



MAJESTIC



**IQ-9000 (Auto Folding)**  
**User Manual / Warranty**

**COMFYGO**  
mobility



# Table of Contents

|                         |    |
|-------------------------|----|
| Preface                 | 2  |
| Product Performance     | 3  |
| Safety Instructions     | 5  |
| Usage and Operation     | 9  |
| Battery and Charger     | 14 |
| System Diagnostics      | 17 |
| Controller              | 19 |
| Maintenance Areas       | 23 |
| Auto Folding/Unfoldingt | 25 |
| Headrest                | 27 |
| Headlight               | 28 |
| Tech Support            | 29 |
| Warranty                | 30 |

Detail video explanation for **Usage and Operations** and **Remote Pairing** please visit our Youtube Channel. Detail information on page 9.

For all of your spare parts needs, please visit  
[www.ComfyGoMobility.com](http://www.ComfyGoMobility.com)

**Don't forget to** register your product, detailed information can be found on page 29.

If you need technical support please contact our customer support team. Detailed information is on the back of the user manual and is found on page 29.

### **IMPORTANT NOTICE!** BEFORE THE FIRST USE


Make sure battery is connected, and charge the battery at least 6 hours

*Simply scan the QR code with your smartphone camera*

Register & Activate  
Your Warranty



Download  
the User Manual



# Preface



- ***This manual contains the operation, assembly methods, and possible solutions should a mechanical issue arise.*** The manual applies to our model: IQ-9000
- This manual contains both wheelchair maintenance tips and troubleshooting methods so please store it where you can access it as required. **If you elect to permit someone else to use your wheelchair, please provide this manual for their reference.**
- The annotations and illustrations in this manual may vary slightly from your actual model because we continuously improve and upgrade our components and design.
- If you are uncertain about any operational process, please contact your dealer immediately to clarify.
- Improper use of this vehicle may lead to injury. Riding without paying attention to dangerous conditions, could harm you as well as others.
- This electric wheelchair is intended to comfortably transport persons with walking difficulties or without the ability to walk.
- This electric wheelchair is designed to transport only one person.



***DO NOT drive the wheelchair when it is reclined!  
Doing so may cause serious injury.***



## **Warning symbol**

Follow the instructions next to this symbol closely.  
Please pay attention to these instructions, otherwise, it may result in physical harm or damage to the user, wheelchair, or the environment.





# 1. Product Performance

- This series of electric wheelchairs are powered by Li-ion batteries and use DC motors. Users can control direction and adjust speed by using the joystick controls located on the arm. This wheelchair should be used at low speeds, good road conditions, and can handle a low slope.

## Application Range

This electric wheelchair is engineered specifically to serve disabled or elderly people intended for use for operation at walking speed. Please do not use this unit on motorways.

## Performance Parameters and Technical Specs, IQ-9000

|                             |   |
|-----------------------------|---|
| <b>Overall size</b>         | 38.5" x 23.5" x 37.5" (980x600x950mm)       |
| <b>Fold size</b>            | 31.5" x 23.5" x 16" (800x600x400mm)         |
| <b>Seat size</b>            | 17.5" x 18" (445x460mm)                     |
| <b>Net Weight</b>           | 55 lbs (24.8 kg) without battery            |
| <b>Net Weight</b>           | 60.5 lbs (27.5 kg) with 2 pcs 7.5AH battery |
| <b>Speed</b>                | (0.62 mph - 3.7 mph (1 - 6km/h) Max 4 mph   |
| <b>Seat height</b>          | 18.5" (460mm)                               |
| <b>Armrest height</b>       | 9" (230mm)                                  |
| <b>Backrest height</b>      | 18.5" (460mm)                               |
| <b>Max loading weight</b>   | 286 lbs (130 kgs)                           |
| <b>Front wheel diameter</b> | 8 inch (200 mm)                             |
| <b>Rear wheel diameter</b>  | 12 inch (300 mm)                            |
| <b>Battery</b>              | 7.5AH Li-ion x 2pcs / 20 AH Li-ion          |
| <b>Motor x 2 PCs</b>        | DC 24V / 220W X2                            |
| <b>Battery charge</b>       | 100 - 240V, 50Hz, 1.5 - 5A                  |
| <b>Control</b>              | 24V 30A                                     |
| <b>Max distance*</b>        | 19 miles (30 km) / 25 miles (40 km)         |
| <b>Degree of protection</b> | IPX3  |
| <b>Max safe slope</b>       | 10°   |
| <b>Turning radius</b>       | ≤47 inches (≤1.2m)                          |
| <b>Static stability</b>     | 10°   |
| <b>Reversing width</b>      | ≤59 inches (≤1.5m)                          |
| <b>Climbing angle</b>       | 10°   |
| <b>Tire pressure</b>        | 2 kg f/m <sup>2</sup>                       |
| <b>Obstacle climbing</b>    | 2 inches (50mm)                             |

\* varies based on weight, incline, speed factors



# 1. Product Performance



## Performance Parameters and Technical Specs, IQ-9000 PLUS

|                             |   |
|-----------------------------|---|
| <b>Overall size</b>         | 38.5"x 26.5"x 39"(980x680x990mm)          |
| <b>Fold size</b>            | 30.5"x 26.5"x 16"(775x680x400mm)          |
| <b>Seat size</b>            | 20"x 18"(510x460mm)                       |
| <b>Net Weight</b>           | 56 lbs (25.3 kg) without battery          |
| <b>Net Weight</b>           | 62 lbs (28 kg) with 2 pcs 7.5AH battery   |
| <b>Speed</b>                | (0.62 mph - 3.7 mph (1 - 6km/h) Max 4 mph |
| <b>Seat height</b>          | 18.5" (460mm)                             |
| <b>Armrest height</b>       | 10" (250mm)                               |
| <b>Backrest height</b>      | 21.5" (550mm)                             |
| <b>Max loading weight</b>   | 310 lbs (140 kgs)                         |
| <b>Front wheel diameter</b> | 8 inch (200 mm)                           |
| <b>Rear wheel diameter</b>  | 12 inch (300 mm)                          |
| <b>Battery</b>              | 7.5AH Li-ion x 2pcs / 20 AH Li-ion        |
| <b>Motor x 2 PCs</b>        | DC 24V / 220W X2                          |
| <b>Battery charge</b>       | 100 - 240V, 50Hz, 1.5 - 5A                |
| <b>Control</b>              | 24V 30A                                   |
| <b>Max distance*</b>        | 19 miles (30 km) / 25 miles (40 km)       |
| <b>Degree of protection</b> | IPX3                                      |
| <b>Max safe slope</b>       | 10°                                       |
| <b>Turning radius</b>       | ≤47 inches (≤1.2m)                        |
| <b>Static stability</b>     | 10°                                       |
| <b>Reversing width</b>      | ≤59 inches (≤1.5m)                        |
| <b>Climbing angle</b>       | 10°                                       |
| <b>Tire pressure</b>        | 2 kg f/m <sup>2</sup>                     |
| <b>Obstacle climbing</b>    | 2 inches (50mm)                           |

\* varies based on weight, incline, speed factors



## WARNING

People with the following conditions should not operate this vehicle:

- Unresponsive upper limbs
- Suffering from senility or dementia
- Unable to take care of themselves
- Use restricted by a medical professional





## 2. Safety Instructions

### 2.1 Main Security Features

- Classified based on the type of protection: Against electric shock, Internal power.
- Classified based on the type of protection: Against electric shock, Type B application.
- Classified based on the degree of inlet liquid protection: IPX
- Classified based on the safe use of a flammable anesthetic mixture with air or gas mixed with oxygen or nitrous oxide flammable asesthetic gasest occurs: Non-AP/APG type.
- Classified based on operation mode: Continuous operation.
- Rating voltage: DC 24V.
- Have no protective effect on the application of defibrillator discharge section.
- No signal output or input part.
- Safety of any non-permanent equipment installed.

### 2.2 Riding Notice

#### General Riding Cautions

- Keep your hands on the armrest in order to fully be able to control the wheelchair.
- We recommend practicing at parks or other safe and open places until you are confident in using your wheelchair skillfully. Be sure to practice moving forward, stopping and turning in circles.
- Before riding on any roads, be sure to have caregivers with you and be sure to ride safely at all times.
- Follow all pedestrian traffic rules, the wheelchair is not considered an automobile.
- Stay on the sidewalk and the zebra crossings. Do not ride in vehicle lanes.
- Ride at a steady speed, avoid sharp turns and zig zagging.
- Please maintain proper tire pressure, the lower or higher than recommended pressure may cause unsafe use or excessive loss of current.



## 2. Safety Instructions



### **Avoid Riding in These Conditions Unless Accompanied by a Caretaker**

- Riding in inclement weather, such as a rainy day, heavy fog, strong wind, snow, etc.
- If your wheelchair gets wet, electronic functions may cause damage so please wipe all water off immediately.
- Riding in sub optimal conditions such as muddy areas, trails, sand, gravel, etc.
- Riding on crowded roads.
- Riding on roads without a fence , or located near a ditch, pond, etc.
- If you must cross railroad tracks, turn off your wheelchair and inspect the tracks to ensure that your tires will safely cross.
- The electric wheelchair is for personal use only, please do not carry people or goods.

### **Precautions for Uphill and Downhill**

- Avoid riding on steep hills, places with uneven roads, high steps, channels and any other steep incline surfaces
- Avoid riding on steep slopes, the slope range should be less than 9 degrees.
- Please carefully operate the controller during any uphill use.
- Keep moving forward during uphill climbs, or downhill slopes and do not stop.
- Use your brakes to reduce your speed during any downhill movement.
- Avoid riding sideways on a steep incline.
- Riding on stairs is not recommended and please avoid crossing any high steps.
- Avoid crossing wide ditches.
- During the crossing of a ditch, keep a 90° angle between the tires and the ditch.
- Do not set the wheelchair to manual mode during any uphill and/or downhill move.
- If the wheelchair is malfunctioning at a traffic crossing, please immediately ask a passerby for help. Also, set the wheelchair to manual mode and push the wheelchair to leave the scene.





## 2. Safety Instructions

### **Precautions for Caregivers**

- Caregivers should confirm that the users' feet are placed on the foot-rests' proper position and ensure that clothes are not attached to the wheels.
- Caregivers should push the wheelchair forward on a steep or long slope.

### **2.3 Other Important Notices**

#### **Repair and Refit**

- If your wheelchair requires a repair or a refit, please contact your seller or service department. Do not attempt to modify your wheelchair by yourself as this may cause an accident or a wheelchair malfunction.
- Do not add weight, other than the approved accessories to this chair, as this may cause an imbalance and impact the wheelchairs function.

#### **Keep Your Wheelchair Dry at All Times**

- Do not store or use your wheelchair in wet places. If the wheelchair gets wet, please dry it immediately.

### **Pushing Someone Else in the Wheelchair**

- When someone is sitting on the wheelchair, you must make sure to only use it if the clutch is in manual mode and not in electric mode.

### **2.4 Service Life**

- The service life of this product is 5 years after the date of production. Please use the product within the limited period. In order to avoid accidents, it is not recommended to use it beyond the recommended period. To find the manufacture date of your wheelchair, please see the label located on your unit.





## 2. Safety Instructions



### 2.5 Electromagnetic Compatibility

- The wheelchair should be kept away from strong magnetic fields and large inductive electrical equipment, such as radio or TV stations, underground radio stations, or cell phone transmitting radio stations. If there are sources of electromagnetic interference nearby, please stay as far as possible from those sources to avoid electromagnetic interference as your electric wheelchair should avoid electromagnetic interference.

#### **Note:**

- This electric wheelchair meets the electromagnetic compatibility requirements of the YY0505 standard.
- Always install and use the electric wheelchair based on the electromagnetic compatibility information provided.
- Portable and mobile RF communication devices will affect performance of the electric wheelchair. Therefore, please avoid using near a strong electromagnetic disturbance such as a mobile phone or microwave.
- Please refer to the attachment for the notice and manufacturer's statement.
- Cut-off voltage for the battery is 23V.
- This electric wheelchair is a D class in GB/T 18029.21-2012, a wheelchair with electronic differential steering and manual brake.

### 2.6 Compatibility with Other Devices

- Electric wheelchairs should not be used together in conjunction with any other devices. If you need to connect a device to it, please contact us so that we may confirm that the wheelchair will not be adversely affected.



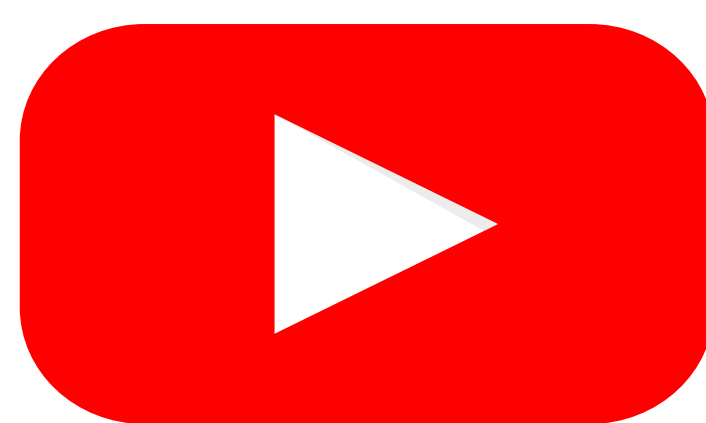


## 3. Usage and Operation

Please visit YouTube for a detailed Usage and Operations explanation. Simply search "**ComfyGo Mobility Lightweight Foldable Electric Wheelchair (Model # IQ-9000)**" on YouTube or scan the QR code with your smartphone's camera.



Please visit YouTube for a detailed Remote Control Pairing explanation. Simply search "**MAJESTIC IQ-9000 Remote Pairing - ComfyGO Mobility**" on YouTube or scan the QR code with your smartphone's camera.



[www.youtube.com/c/ComfyGO](http://www.youtube.com/c/ComfyGO)



# 3. Usage and Operation

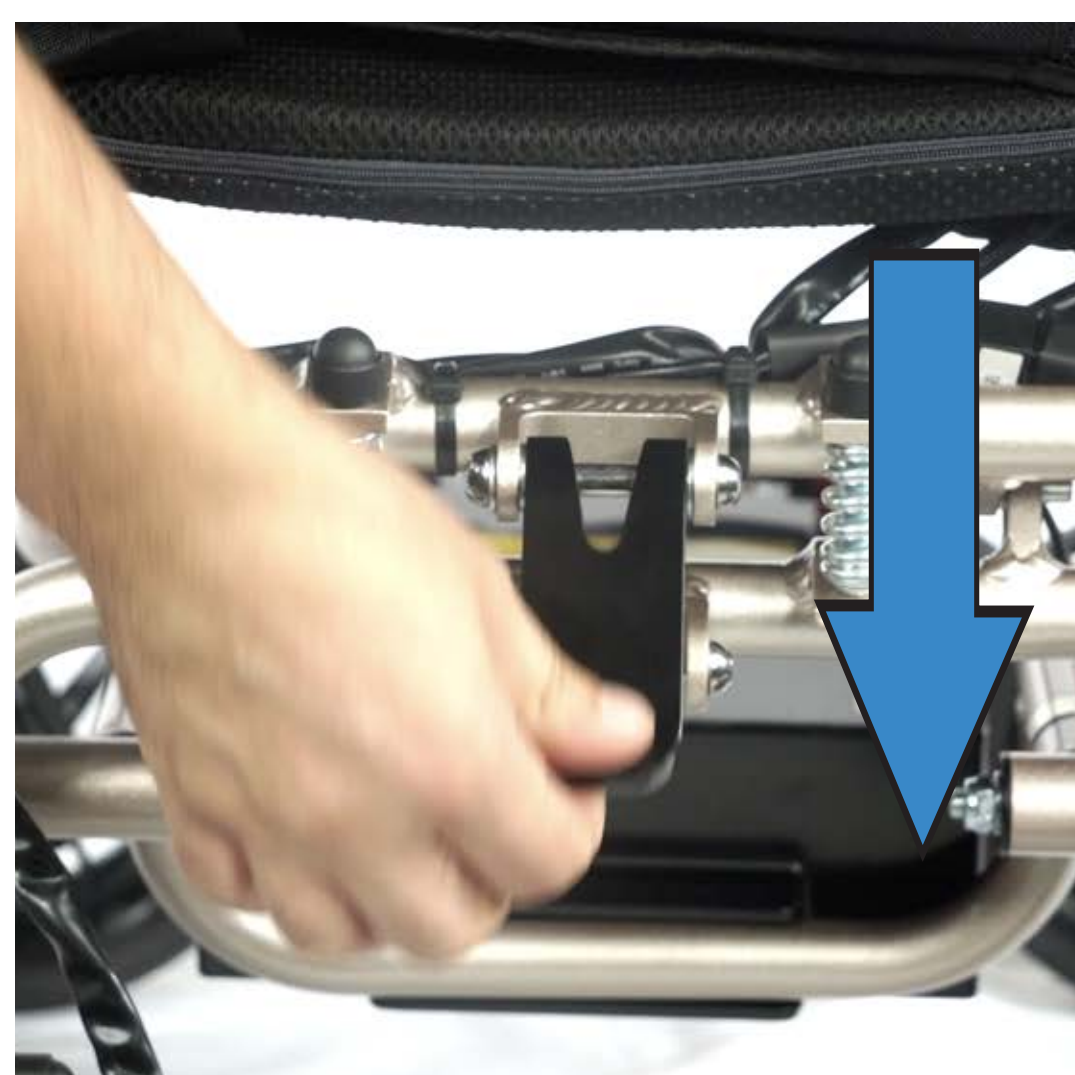


## 3.1 Wheelchair Adjustments Unfolding Your Wheelchair

Hold the backrest with one hand and use your other hand to hold the seat and unfold the chair (Picture 1).



Picture 1

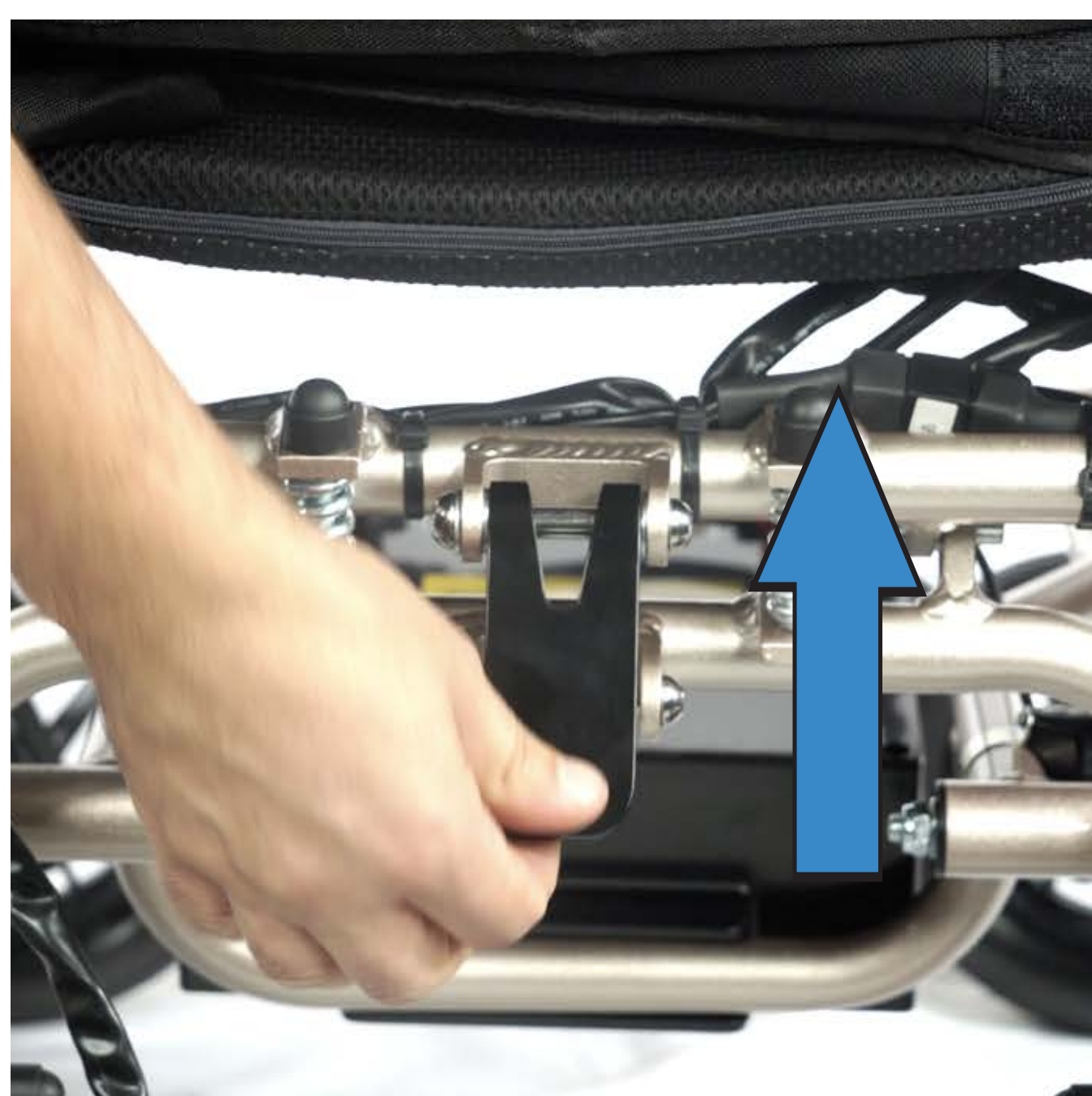


Picture 2

Fully unfold the wheelchair, and then fasten the lock located under the backrest (Picture 2). **Before use, please make sure that the lock is well secured, otherwise it will fold when riding.**

## Folding Your Wheelchair

Loosen the lock (Picture 3), using one hand, hold the backrest, and using your other hand pull the seat and fold it (Picture 4).



Picture 3



Picture 4





# 3. Usage and Operation

## Installing the Controller

Insert the controller into the armrest tube. Keep the controller in horizontal position (Picture 5). Then lock the screw (Picture 6).



Picture 5

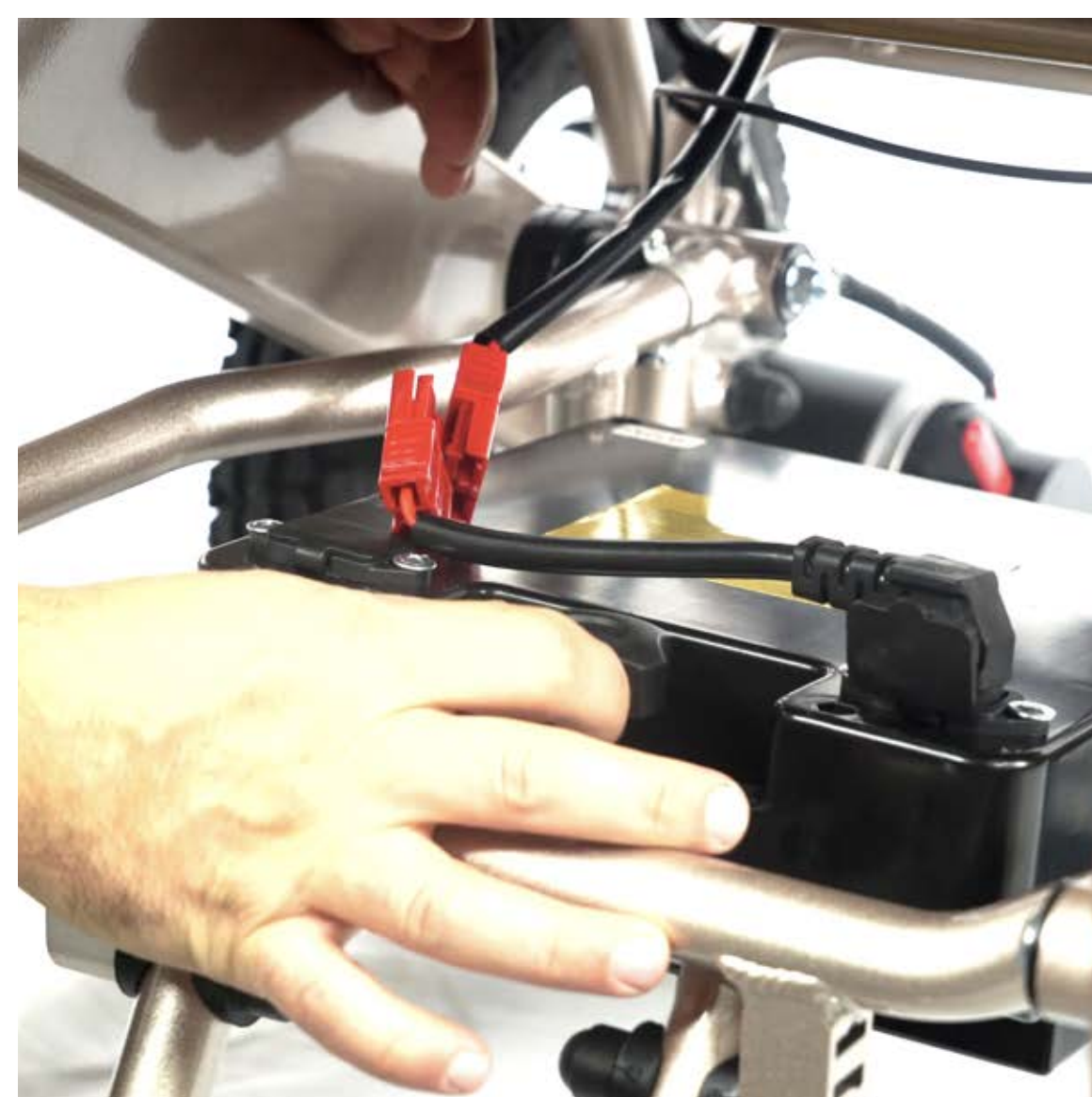


Picture 6

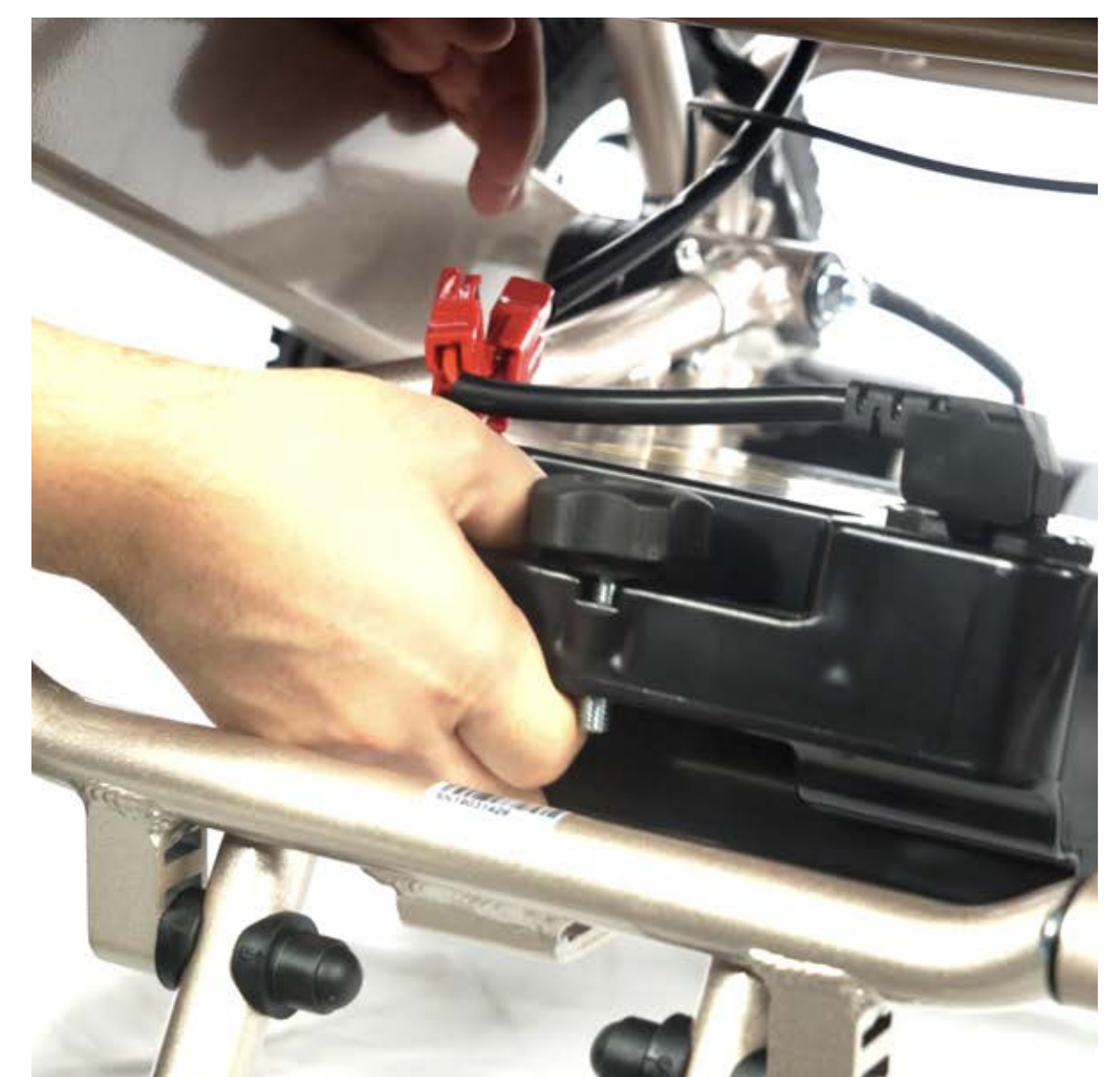
Dismantle the battery by first disconnecting the battery plug and the controller plug (Picture 7), and then loosening the screw on the battery case (Picture 8). Install the battery by putting the battery groove in the back tube (Picture 9), loosen the screw. Then connect the battery plug with controller plug.



Picture 7



Picture 8



Picture 9



# 3. Usage and Operation



## Footplate

The footplate can be pulled up or down.

## Install and Dismantle the Anti-tipper

Press the button to install/dismantle the anti-tipper (Picture 10-11).



Picture 10



Picture 11

## Flipping-up Your Armrest

Using one hand, press the armrest button, using the other hand, flip up your armrest (Picture 12). Press down the armrest to its proper position to secure it. (Picture 13).



Picture 12



Picture 13

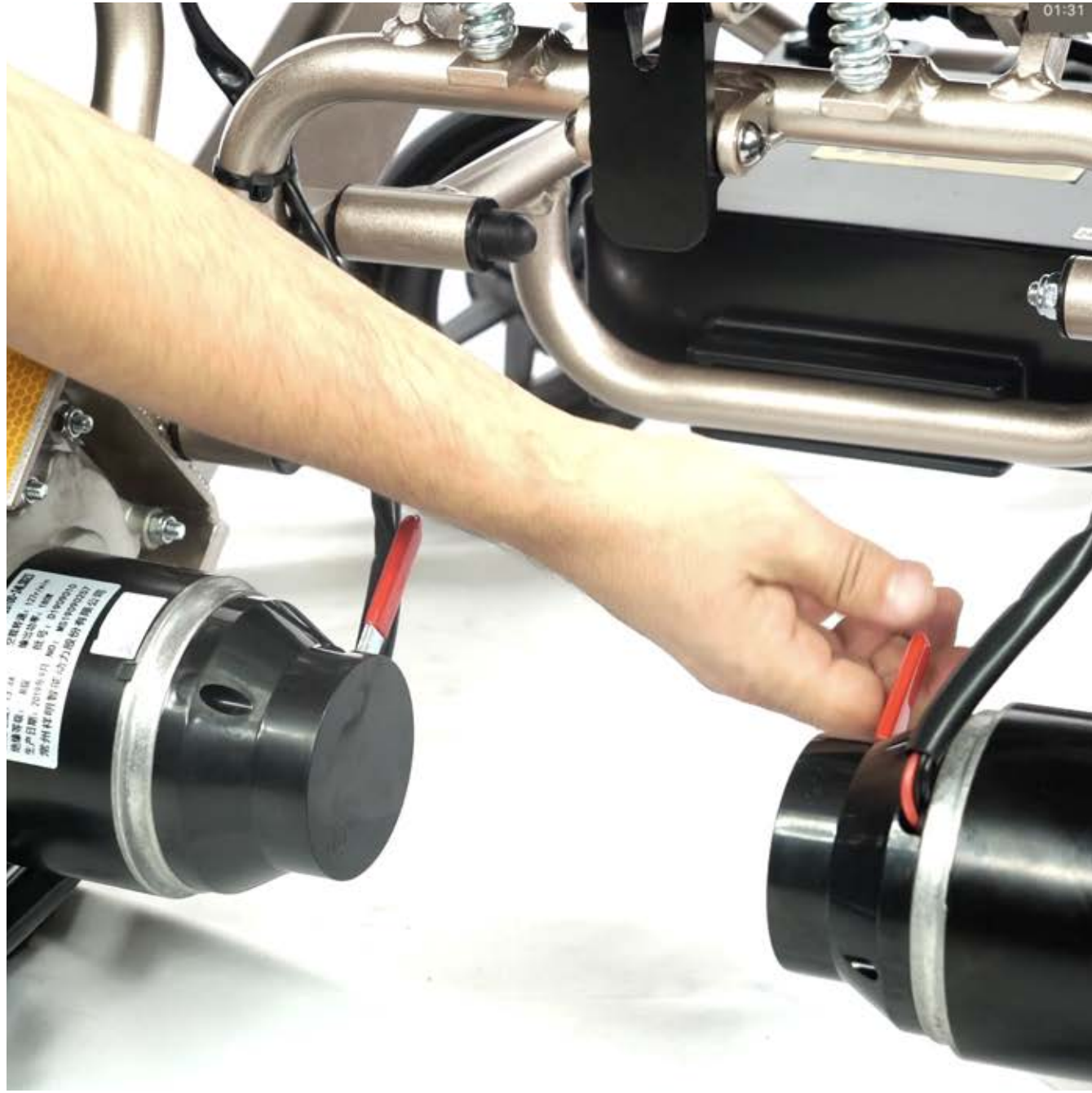




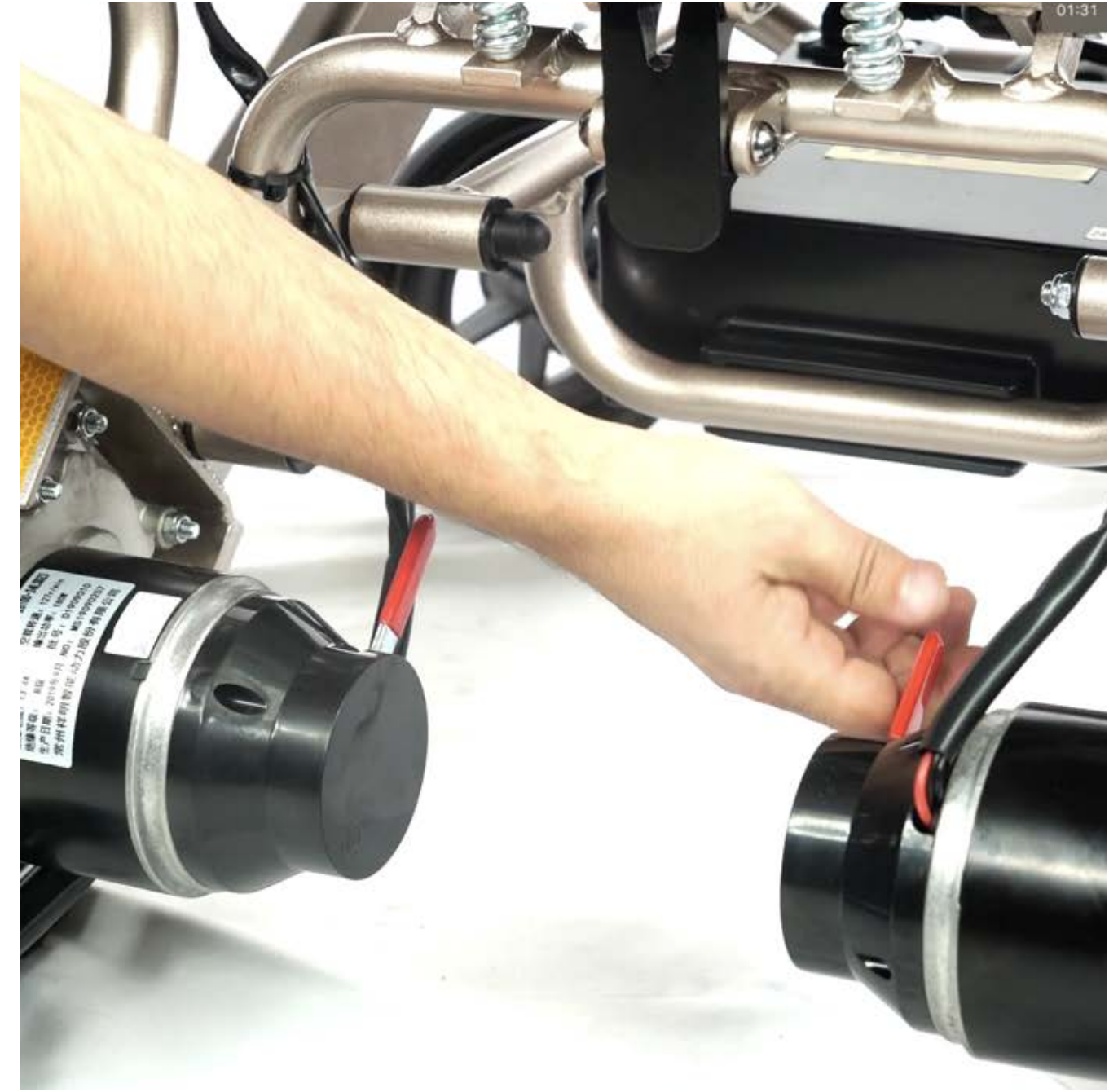
# 3. Usage and Operation

## Switching Between Manual Mode and Electric Mode

**Manual mode:** Turn off the power and apply the brake, then pull the red clutch out of the groove and spin it 30° (Picture 14 - 15).

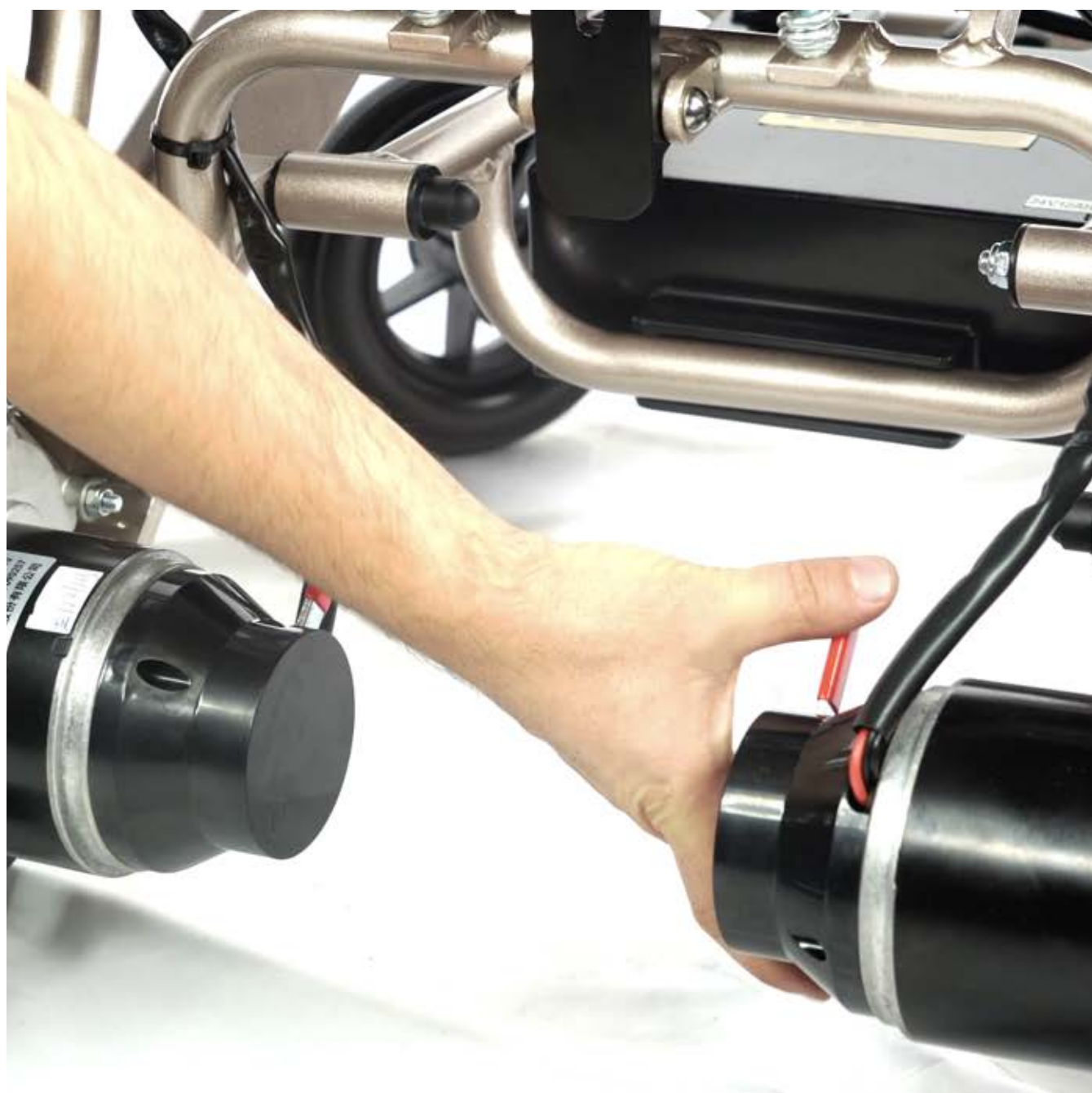


Picture 14



Picture 15

**Electric mode:** Spin the red clutch and put it back into its groove, lightly push the wheelchair until you hear a click sound (Picture 16).



Picture 16

When switching from manual to electric mode, please confirm that both side clutches are placed inside the grooves. If either of the side clutch's are not fully placed into its groove, this may cause the unit to rollover.



# 4. Battery and Charger



## 4.1 Charger Requirements

The charger should only be used for charging the batteries. Do not use your wheelchair while it is charging.

### Charger Technical Data

Input voltage: AC220V (110V)  $\pm 10\%$

Output voltage: 24V/DC Output current: 1.5~5A

Ingress protection level: IPX1

Meets requirement: GB 4706.1-2005 and GB 4706.18-2005

## 4.2 Charger Use and Care

### IMPORTANT:

- A full charge requires between 8 to 10 hours, do not overcharge more than 24 hours.
- To prevent shortening your battery's life, charge the battery at least once per month when the wheelchair is not being used.
- Do not stop charging until the charging process is finished.
- Repeated use of less than fully charged batteries will shorten the life cycle of your battery.
- When battery is fully charged, the power indicator will turn green. Do not stop charging before fully charged this indicator is lit.
- After charging is complete, ensure to turn off the power supply otherwise the battery will discharge slowly.
- Do not charge more than 24 hours. Over-charging is dangerous.

### Follow These Rules to Avoid Issues with Chargers

- The electric wheelchair doesn't include a charger, please use a national standard charger with output voltage of 24V/DC 1.5A~5A.
- The charger should be well ventilated at all times during charging.
- Do not expose the wheelchair to sunlight and humidity.
- While charging, the temperature range should be between 10 to 50 degrees Celsius.( 50 to 122 degrees Fahrenheit)
- If charged at temperatures outside of this range, the battery can be damaged.
- Never use or sit on the electric wheelchair when charging.





## 4. Battery and Charger

- It's normal for the fan to make a sound during the charging process. This is to cool the charger and does not pose a concern.
- Prevent any liquid from seeping into the charger during the charging process.
- Do not place your charger on any flammable items such as: fuel, footrest, or seat cushion.
- Please stay away from any flames while charging the battery as flames may cause a battery fire or explosion.
- Do not smoke while charging.
- Do not unplug the power supply when either the socket or your hands are wet, as this may cause electric shock.

### 4.2.1 Type 1, Charging directly while in battery

In order to charge the battery, connect the charger with a power supply and battery box plug. Follow the instructions below to complete the charging process:

**Step 1:** Make sure the charger groove is not blocked.

**Step 2:** Make sure the electric wheelchair's power is turned off.

**Step 3:** Unplug the connections between the battery box and the controller.

**Step 4:** Connect the charger's output plug to the battery box's power plug.

**Step 5:** Connect the charger plug to the power supply, the red light will light up.

### 4.2.2 Type 2, Charging through your controller

In order to charge the battery, connect the charger to the power supply. Follow the instructions below to complete charging process:

**Step 1:** Ensure that the charger groove is not blocked.

**Step 2:** Ensure that the electric wheelchair is turned off.

**Step 3:** Make sure the battery and controller are connected.

**Step 4:** Connect the charger's output plug to the socket below the controller.

**Step 5:** Connect the charger's main plug to the power supply and the red light will be alight.





# 4. Battery and Charger



## 4.3 Battery Use and Maintenance

- Incorrect insertion of the battery may cause a danger of explosion. Only use batteries that are provided with this unit. Contact your seller if you need replacement batteries.
  
- While inserting the battery, ensure that the battery poles are placed correctly. Always refer to the charging instructions provided here in order to maintain an optimal life cycle for your batteries.





## 5. System Diagnostics

The LED indicators signal various technical malfunctions which may impact the following parts: the motor, brakes, battery, wire connections.

Use the table below to troubleshoot the particular technical issue. Technical issues can usually be detected without other service tools but do not hesitate to contact us if still needed:

**For Audio Signal Indication please check the table.**



# 5. System Diagnostics



| Error Code on the Display | Flashing state | Alarm sound     | Fault and warning definition                           | Solution  |
|---------------------------|----------------|-----------------|--|---|
| C1                        | Long flicker   | Long time alarm | Communication failure                                  | Check if the wiring harness is installed correctly.   |
| C2                        | Long flicker   | Long time alarm | The joystick is not at the initial position            | Turn off the power, release the joystick to the center position, and then turn on the power. position, Turn on the power again. |
| C3                        | Long flicker   | Long time alarm | Control conflict warning                               | Turn off the power, release the joystick to the center position, and then turn on the power. position, Turn on the power again. |
| C4                        | Long flicker   | Long time alarm | The brake handle is not switched to the electric state | Check whether the brake handle is switched to electric state  |
| C5 first stage            | Long flicker   | Long time alarm | Overload warning - The first stage                     | When the wheelchair load is released or the joystick is released to the center position, it is restored.                        |
| C5 second stage           | Short flicker  | Long time alarm | Overload warning - The second stage                    | When the wheelchair load is released or the joystick is released to the center position, it is restored.                        |
| C5 third stage            | Long flashing  | Long time alarm | Overload warning - The third stage                     | When the wheelchair load is released or the joystick is released to the center position, it is restored.                        |
| C6                        | Long flashing  | Long time alarm | Power on failure                                       | Restart the power supply.   |
| C7                        | Long flashing  | Long time alarm | Left and right wheel overvoltage warning               | The joystick returns to the center position and waits until the overpressure warning is eliminated.                             |
| C8                        | Long flashing  | Long time alarm | Left and right wheel undervoltage warning              | Please charge the battery in time.  |
| CE                        | Long flashing  | Long time alarm | System parameter failure                               | Restart or contact after-sales service.   |
| L1                        | Long flashing  | Long time alarm | Left wheel overcurrent fault                           | Restart or contact after-sales service.   |
| L2                        | Long flashing  | Long time alarm | Fault of large current deviation of left wheel         | Restart or contact after-sales service.   |
| L3                        | Long flashing  | Long time alarm | Left wheel circuit overheating warning                 | Turn the power off, after cooling the drive wheels to be restarted.   |
| L6                        | Long flashing  | Long time alarm | Left wheel encoder failure                             | Restart or contact after-sales service.   |
| L7                        | Long flashing  | Long time alarm | Left wheel encoder failure                             | Restart or contact after-sales service.   |
| L8                        | Long flashing  | Long time alarm | Left wheel lack phase fault                            | Restart or contact after-sales service.   |
| R1                        | Long flashing  | Long time alarm | Right wheel overcurrent fault                          | Restart or contact after-sales service.   |
| R2                        | Long flashing  | Long time alarm | Fault of large current deviation of right wheel        | Restart or contact after-sales service.   |
| R3                        | Long flashing  | Long time alarm | Right wheel circuit overheating warning                | Turn the power off, after cooling the drive wheels to be restarted.   |
| R6                        | Long flashing  | Long time alarm | Right wheel encoder failure                            | Restart or contact after-sales service.   |
| R7                        | Long flashing  | Long time alarm | Right wheel brake failure                              | Restart or contact after-sales service.   |
| R8                        | Long flashing  | Long time alarm | Right wheel phase loss fault                           | Restart or contact after-sales service.   |





# 6. Controller

## 6.1 Controller Panel



## 6.2 Controller Use

### Power Switch

Press the power switch button, the screen will light up and the controller will be powered on. Press the power switch button, the screen goes out, and the controller is powered off.



In an emergency, you can directly turn power off by also pressing the power button.

### Sleep Mode

If the joystick is not used for more than 20 minutes, the power will turn off automatically, and the system will enter sleep mode. System can be reactivated by pressing the power button.

### Speed adjustment

The wheelchair riding speed can be adjusted according to the user's preferences and circumstances. Adjust speed by rotating the speed knob to increase or decrease your speed.



## 6. Controller



### **Horn Button**

Press the horn button to use the horn.

### **Battery Capacity Display**

Battery gauge will function when power is on. The battery power gauge also indicates the remaining power. In the picture shown, the battery is powered. When only red or yellow LED lights are lit, this indicates low power and the batteries require recharging. When embarking on a long distance ride, please ensure that your battery is fully charge. Do not use the unit if only the red light is shown, as this means the unit requires charging.

### **Lock button**

Press and hold the lock button for 3-5 seconds and the wheelchair will enter the locked state. When locked the wheelchair cannot be operated. Short press the lock button to unlock the wheelchair and return it to operation mode.

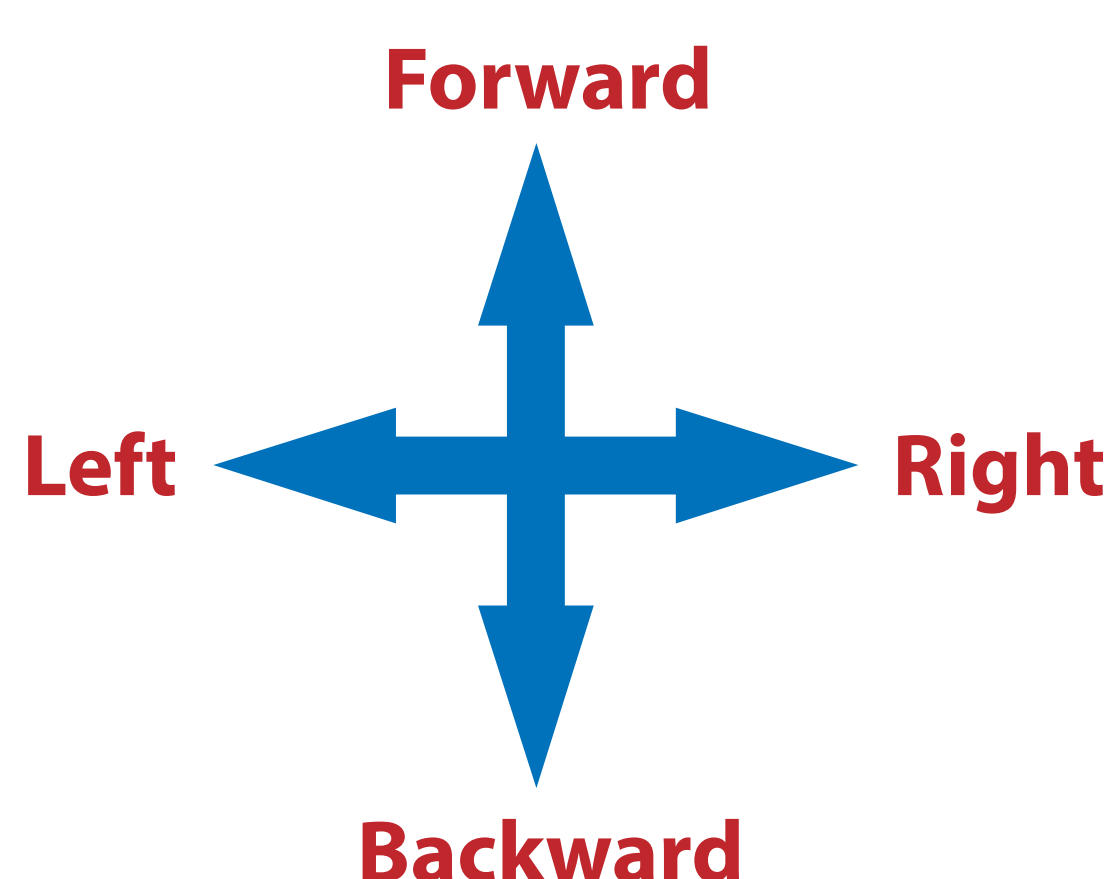
### **Sound Setting Combination Buttons**

Press and hold the acceleration button (+) for 5-7 seconds, then press the deceleration button (-) to enter the sound setting interface. The controller screen will display the number 00 or 01. You can switch between 00 and 01 by pressing the acceleration or deceleration button. 00 means indicates that the sound is on, and 01 indicates that the sound is off. After you select your setting, press and hold the power button to turn off the controller and save your selection.

### **Using the Joystick**

To control the speed and direction of the wheelchair, use the joystick. The extent to which you push the joystick controls the moving speed. To power the unit on or off, always have the joystick in the middle position.

A signal will sound if the joystick is not in the middle position when turning on or off. To stop the signal, move the joystick in the middle. If the signal ceases to stop when you place the joystick in middle position, this may indicate a malfunction, please contact your dealer.

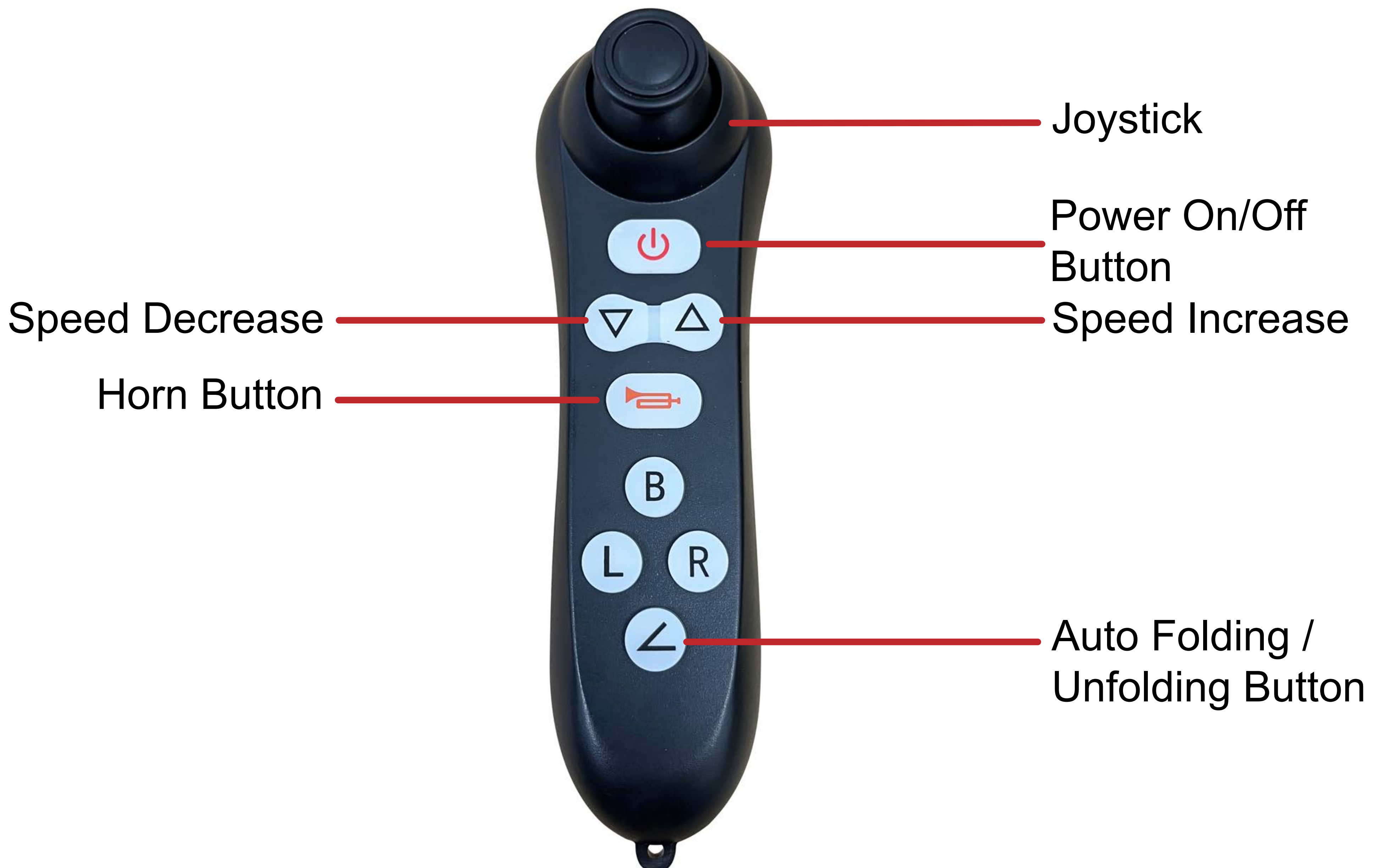




## 6. Controller

### Remote Installation

For a detailed Remote Pairing video explanation, please visit our Youtube Channel. Detailed information is found on on page 9.



### Remote control terminal operation:

- Insert the AAA batteries into the remote control then turn on the remote control by pressing the "power button" for 3 seconds.
- The remote control is powered on when you see the green lights flashing on the remote-control power button.
- To pair your remote control with the wheelchair, press the "deceleration button" on the remote control for 3 seconds, The power buttons green light will stay on and the matching search is enabled.



## 6. Controller



### **Controller-side operation:**

- a) When the controller is turned on, press and hold the deceleration button for 3 seconds. The red pairing light on the controller will flash.
- b) Press and release the horn button on the controller and the red pairing light will stop flashing and remain on. If paired correctly, the controller will automatically shut down. If the remote was not paired correctly please repeat the pairing process.
- c) Once the pairing is complete, restart the controller by pressing the power button. Press the remote-control power button to exit the pairing mode and the green power light will flash. The red pairing signal on the controller will remain on and the remote control can now be used to power the wheelchair.

Please, check page 25 and 26 for automatic folding and unfolding instructions.





## 7. Maintenance Areas

### 7.1 Maintaining Your Wheelchair

Proper maintenance of your wheelchair includes cleaning your wheelchair, inspecting the wheel and battery for faults, and charging the batteries. For further details on maintenance, please contact your dealer. We suggest that you have your wheelchair checked every six months and have an annual service scheduled through your dealer.

### 7.2 Cleaning Your Wheelchair

You can clean your wheelchair regularly, including the parts that are frequently touched with a user's body (such as the seat cushion, armrest, controller), using a clean and slightly wet cloth. Please refrain from using organic/abrasive solvents to clean, as these might damage the surface.

The wheelchair should be cleaned about once per week. If the wheelchair is used by an infectious patient, it should be cleaned and disinfected by disinfectants between each use.

### 7.3 Tires

Check the tire air pressure, and wear and tear condition regularly. When the tire tread pattern depth is reduced to 1mm, the tires will require replacement. (.0393 inches)

### 7.4 Batteries

Please ensure that the batteries are fully charged. In order to prolong battery life, we strongly recommend not charging the unit until the batteries run out of power (red or yellow LED light indicators lit). Also refer to section 4 of this manual for detailed battery maintenance and charging instructions that can help prolong the life of your battery.





# 7. Maintenance Areas



## 7.5 Wheelchair Malfunction Signals

When malfunctions occur during the operation of this wheelchair, please turn off power before checking the unit.

**Symptom:** Completely loses power, and all the LED lights on the controller panel are off.

### **Instructions:**

Step 1: Check if the controller plug is loose.

Step 2: Check if the connection to the controller plug and battery box are loose.

- Reinsert the plug connector by holding the plug when pulling it out. Do not pull on the wire to avoid unnecessary damage to the wire line. After conducting the above steps, and if the wheelchair power is not restored or if you have any questions, please contact your dealer.
- The controller has a diagnosing system to monitor the controller and motor. Any malfunction of these parts is indicated by the controller. For more details please kindly refer to chapter of audio signal indication.

## 7.6 Maintenance Checking

Your electric wheelchair should be checked every six months and serviced annually as suggested. Use of this wheelchair requires continuous attention to the commonly used elements which are listed below:

**Area A:** Before each use, check if following parts are functioning correctly:

1. Backrest
2. Armrest
3. Controller position
4. Footrest
5. Battery power
6. Clutch/adjusting lever for conversion between manual mode and electric mode

**Area B:** The following parts should be checked monthly to avoid loosening or extensive wear.

1. Screws
2. Brakes
3. Clutch/adjusting lever for conversion between manual mode and electric mode
4. The front and rear wheels and their tread pattern depth
5. Connectors' of controller and charger





## 8. Auto Folding/Unfolding



### **Auto Unfolding**

1. Press and hold the power button for 3 to 5 seconds to power on the wheelchair.
2. Press and hold the unfold button for 3 to 5 seconds and the backrest indicator light will illuminate.
3. Immediately press the horn button and the controller will beep and the chair will enter the unfolding process.
4. When the wheelchair has completed the automatic unfolding process, the controller will sound a final alarm and the controller will automatically enter drive mode and the wheel indicator light will illuminate.

### **Auto Folding**

1. Press and hold the power button for 3 to 5 seconds to power on the wheelchair.
2. Press and hold the fold button for 3 to 5 seconds and the backrest indicator light will illuminate.



## 8.Auto Folding/Unfolding



3. Immediately press the horn button and the controller will beep and the chair will enter the folding process.
4. When the wheelchair has completed the automatic folding process, the controller will sound a final alarm and the controller will enter the shutdown phase.

### Folding/Unfolding with Remote Controller

- 1.Press and hold the power button for 3 to 5 seconds to power on the remote control.
- 2.Press and hold the fold button for 3 to 5 seconds and the folding indicator button will illuminate.
- 3.Press and hold the acceleration button or deceleration button to fold and unfold your wheelchair. Once the folding or unfolding process is complete short press the fold button to return to drive mode.





## 9. Headrest

- Place the headrest at the top of the backrest and line up the holes. Insert the two provided bolts into the headrest frame and use the provided nuts to secure the headrest to the backrest.
- The headrest is height adjustable. To adjust the height of the headrest, simply hold the headrest with your hand and apply pressure





# 10. Headlight

To install the headlight and USB charger simply insert the headlight into the joystick charging port.



Power On/Off Button

USB Charger





# 11. Tech Support

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



and register your product now. When you register your ComfyGO Electric Wheelchair, you ensure that you may be eligible for an extended warranty service. You will also receive product updates and important news from ComfyGO products. (Simply scan QR code with your phone for the Registration Link)

- The fastest way to get support, please e-mail to [support@ComfyGoMobility.com](mailto:support@ComfyGoMobility.com)

All warranty and return requests you can visit for getting professional help: <https://www.comfygomobility.com/warranty-or-return-request/>



*(Simply scan QR code with your phone for the Warranty Link)*

## **Here are a Few Ways to Keep Your Batteries Healthy.**

- Keep your batteries at room temperature. Heat is by far the largest factor when it comes to reducing battery life.
- Batteries deteriorate over time, whether they're being used or not.
- Battery experts suggest that after 30 charges, you should allow batteries to almost completely discharge. The power gauge will be recalibrated.
- Avoid completely discharging batteries, unless 30 partial charges have previously taken place.
- Gradual deterioration in performance will result when the battery has been left in a discharged state.



# 12. Warranty Policy



- Our goal is to ensure that you are delighted with your purchase.
- According to our warranty agreement, all new products have a limited warranty. All batteries have a six month warranty. Spare parts have a one year warranty. The limited warranty does not include: labor or device failure due to the owner's misuse or negligence, non-durable components and components subject to normal wear and tear that need replacement from time to time (for example rubber materials, accessories, wheels or brakes, and plastic parts). All warranty claims require proof of purchase and the serial number.

## **Note that your warranty does not cover these conditions:**

- Functional problems: Issues related to normal use and aging such as surface coating and plating, natural fading of resins
- Replacement of consumable materials due to wear and tear, such as tires, fuses, plastic parts, glass parts, lubricates etc.
- Any fees for Inspection, adjustment, adding oil, cleaning, etc.
- Fees for service and maintenance performed dealers as specified by our factory
- Any unauthorized modifications
- Maintenance costs at any unauthorized service centers
- If you fail to regularly check the issues as specified in this manual section 7
- Improper or wrong maintenance
- If unauthorized maintenance has been performed
- Operating differently than what is described in our manual or if you overload the wheelchair
- Any unauthorized modifications to the wheelchair
- External factors such as: soot, pharmaceuticals, bird droppings, acid rain, flying stone, metal powder, etc.
- Natural disasters such as: typhoons, floods, fires, earthquakes etc. damaging the unit

## **Protect the Environment**

- Please do not dispose of this wheelchair or its components and especially the batteries. Instead, please return them to our service center or follow your local disposal regulation.



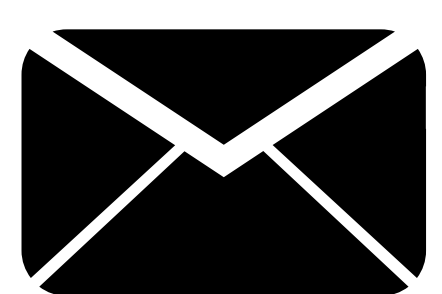


**ComfyGO, INC.**

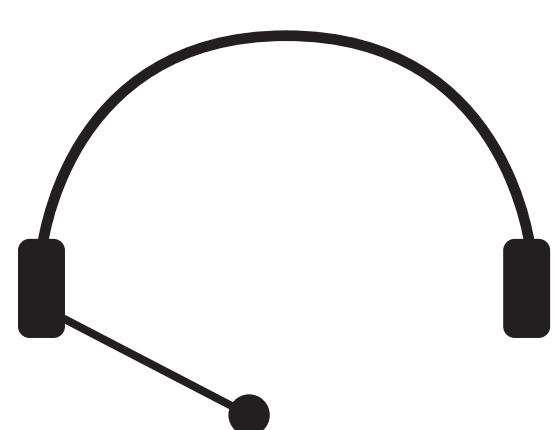
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*makes life easier*

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