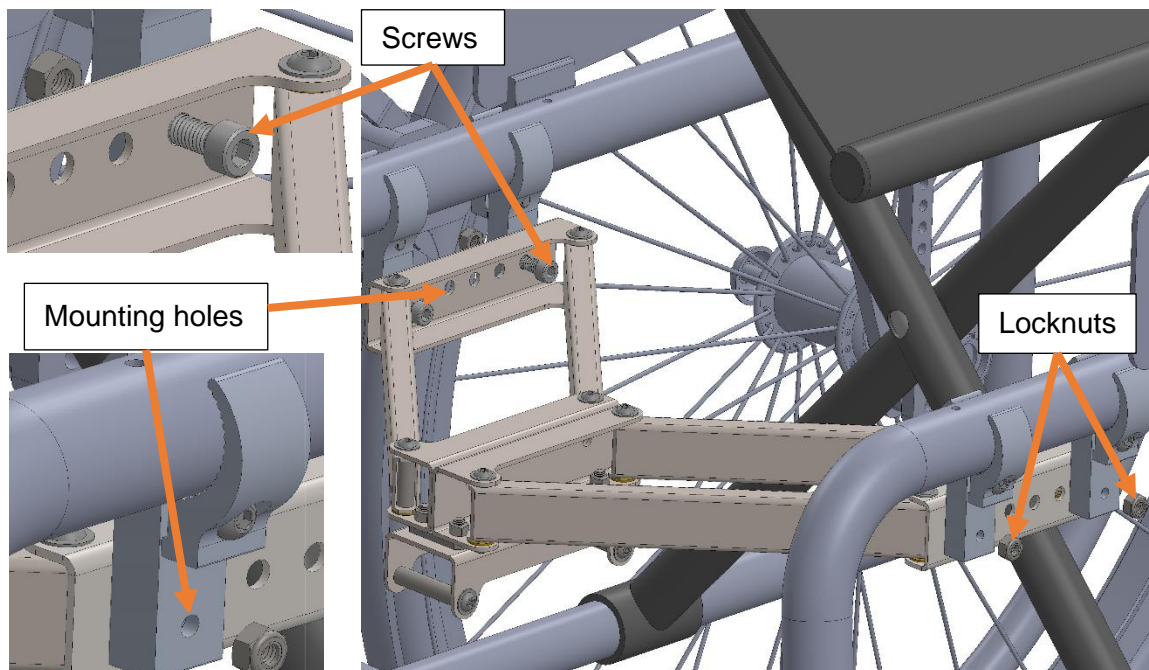
1. Slightly fold your wheelchair to easily access the frame tubes. Locate the package with the set of clamps and rubber strips. Check that your chair can accommodate clamps in orientation #1, otherwise, use orientation #2. Position both halves of the clamps on the side of the frame tubes upon the chosen orientation. If the clamps do not fit tightly around the frame tubes, add the rubber strips between the clamp and tube ensuring a tight fit. Secure the clamps in place with the screws by using an Allen key, but do not tighten them yet. You will need to adjust the position of these parts later.



2. Insert the folded Docking Module between the mounted clamps. Keep approximately 12mm/0.5in space between the crossbraces of the chair and the edge of the Docking Module.



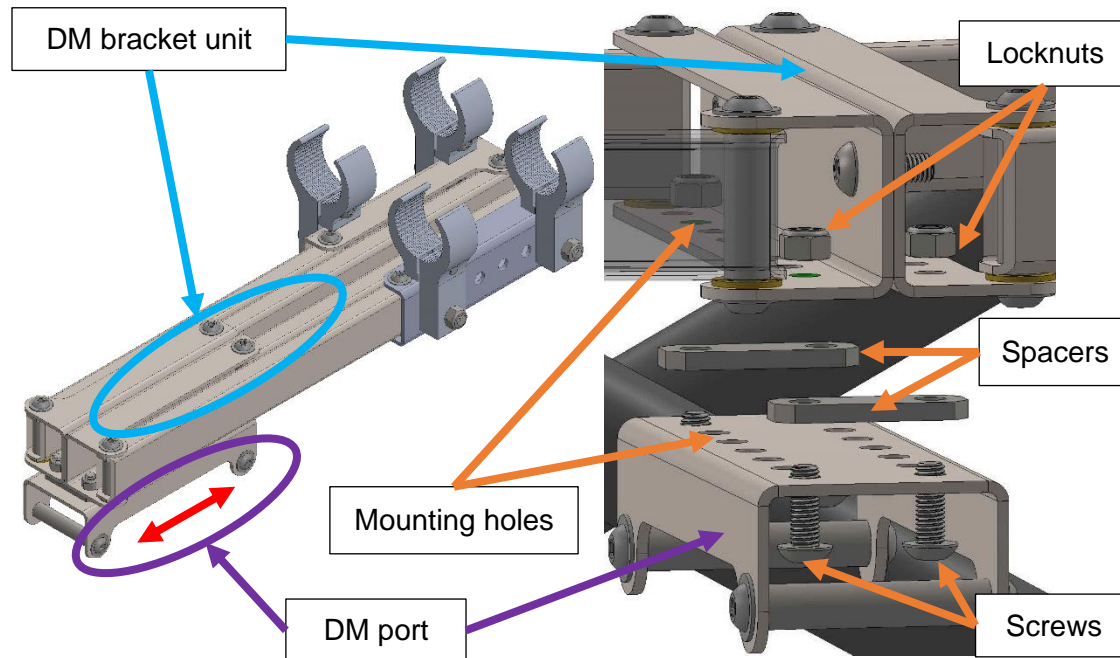
3. Take the screws (3/8-16x1-1/8) and locknuts (3/8-16) from the bag attached to the Docking Module. Insert the screws from inside the Docking Module into the mounting holes of the clamps. Place a locknut onto the screw from the opposite side. Tighten the locknuts onto the screws to secure the connection of the Docking Module to the clamps.



4. Tighten the screws of the clamps with the Allen key to secure them to the frame of the wheelchair.

## Adjusting the Docking Module for Foldable Manual Wheelchairs

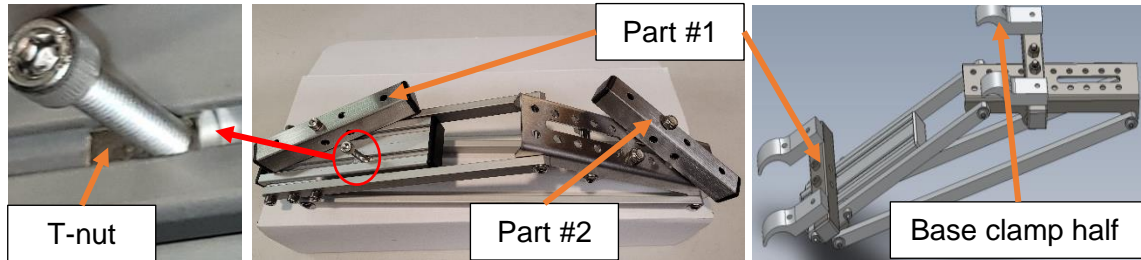
The Docking Module comes with a preassembled Docking Module Port (DM port). To adjust it to a comfortable distance from your shoulders to the handlebar or to accommodate space for the footrest, follow this procedure starting from step #1, otherwise skip to step #4.:



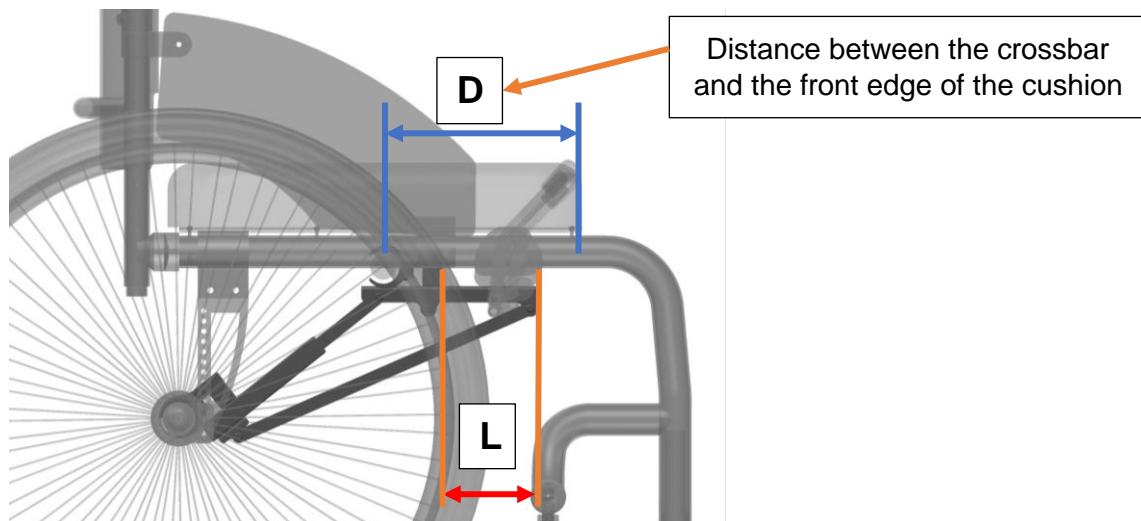
1. Unscrew the locknuts from the screws to disassemble the DM port from the bracket.
2. Move the DM port forward (if you need the handlebar further) or backward (if you need the handlebar closer).
3. Locate the matching mounting holes and insert the screws to connect the DM port, spacers, and DM bracket.
4. Secure the connection of the DM port to the bracket by tightening the screws with an Allen key as you hold the locknuts in place with the open-end wrench.
5. Your chair is now equipped with the lightweight universal Docking Module developed for you by Cheelcare.

### Assembling the Docking Module for Rigid Manual Wheelchairs

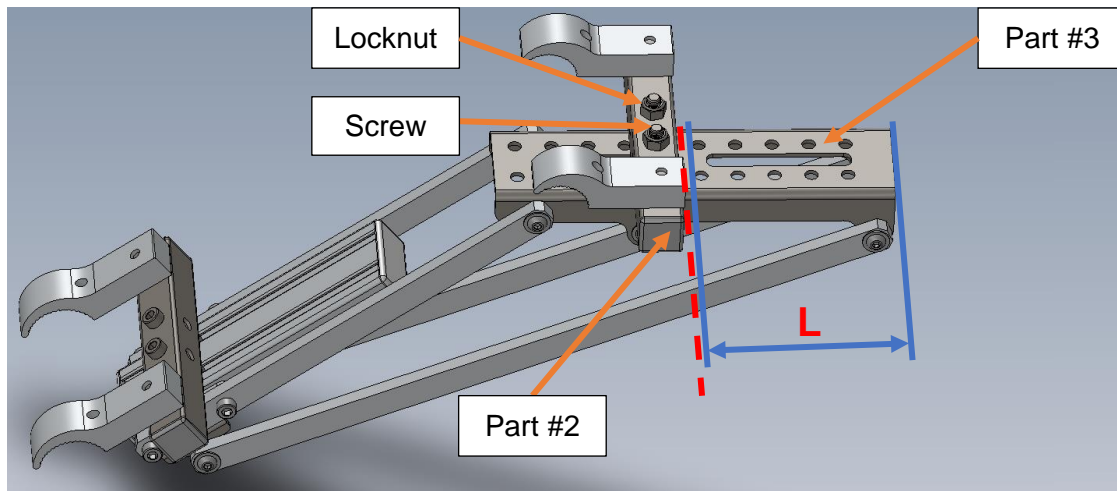
1. Unscrew the bolt from the T-nut and position part #1 as shown on the picture. Slide the T-nut under part #1 and screw that bolt into it. Leave it slightly loose as you will adjust its position later.



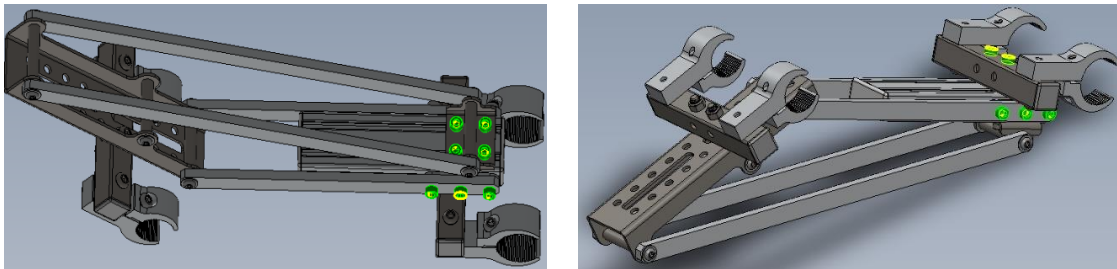
2. Locate the box of clamps and select the pair that corresponds to the diameter of the camber tube of your wheelchair. Insert the screws from the bottom of part #1 and secure the base clamp halves to part #1 as shown on the picture above.
3. Disassemble part #2 from the Docking Module. Insert the screws from the bottom of part #2 and secure the base clamp halves to part #2 as shown.
4. Measure the distance (**D**) from the front edge of the seat cushion to the crossbar. Subtract 9m/3.5in from this distance. This will give you the proper length (**L**) at which to position Part #2 in the next steps.



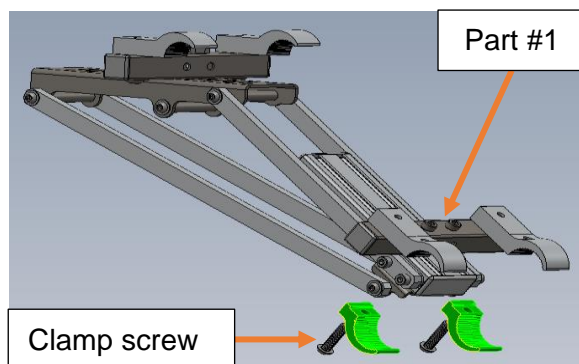
5. Position part #2 on top of part #3 at length **L** from the edge. Insert the screws into part #2 from beneath part #3 using the holes that match the closest. Tighten the screws with an Allen key as you hold the locknuts in place using the open-ended wrench.



6. Slightly loosen the screws that are highlighted in the illustration below.

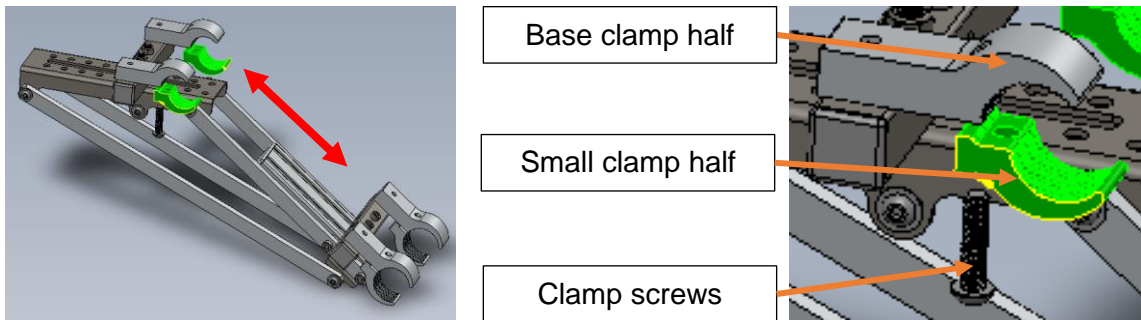


7. Position the base clamps of part #1 over the camber tube of your wheelchair. Place the small clamp halves (highlighted) over the camber tube. If the clamps do not fit tightly around the camber tube, add rubber strips between the clamp and the tube to ensure a tight fit. Center part #1 on the camber tube. Loosely secure the clamps in place using the clamp screws and an Allen key. You will need to adjust their position later.

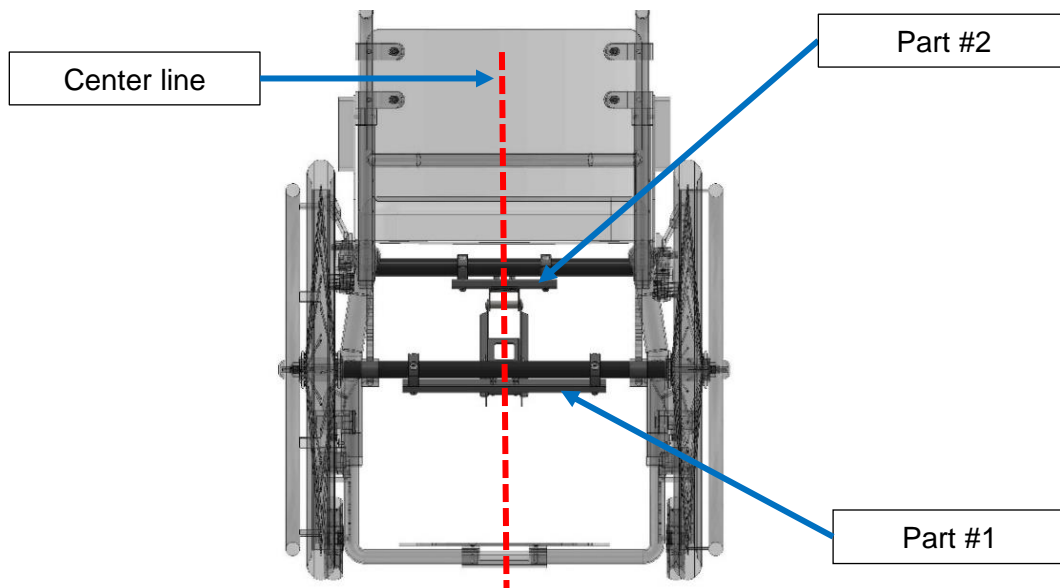


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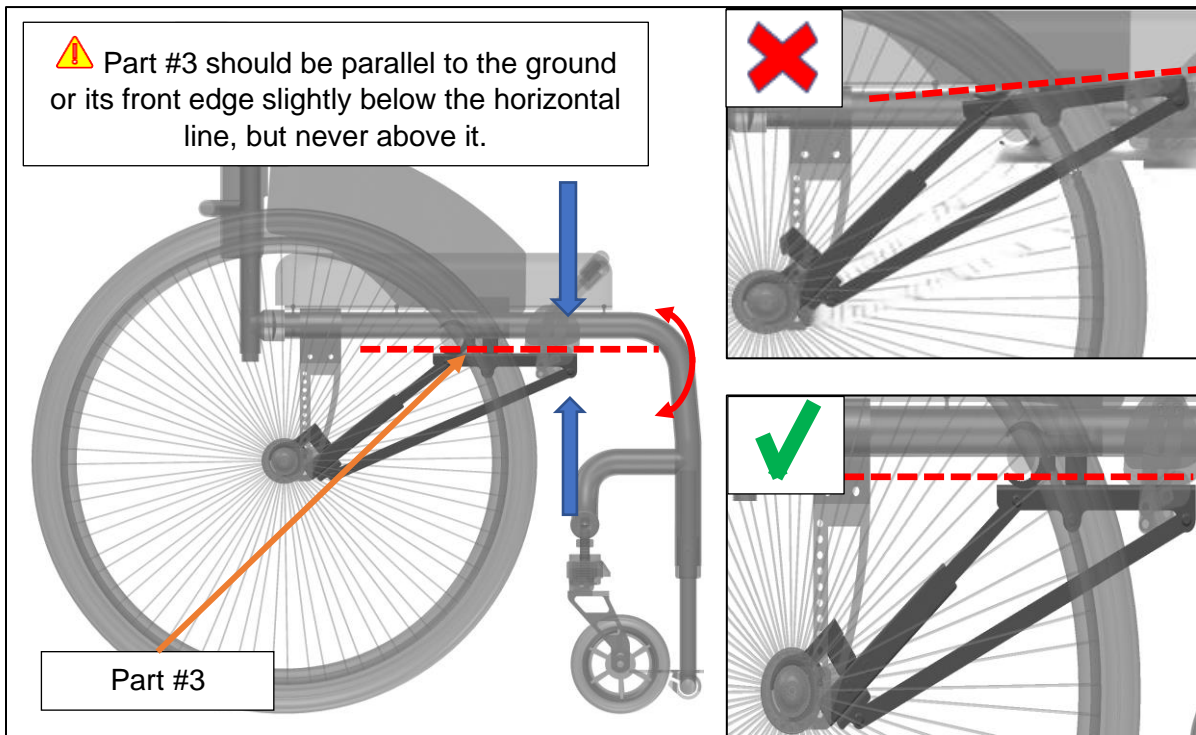
- Position the base clamps of part #2 over the crossbar of your wheelchair. You may need to push or pull part #1 in order to do that. The Docking Module will adjust itself to the required distance. Place the highlighted small clamp halves over the crossbar. If the clamps do not fit tightly around the crossbar, add rubber strips between the clamp and the tube to ensure a tight fit. Center part #2 on the crossbar. Again, loosely secure the clamps in place using the clamp screws and an Allen key. You will need to adjust their position later.



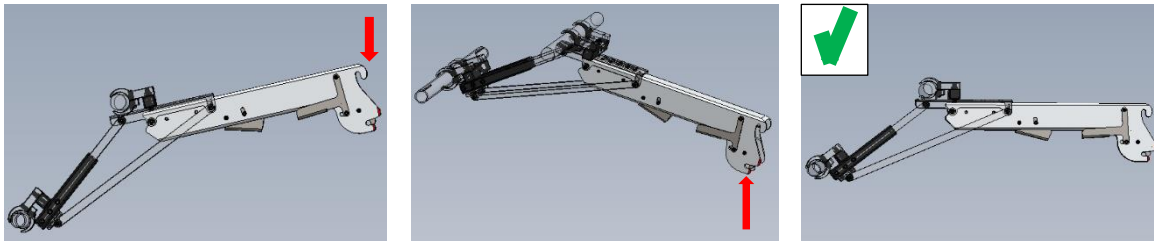
- Center part #2 on the crossbar tube. Do not tighten the clamp screws yet.



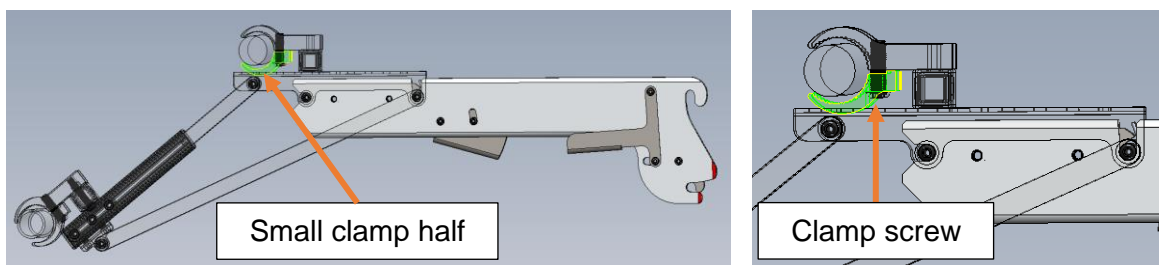
10. Move the front edge of the Docking Module up or down so that part #3 is parallel to the ground. The front edge may need to pitch slightly below the horizontal line, but should never be above it.



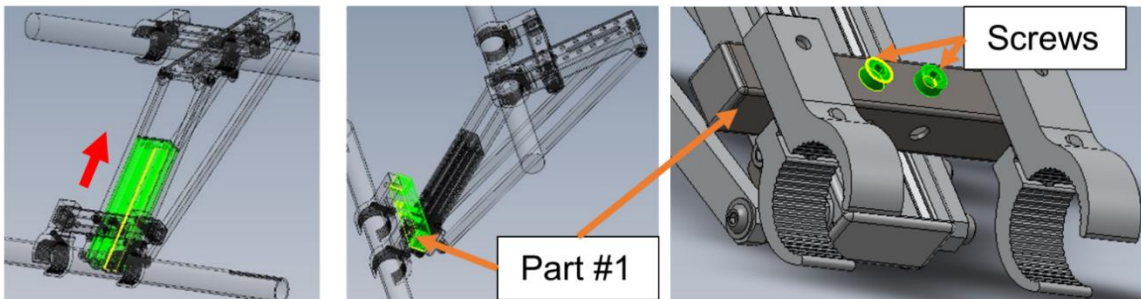
Setting a lever by connecting the Companion Adapter to the Docking Port (see *Attaching/Detaching the Companion Adapter* on page 15) makes horizontal adjustment of the Docking Module significantly easier.



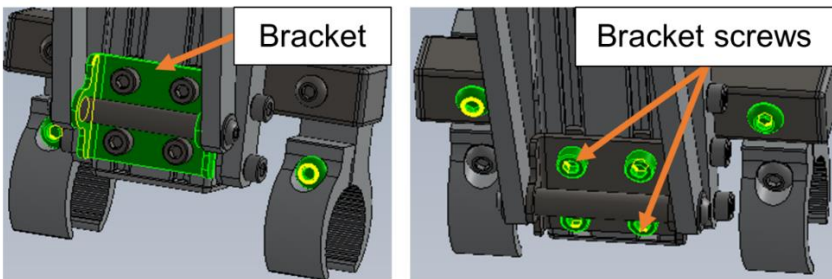
Once the correct position is achieved, hold the Companion Adapter in place with one hand and tighten the clamp screws with an Allen key using your other.



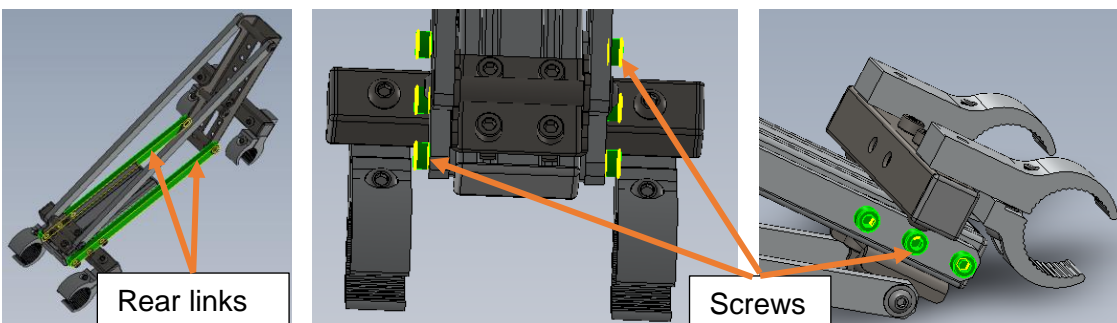
11. Slide the highlighted part inside and tighten the screws of part #1 with an Allen key.



12. Disconnect the Companion Adapter and flip the chair upside down. Tighten the bracket screws with an Allen key.

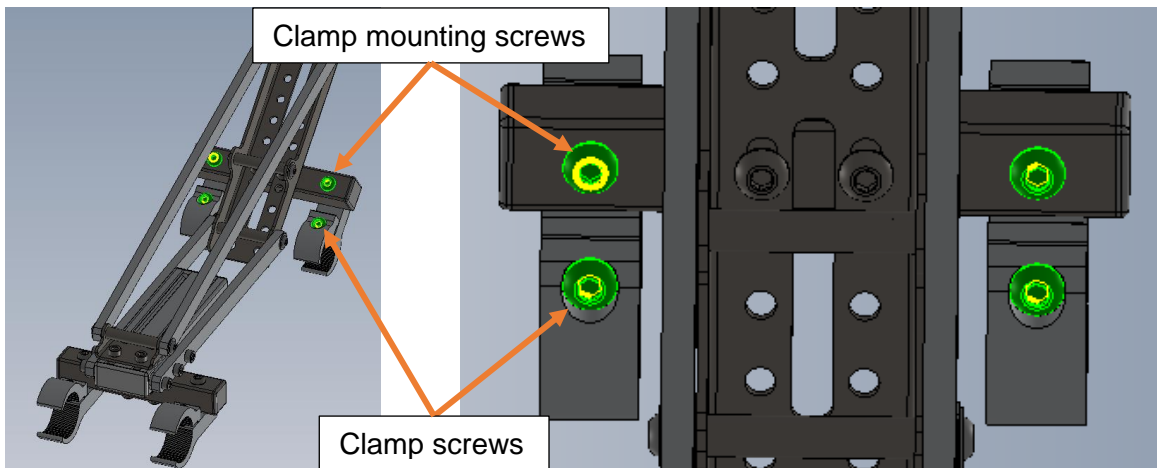
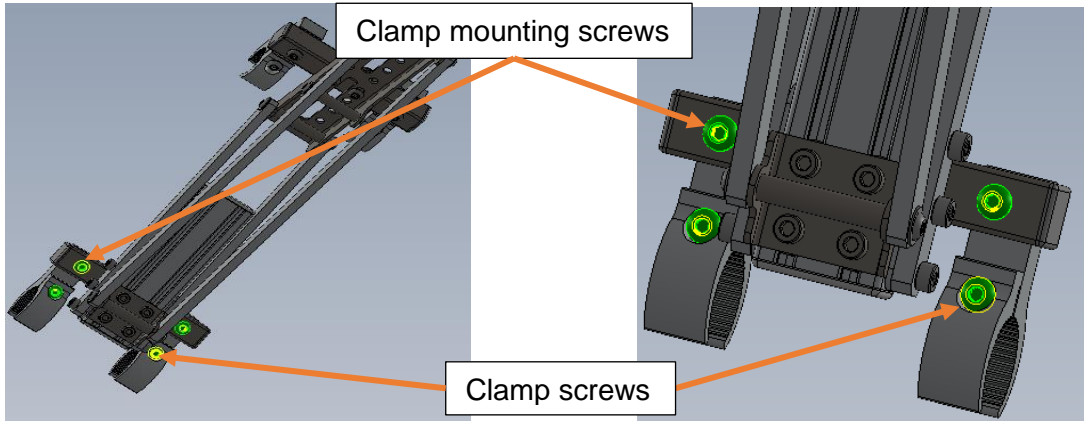


13. Tighten the rear link screws with an Allen key.





14. Secure both sets of clamps in place by tightening the highlighted screws.



Congratulations! Your chair is now equipped with the lightweight universal Docking Module developed for you by Cheelcare.

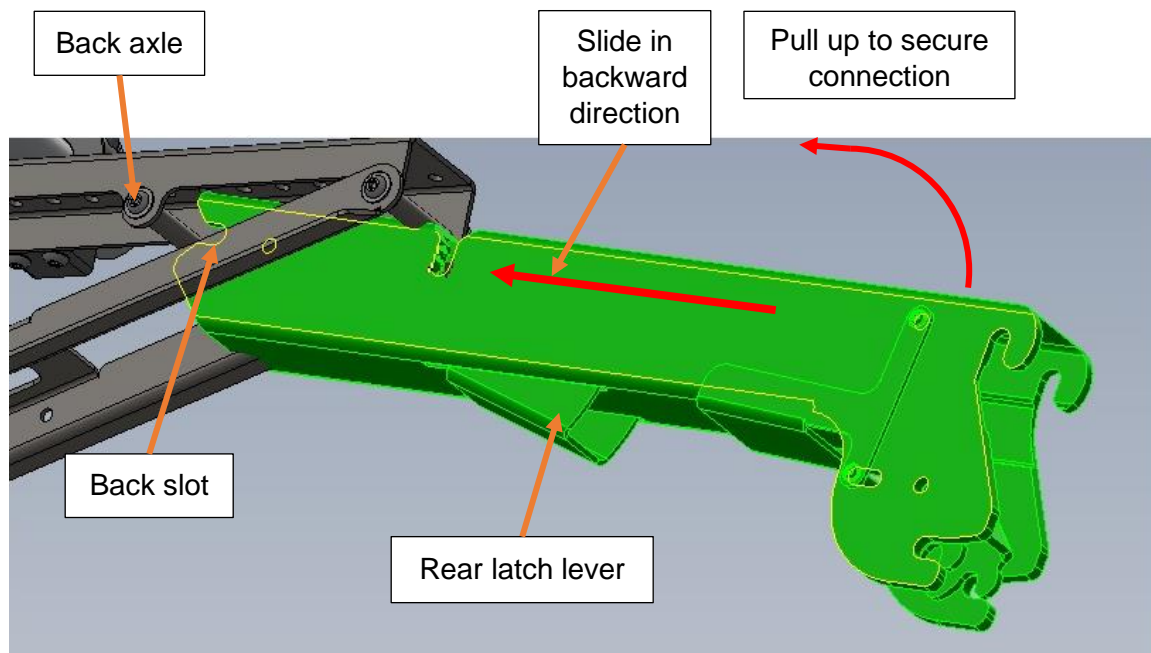
## Attaching/Detaching the Companion Adapter (CA)

The Companion Adapter is shipped to you fully assembled.



Do not try disassembling the Companion Adapter to avoid injury and warranty issues.


1. To attach the Companion Adapter to the Docking Module, insert it in the Docking Module as shown in the drawing below.
2. Slide the Companion Adapter backward and up at an angle so that the back slot aligns with the back axle of the Docking Module.
3. Pull the front of the Companion Adapter up until you hear a click which indicates that the mechanism is securely locked in place.



4. To detach the Companion Adapter from the Docking Module, press the rear latch lever, then push the Companion Adapter down and pull it out.

## Assembling the Companion Power Unit (PU)

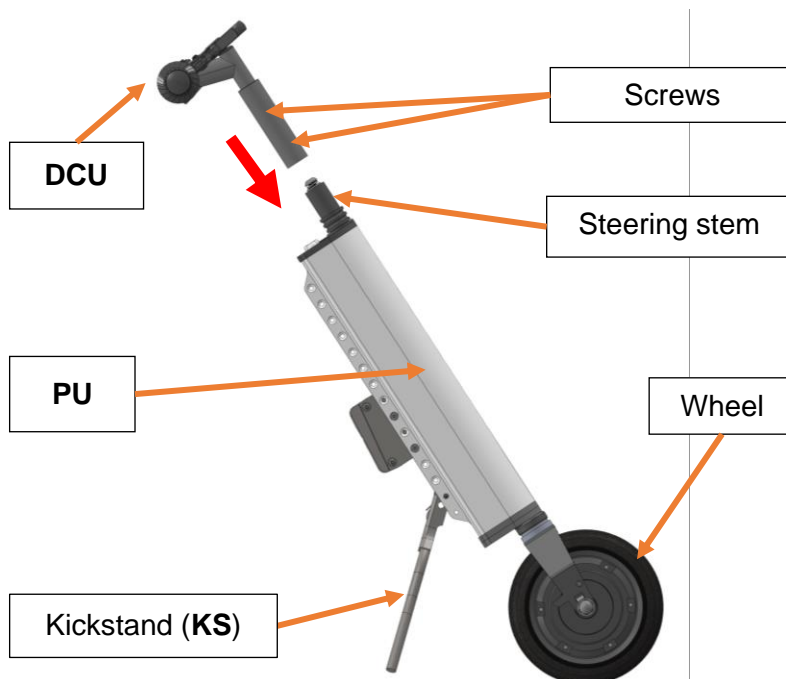
### Installing the Control Module

 Failure to properly align the parts, tighten the screws, and position and secure the stem extender and adjustable stem may result in personal injury.

1. Fully slide the Driving Control Unit (DCU) into the steering stem of the Power Unit (PU).



2. Visually align the handlebars perpendicular to the wheel.



3. Tighten the clamp screws on the stem.

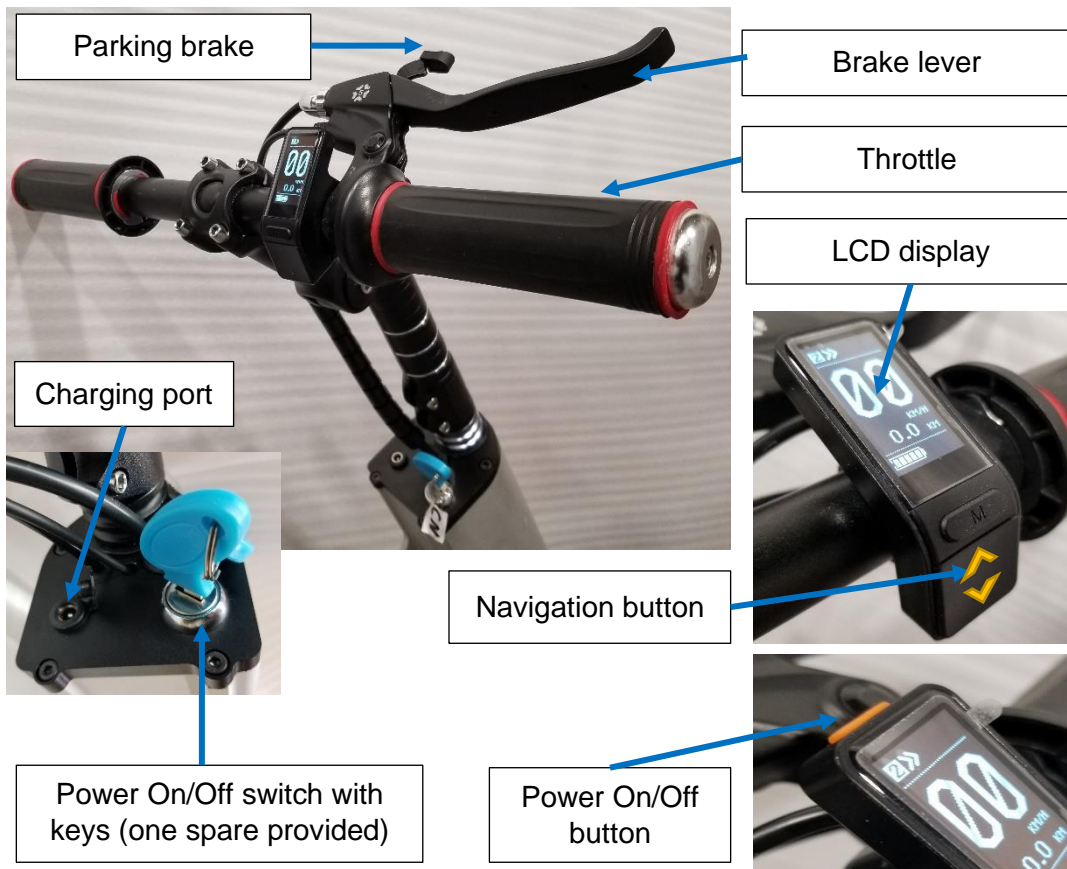
- To change the angle of the adjustable handlebar stem, loosen the screw, raise or lower the handlebar as necessary and retighten the screw.



- You also may adjust the height of the handlebar by adding or removing stem spacers. (see picture above). If you would like to order additional stem spacers, contact your vendor or Cheelcare.

**⚠** To avoid risk of injury and unit damage, do not power ON the Companion Plus without securing the DCU connection to the steering stem of the Power Unit.

### Driving Control Unit Components



## Installing the Docking Port

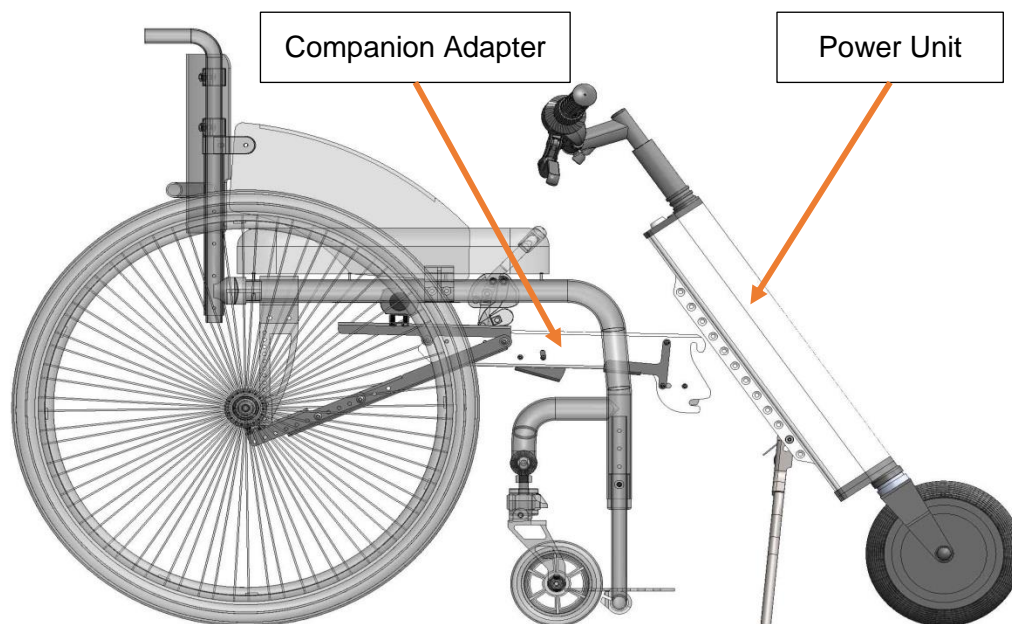
The Docking Port is the metal hitch that is affixed to the Power Unit and allows the assembled Companion Unit to connect to the Docking Module using the Companion Adaptor.

**⚠** Before installing the Docking Port, please attach the Companion Adaptor into the Docking Module of your chair. You will need it to assess the proper position of the Docking Port (see picture below).

- To install the Docking Port, you will need the port and the screws and locknuts from the bag attached to it.
- The Docking Port consists of two plates with two pre-assembled axles. The plates are separated by packaging material to make installation easier.

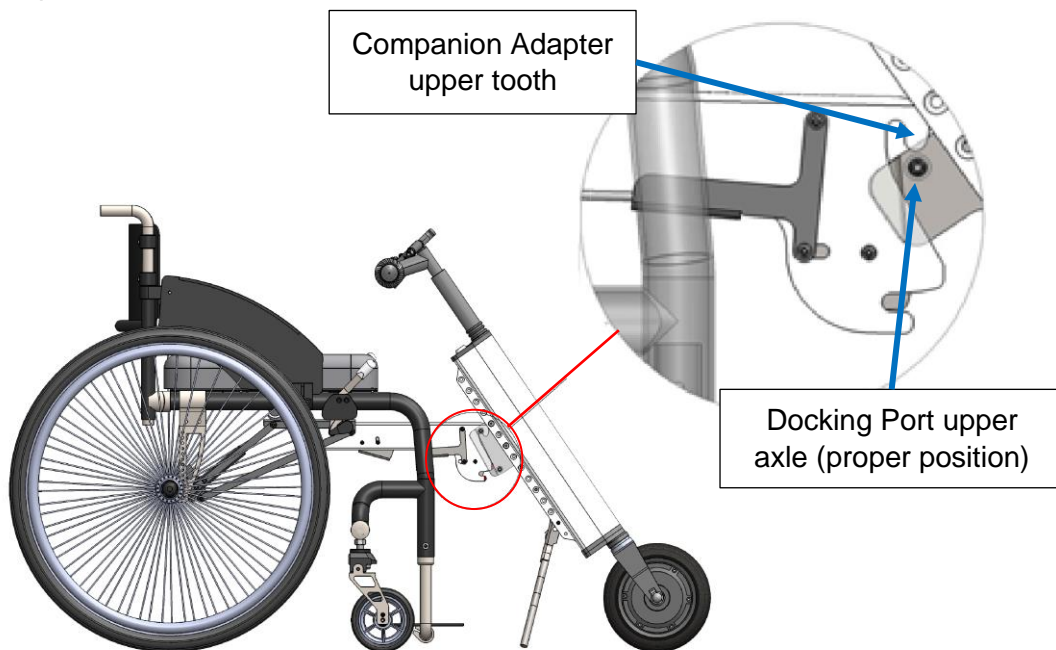
**⚠** Do not remove the packaging material separating the two plates of the Docking Port until after you have completed the installation.

1. Let the Power Unit freely stand on the kickstand.
2. Move the wheelchair so that the Companion Adapter slightly touches the Power Unit as shown in the picture below.

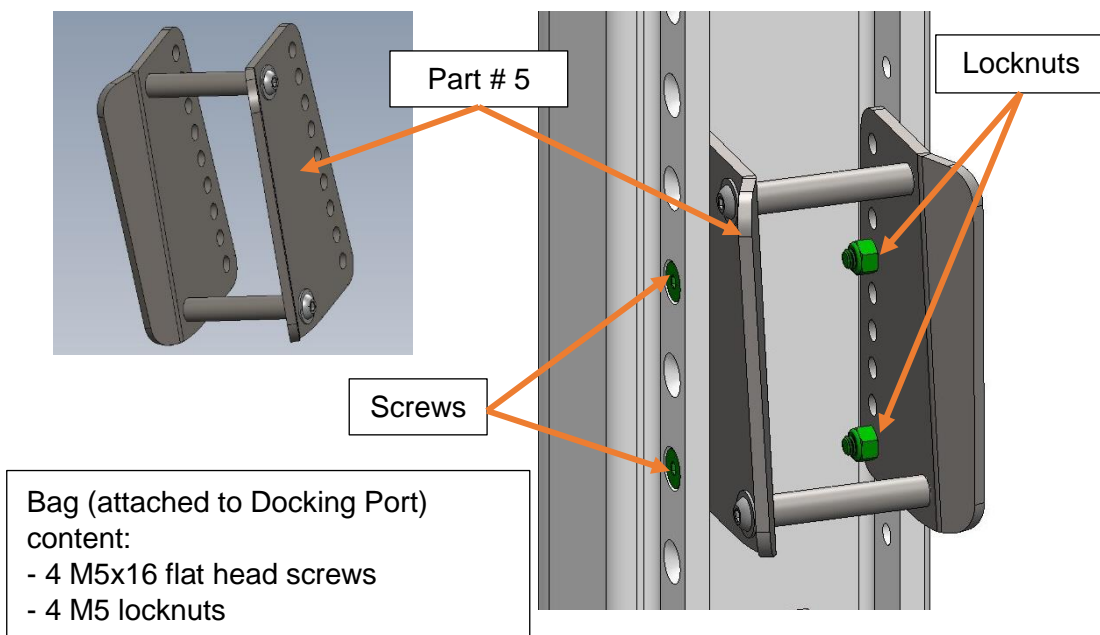


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- Place the Docking Port on the back of the Power Unit. Slide the Docking Port up or down so that its upper axle touches the upper tooth of the Companion Adapter. Mark this position.

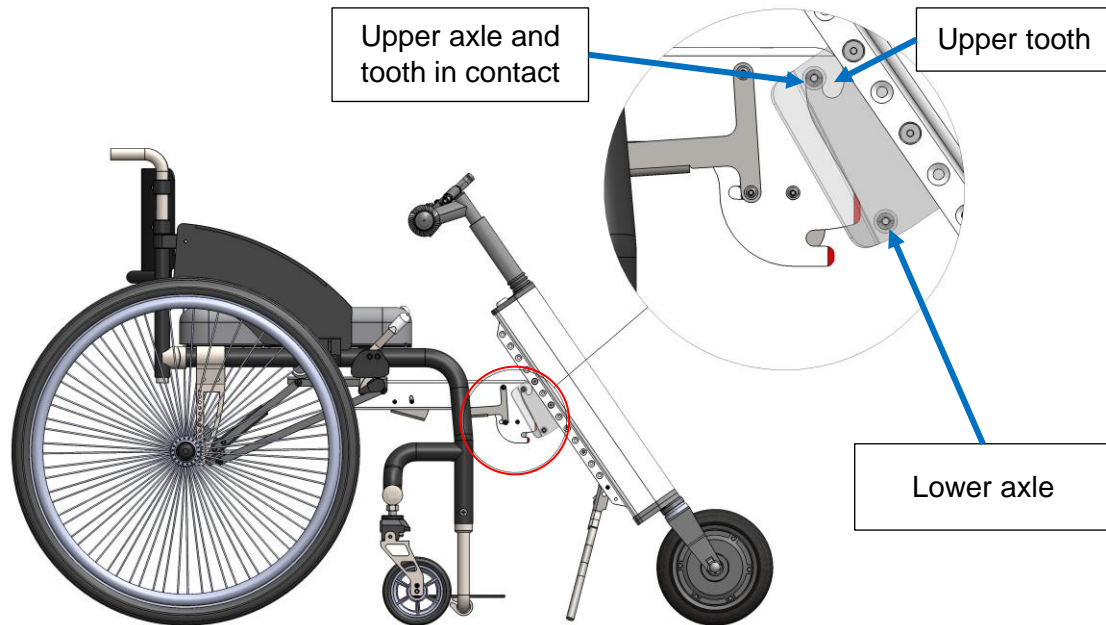


- Insert the screws through the holes in the Power Unit that align closest with the holes of the Docking Port plates. Loosely secure with locknuts. You will need to adjust the position of these parts later before tightening it completely.

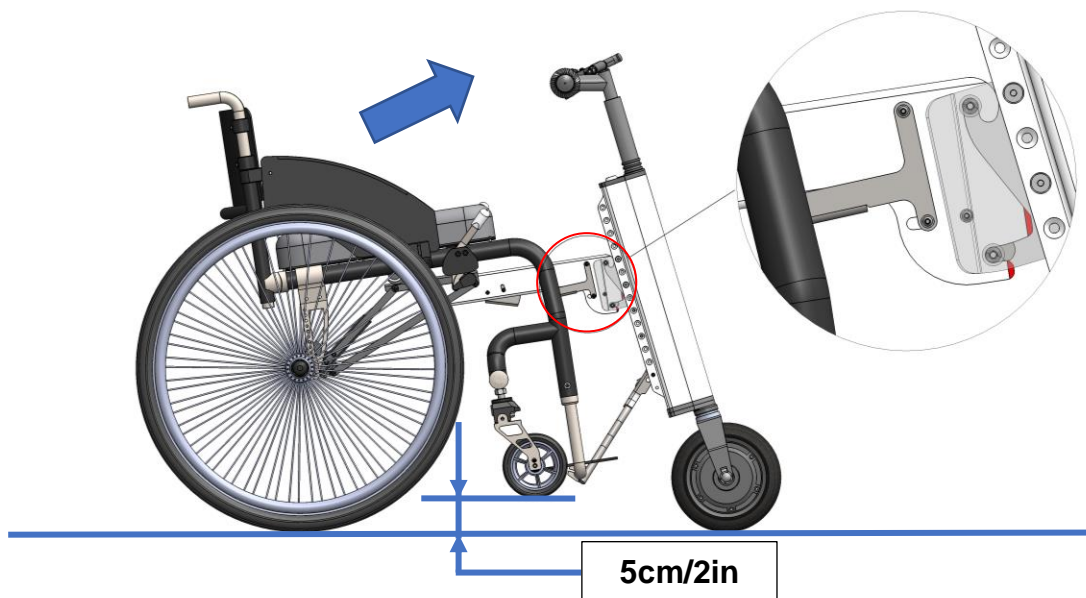


## Attaching the Companion Unit to the Companion Adapter

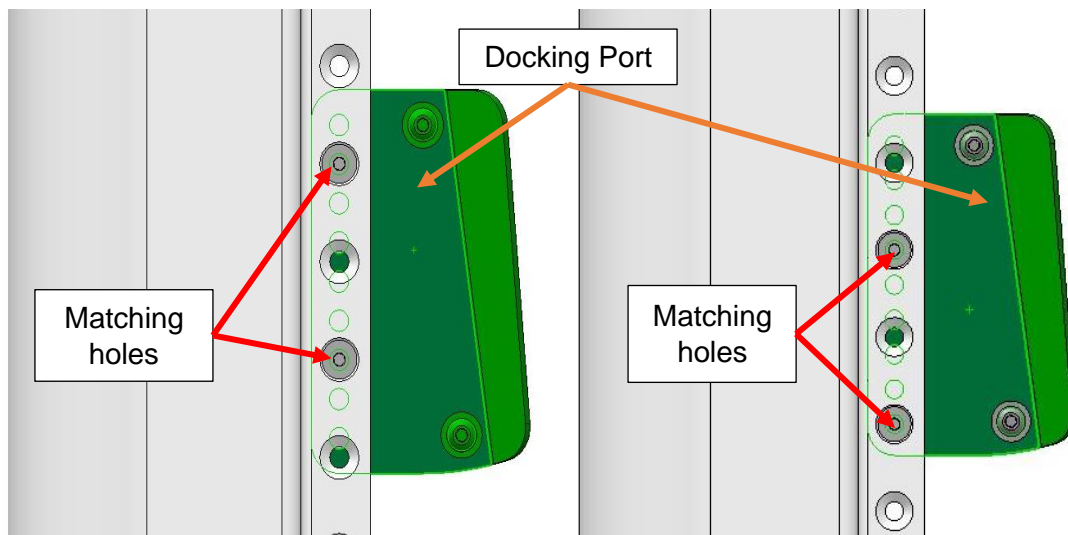
1. Bring the Companion Adapter's upper tooth in contact with the upper axle of the Docking Port.



2. Use both hands to push the handlebar forward and slightly upward from the wheelchair as shown (the Companion Unit will pivot on the upper axle) until you hear a click. This indicates that the locking mechanism is activated and that the Companion Adapter and Companion Unit are connected. The casters of your wheelchair should lift off the ground. The recommended gap between the casters and the ground is about 5cm/2in.





3. If the recommended gap of 5cm/2in is not achieved, slide the Docking Port up or down on the Power Unit to the next set of matching holes until the gap is achieved.



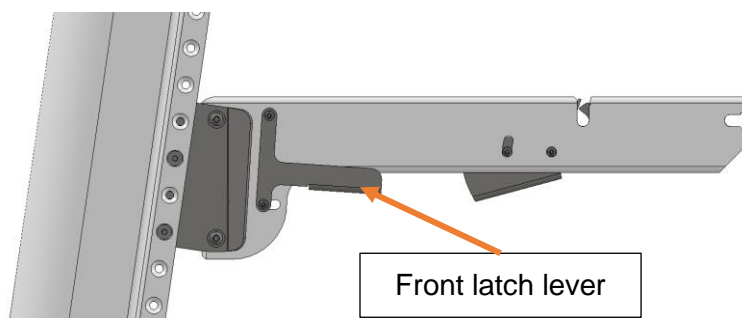
4. Once you have achieved optimal position of the Docking Port, tighten the screws with an Allen key while holding the locknuts in place with the open-end wrench.

### Detaching the Companion Unit from the Companion Adapter

 The wheelchair casters are lifted off the ground. When detaching the Companion Unit, the front of your wheelchair will fall from 5cm/2in in height. To avoid injury while detaching the Companion Unit from the Companion Adapter, firmly hold the steering stem with one hand while pressing the release front latch lever with the other hand.



 Power OFF your Companion Plus using the key before detachment or attachment. Take the key out of the switch to ensure that it cannot accidentally be powered ON. Failure to power OFF during attaching/detaching may result in injury.

1. To detach the Companion Unit from the Companion Adapter, first firmly hold the steering stem with one hand.
2. With the other hand, press the front latch lever. The Companion Unit will remain standing as the kickstand deploys.





## Companion Plus Operating Instructions


 Before operating/driving your Companion Plus, please carefully read the  **Safety Measures and Precautions** section of the Companion Plus User Manual (page 2).

Your Companion Plus is shipped with two keys. We recommend you store the spare key in a safe place.

### Powering On/Off

1. To turn your Companion Plus ON, insert the key into the keylock on the Power Module and turn it clockwise, then hold down the orange Power button located on the top of the display. The LCD display will show the status of the battery. If the Companion Plus is not operated within 5 minutes, the display will automatically power down.
2. To turn your Companion Plus OFF, hold down the power button for two seconds. When the display turns off, turn the key counterclockwise and remove the key from the keylock.



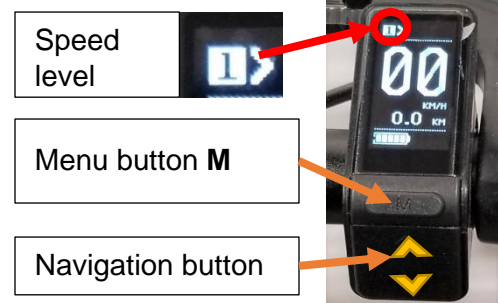
 During transportation, always turn the unit **OFF** and **remove the key** from the keylock to prevent accidentally powering the unit.

### Speed Limits


The Companion Plus comes with five preprogrammed speed limits. Press the navigation button ▲ or ▼ to switch between speed limits.

### Display Information

Press the Menu button “M” to explore your trip, riding time, average (**AVG**) and maximum (**MAX**) speed. The display shows the speed and trip information by default.



### Driving

 Always keep both your hands on the handlebar in order to maintain control.

1. Place both hands on the handlebars.
2. To start driving, twist the throttle on the right handlebar. Always start on Speed Mode 1 and slightly increase throttle twist to achieve desired speed in accordance with your surroundings, road and weather conditions.
3. To slow down and/or stop, release the throttle and squeeze the brake handle.
4. You can keep track of your speed on the LCD display. Always follow local rules and regulations.

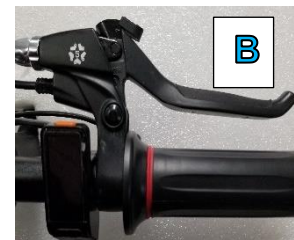
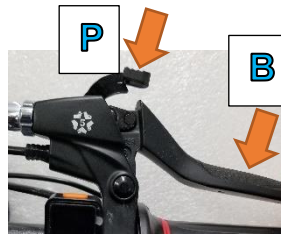
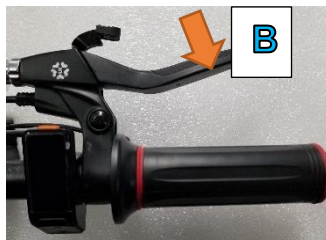


**Safety Tips:**

- Drive in a safe and courteous manner to avoid any collision with others.
- Maintain a safe speed and keep a reasonable distance from obstacles around you.
- Slow down before changing direction and while turning to avoid falling and/or losing control.
- It is recommended to install reflectors and/or a bright light on your Companion Plus. You can purchase a handlebar-mounted light compatible with your Companion Plus from your local vendor or from Cheelcare. For safety reasons, wear light or reflective clothing while riding at night or during poor visibility conditions.

**Braking**

- To stop, pull on the brake lever (**B**) located in front of the right handlebar.



- To park your stopped device, pull on the brake lever (**B**) and then pull on the parking brake lever (**P**) to fix the braking lever.
- To release the parking brake, pull on the brake lever (**B**) again. It will release the stop lever to its initial position.



Avoid hard braking when turning to prevent falling or losing control.  
Do not use wheelchair brakes when going downhill as they may lock up

**Battery Charge Indicator**

The LCD display shows five levels of the battery charge and will flash when the charge is low. Always plan your ride so that you have enough charge for your whole trip or ensure that you have your charger with you.



## To Charge the Battery:

1. Turn your Companion Plus OFF and remove the key.
2. Connect the charger to your Companion Plus's charging port and to the AC power outlet.  
**Important: only use the charger provided to charge your Companion Plus.** You can order a replacement by contacting your vendor or Cheelcare.
  - A red light on the charger indicates that the Companion Plus battery is charging.
  - A green light indicates that the Companion Plus battery is completely charged.
3. When charging is complete, disconnect the charger from the charging port and the AC power outlet.



The battery is the “heart” of your Companion Plus. Please follow the Companion Plus Maintenance recommendations to ensure its long-lasting service.




## Companion Plus Maintenance

Your Companion Plus has been carefully designed for optimal performance. To ensure its long-lasting service and to prolong its lifespan, the following maintenance tasks and general precautions must be followed. It is strongly recommended to perform periodic maintenance and safety checks on your Companion Plus by following these steps. Improper maintenance may cause failure and invalidate the product warranty.

### Battery and Charging

1. Do not let the battery discharge completely. When the system indicates a low battery, charge the battery as soon as possible.
2. Only use the charger provided with your Companion Plus.
3. Do not insert anything but the included charger into the charging port of your Companion Plus as this may cause unit damage and/or personal injury.
4. When not in use, your Companion Plus should be kept in a dry environment at a room temperature in a range of 10°C to 25°C/50°F - 77°F. Using or storing your Companion Plus beyond the recommended temperature range may shorten the battery life.
5. If your Companion Plus is not going to be used for a long period of time, make sure it is still being fully charged every two months in order to avoid damage due to “deep discharge”.

### Cleaning and Overall Care

1.  Always ensure your Companion Plus is powered OFF and the charger is unplugged before cleaning to prevent damage and the risk of electric shock.
2. The exterior frame and wheel can be cleaned using a soft cloth dipped in non-abrasive soap and water.
3.  Do not use high pressure washers like a hose or water gun. Never submerge the entire Companion Plus under water.
4. Store the device indoors in dry conditions. Keeping your Companion Plus in an outdoor environment with strong sunlight may cause the finish to fade more quickly or cause other deterioration.
5. It is recommended to regularly perform small maintenance tasks such as tightening screws and aligning handlebars to keep your Companion Plus safe and in top shape. Please contact Cheelcare for any significant maintenance issues or for any problems you are unable to solve.
6.  Do not disassemble the Power Unit. The device's internal structure is very precise and can be easily damaged unless handled by authorized service professionals. The manufacturer is not responsible for any personal injury or property damage caused by total or partial disassembly of the Power Unit.

## Maintenance Schedule

Task	How Often?	How?
Check wheel	Weekly	Clean dirt from the wheel and check tire tread.
Check fastening screws	Weekly	Inspect fasteners visually for any damage. Check that all connections are tightened properly.
Clean Companion Plus exterior	Monthly	Clean using a soft cloth dipped in soap and water; do not use hoses and/or pressure washers.
Check brake pad wear	Every 6 Months	Check for effective braking by squeezing the brake lever. Have an authorised service provider check or replace brake pads.
Professional Companion Plus inspection	Yearly	Have an authorised professional service provider check the device.
Replace tires	As necessary	Have an authorised professional service provider replace the tires.

## Troubleshooting Guide

### The device is not powering ON:

- Make sure that you turned ON the power with your key and pressed the orange power button on top of the digital display.
- Ensure that the battery is fully charged (charger indicates a GREEN light).


### The front wheel slips – spins in place:

- The front wheel is too far from your wheelchair. Adjust the Companion Unit so that the front wheel is as close as possible to the footrest. The Power Unit should be almost vertical when the Companion Plus is attached to your wheelchair.
- When driving uphill, lean forward in your wheelchair to shift your center of gravity forward.
- Check the tire tread and replace it if it is too worn. Contact your local vendor or Cheelcare for service.
- Always start slow in Speed Mode 1.

## Warranty Terms and Conditions

- Unit warranty starts from the day of delivery unless specified otherwise.
- This warranty does not include shipping or transportation costs required for repairing the device.
- Cheelcare reserves the right to charge the owner for any costs incurred from parts damaged by reasons that are not covered by this warranty.
- When calling your service provider or Cheelcare with service or warranty issues, please provide the serial number (**S/N**) and date of purchase of your Companion Plus.



 The **S/N** of your unit is on the back of the Power Unit, just above the kickstand.

### Warranty Exclusions (excluding factory defects):

- Tires
- Brake pads and cables
- Handgrips
- Any other normal wear-and-tear item

## Warranty Period

The warranty period for all structural parts is two (2) years, and one (1) year for the battery, motor, and electronics, beginning from the date of delivery. Please register your Companion Plus online at [www.cheelcare.com/go](http://www.cheelcare.com/go).

Replacements or repairs completed within the original warranty period by an authorized service provider will have an additional one-year warranty from the repair date.

## Warranty Conditions

Cheelcare will not be responsible for any damage that may arise as a result of improper use or storage. The warranty may be invalidated if Cheelcare believes any of the following is true:

- The user has not followed the recommended Companion Plus Maintenance outlined in this manual.
- The internal structures of your Companion Plus have been disassembled, installed or repaired by anyone other than someone authorized to do so by Cheelcare.
- Your Companion Plus has been damaged as a result of accidents caused by disregarding the Safety Measures and Precautions prescribed in this manual, such as, but not limited to, speeding or driving over obstacles.
- The device has undergone any modifications or repairs that were not done by a registered service provider.
- Your Companion Plus has been damaged due to negligence or improper use.
- Your Companion Plus displays any faults that may have been caused by poor storage conditions.
- The device was damaged while undergoing transportation or improper handling.
- Your Companion Plus displays any faults not caused by Cheelcare's own design or technology.

## Warranty Process

If you have an issue with your Companion Plus, contact your Authorized Dealer or email Cheelcare directly at [support@cheelcare.com](mailto:support@cheelcare.com) with your Companion Plus serial number and a detailed description of the problem. If possible, please attach photos/videos. Our support team will diagnose the issue, advise you of a solution and, if necessary, coordinate factory service or service through an authorized service provider.

## Warranty Registration Form

Please fill out the information below.



Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State / Province: \_\_\_\_\_

Zip / Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Companion Plus S/N: \_\_\_\_\_

Purchased From(vendor): \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Please keep a copy of this registration form for your records and send the completed form within 30 days of receipt of your unit (by mail or email) to:



**Cheelcare**  
16 Sims Crescent, Unit 20  
Richmond Hill, ON L4B 2P1  
Canada

[sales@cheelcare.com](mailto:sales@cheelcare.com)



## Revision History

<b>Date</b>	<b>Version</b>	<b>Changes</b>
May 25, 2021	V1.0	Initial release of Companion Plus Power Assist System
June 08, 2021	V1.1	Changed pictures related to the docking port