

## **1. Can I turn my wheelchair on or turn off with the remote control?**

No. The wheelchair's power must be turned on before the remote control is turned on. This allows the controller to pair with the chair.

## **2. Does my wheelchair arrive fully assembled?**

Your wheelchair will arrive almost fully assembled. When your wheelchair arrives, you'll need to attach the remaining parts.

## **3. Can my wheelchair go on an airplane or cruise?**

Yes. The 12AH (288WH) lithium-ion battery is travel approved by most major airlines and cruise lines. Before travelling by airline or cruise, please contact the airline or cruise line to confirm their travel battery regulations.

## **4. Is it possible for my wheelchair to automatically fold while I'm in the chair?**

Technically, yes. However, the automatic folding ability is controlled by a two-step process on the controller. This is to avoid an accidental folding of the chair while it is in use. For safety reasons, it is important that only chair operator uses the controls.

## **5. I've run out of battery. Can I push my chair?**

Yes. The IQ-7000 wheelchair can operate like a manual wheelchair. To do so, make sure the power is off, then disengage both motors by pulling the levers on each motor to the unlocked position. Doing this will set your wheelchair to free wheel mode.

## **6. Does my remote control come paired with my chair?**

Yes. The remote control comes paired with your chair. If your remote loses its pairing, please click here <https://www.youtube.com/watch?v=BfzfnSPWqNA> to watch a video tutorial on how to pair your remote. If you are still having difficulties pairing your remote, please contact us 1 (844) 755-5055, [info@comfygomobility.com](mailto:info@comfygomobility.com), or use LET'S CHAT! feature on our website, <https://www.comfygomobility.com>

## **7. Can I silence the beeping sound my wheelchair makes while reversing?**

Yes. To remove the beeping noise, press the (+) key on the controller until you reach the top speed then hold the button down until you see the amber light in the middle of the display. Quickly press the horn button and the beeping will stop. Repeat these steps if you want the beeping sound back.

## **8. Does the armrest raise?**

Yes. Both armrests can raise to allow an easier exchange or to make it easier to push you chair closer to a table

## **9. How do I charge the battery?**

The lithium-ion battery can be charged through the joystick controller or directly on the battery. The charge time for an empty battery is 6-8 hours. If your battery has a partial charge, the charge time will be less. When the battery is fully charged, unplug the charger from the battery and unplug it from the power outlet.

## **10. Can I install my controller on either side of the wheelchair?**

Yes. The controller will be setup on the right side of the wheelchair, but it can be easily moved to the left side.

## **11. Does my wheelchair come with a warranty?**

Yes, The IQ-7000 wheelchair comes with a standard 3-year frame, 1-year motor, 1-year battery, and 1-year electronic parts warranty.

## **12. Can I use my wheelchair on dirt and grass?**

Yes. The IQ-7000 can traverse low grass and compacted dirt with ease.

## **13. Where can I find the serial number of my wheelchair?**

The serial number can be found in three places, on the frame near the footrest, in the product manual, and on the box the wheelchair was shipped in.

## **14. How do I register my product?**

To register your product, simply click here

<https://www.comfygomobility.com/pages/product-registration/>