

# companion

## POWER ADD-ON FOR MANUAL WHEELCHAIRS **USER MANUAL**



## Companion User Manual

Dear Customer,

CHEELCARE is proud to introduce **the Companion power add-on** for your manual wheelchair. We believe that the Companion will become an indispensable partner in your everyday life, allowing you to do more and go further.



**Before using the Companion, 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 product page <https://cheelcare.com/products/cheelcare-companion>.

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




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## Table of Contents

Revision History .....	1
Introduction .....	2
Labels and Symbols.....	2
 Safety Measures and Precautions .....	3
Overview of Major Components .....	5
Technical Specifications .....	6
Companion Delivery Check Up .....	6
Unboxing .....	7
 Companion Installation Instructions .....	9
Assembling the Docking Module (DM) .....	9
Assembling the Docking Module for Foldable Manual Wheelchairs .....	9
Adjusting the Docking Module for Foldable Manual Wheelchairs .....	11
Adjusting the size of the Folding Docking Module .....	11
Assembling the Docking Module for Rigid Manual Wheelchairs .....	13
Attaching/ Detaching the Companion Adapter .....	19
 Assembling the Companion Power Unit.....	20
Control Module Installation.....	20
Installing the Docking Port .....	22
Attaching the Companion Unit to the Companion Adapter .....	24
Detaching the Companion Unit from the Companion Adapter.....	25
Companion Operating Instructions.....	26
Powering On / Off.....	26
Driving .....	26
Braking .....	27
Charging the Companion .....	27
Companion Maintenance.....	28
Battery and Charging .....	28
Cleaning and Overall Care.....	28
Maintenance schedule .....	29
Troubleshooting Guide .....	29
Warranty Terms .....	30
Warranty Period .....	31
Warranty Conditions.....	31
How Does the Warranty Process Work? .....	31
Warranty Registration Form.....	32

## Revision History

Date	Version	Changes
March 25, 2020	V1.0	Initial release.
May 20, 2020	V1.1	Added Docking Module for Foldable Manual Wheelchair.
Nov 26, 2020	V1.2	Changed link to website and products.
August 17, 2023	V1.3	Updated instructions and images to reflect changes to the hardware design for the Rigid Docking Module and the Docking Port. Affected sections: <i>Overview of Major Components</i> , <i>Companion Installation Instructions</i> , and <i>Installing the Docking Port</i> .

## Introduction

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

## Labels and Symbols

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



Manufacturer



Safety warning



Notes



Assembly instructions

## Safety Measures and Precautions

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


### IMPORTANT

- Read this user manual prior to using the Companion power add-on.
- The use of the Companion 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.
- CHEELCARE is not responsible for any injuries or damages caused by using the Companion in contravention of:
  - \* this user manual's instructions and recommendations.
  - \* the direction of an authorised dealer.
  - \* the technical limitations and recommendations of your wheelchair manufacturer.

### MECHANICAL OPERATION

- To prevent accidental activation of the Companion, always completely turn the power OFF when parked, transferring from/to the wheelchair or loading/unloading.
- Power OFF the Companion BY KEY and take it out. Using the red button only to power OFF is not safe enough.
- Regularly check that all connection parts are fastened tightly and not damaged.
- Check the LCD battery status before driving to avoid depleting it while you are away from a recharging power source. Keep the battery charger with you if your planned trip might take you further than the unit's current range.
- When lifting, loading or unloading the Companion, do not put your hands between the kickstand and the Power Unit (PU) to avoid injury.
- Do not insert any object in the charging port to avoid unit damage or personal injury.
- In case of any malfunction, turn the Companion OFF and take the key out, then contact your local dealer or CHEELCARE for instructions.
- Any modification to the Companion will void the warranty and may compromise your safety.

**WARNING**

- The Companion is to be used only by people with the necessary physical capabilities and healthy mental state to drive.
  - The Companion should only be used by one driver at a time. Never use the Companion while carrying a child.
  - The Companion 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 stopping or making sharp turns as this 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 (2") with the Companion 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 the Companion up or down steps, on uneven surfaces or on slopes of greater than 10 degrees, both for safety and technical limitations.
    - \* Avoid answering, using your phone, or other distractions while driving.
    - \* Do not sit or stand on the Companion Adapter (CA).
    - \* It is strictly forbidden to drive the Companion in a drowsy or intoxicated state.

**IMPORTANT**

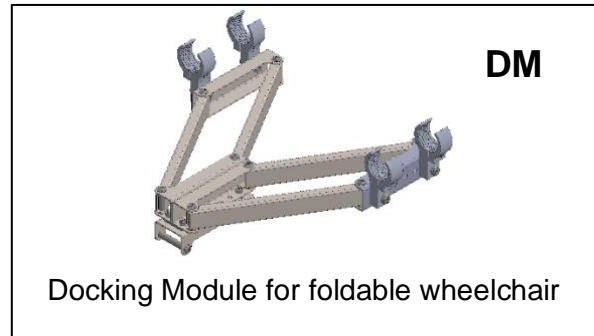
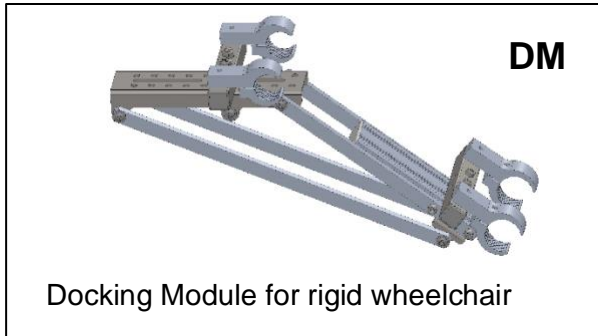
- Always abide by local traffic rules, laws and regulations.
- Always pay attention to your surroundings to avoid collisions with other vehicles or pedestrians.
- Keep a safe distance from bicycles and pedestrians when riding.
- Stay within the recommended driving speed when using the Companion:
  - 6 km/h on the street, pavement and pedestrian areas.
  - 12 km/h on bicycle lanes.



## Overview of Major Components

Your Companion has three major components:

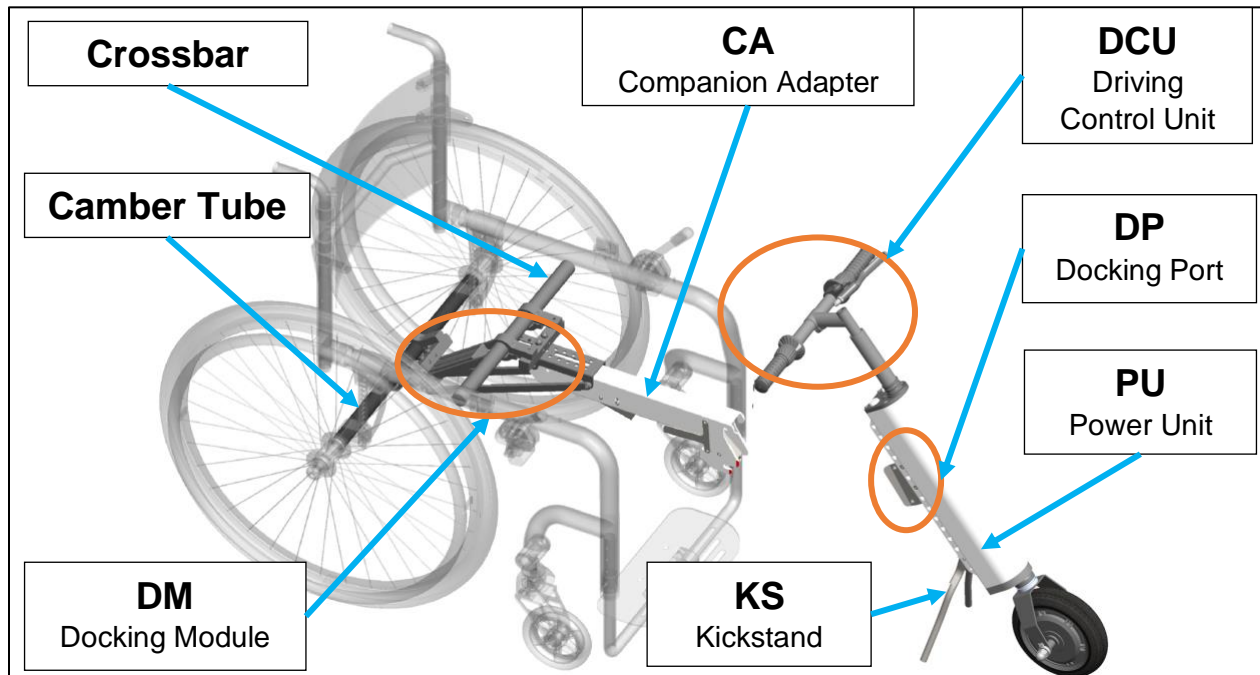
- The Docking Module (**DM**)



- The Companion Adapter (**CA**)
- The Companion Unit (**CU**)

The following components together make up the Companion Unit:

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



The standard clamps included with your Companion 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.



## Technical Specifications

- Hub motor (250W) with 8inch solid tire
- Powerful drum brakes
- Lithium Battery 36V 7.5Ah
- Range up to 25 km/16 miles per full battery charge
- Power On/Off switch with two keys (one spare)
- Three Speed Control
- LCD display shows 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 240lb (110kg).

## Companion Delivery Check Up

- 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) and the authorised dealer where the unit was purchased.
- If the shipping box is undamaged, remove all parts of the Companion 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 (DP) until after finishing the installation.

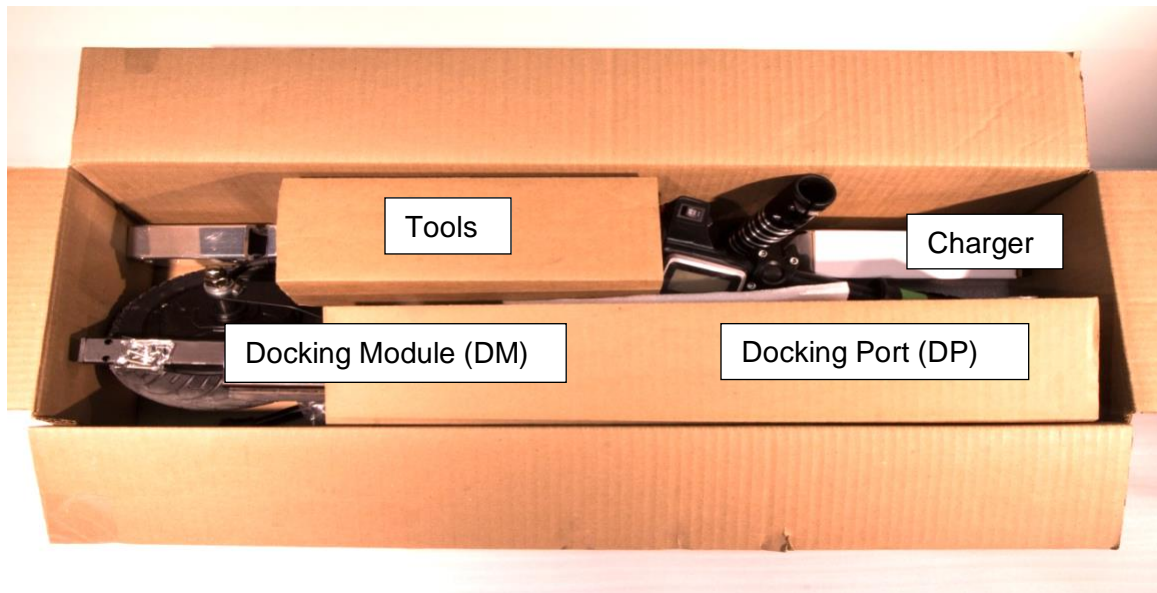
- Check that no parts have any damage, deformation, or other defects.
- Fasteners have been placed into bags and are attached to the corresponding parts for assembling.
- In case there are missing parts, stop further assembly and contact the authorised dealer or CHEELCARE.



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

## Unboxing

1. Open the box and visually check its content.



2. Below are the Docking Module components for **rigid** wheelchairs. Jump to the next picture if you have a foldable wheelchair.



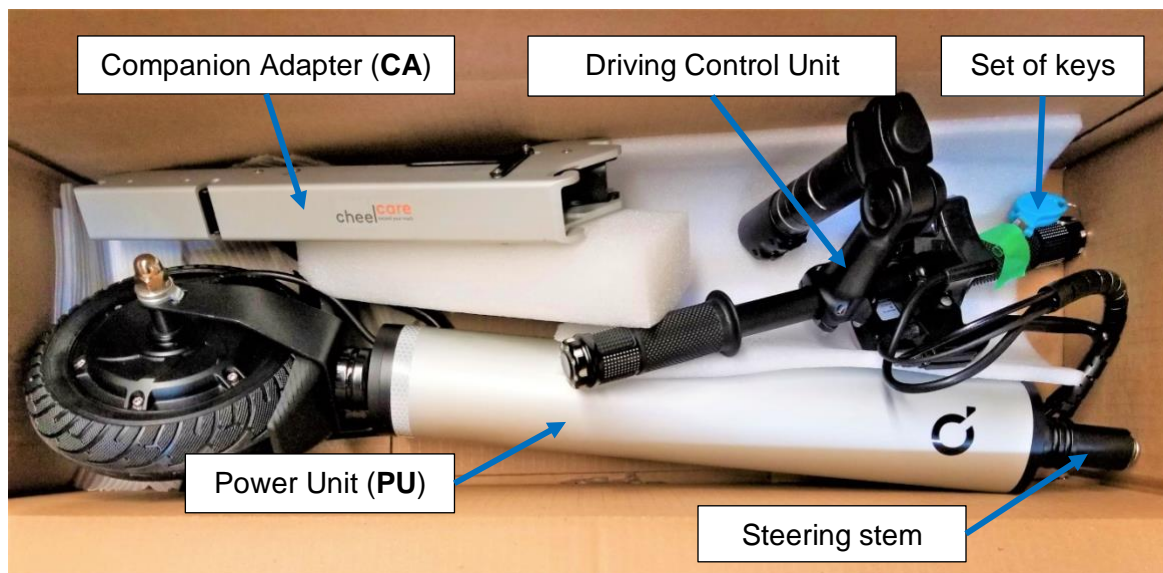
For your convenience, all parts are marked with numbers. Also included are:

- Set of the Allen keys
- Open end wrench
- A box with rubber rings and rubber strips

3. Below are the Docking Module components for **foldable** wheelchairs.




Check the rest of the box contents for damages.







## Companion Installation Instructions

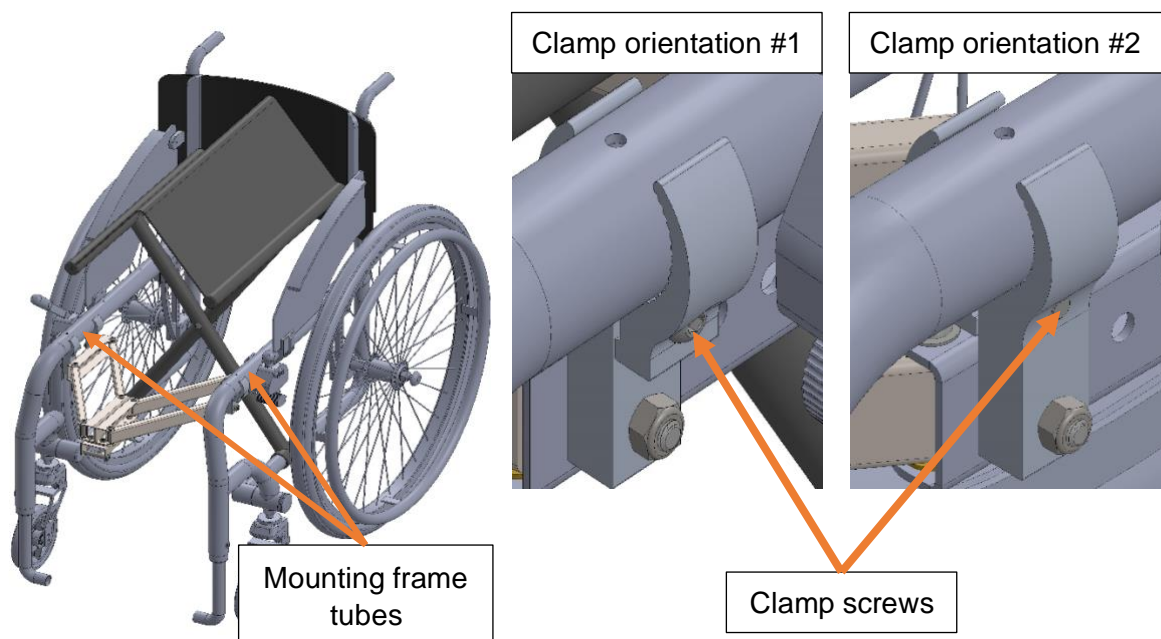
 The initial installation requires a certain degree of manual dexterity and physical strength. If anything is unclear or if you are not confident installing the Companion, call a friend or your service provider to guide to assist you. Your local dealer may also help with the installation and initial set-up 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 13). Otherwise, follow the instructions below.

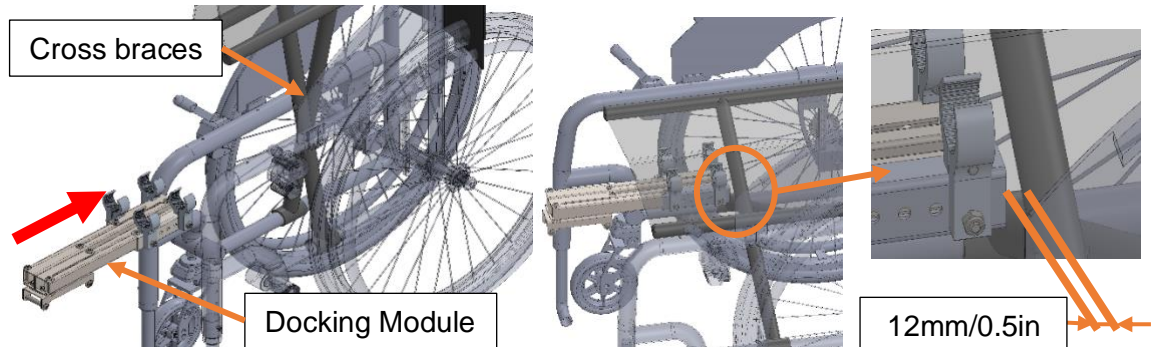
#### Assembling the Docking Module for Foldable Manual Wheelchairs

1. Slightly fold your wheelchair to 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 in 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 completely. You will need to adjust the position of these parts later.

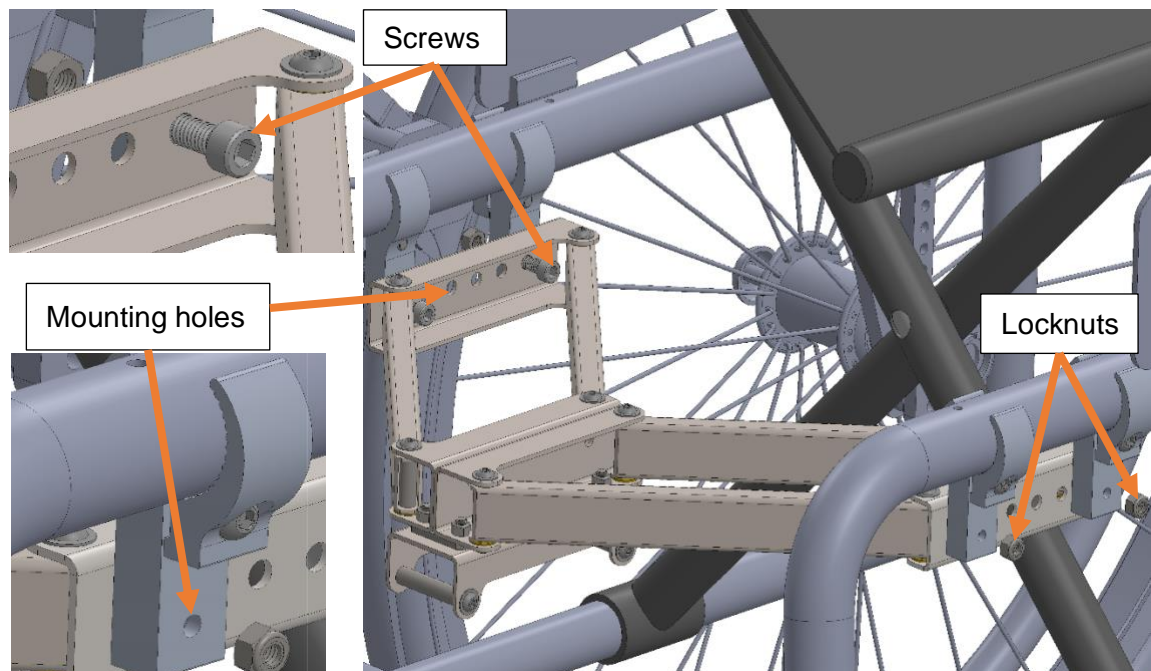


## Companion User Manual

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.



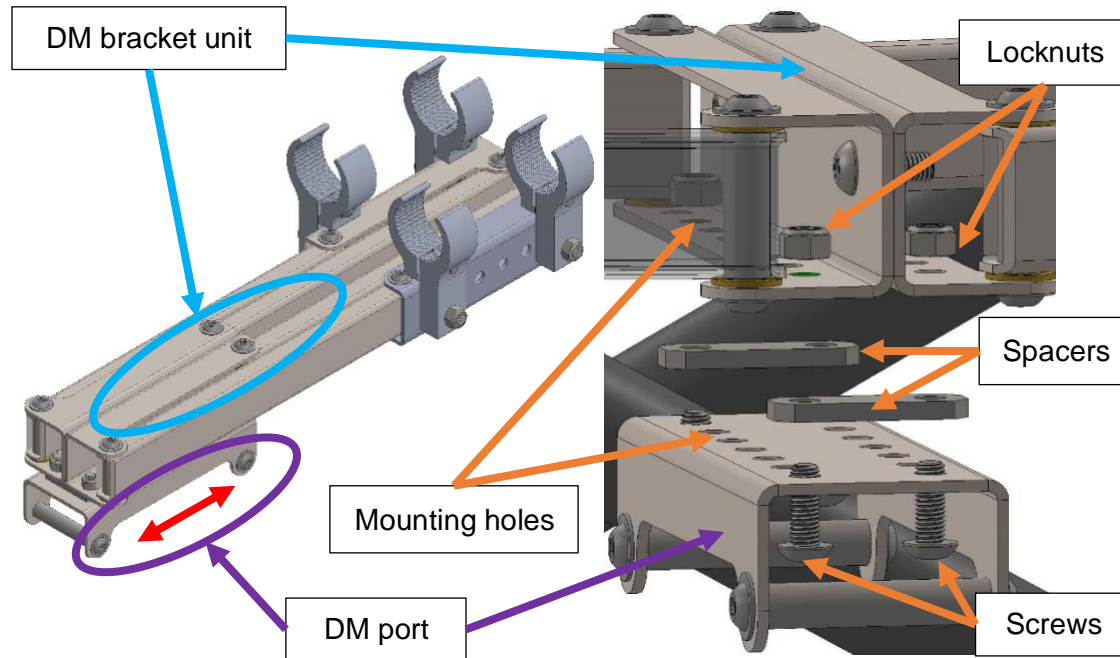
3. Remove the screws (3/8-16x1-1/8) and locknuts (3/8-16) from the bag attached to the Docking Module. Insert the screws from inside the Docking Module into the mounting holes of the clamps. Place a locknut onto the screw from the opposite side. Tighten the locknuts onto the screws to secure the connection 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 (to move the Power Unit away from the user) or backward (to move the Power Unit closer to the user).
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 supplied wrench.

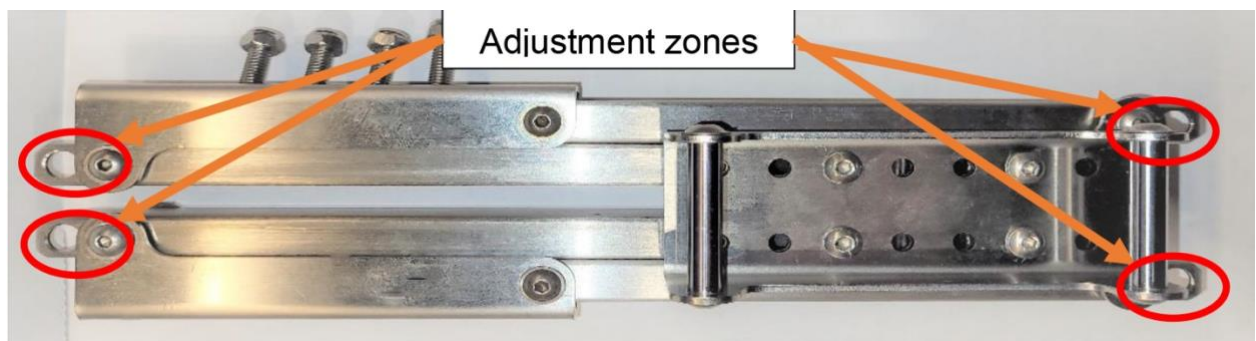
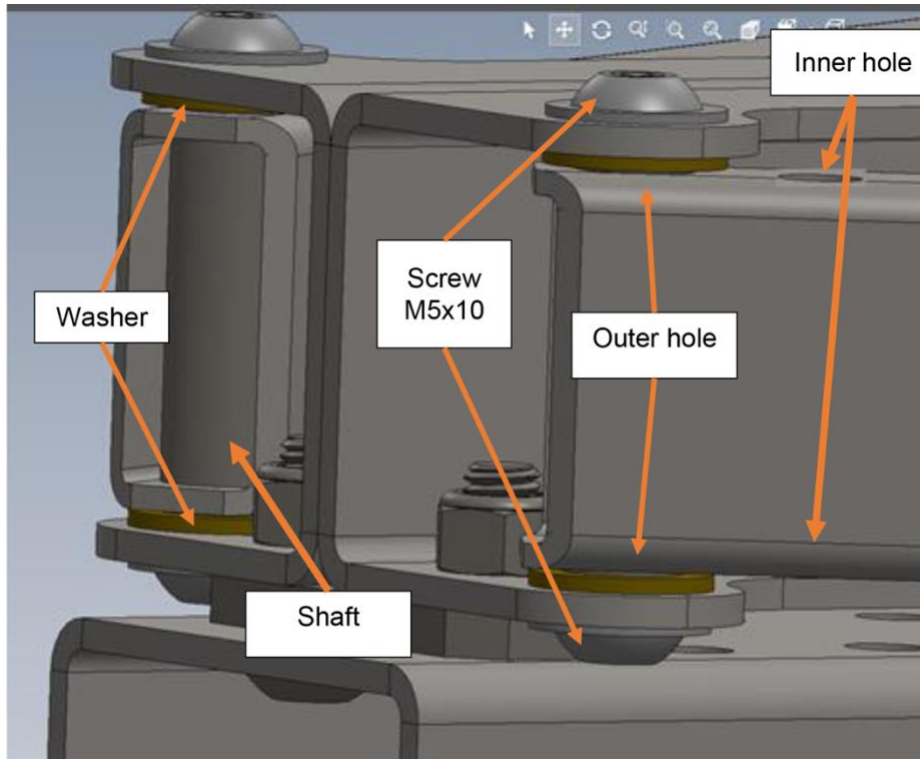
Your chair is now equipped with the lightweight universal Docking Module developed for you by Cheelcare.

## Adjusting the size of the Folding Docking Module

The Folding Docking Module is manufactured with alternative holes to adjust its size in cases where the depth of the wheelchair's seat is excessively shallow. Completing the adjustment as outlined below will reduce how far the Folding Docking Module protrudes beyond the edge of the seat cushion.

1. Locate the edge of the bars with two holes. These holes allow you to adjust the positioning of the shaft, as shown below. Use the inner holes to reduce the size of your docking module. Use the outer holes to increase the size of your docking module.
2. Unscrew the M5 x 10 screw from the shaft using two 3mm Allen keys. Carefully remove the shaft. NOTE: do not lose the washers.

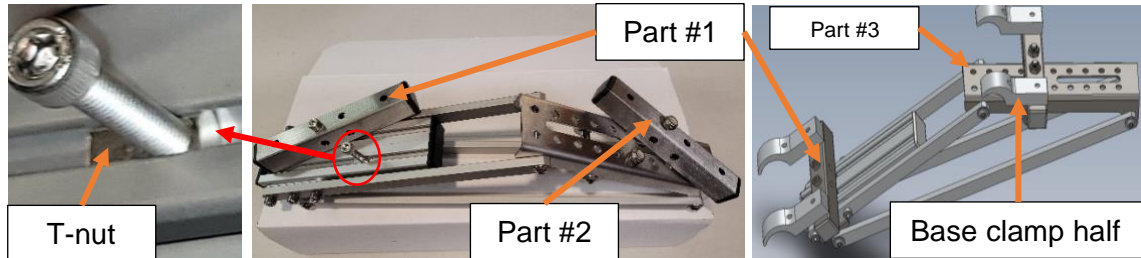
3. Slide the bar so that the hole of the bracket is aligned with the inner (if reducing size) or outer (if increasing size) hole of the bar.
4. Mount the shaft, screw and washer in the inner hole as shown on the picture. Do not forget to place the washers as in figure below.
5. Place thread locker on the screws and tighten them using two 3mm Allen keys.
6. Repeat these steps for all alignment zones indicated on the illustration below.



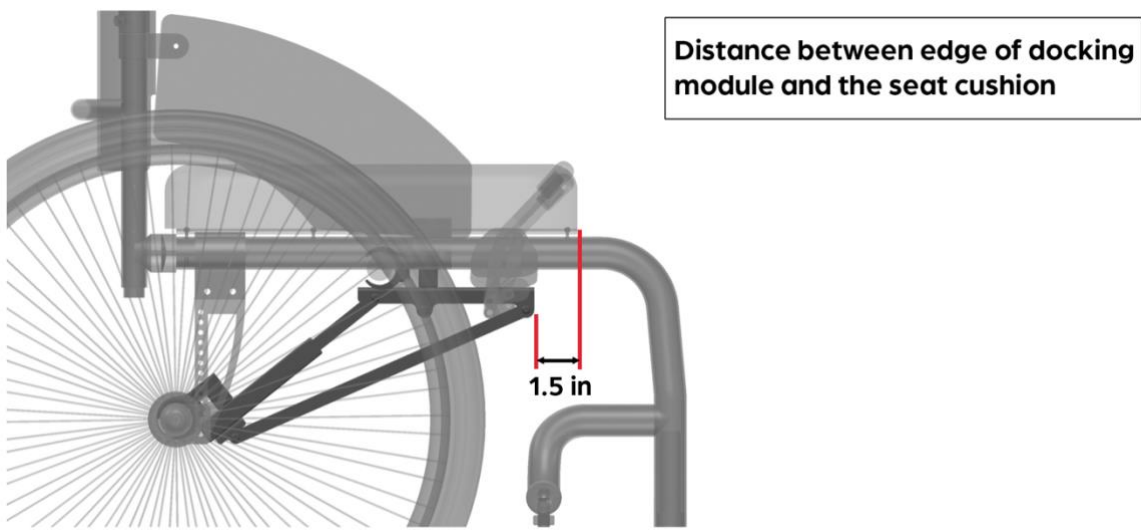


## Assembling the Docking Module for Rigid Manual Wheelchairs

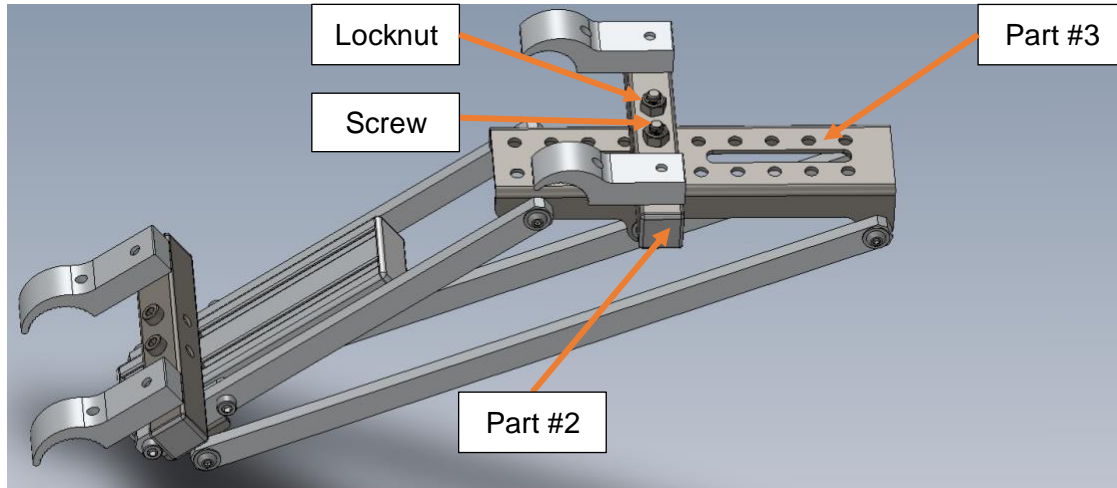
1. Unscrew the bolt from the T-nut and position part #1 as shown on the picture. Slide the T-nut under part #1 and screw that bolt into it. Leave it slightly loose as you will adjust its position later.



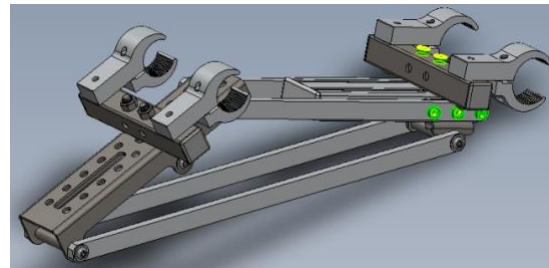
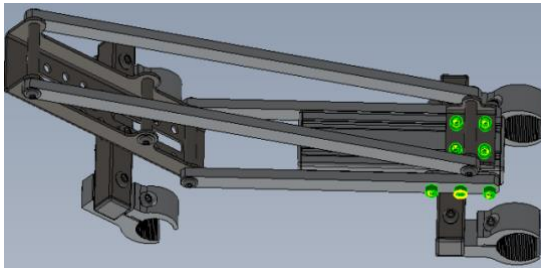
2. Locate the box of clamps and select the pair corresponding to the diameter of the camber tube of your wheelchair. Insert the screws from the bottom of part #1 and secure the base clamp halves to part #1 as shown in the picture above.
3. Disassemble Part #2 from the Docking Module. Insert the screws from the bottom of part #2 and secure the base clamp halves to part #2 as shown.
4. The top plate (Part #3) has a series of pre-drilled holes that allow you to adjust the distance between the edge of the seat and the crossbar of the wheelchair by changing the position of Part #2. We recommend that the Docking Module be installed so that the forward edge of the mounting hardware (Part #3) is approximately 1.5 inches from the edge of the seat cushion but can be adjusted as needed.



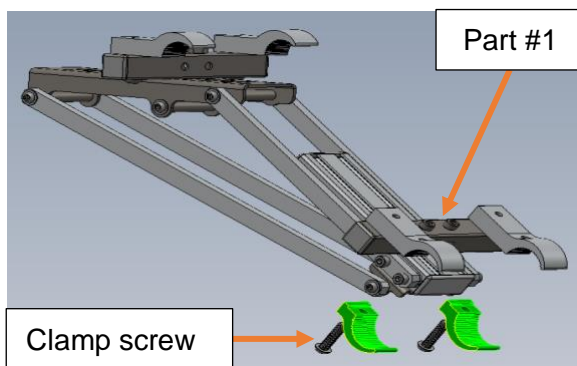
5. Once you've determined the position of the clamps, place part #2 on top of part #3. Insert the screws into part #2 from beneath part #3 using the holes that match the closest. Tighten the screws with an Allen key as you hold the locknuts in place using the open-ended wrench.



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

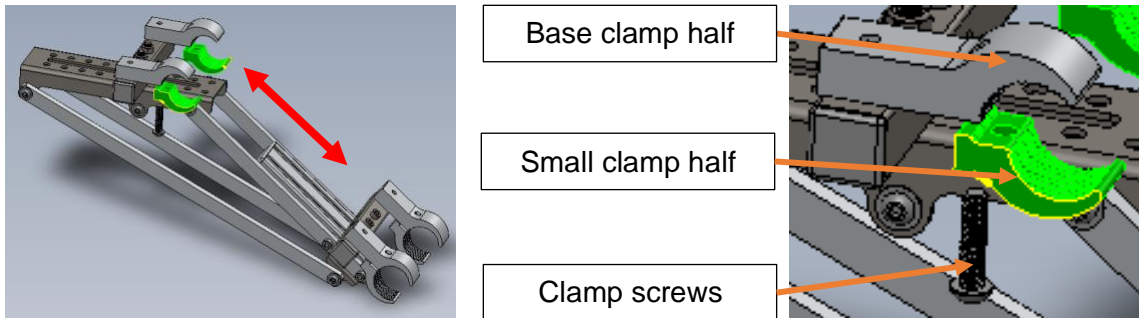


7. Position the base clamps of part #1 over the camber tube of your wheelchair. Place the small clamp halves (highlighted) over the camber tube. If the clamps do not fit tightly around the camber tube, add rubber strips between the clamp and the tube to ensure a tight fit. Center part #1 on the camber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

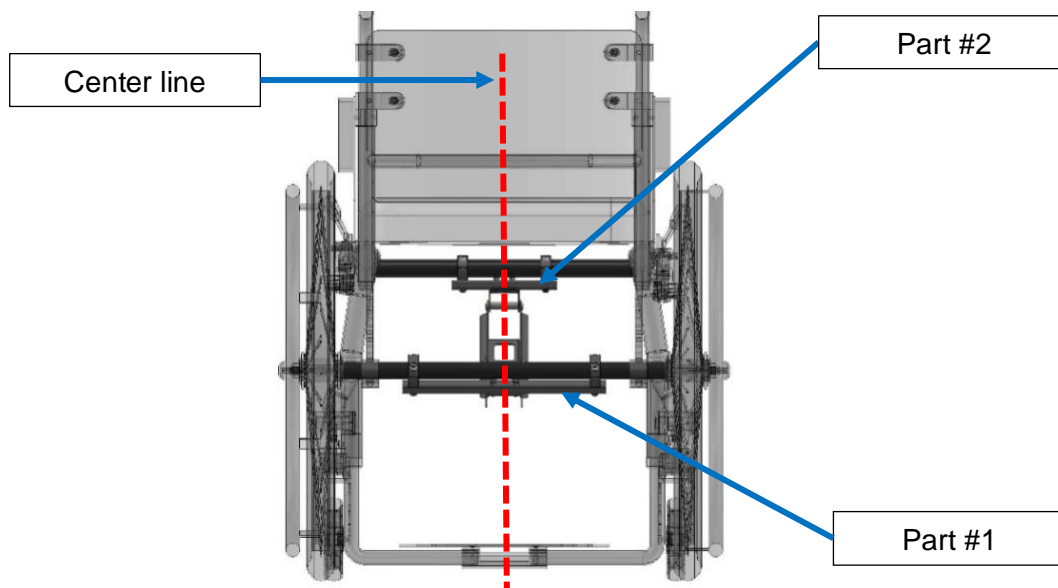


## Companion User Manual

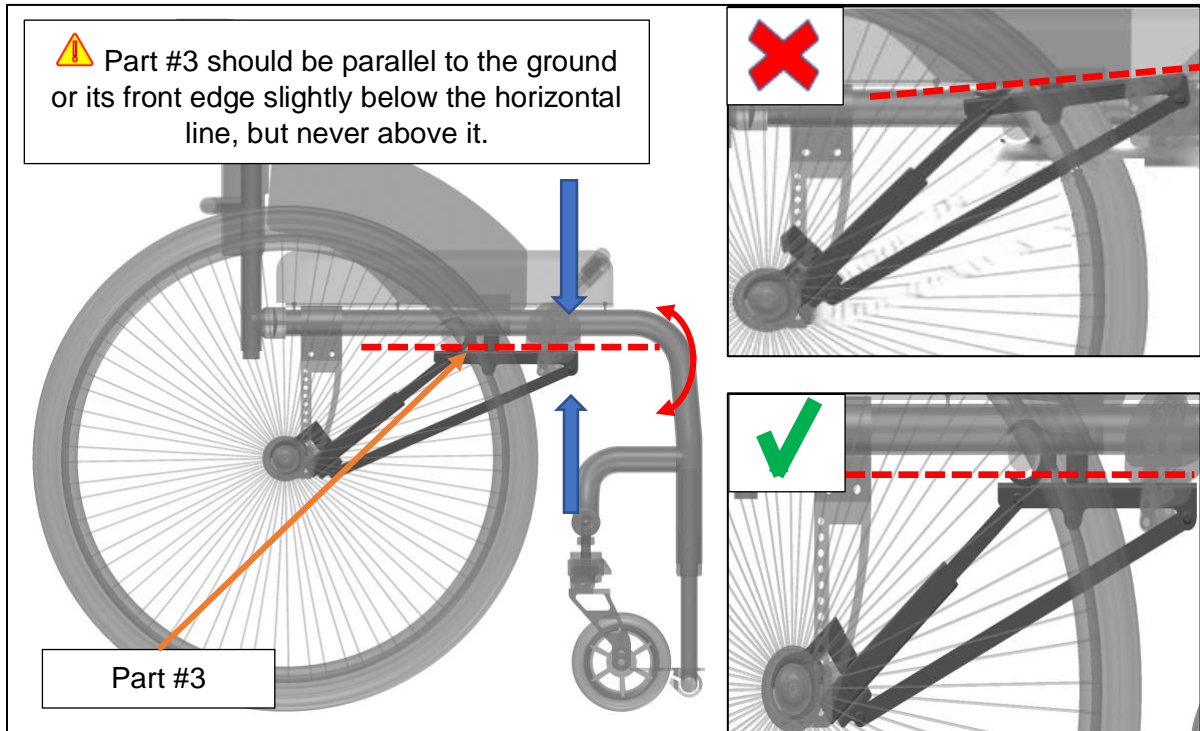
8. Position the base clamps of part #2 over the crossbar of your wheelchair. You may need to push or pull part #1 to do that. The Docking Module will adjust itself to the required distance. Place the highlighted small clamp halves over the crossbar. If the clamps do not fit tightly around the crossbar, 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 using the clamp screws and an Allen key. You will need to adjust their position later.



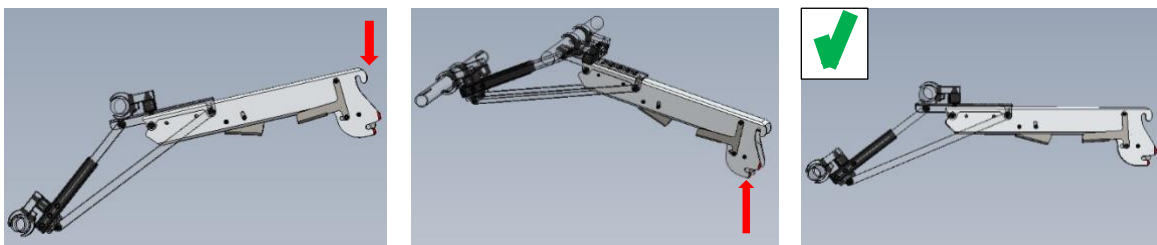
9. Center part #2 on the crossbar tube. Do not tighten the clamp screws yet.



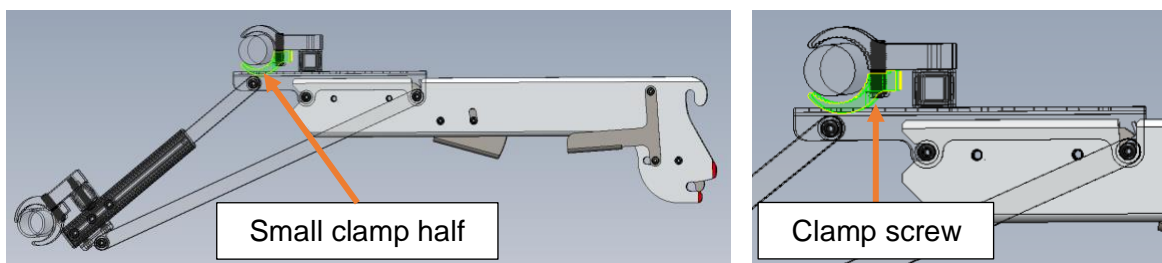
10. Move the front edge of the Docking Module up or down so that part #3 is parallel to the ground. The front edge may need to pitch slightly below the horizontal line, but should never be above it.



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.

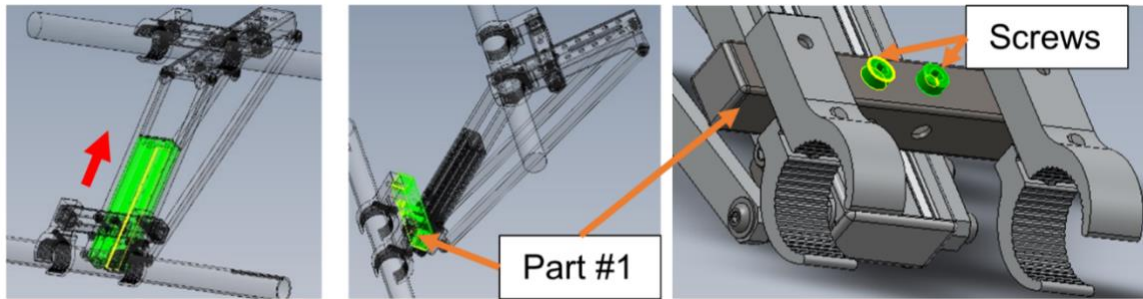


Once the correct position is achieved, hold the Companion Adapter in place with one hand and tighten the clamp screws with an Allen key using your other.

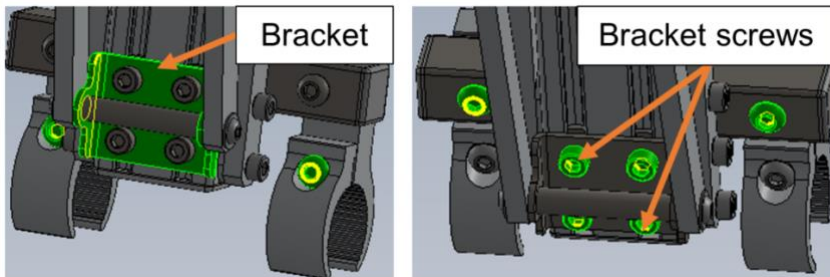




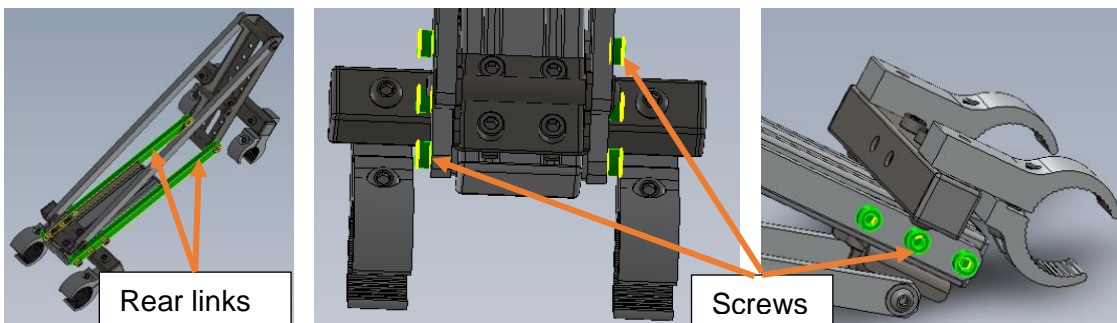
11. Slide the highlighted part inside and tighten the screws of part #1 with an Allen key.



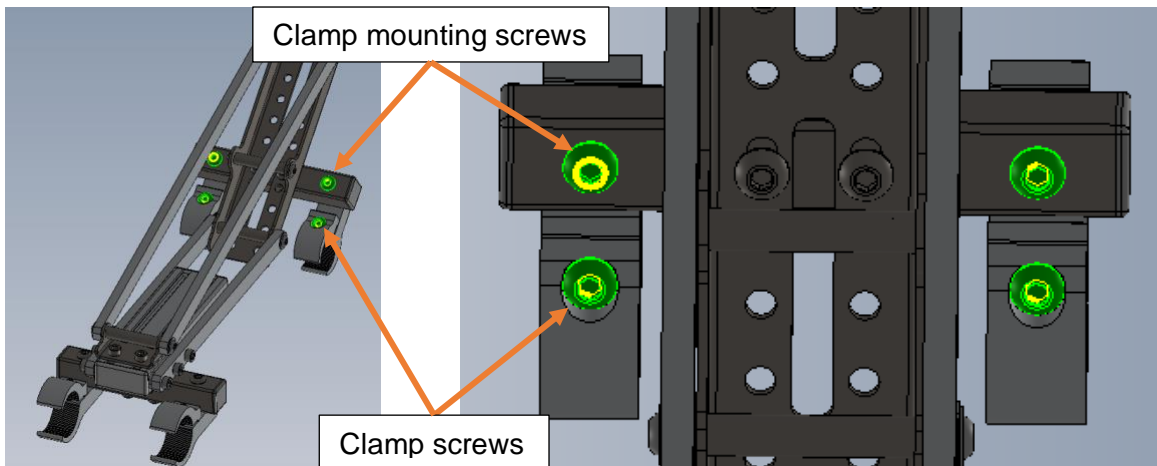
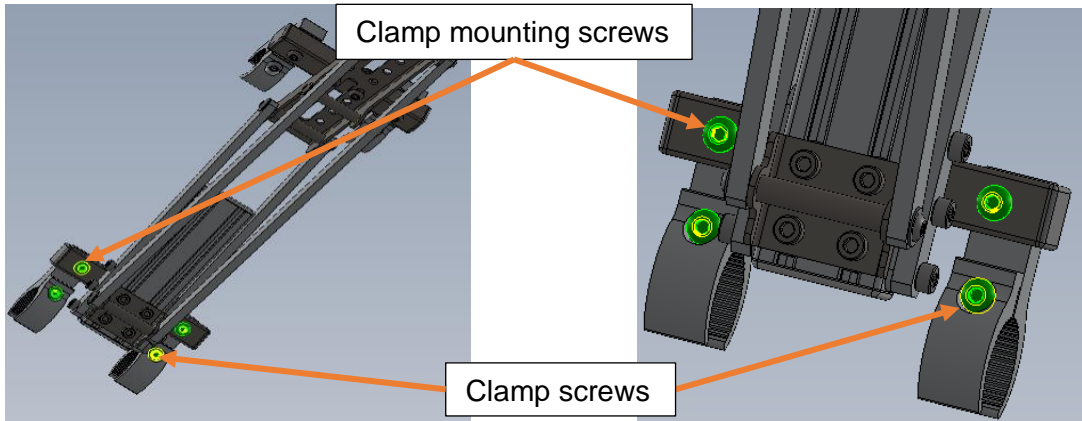
12. Disconnect the Companion Adapter and flip the chair upside down. Tighten the bracket screws with an Allen key.



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.

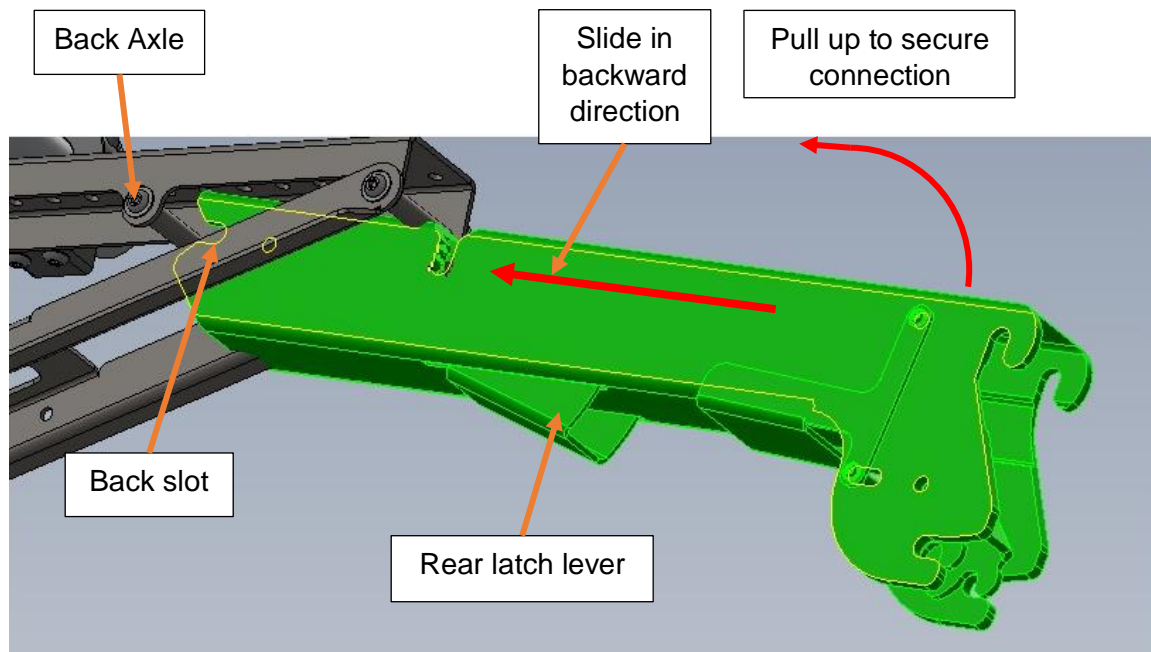
## Attaching/ Detaching the Companion Adapter

The Companion Adapter (CA) 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

### Control Module Installation

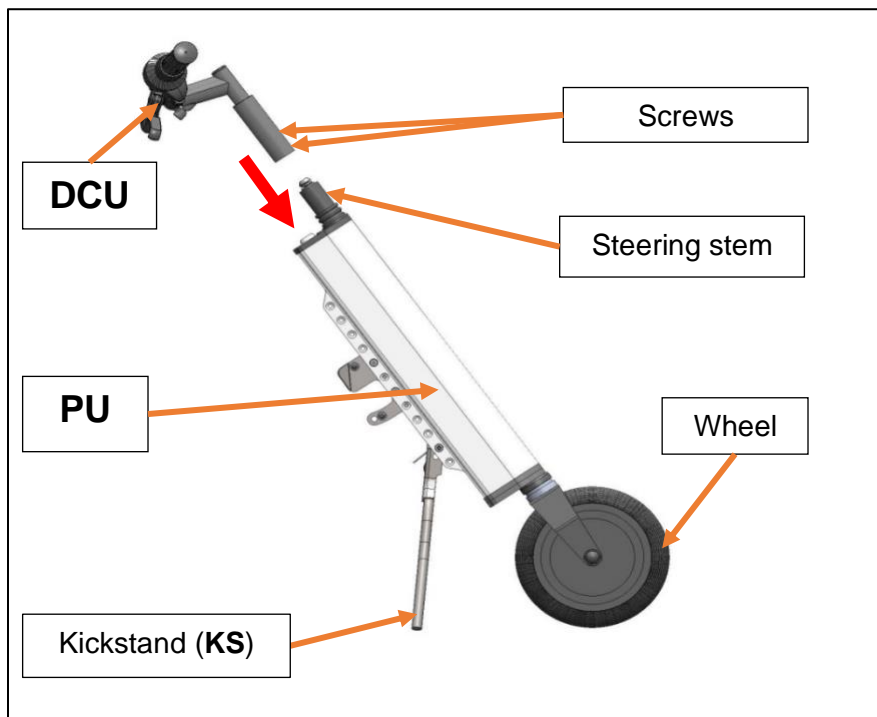


Failure to properly align the parts, tighten the screws, position, and secure the stem extender and adjustable stem may result in personal injury.

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



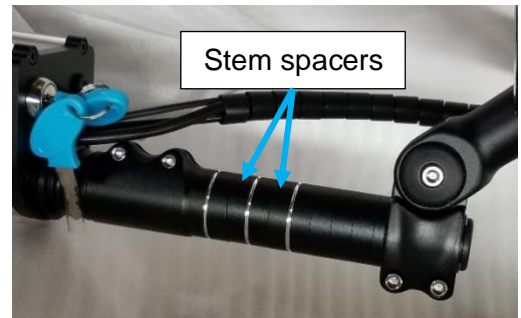
2. Visually align the handlebars perpendicular to the wheel.



3. Tighten the clamp screws on the stem.

## Companion User Manual

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

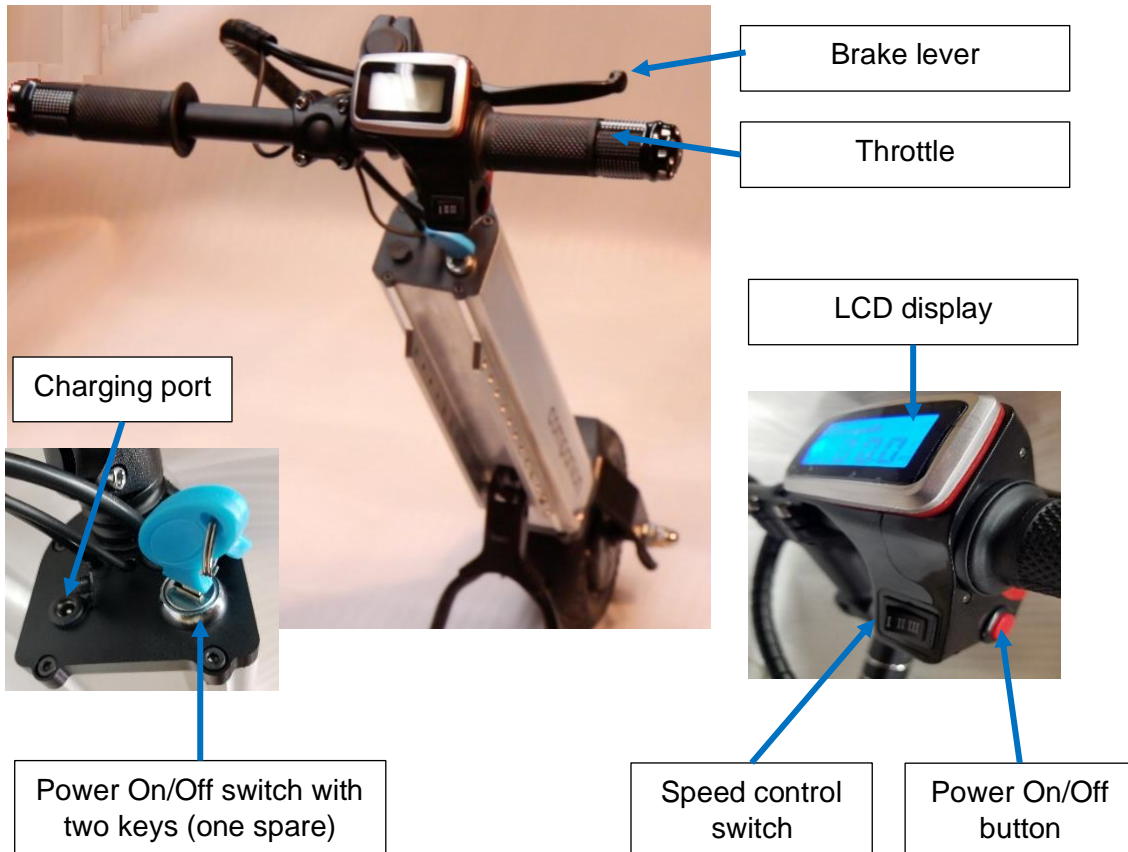


5. You also may adjust the height of the handlebar by adding or removing stem spacers. (see picture above).




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

6. Driving Control Unit (DCU) components




## Installing the Docking Port

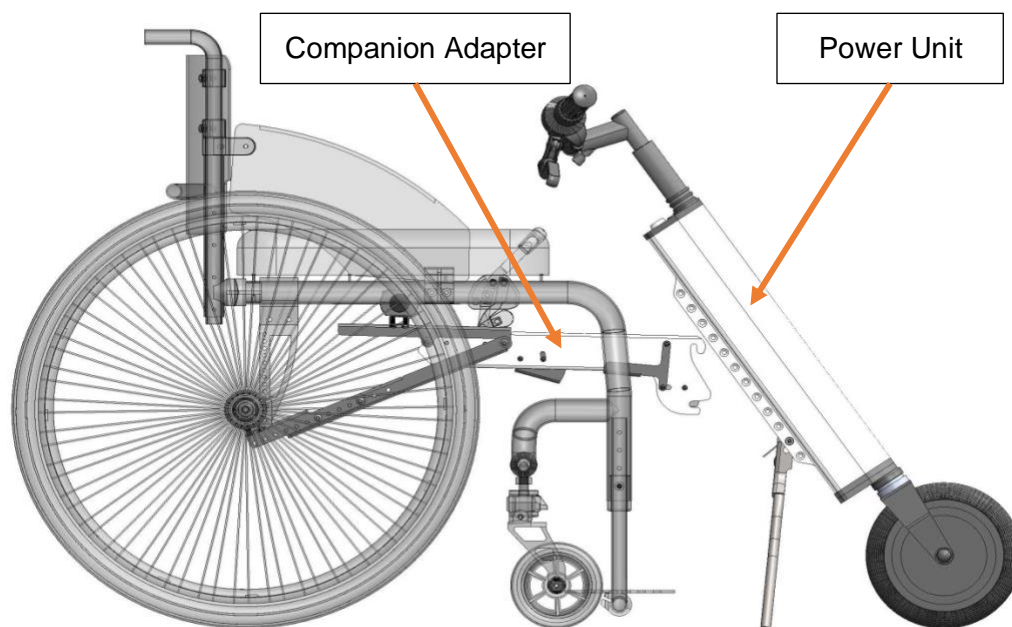
The Docking Port is the metal hitch mounted to the Power Unit and allows the assembled Companion Unit to connect to the Docking Module using the Companion Adaptor.

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

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

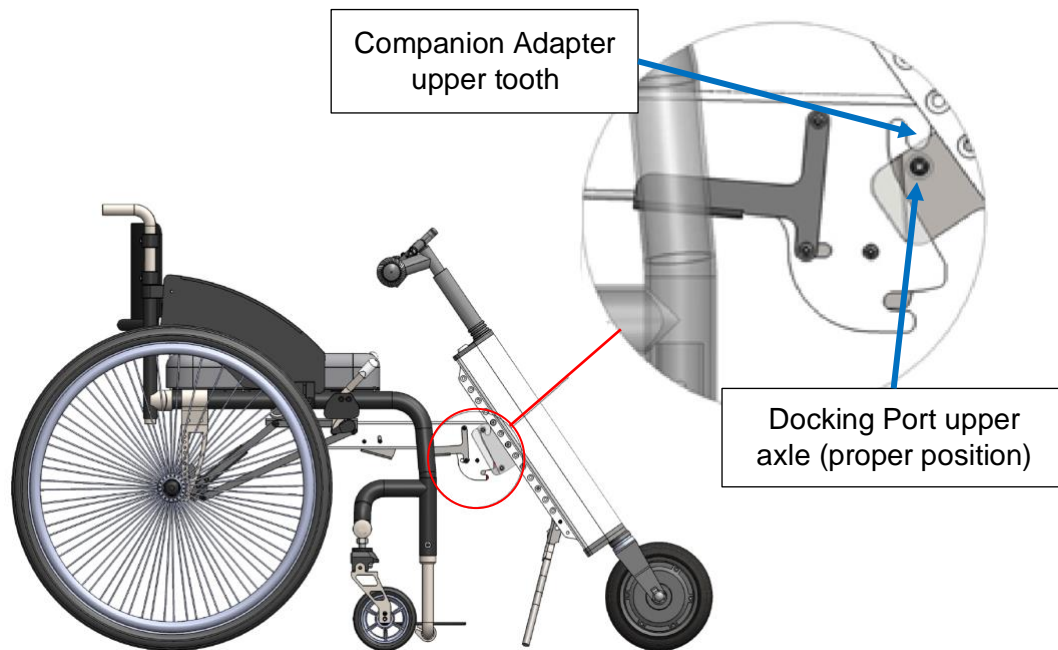
 Do not remove the packaging material separating the two plates of the Docking Port until after you have completed the installation.

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

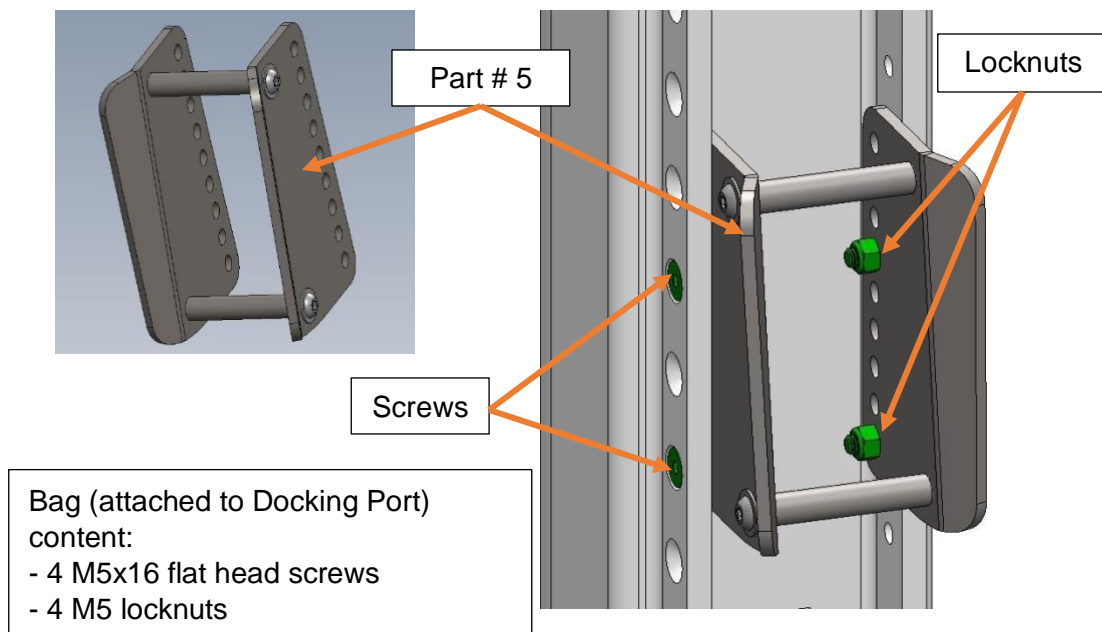


## Companion User Manual

- Place the Docking Port on the back of the Power Unit with the arrow pointing up. Slide the Docking Port up or down so that its upper axle touches the upper tooth of the Companion Adapter and mark its position.

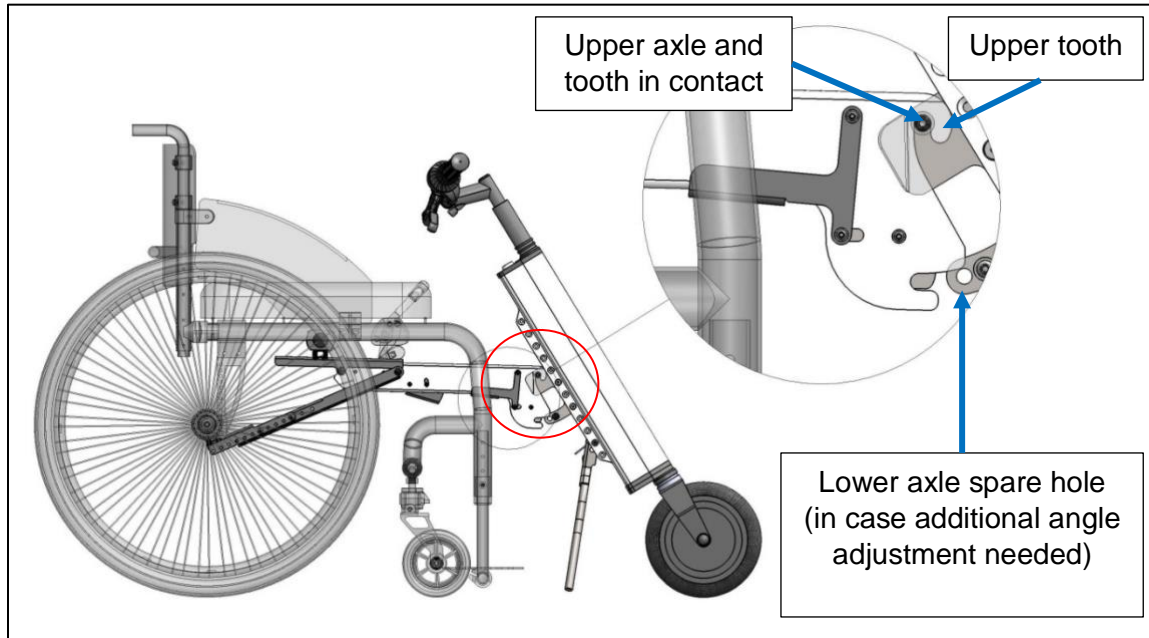


- Insert the screws through the holes on the Power Unit that align closest with the holes of the Docking Port's plates. Loosely secure them with locknuts. You will need to adjust the position of these parts later before tightening it completely.

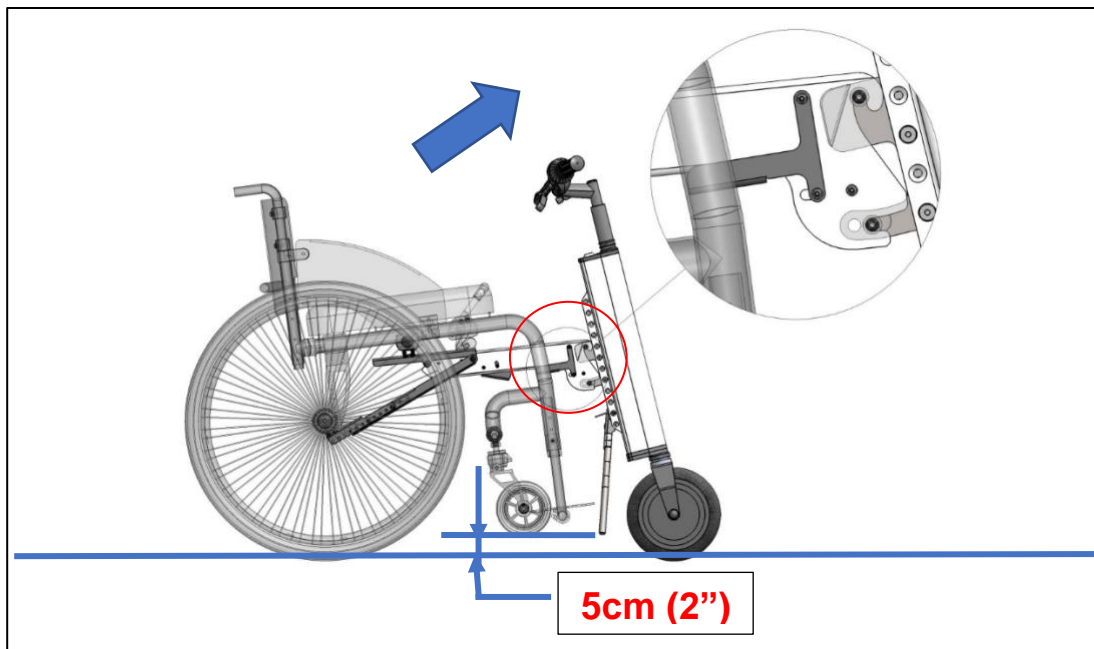


## Attaching the Companion Unit to the Companion Adapter

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



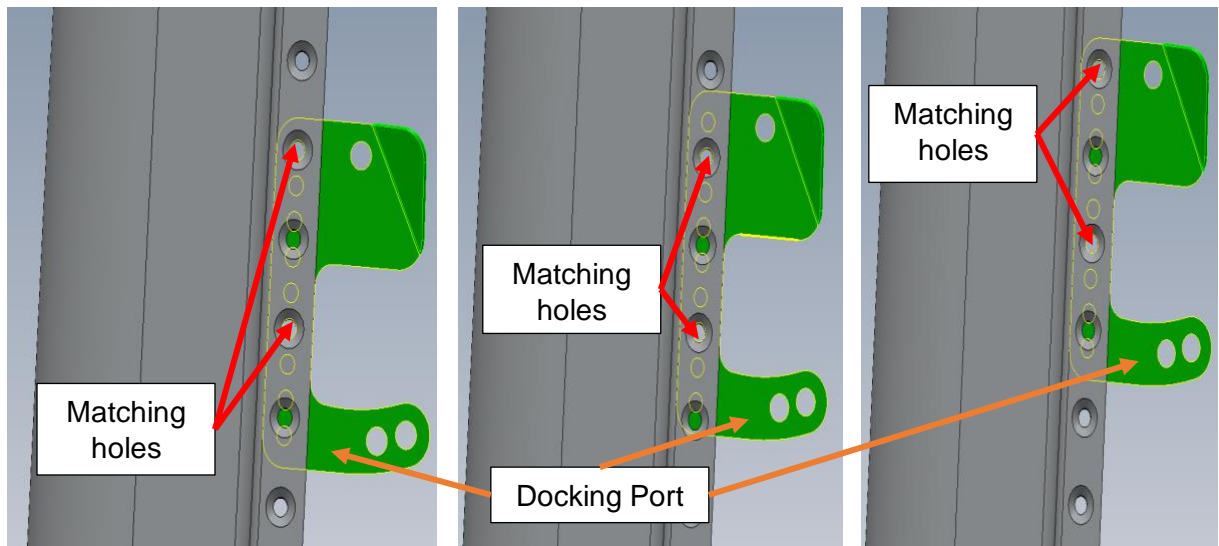
2. Use both hands to push the handlebar forward and slightly up from the wheelchair as shown (the Companion will pivot on the upper axle.) until you hear a click. This indicates that the locking mechanism is activated and that the Adapter and Power Unit are connected. The casters of your wheelchair should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





## Companion User Manual

3. If the recommended gap of five centimeters (**two inches**) is not achieved, slide the Docking Port up or down on the Power Unit to the next set of matching holes until gap 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

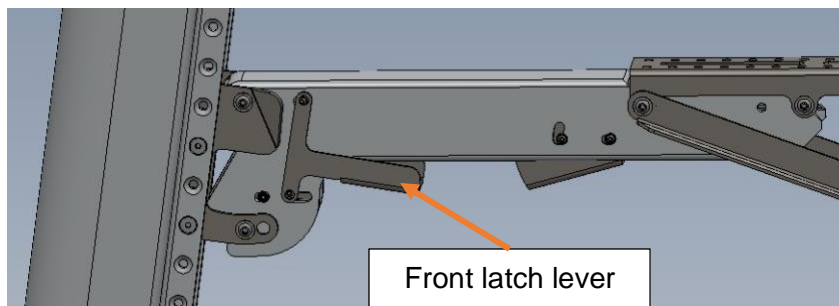


The wheelchair casters are lifted off the ground. When detaching the Companion Unit, the front of your wheelchair will fall from five centimeters (**two inches**) height. To avoid injury while detaching the Companion Unit from the Adapter, firmly hold the steering stem with one hand while pressing the release front latch lever with the other hand.





Power OFF the Companion with the key before detachment or attachment. Take the key out of the switch to ensure there is no accidental power ON. Failure to power OFF during attaching/detaching may result in personal 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 Power Unit will remain standing as the kickstands deploys.




## Companion Operating Instructions

 Before operating/driving the Companion, please read carefully the  **Safety Measures and Precautions** chapter of the Companion User Manual (page 3).


The Companion is shipped with two keys. Please store the spare key in a safe place.


### Powering On / Off

1. To turn the Companion ON, insert the key into the keylock on the power module and turn it clockwise, then press the red button located under the right handlebar. The LCD display will show the status of the battery.
2. To turn the Companion OFF, press the red button again, turn the key counterclockwise and remove the key from the lock.

 During transportation, always turn the unit **OFF** and **remove the key** from the keylock to prevent accidental powering of the unit. The red button may stay in a pressed position if the unit power OFF is performed by key only.

### 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 to your surroundings, road and weather conditions.
  3. To slow down and/or stop, release the throttle and press the brakes handle.
  4. You can keep track of your speed on the LCD display. Always follow existing local rules and regulations.

-  **Safety Tips:**
- Drive in a safe and polite manner to avoid any collision with others.
  - Keep a safe speed and distance with the objects 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 the Companion. For safety reasons, wear bright colored clothing while riding at night or during poor visibility conditions.



## Companion User Manual

### Braking

To stop, pull on the brake lever located in front of the right handlebar.



Avoid hard braking when turning to avoid falling or losing control.



### Charging the Companion

The LCD display shows the current charge level of the battery of the Companion. Always plan your ride so that you have enough power for your whole trip.



### To Charge the Battery:

1. Turn the Companion OFF and remove the key.
2. Connect the charger to the charging port and the other end to a standard outlet.  
**Important: To charge the Companion, use only the charger provided.**
  - A red light on the charger indicates that the Companion battery is charging.
  - A green light indicates that the Companion battery is completely charged.
3. When charging is complete, disconnect the charger from the charging port.



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




## Companion Maintenance

The Companion 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 the Companion by following these steps, as improper maintenance may cause failure and invalidate the 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 the Companion.
3. Do not insert any metal or other objects into the charging port of the Companion, as this may cause unit damage and/or personal injury.
4. When not in use, the Companion 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 the Companion beyond recommended temperature range may shorten the battery life.
5. If your Companion 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 the Companion 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 under water.
4. Store the device indoors in dry conditions. Keeping the Companion 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 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 Companion's 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 Companion's Power Unit.

## Maintenance schedule

Task	How Often?	How?
Clean Companion exterior	Monthly	Clean using a soft cloth dipped in soap and water: avoid hoses and pressure washers.
Check wheel	Weekly	Clean dirt from the wheel and check wheel tread.
Check brake pad wear	Every 6 Months	Check for effective braking by squeezing the brake lever. Have an authorised service provider to check or replace brake pads.
Professional Companion inspection	Yearly	Have an authorised professional service provider check the device.
Replace tires	As necessary	Have an authorised professional service provider replace the tires.
Check fastening screws	Weekly	Inspect fasteners visually for any damage. Check that all connections are tightened properly.

## Troubleshooting Guide

### The Companion Unit is not powering ON:

- Make sure that you turned ON the power with your key and pressed the red power button on the handlebar.
- 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 is attached to your wheelchair.
- When driving uphill, lean forward in your wheelchair to shift your center of gravity forward.
- Check the tire thread; replace if too worn out. Always start slow, in Speed Mode 1.

## Warranty Terms

- 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 defective parts due to damage to the Companion 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.



The **S/N** of your unit is on the back of the Power Unit (PU), just below 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, starting from the date of delivery. 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 Companion usage or storage. The warranty may be invalidated if CHEELCARE believes any of the following has taken place:

- The user has not followed the recommended Companion Maintenance outlined in this manual.
- The internal structures of the Companion have been disassembled, installed or repaired by the user or an unauthorized third party.
- The Companion has been damaged as a result of accidents caused by disregarding the Safety Measures and Precautions in this manual, such as speeding or driving over obstacles.
- The device has undergone any modifications or repairs that were not done by a registered service provider.
- The Companion has been damaged due to negligence or improper use.
- Any faults to the Companion that may have been caused by poor storage conditions.
- The device was damaged while undergoing transportation or improper handling.
- Any other faults not caused by the Companion's manufacturer own design or technology.

## How Does the Warranty Process Work?


Contact your Authorized Dealer or email Cheelcare directly to [support@cheelcare.com](mailto:support@cheelcare.com) with your Companion serial number and a detailed description of the problem you are facing. If possible, please attach photos/videos to help our support team diagnose the issue.

## Warranty Registration Form

Please fill out the information below.

Name:	
Address:	
City:	
State / Province:	
Zip / Postal Code:	
Email:	
Phone Number:	
Companion 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)



[www.cheelcare.com](http://www.cheelcare.com) | 1-888-948-2680 | [support@cheelcare.com](mailto:support@cheelcare.com)