



MAJESTIC



COMFYGO

MOBILITY EQUIPMENT

IQ-7000

User Manual / Warranty



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
Tech Support	25
Warranty	26

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

For all your spare parts need, please visit www.ComfyGoMobility.com

Don't forget the register your product, detail information on page 25th.

If you need technical support please contact our customer support team. Detail information is back of the user manuale and on page 25th.

Preface

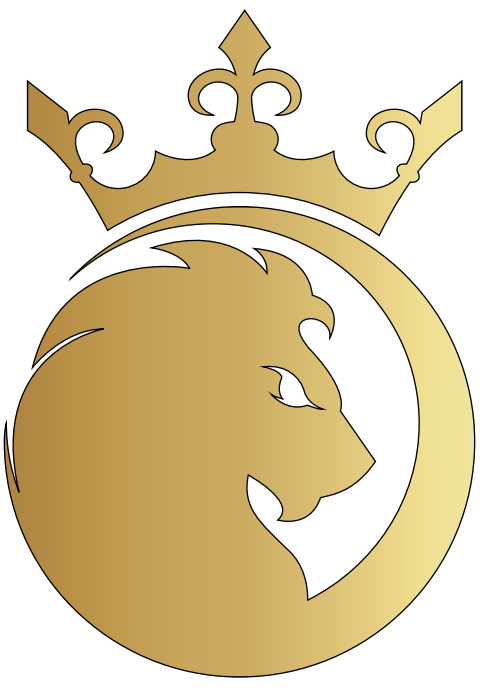


- This manual contains operations, assembly methods, and simple faults solutions. The manual applies to our model: IQ-7000
- This manual contains both wheelchair maintenance tips and troubleshooting methods so please store it where you can access as required. If you decided to let anyone else use your wheelchair, please provide this manual for reference to them and ask that they read it before using the product.
- 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 aspect of operation, please contact your dealer immediately to clarify.
- Improper use of this vehicle may lead to injury. Riding without paying attention to points of safety 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.



Warning symbol

Follow the instructions next to this symbol closely.
Please pay attention to these instructions, otherwise it may result in physical injury or damage to the 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 can be used at low speeds, good road conditions and will handle low slope.

Performance Parameters and Technical Specs, IQ-7000

Overall size	40"x24"x39"
Fold size	27"x17"x30"
Seat size	19"x18" (width x deep)
Seat height	20" (from ground)
Armrest height	29" (from ground)
Backrest height	18 - 24" (adjustable)
Backrest width	16"
Max loading weight	365 lbs
Max speed	4 mph
Front wheel diameter	8 inch (solid)
Rear wheel diameter	12 inch (inflatable)
Battery	12AH Li-ion
Motor x 2 cs	Brushless DC 24V 250W x 2
Battery charge	AC 100-240V, 50Hz, 1.5-5A , 6-8 hours
Control	24V 50A
Max distance*	13 miles
Degree of protection	IPX3
Max safe slope	10°
Turning radius	≤ 33 inch
Static stability	9°
Reversing width	≤1.5m
Climbing angle	6°
Tire pressure	2kg f/m ²
Obstacle climbing	50mm
Breake	Intelligent electromagnetic break
Controller Type	Detachable All-Direction Joystick

* varies based on weight, incline, speed factors

1. Product Performance



Application Range

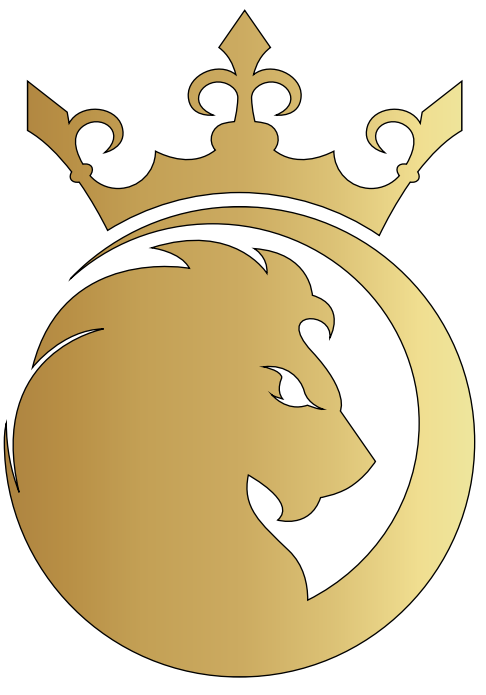
This electric wheelchair is engineered specifically to serve disabled or elderly people weighing less than 165kg (365 lbs.), intended for use for operation at walking speed, and is suitable for indoor use only. Please do not use this unit on motorways.



Contraindication

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 of use in a flammable anesthetic mixture with air or gas mixed with oxygen or nitrous oxide flammable anesthetic gases 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 about using your wheelchair skillfully. Ensure to practice moving forward, stopping and turning circles.
- Before riding on any roads, ensure to have caregivers with you and ensure to ride safely at all times.
- Follow all pedestrian traffic rules, the wheelchair is not considered an automotive.
- Stay on the sidewalk and the zebra crossings. Do not ride on vehicle lanes.
- Ride at steady speed, avoid sharp turns and zig zagging.
- Please maintain pneumatic tire pressure properly, the lower or higher than recommended pressure may cause unsafe use or excessive loss of current.

2. Safety Instructions

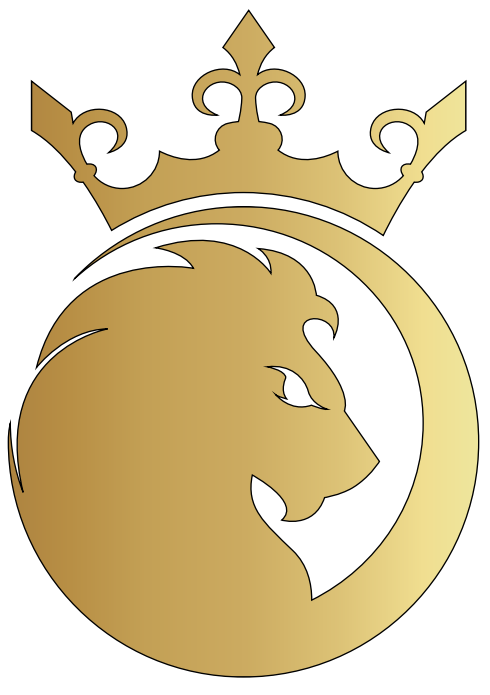


Avoid Riding in These Conditions Unless Accompanied by a Caretaker

- Riding in inclement weather, such as rainy day, heavy fog, strong wind, snow, etc.
- If your wheelchair gets wet, this may impact electronic functions so please wipe all water immediately.
- Riding in sub optimal conditions such as muddy, trail, sand road, gravel, etc.
- Riding on crowded roads.
- Riding on roads without a fence side ditch, pond, etc.
- If you have to cross any railways, turn off your wheelchair and first ensure that the tires will not be stuck by railway.
- 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, tilt places, 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 uphill use.
- Keep moving forward during uphill or downhill and do not stop.
- Use your brakes to reduce your speed during downhill.
- Avoid riding sideways on steep incline.
- Riding on the stairs place is not recommended and please avoid crossing any high steps.
- Avoid crossing wide ditches.
- During crossing ditches, keep a 90° angle between tires and the ditches.
- Do not set the wheelchair to manual mode during uphill and downhill move.
- When the wheelchair is malfunction at traffic crossing, please immediately ask passerby for help. And set wheelchair to manual mode, then push wheelchair to leave the scene, or user to get away from the site to a safe place immediately.



2. Safety Instructions

Precautions for Caregivers

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

2.3 Other Important Notices

Repair and Refit

- If your wheelchair requires repair or a refit, please contact your seller or service department. Do not attempt to modify your wheelchair by yourself as this may cause accident or wheelchair malfunction.
- Do not add weight, other than approved accessories to this chair, as this may cause an imbalance and impact vehicle 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 use only 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 date of manufacture of your wheelchair, please see the label located on your unit.

2. Safety Instructions



2.5 Electromagnetic Compatibility

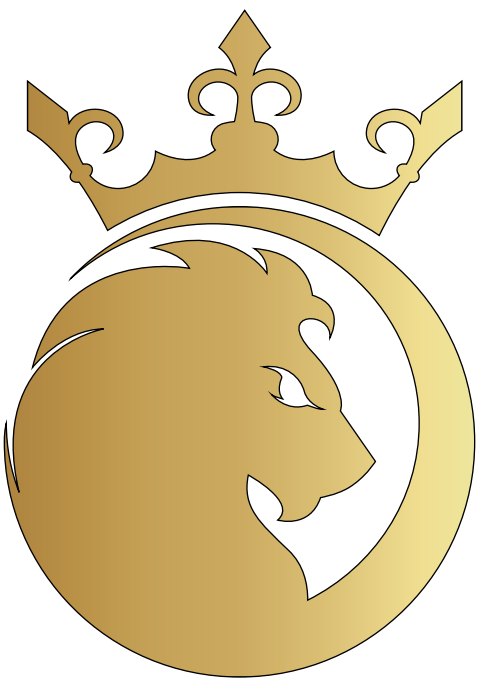
- The wheelchair should be kept away from strong magnetic fields and large inductive electrical equipment, such as radio or TV stations, underground radio station or cell phone transmitting radio stations. If there are sources of electromagnetic interference nearby, please stay as far as possible from 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 electric wheelchair based on the electromagnetic compatibility information provided.
- Portable and mobile RF communication device will affect performance of electric wheelchair. Therefore, please avoid using near a strong electromagnetic disturbance such as a mobile phone or microwave.
- Please refer to attachment for 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 wheelchair should not be used together in conjunction with any other devices. If you need to connect a device to it, please first verify with us to confirm that the electric wheelchair can work normally under the circumstances.

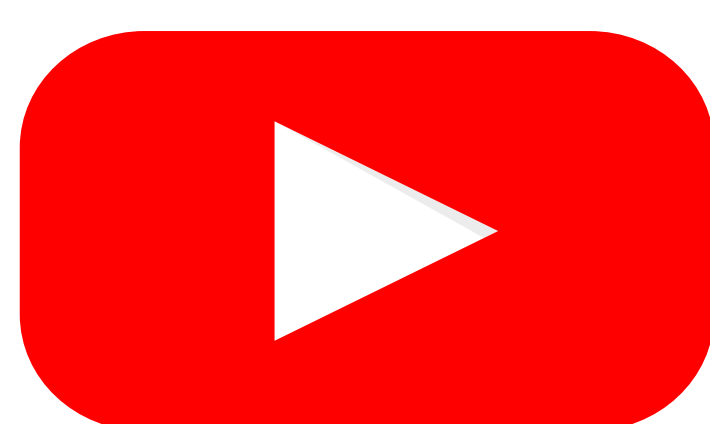


3. Usage and Operation

Please visit YouTube for detailed Usage and Operations explanation. Simply search "**ComfyGo Mobility Lightweight Foldable Electric Wheelchair 19.5" Wide (Model # IQ-7000)**" on YouTube or scan the QR code with your smartphone's camera.

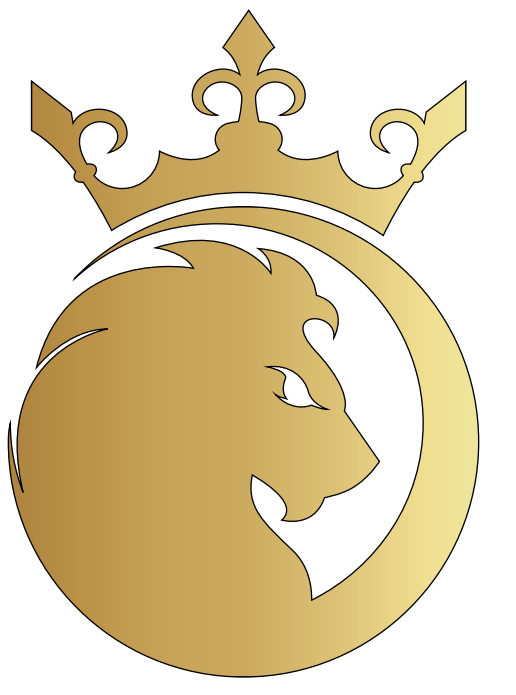


Please visit YouTube for a detailed Remote Control Pairing explanation. Simply search "**ComfyGo Electric Wheelchair Remote Pairing**" on YouTube or scan the QR code with your smartphone's camera.



www.youtube.com/c/ComfyGoMobility

3. Usage and Operation

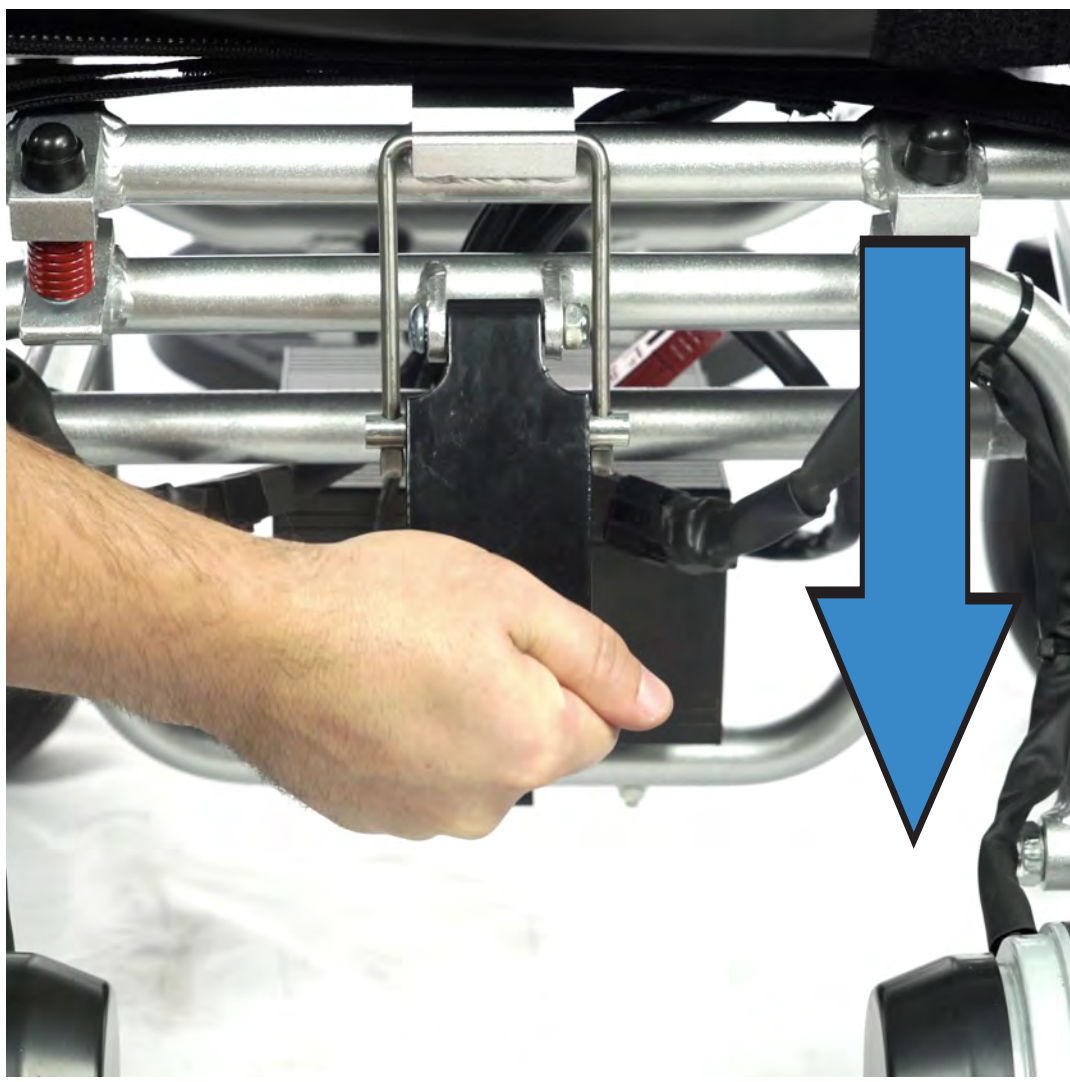


3.1 Wheelchair Adjustments Unfolding Your Wheelchair

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



Picture 1

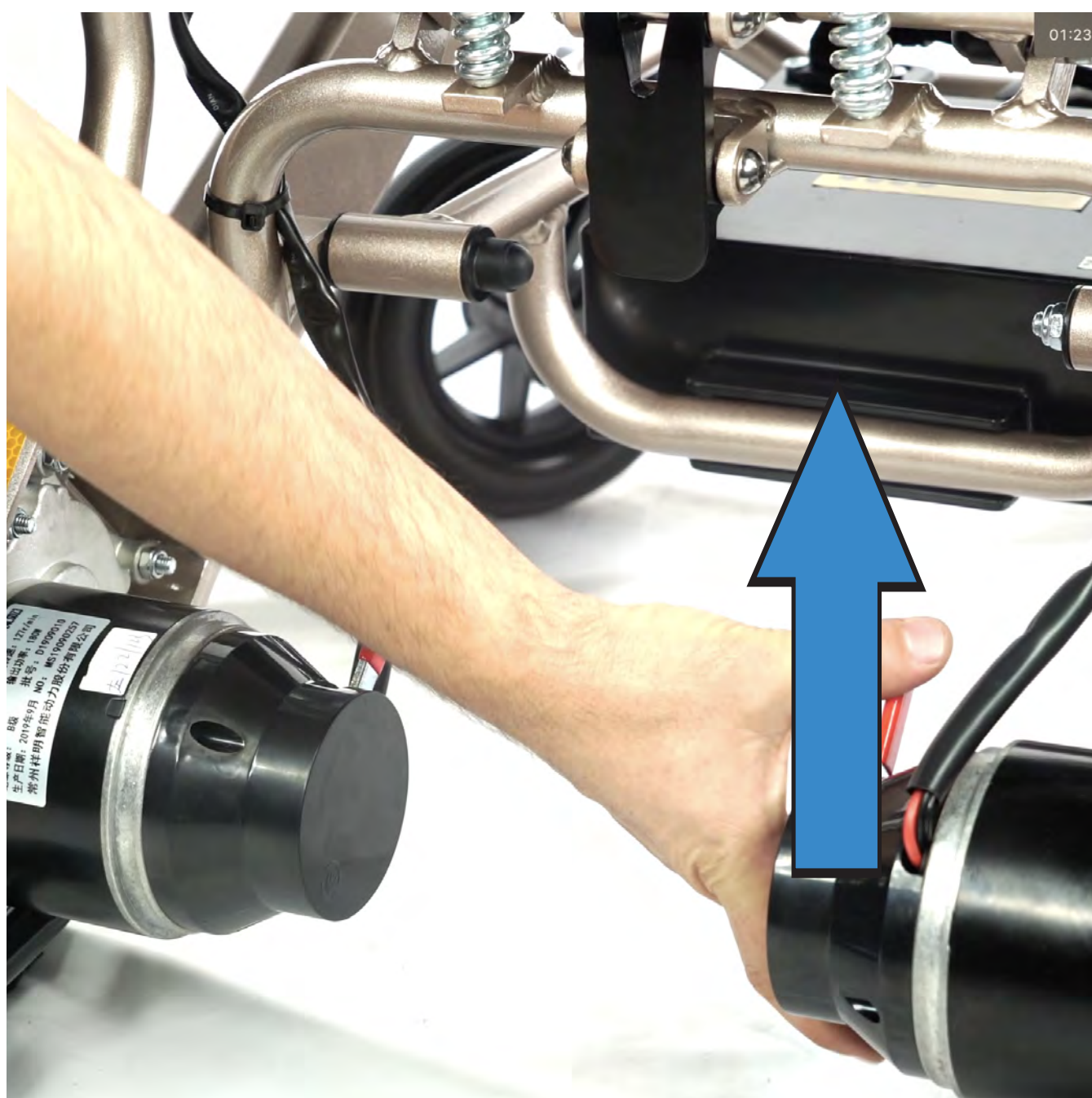


Picture 2

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 cause fold danger when riding.**

Folding Your Wheelchair

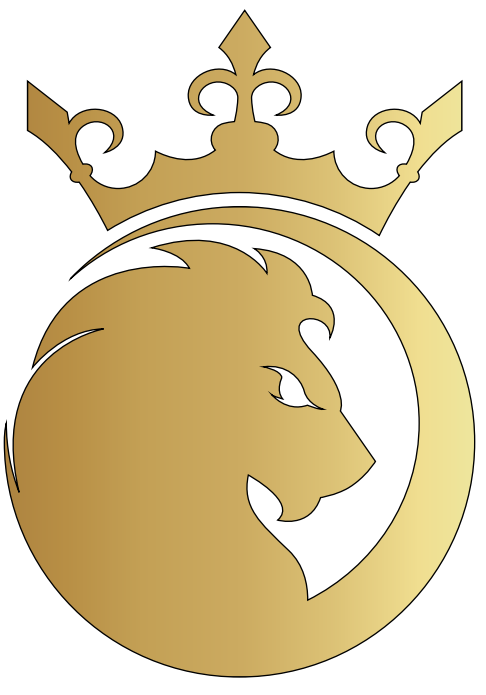
Loosen the lock (Picture 3), using one hand, hold the backrest, and using your other hand pull the seat and fold it (Picture 4).



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).

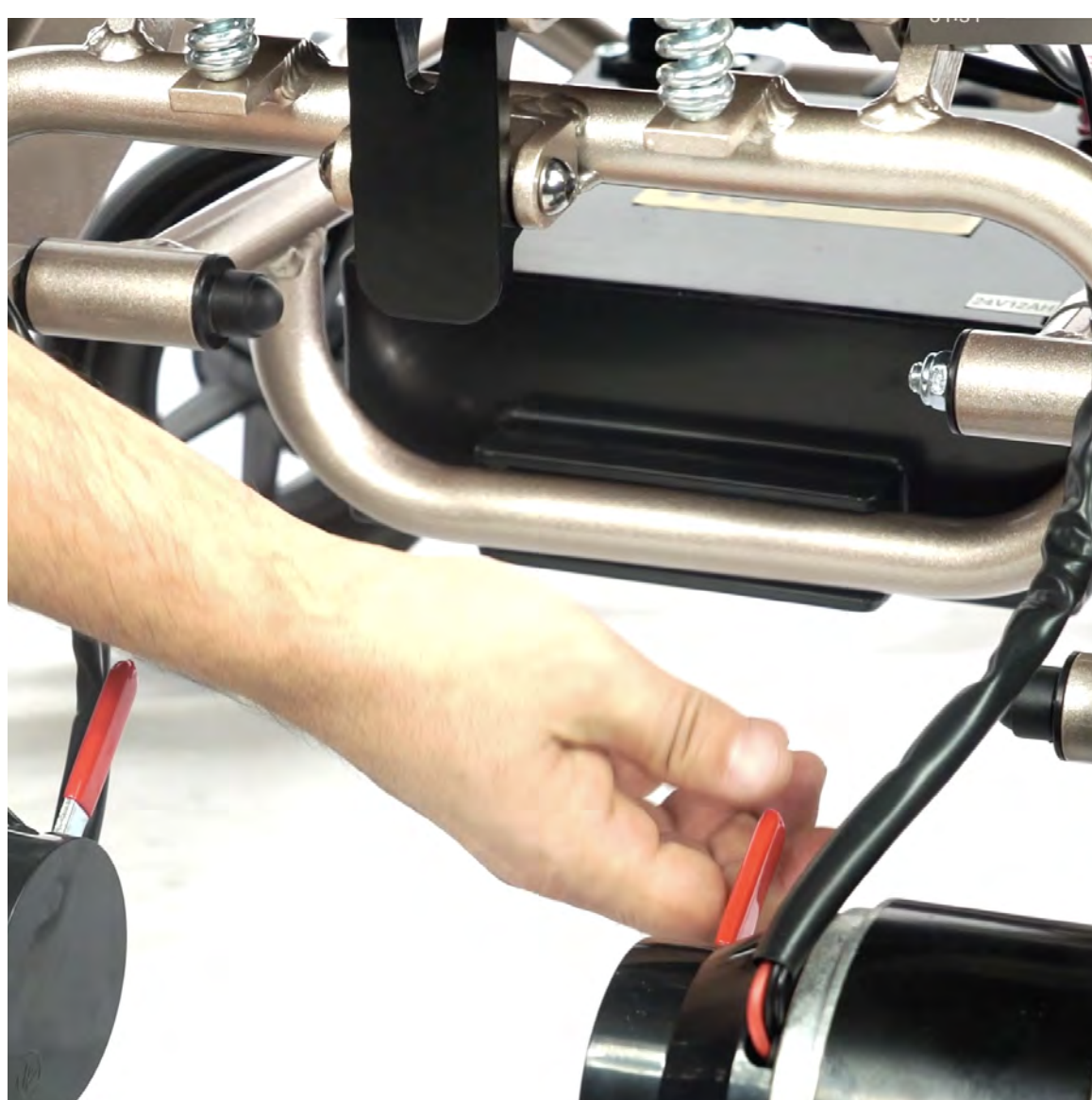


Picture 5



Picture 6

Dismantle the battery by first disconnecting the battery plug and the controller plug (Picture 7), and then push the switch on the battery case for quick release (Picture 8). Install the battery by putting the battery back on the tray (Picture 9). 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

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

Press the button to install the frame support tube (Picture 11).



Picture 10



Picture 11

Flipping-up Your Armrest

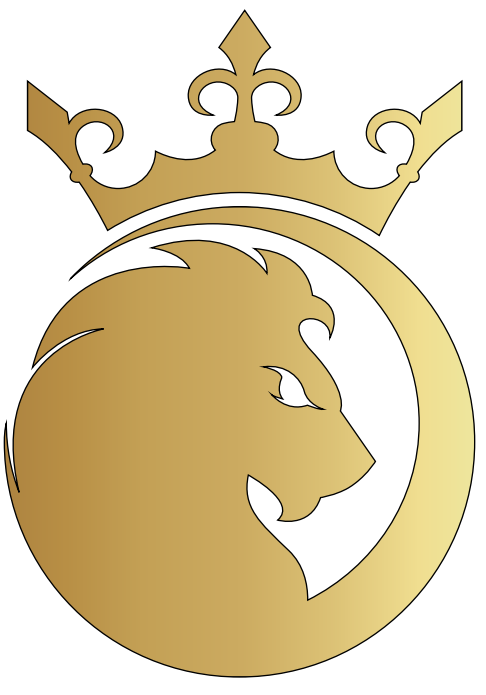
Using one hand, press the armrest button, using the other hand, flip up your armrest (Picture 12). Press down the armrest to its proper position to



Picture 12



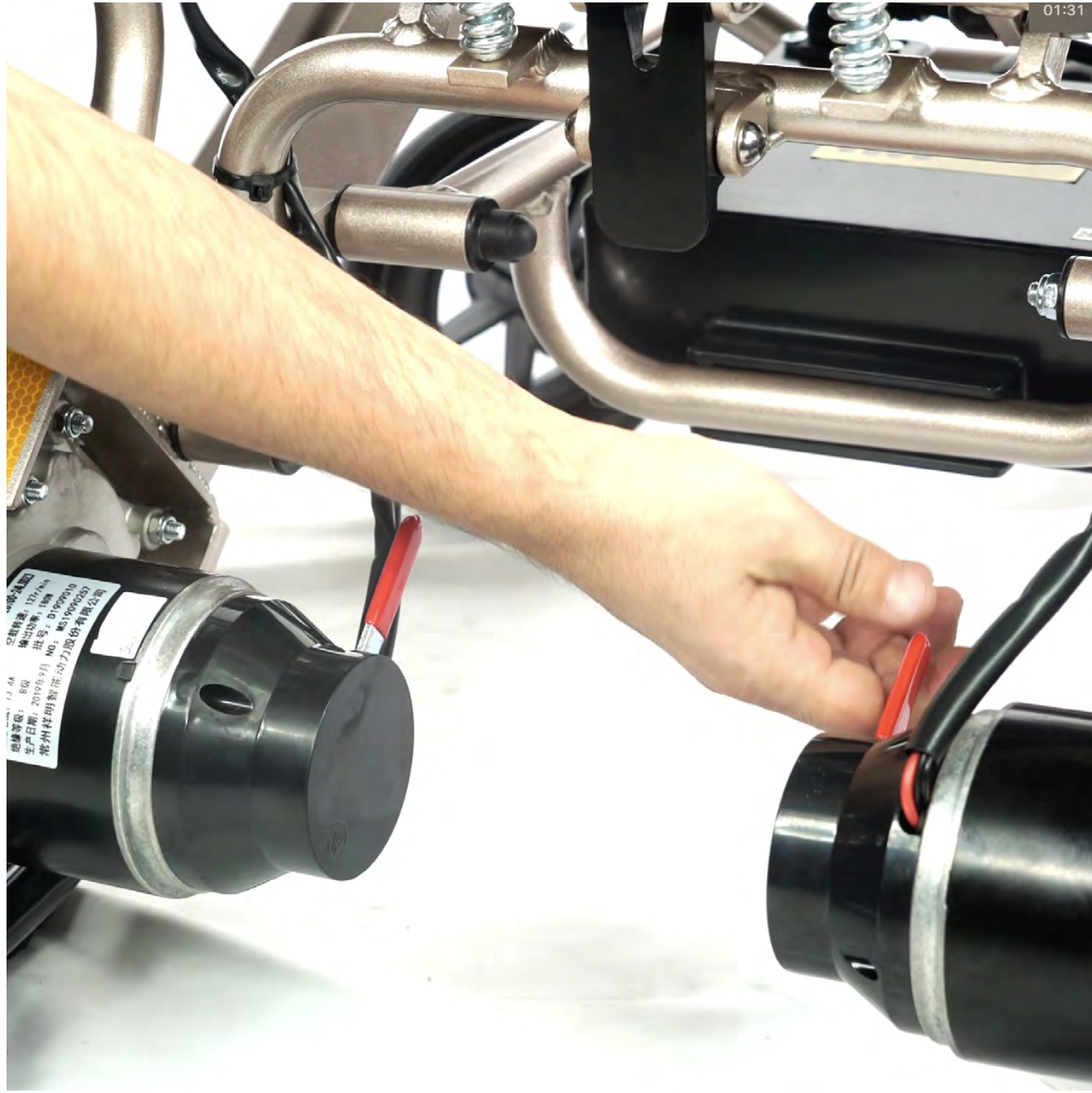
Picture 13



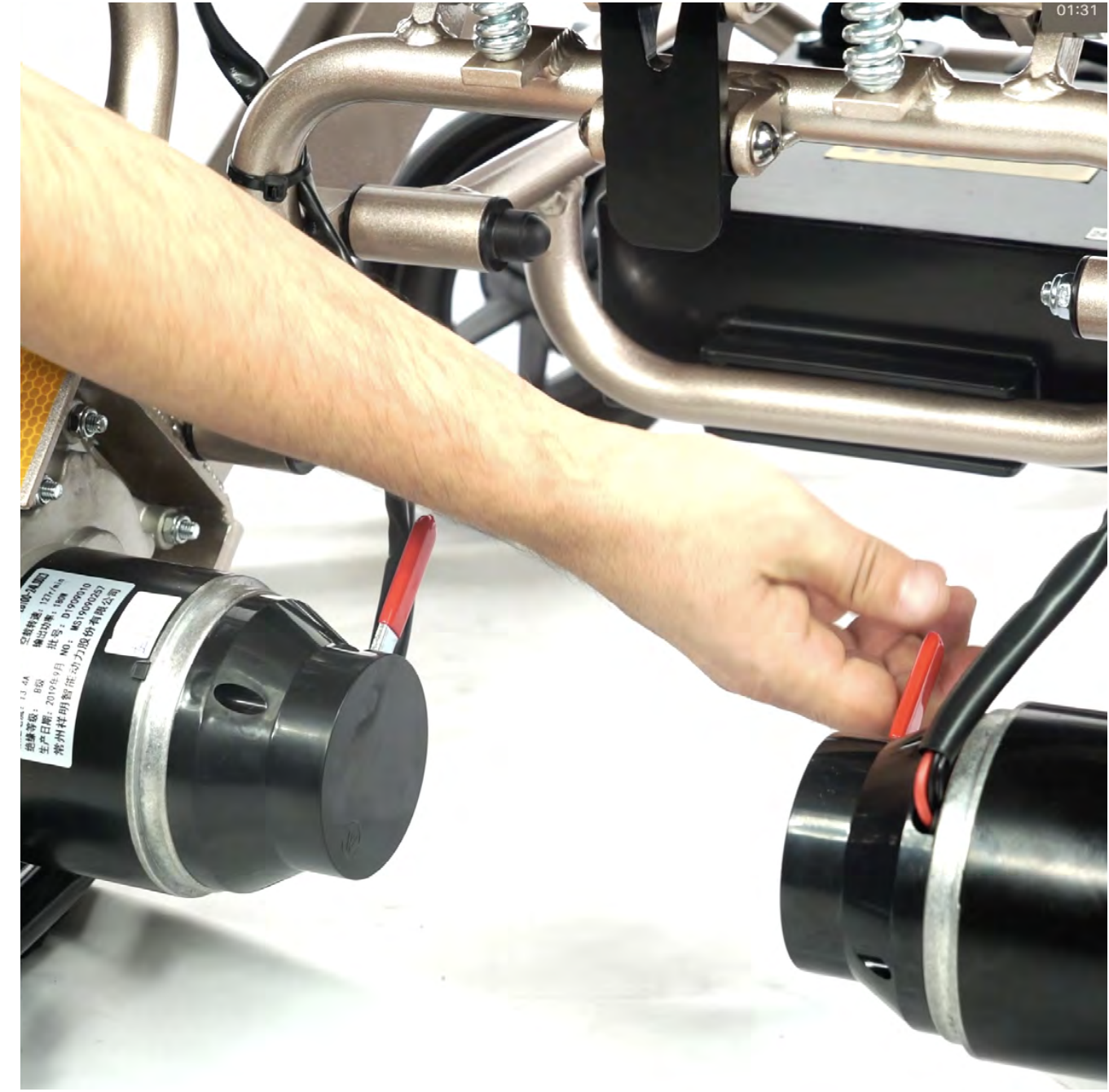
3. Usage and Operation

Switching Between Manual Mode and Electric Mode

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

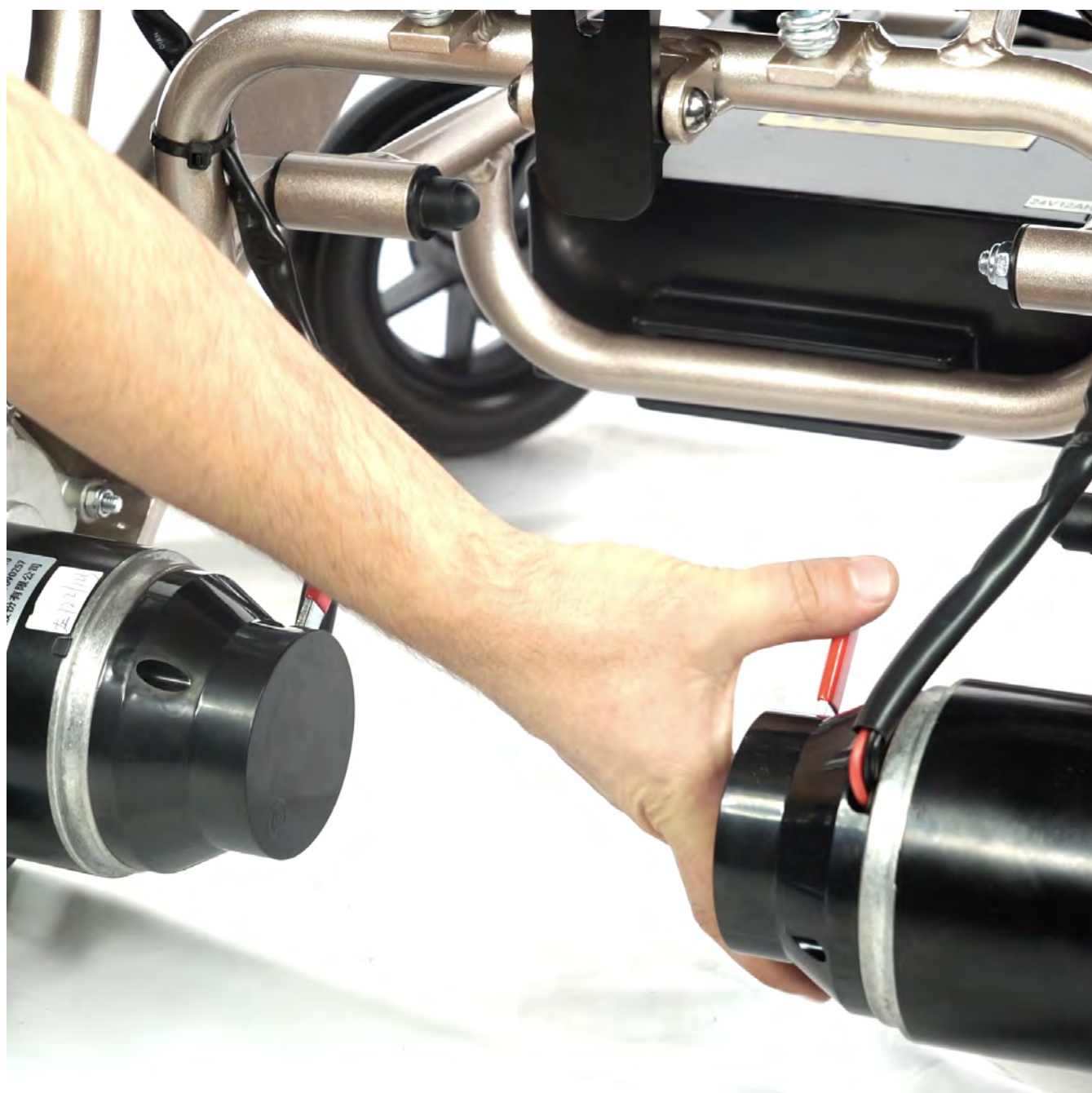


Picture 14



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 side clutch is 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.
- Repeat 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 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 humid environment.
- While charging, the temperature range should be between 10 to 50 degrees of celsius.
- 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 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 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

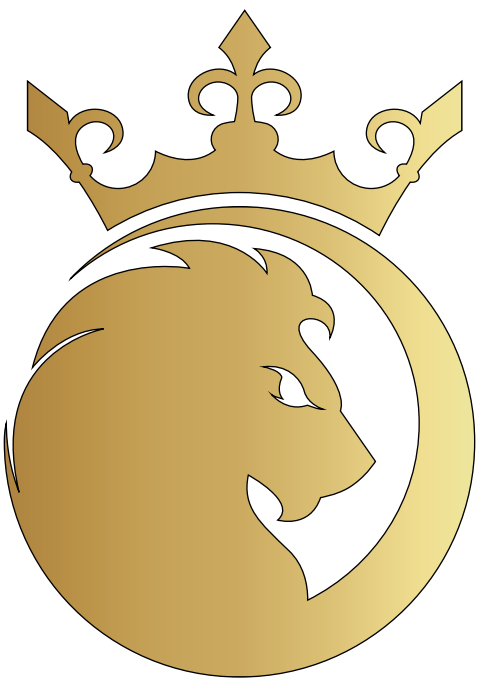


4.3 Battery Use and Maintenance

- Incorrect insertion of the battery may cause danger of explosion. Only use batteries that are provided with this unit.

Visit www.ComfyGoMobility.com or contact with us via support@ComfyGoMobility.com 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 Indicatin please check the table.

5. System Diagnostics



Description of LED light	Interpretation	Issue/Solution
All LED lights are off, there is no sound	The power has been turned off, wheelchair is in standby or sleep mode	Power is not connected There may be a short fuse or burned out
All LED lights are lit	The power is turned on and self-diagnostics are in working mode	None
LED lights are partially off	Lights are indicative of the amount of battery power left	Lights being partially off indicates partial battery power
The leftmost red LED light is lit	The battery power is very low	Unit should be charged before use or battery is malfunctioning and is not able to take charge
Two short beeps, LED lights blinks twice	The left motor is malfunctioning	The left motor connection may be broken, or the wire may be disconnected
Three short beeps, LED lights blinks three times	The left magnetic brake is malfunctioning	The left magnetic brake connection is broken, or the wire may be disconnected
Four short beeps, LED lights blinks four times	The right motor is malfunctioning	The right motor connection is broken, or the connecting wire may be disconnected
Five short beeps, LED lights blinks five times	The right magnetic brake is malfunctioning	The right magnetic brake connection is broken, or the connecting wire may be disconnected
Six short beeps, LED lights blinks six times	Controller has entered high-current protection status	Check the brakes and the motor drive mechanism to ensure it is not stuck. Check the current by ammeter, and if the current is not too high your controller may be malfunctioning
Seven short beeps, LED lights blinks seven times.	Joystick is malfunction	Joystick doesn't reset, or the connector is loose
Eight short beeps, LED lights blinks eight times	Controller may be malfunctioning	Please consult your dealer for maintenance
Nine short beeps, LED lights blinks nine times	Controller may be malfunctioning	Please consult service center for maintenance



6. Controller

6.1 Controller Panel



6.2 Controller Use

Power Switch

To turn on the battery power gauge lights from left to right, press the button. To turn them off, press again.



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 preference and circumstances. Adjust speed by using the decrease button and increase buttons accordingly.

6. Controller



Speed is divided into five sections, in the following ranges: 20%, 40%, 60%, 80%, 100% of the max speed.

First gear: 20% of max speed.

Fifth gear of speed: 100% of max speed.

Horn Button

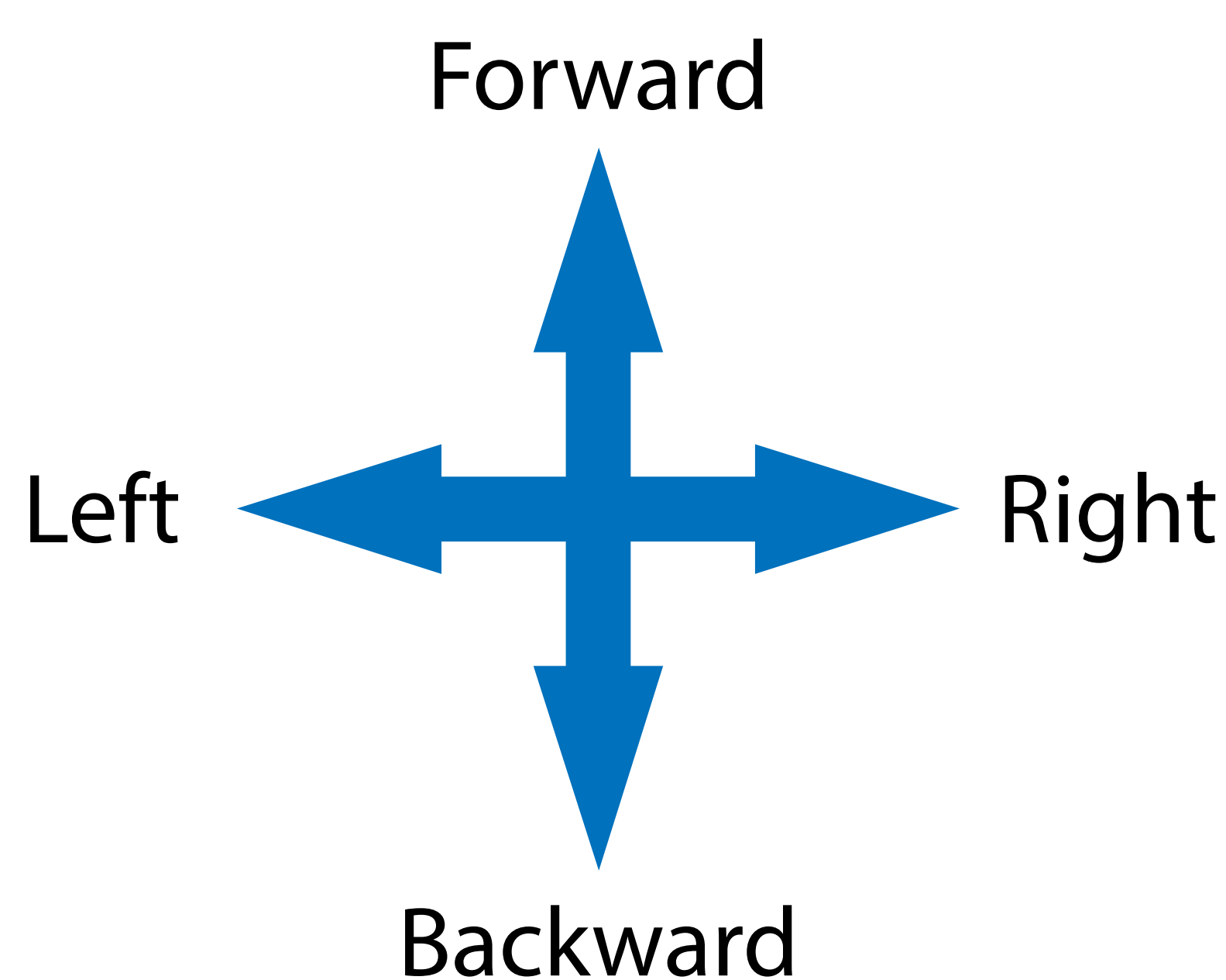
Press the horn button to use the horn.

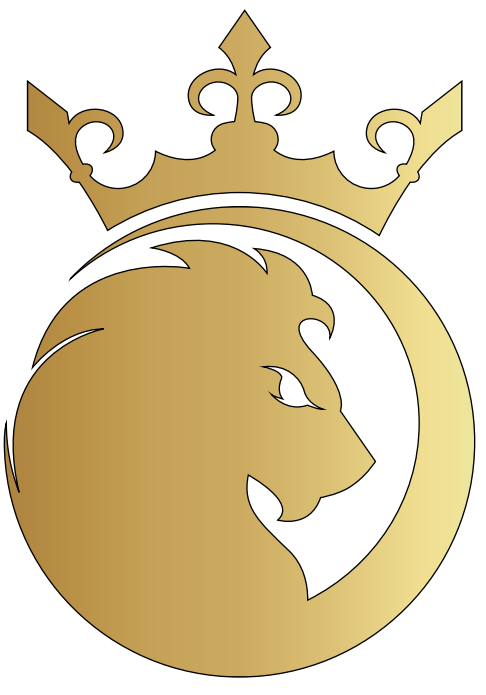
Battery Power Gauge

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. Ensure using only fully charged batteries before embarking on long distance rides when charging is not possible. Do not use the unit if only red light is shown, as this means the unit requires charging.

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.

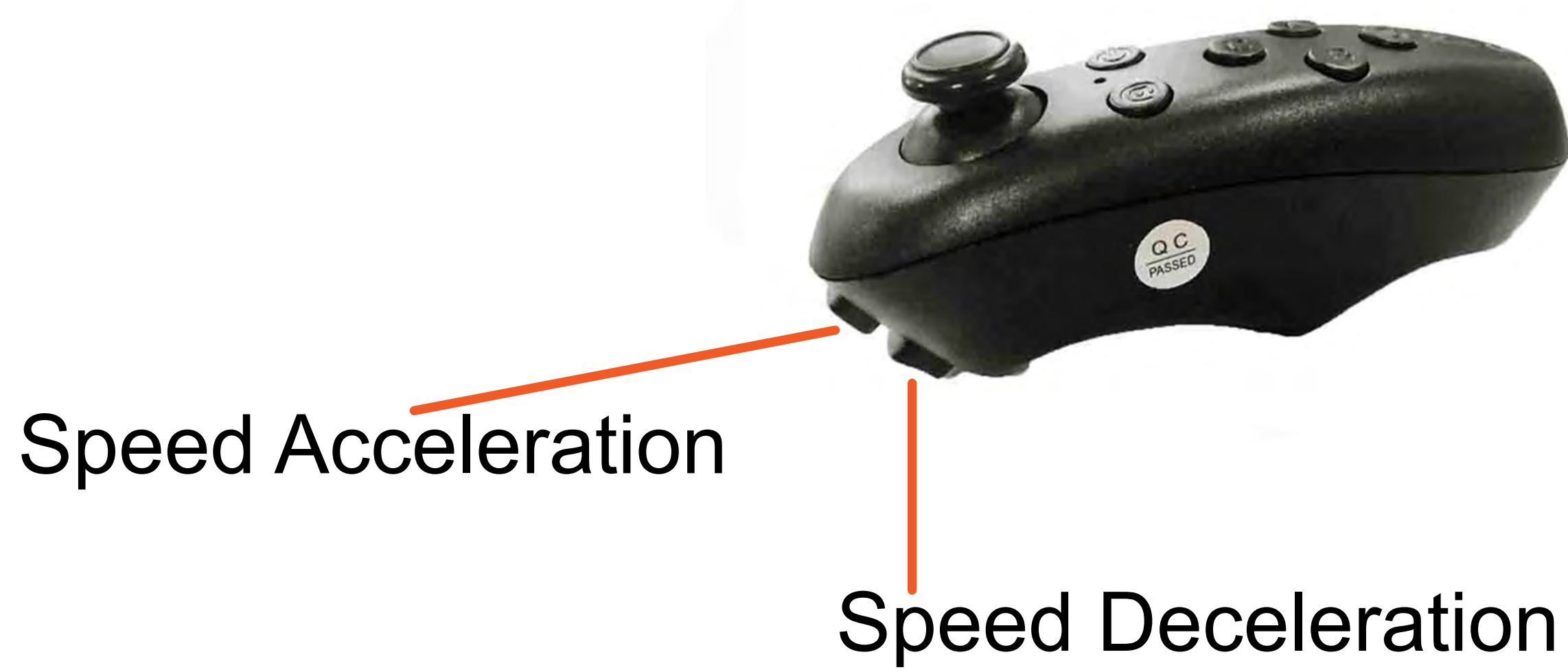




6. Controller

6.3 Remote Installation

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



6. Controller



1. Press the boot key to open the joystick (Picture 17).
2. Get the joystick speed to the lowest level (Picture 18).
3. Open the remote control (Picture 19).
4. Press and hold the deceleration button on the joystick until you hear "beep" sound (Picture 20).
5. Press and hold the remote control deceleration button until you hear "beep" sound, and joystick turns off, and on (Picture 21).
6. Turn off the joystick.
7. Turn on the Joystick, and the remote control paired.



Picture 17



Picture 18



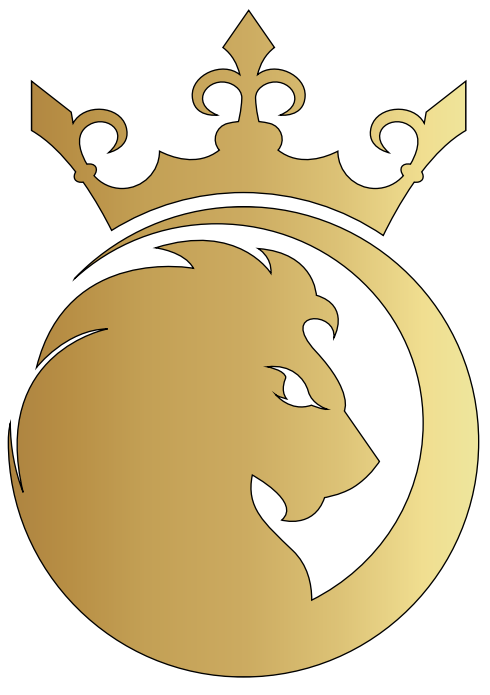
Picture 19



Picture 20



Picture 21



7. Maintenance Areas

7.1 Maintaining Your Wheelchair

Maintenance of wheelchair includes cleaning your wheelchair, checking the wheel and battery, 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 seat cushion, armrest, controller), using a clean and slight wet cloth. Please refrain from using organic 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 condition regularly. When the tire tread pattern depth is reduced to 1mm, the tires will require replacement.

7.4 Batteries

To ensure that the batteries are fully charged. In order to prolong battery life, we strongly recommend not charging the unit until 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 happen 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.

7.3 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. 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 Comfy Go Mobilities. *(Simply scan QR code with your phone for the Registration Link)*

- The fastest way to get support, please e-mail to 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.
- Gradual deterioration in performance because the battery has been left in a discharged state.

9. Warranty Policy



- Our goal is to ensure 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 owner misuse or negligence, non-durable components and components subject to normal wear and 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 in 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.

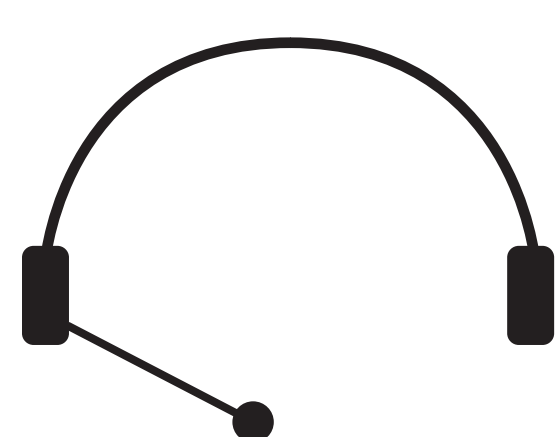
makes life easier



COMFYGO
MOBILITY EQUIPMENT

www.ComfyGoMobility.com

 **info@ComfyGoMobility.com**



1 (844) 755-5055