

# Quest

➔ User Manual



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## YOU AND / OR YOUR ATTENDANT MUST READ AND FULLY UNDERSTAND THIS MANUAL BEFORE USE

### General information

You have just purchased an **2GOability** Quest power chair and we want to thank you for the confidence in our **2GOability** products. The Quest power chair is a quality product.

The policy of **2GOability** is to continually improve the quality and reliability of our products. We reserve the right, therefore without prior notification, to alter this guide.

It is important that your guide for the use of the Quest power chair is read carefully. The manual contains important information about the safe use and maintenance of your Quest power chair. We recommend that you keep this guide, it is also your proof of warranty and you will find it useful for referring to it at a later date.


The safety instructions in this guide are general guidelines that must be seen as broad guidelines.

Your new **2GOability** Quest power chair requires frequent maintenance, much of which you can do yourself.

### Caution!

In this guide you will find information and warnings. These are clearly identified by the symbols below and the appearance of the text:

 **Tip**  
Information

 **Warning**  
To avoid personal injury, warnings must be followed

Fill out the information on your authorized dealer below:

Company: .....

Address: .....

.....

Telephone number: .....

Fax number: .....

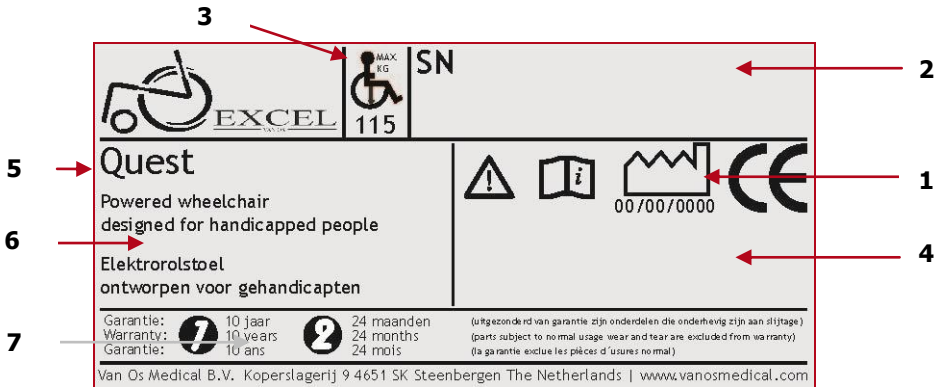
Email address: .....

Website: .....

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## 1 IDENTIFICATION

Your Quest power chair is equipped with a unique serial number. You can find this number on the frame of your Quest power chair. Below is an example of the frame label on which you can find the identification number. Furthermore you will find the explanation of the various data stored on the frame label listed below.



### 1. Production date

Production date of the Quest power chair

### 2. Serial number

The unique serial number. You must have this number when making technical requests or if warranty parts are required.

### 3. Maximum user weight

The largest occupant weight allowed for protection of both the Quest power chair and the user.

### 4. Type number

This number indicates which model of Quest power chair you have, again this is always required when making technical calls.

### 5. Model name

The model name of your Quest power chair.

### 6. Description

Description of the design of your power chair.

### 7. Warranty

This is the warranty period. Chapter 9 describes your warranty terms and conditions in more detail.

**2 GENERAL EXPLANATION CONCERNING YOUR POWER CHAIR**

**2.1 Components of the power chair**



<b>1</b>	Joystick	<b>7</b>	Base
<b>2</b>	Basket	<b>8</b>	Battery pack
<b>3</b>	Foot plate	<b>9</b>	Seat
<b>4</b>	Front wheel	<b>10</b>	Armrest
<b>5</b>	Front fork	<b>11</b>	Backrest
<b>6</b>	Rear wheel		

Your Quest power chair is equipped with a number of elements and parts. You should know these before continue reading this manual. Designs and specifications may change without prior notice.

**2.2 General explanation of the function and possibilities of your power chair**

The Quest power chair is equipped with multifunction brakes and stable wheels which roll easily. The Quest power chair is especially developed so that it can be adjusted to every individual user. Your Quest power chair is a medical equipment product and is not a standard consumer product. You must follow this manual completely to ensure good, optimal and safe use of your Quest power chair.

## 3 SAFETY REGULATIONS

**2GOability** specifically disclaims responsibility for any body injury or property damage which may occur during any use which does not comply with laws or ordinances. If used correctly, the **2GOability** Quest power chair is an utmost safe and stable product, if the instructions for use as described in this manual are followed. However, it is possible when the **2GOability** Quest power chair is not used correctly, dangerous situations may occur.

### 3.1 General safety regulations

Protect your **2GOability** Quest power chair by checking it regularly. When a part of your Quest power chair is not functioning properly, a dangerous situation could occur.

#### **Warning:**

You must keep your Quest power chair in a good state to guarantee safe use.

### 3.2 Warnings for safe use

#### **Warnings:**

- Always operate your power chair with thought, care and safety;
- Do not drive into curbs;
- Never connect anything to the wheels;
- The maximum weight capacity has been indicated on your power chair frame label;
- Unauthorized modification and or use of parts not supplied by **2GOability** will invalidate the warranty of this power chair and may lead to injury to the user and or damage to the power chair;
- Before using your power chair, always check if the brakes are working perfectly;
- Do not let children play with or on your power chair;
- Do not use the power chair when the brakes are not working;
- All wheels must be in contact with the floor at all times during use. This will ensure the power chair is properly balanced;
- Do not turn your power chair suddenly at full speed;
- Do not use your power chair when it is damaged or has any malfunction;
- Do not attempt to use your power chair on an escalator. Always use an elevator;
- Do not carry passengers under any circumstances;
- Do not mount or dismount your power chair unless the brake is engaged;
- Always make sure that the key switch is set to Off before mounting of dismounting your power chair;

- Do not drive backwards with your power chair on an incline or across an uneven surface;
- Always make sure the seat is locked forward before operating your power chair;
- Always come to a full stop before changing direction from forward to reverse or from reverse to forward;
- Do not operate your power chair where you could not safely or legally walk;
- Do not climb ramps or curbs that exceed your power chairs capacity;
- Always approach inclines straight on;
- Never sit on your power chair when it is being transported;
- Always fasten down your power chair securely with an approved tie-down system while transporting your power chair;
- Never operate your power chair if it is not functioning properly;
- Always use caution when driving on soft or uneven surfaces such as grass and gravel. Also use caution on decks where there is no railing;
- Always cross streets at intersections and use crosswalks or the most direct route, making sure that your path is clear and that you are visible to motor traffic;
- Never back up or down a step or curb;
- Never drive your power chair up or down a step or curb that is higher than 3,5 cm;
- Do not drive your power chair in icy or salted conditions;
- Never drive on the roadway, except when you must cross the street;
- Never operate your power chair while you are under the influence of alcohol;
- Never sit on your power chair when it is in freewheel mode and on an incline or decline;
- Never place your power chair into freewheel mode without a trained assistant present;
- Do not disassemble the tire. If disassembly is required, have your authorized **2GOability** dealer perform any necessary maintenance or repair;
- Do not attempt to inflate the tires of your power chair. Your power chair is equipped with foam filled flat free tires that do not require inflation;
- Always check with your physician to determine if any of the medications you are taking may affect your judgment and or your ability to operate your power chair.
- Also check with your physician concerning your physical ability to operate a power chair.

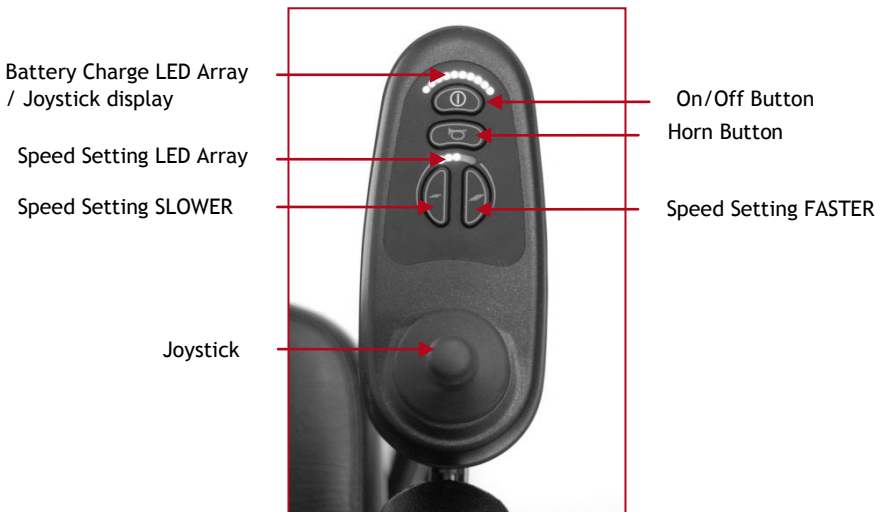


## 4 INSTRUCTIONS FOR USE

### **Tip**

Before turning on the power of your power chair, take note of your environment and set your speed control accordingly. For indoor driving, we recommend that you select the lowest speed setting. For outdoor driving, we recommend that you select a speed setting at which you feel comfortable, safe and in control of your power chair.

### 4.1 Joystick



Picture 1

#### **On / off button**

Push the on / off button to turn on the power of your power chair, see picture 1. The 10 LEDs will flash once and a number of LEDs will remain depending on the state of the battery charge. Pressing the on / off button again will turn off the power of your power chair, the LEDs will not lit.

#### **The speed control buttons**

These buttons provide you with a way to control the maximum speed of your power chair. Push the Slower button repeatedly to set your chair's speed to the slowest setting. This is indicated by one lit LED section on the speed indicator scale. Push the Faster button repeatedly to set your chair's speed to its highest setting. This is indicated by five LED sections on the speed indicator scale.

## **Joystick**

The joystick controls the speed and direction of your power chair. When you are not pushing on the joystick, or when you release the joystick, the joystick will automatically return to the neutral position, the chair will decelerate, as the electromagnetic brakes are applied, and come to a smooth stop.

Pushing the joystick away from the neutral position will move your power chair in the direction that the joystick is pushed. The farther forward or backward you push the joystick, the faster your power chair will go.

## **The joystick display**

The joystick display is a multifunctional visual display. This display provides three types of information:

- On / Off status;
- Battery charge level;
- Fault diagnostics.

## **Battery charge level**

The joystick LED array is composed of 10 LEDs:

- Three: Red;
- Four: Orange;
- Three: Green.

When all 10 LEDs are lit continuously, there is a full charge on the batteries. As you use your power chair and the batteries discharge, LEDs in the array will begin to turn off in descending order. A single lit red LED indicates the lowest state of operable charge on the batteries. The batteries should be charged immediately.

## **Control system status indication**

The joystick LED array is also designed to help you diagnose any problems with the electrical components of your power chair. The LED array does this by flashing on and off in a coded sequence. The battery gauge and maximum speed/ profile indicator show the status of the control system.

## **Battery gauge is steady**

This indicates that all is well.

## **Battery gauge flashes slowly**

The control system is functioning correctly, but you should charge the battery as soon as possible.

## **Battery gauge steps up**

The wheelchair batteries are being charged. You will not be able to drive the chair until the charger is disconnected and you have switched the control system off and on again.

## Battery gauge ripples

The joystick has been displaced out of the neutral position while the control system is switched on. Release the joystick to clear the fault. Note that this is not a fault. If the condition persists after removing your hand, the joystick may be damaged. Contact your **2GOability** dealer.

## Battery gauge flashes rapidly

The control system safety circuits have operated and the control system has been prevented from moving the wheelchair. This indicates a system trip, i.e. the VR2 has detected a problem somewhere in the wheelchair's electrical system.

### Please follow this procedure

- Place the joystick in the center position and turn the control system off and on again to clear the fault. If the fault does not clear, go to the next step;
- Switch off the control system;
- Disconnect and reconnect all connectors on the wheelchair and the control system to make sure they are mated securely;
- Check the condition of the battery;
- If you can't find the problem, see chapter 8;
- Switch on the control system again and try to drive the wheelchair. If the safety circuits operate again, switch off and do not try to use the wheelchair. Contact your **2GOability** dealer.

### **Tip**

For your safety, the controller automatically sets the reverse speed, acceleration and deceleration in proportion to the speed control setting.

## 4.2 Getting on and off

### **Warning:**

- When getting on or off your power chair, keep your weight toward the middle of the deck. Putting most or all of your weight on the edge of the deck may cause an unstable condition!
- Never transfer on or off of the power chair using the seat backrest for support during transfer. The seat back may fold down and may cause you to lose your balance and could result in personal injury.

## Before getting on your power chair:

- Check to be certain that the power is turned off. This will eliminate the possibility of accidentally activating the paddle controls and causing injury to yourself or to others;
- Check to be certain that your power chairs brake handle is in the engaged position;
- Flip up the armrests;
- Flip up the footplate.

## Getting on your power chair:

- Position the seat for safe and easy mounting;
- Flip down the footplate;
- Flip down or replace the armrests;
- Fasten the seatbelt, if your power chair is so equipped.

## Getting off your power chair:

- Make certain that the power is turned off and the key is removed;
- Unfasten the seat belt if your chair is equipped with one;
- Flip up the armrests;
- Flip up the footplate;
- Carefully stand and step away from the chair.

## 4.3 Freewheel mode

- To disengage the brakes and put your power chair in the freewheel mode, push the freewheel levers down, see picture 2;
- To engage the brakes and put your power chair in the drive mode, pull the freewheel levers up, see picture 3.



Picture 2



Picture 3

## 4.4 Indicators

### Maximum speed / profile indicator

This LED array shows the maximum speed setting for the power chair or, if the control system is programmed for drive profile operation, the selected drive profile.

### Maximum speed / profile indicator is steady

The display varies slightly depending on whether the control system is programmed to operate with drive profiles.

### Maximum speed indicator

The number of LEDs illuminated shows the maximum speed setting. For example, if the setting is speed lever 4, then the four left hand LEDs will be illuminated.

### Profile indicator

The LED illuminated shows the selected drive profile. For example, if drive profile 4 is selected, then the fourth LED from the left will be illuminated.

### Maximum speed / profile indicator ripples up and down

This indicates the control system is locked. Unlock the control system.

### Maximum speed / profile indicator flashes

This indicates the speed of the wheelchair is being limited for safety reasons. Contact your **2GOability** dealer.

## 4.5 Locking / unlocking the power chair

The VR2 control system can be locked to prevent unauthorized use.

### To lock the power chair

- While the control system is switched on, depress and hold the on/ off button;
- After one second the control system will beep. Now release the on/ off button;
- Deflect the joystick forwards until the control system beeps;
- Deflect the joystick in reverse until the control system beeps;
- Release the joystick, there will be a long beep;
- The power chair is now locked.

### To unlock the power chair

- Use the on/ off button to switch the control system on. The maximum speed/ profile indicator will be rippling up and down.
- Deflect the joystick forwards until the control system beeps;
- Deflect the joystick in reverse until the control system beeps;
- Release the joystick, there will be a long beep;
- The power chair is now unlocked.

## 4.6 Control through tight spots

As you use your power chair to greatly increase your mobility, you will undoubtedly encounter some obstacles that will require practice to manoeuvre smoothly and safely. Below are some common obstacles that you may meet during the daily use of your power chair. Listed with those obstacles are some driving tips that should help you conquer those obstacles. Learn and follow those tips, and with surprising ease you will soon be in control of your power chair as you manoeuvre it through doors, up and down ramps, up and over curbs, through grass and gravel, and up and down inclines.

### Doors

- Approach any door slowly;
- Notice if the door has a door knob or a push bar;
- Determine if the door opens towards you or away from you;
- Do not try to use your own strength to open the door. Learn to use the power of your power chair to do the majority of the work for you.

### If the door opens away from you

- Use one hand to turn the door knob or to operate the push bar;
- Use your other hand to control the power chair by gently operating the joystick to move your power chair slowly forward;
- Use your arm to push the door gently open;
- Drive through the doorway;
- If it is a self closing door, it will close behind you;
- If it is not a self closing door, stop your power chair when it is clear of the door and use your hand to push the door closed.

### If the door opens towards you

- Use one hand to turn the door knob or to pull the handle;
- Keep your grip on the door knob or on the handle;
- Use your other hand to control the power chair by gently operating the joystick to move your power chair slowly backward;
- Allow the power of your power chair to pull the door completely open;
- When the door is completely open, stop your power chair;
- Drive through the doorway while keeping your hand on the door to prevent it from hitting or blocking your power chair;
- If it is a self closing door, it will close behind you;
- If it is not a self closing door, pull the door to close it behind you.

## Curbs

- Do not go up or down a curb that is higher than 3,5 cm;
- Always use caution when descending any curb;
- Approach the curb so that both back wheels of your power chair go over the curb at the same time;
- Never go down on a curb by traversing them. Doing this will cause the power chair to tip over;
- Go down a curb slowly to avoid a jarring bump. Use as little power as possible.

## 4.7 Motor braking system

Your power chair is equipped with a system that uses the motor to aid in braking. This motor brake system is designed to work when the key is in either the "On position" or the "Off position". When the key is in the "On position", the freewheel is in the engaged position, and the power chair is under power, the motor will help slow down the power chair as soon as you take your hand off of the throttle lever.

When the key switch is in the "Off position" and the freewheel is in the disengaged position, the motor brake system will keep you from pushing the power chair too fast (for example down a slope) you may notice this when pushing the power chair. The power chair will move freely until you reach a certain speed. You will then encounter some resistance as the motor brake system is activated.

## 4.8 EMI / RFI

The rapid development of electronics, especially in the area of communications, has saturated our environment with electromagnetic (radio) waves that are emitted by television transmitters, cellular phones, radios, wireless computer links, microwave transmitters, paging transmitters, etc. These electromagnetic (EM) waves are invisible and increase in strength the closer one gets to the source of transmission. When these energy waves act upon electrical devices and cause them to malfunction or to function in an erratic or uncontrolled manner, they are referred to as Electromagnetic Interference (EMI) or Radio Frequency Interference (RFI).

### EMI / RFI and your power chair

All electrically powered vehicles, including power chairs are susceptible to Electromagnetic Interference / Radio Frequency Interference (EMI / RFI). This interference could result in abnormal, unintended movement of your power chair.

#### **Warning:**

Unintended movement or brake release could cause an accident or injury.

The FDA has determined that each make and model of power chair can resist EMI/ RFI to a certain level. The higher the level of resistance, the greater the degree of protection from EMI/ RFI – measured in volts per meter (V/m). The FDA has also determined that current technology is capable of providing 20 V/m of resistance to EMI/ RFI, which would provide useful protection against common sources of interference. This product has been tested and has passed an immunity level of 20 V/m.

### **EMI / RFI recommendations**

- Do not turn on or use hand-held personal electronic communication devices such as cellular phones, walkie-talkies, and CB radios while your power chair is turned on;
- Be aware of any nearby transmitters (radio, television, microwave, etc.) on your intended route and avoid operating your power chair close to any of those transmitters;
- Turn off the power if your power chair is going to be in a stationary position for any length of time;
- Be aware that adding accessories or components or modifying your power chair may make it more susceptible to EMI/ RFI;
- If an intended movement or park brake release occurs, turn your power chair off as soon as it is safe to do so.

#### ***Warning:***

Turn off your power chair as soon as it is safely possible if unintended or uncontrollable motion occurs or if unintended park brake release occurs.



**MAKING ADJUSTMENTS TO YOUR POWER CHAIR CAN CAUSE BIG RISKS FOR YOUR SAFETY AND THE FUNCTION OF YOUR POWER CHAIR. ADJUSTMENTS MADE BY YOURSELF ARE STRONGLY ADVISED AGAINST AND CARRIED OUT AT YOUR OWN RISK.**

## **5 INSTRUCTIONS FOR USE AND MOUNTING OPTIONS**

In this chapter we will explore all the possibilities on your Quest power chair.

**Your power chair is an 2GOability Quest power chair.**

### **5.1 Technical information**

#### **2GOability Quest power chair**

Length	84 cm
Width	57 cm
Front wheels	6"
Rear wheels	9"
Weight capacity	115 kg
Ground clearance	6,35 cm
Weight of seat with armrests	10 kg
Maximum speed	5,5 km/h
Battery range	15 km
Turning radius	66 cm
Battery pack weight	11 kg
Weight	52 kg

#### **ⓘ Warning:**

If you do not feel capable or safe making these adjustments, please contact your **2GOability** dealer.

## 5.2 Armrest adjustments

### Armrest width adjustment

To adjust the armrest width:

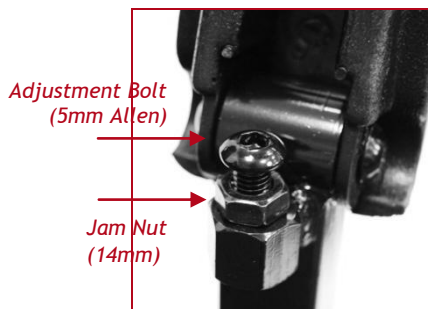
- Loosen the adjustment knobs at the rear of the seat see picture 4;
- Slide the armrests in or out to the desired width;
- Tighten the adjustment knobs.



Picture 4

### Armrest angle

- Lift the armrest up, see picture 5;
- Turn the jam nut counter clockwise to loosen;
- Turn the adjustment bolt using a 5mm Allen wrench to raise or lower the armrest angle. Turning the bolt counter-clockwise will raise the angle. Turning the bolt clockwise will lower the angle. Turn until the desired angle is reached;
- Retighten the jam nut by turning it clockwise.



Picture 5

## 5.3 Seat adjustments

### **ⓘ Warning:**

Be sure the seat is correctly installed and locked before operating your power chair.

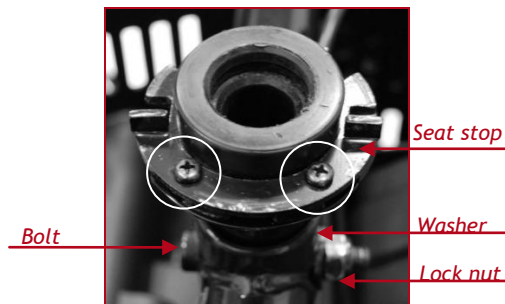
### **Seat rotation lever**

- Push down the seat rotation lever and rotate the seat to the desired position;
- Release the handle to lock the seat.

### **Seat height adjustment**

The seat is a centre post design that is easy to adjust for height, see picture 6.

- Remove the seat;
- Place a 17mm wrench on the lock nut and insert an 8mm Allen wrench into the bolt;
- Loosen and remove the bolt, washer and lock nut, noting their placement;
- Set the seat post to one of the two adjustment positions;
- Reinsert the bolt, washer and lock nut in the same order you remove them and tighten securely;
- The seat stop must be positioned on the left side of the seat post. Remove the two screws, two lock nuts and reposition the seat stop to the left side of the seat post;
- Reinsert the two screws, two lock nuts, and tighten securely.

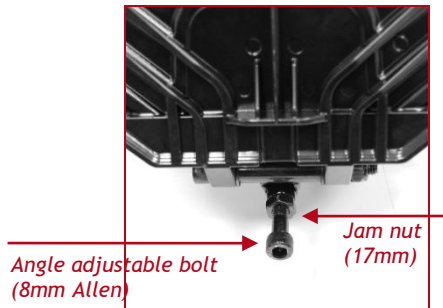


Picture 6

## 5.4 Footplate adjustments

### Footplate angle adjustment

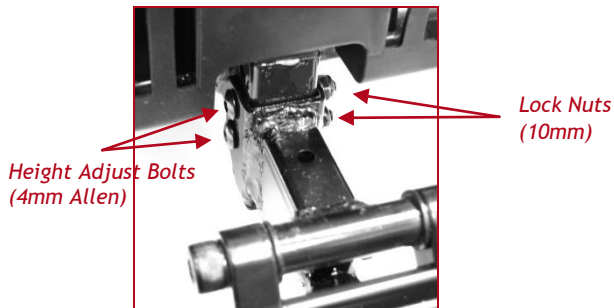
- Fold the footplate upward for easy access to the angle adjustment bolt, see picture 7;
- Turn the jam nut counter clockwise with a 17mm wrench to loosen;
- Use an 8mm Allen wrench to turn the adjustment bolt. Turn the adjustment bolt counter-clockwise to increase the footplate angle. Turn the adjustment bolt clockwise to decrease the footplate angle;
- When the desired footplate angle is reached, retighten the jam nut.



Picture 7

### Footplate height adjustment

- Remove the front body shroud by lifting it up and off of the power chair base;
- Use a 10mm socket and 4mm Allen wrench to remove the bolts indicated in picture 8;
- Slide the footplate to the desired height;
- Align the bolt holes in the footplate and the footplate bracket;
- Install and tighten the bolts.



Picture 8

## 5.5 Joystick adjustments

## Joystick bracket length adjustment

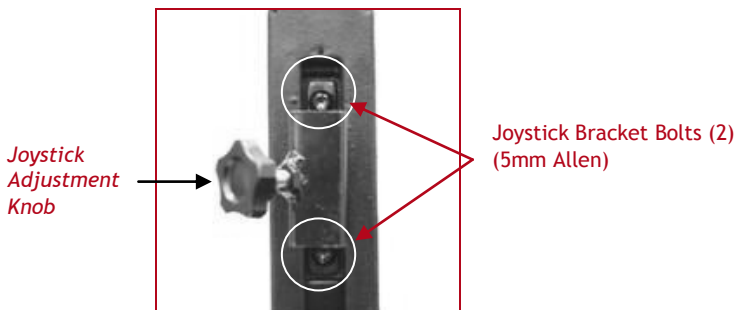
- Loosen the adjustment knob, see picture 9;
- Slide the joystick holder in or out to the desired position;
- Tighten the adjustment knob.



Picture 9

## Joystick position

- Loosen the joystick adjustment screw, see picture 10;
- Slide the joystick mount forward and remove the joystick;
- Reposition the joystick and joystick cable to the opposite side of the power chair;
- Flip up the armrest;
- Remove the two bolts connecting the joystick bracket to the armrest, see picture 10;
- Place the joystick bracket on the opposite armrest, align the two bolts with the two holes in the armrest, and tighten to secure the bracket to the armrest,
- Insert the joystick mount into the joystick bracket and adjust to a comfortable position, tighten the joystick adjustment screw to secure the joystick.



Picture 10

## 5.6 (Dis)assembly

### **ⓘ Warning:**

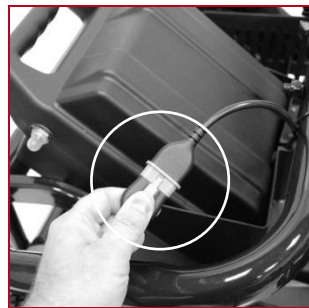
- Be sure the joystick cable is securely attached to the unit and that the cable is not able to trail on the ground or become entangled on any surrounding objects while the unit is in use;
- The battery pack weighs 11 kg. The seat with armrests weighs 10 kg. Removal of armrests will reduce the weight of the seat. Please ask for help if you do not feel capable of safely lifting that much weight;
- Make certain that the controller power is turned off and that the chair is not in freewheel mode before attempting to perform (dis)assembly;
- Before operating of assembling your power chair, be sure to remove the battery deactivate strip and connect the joystick cable the VR2 controller. Your power chair will not power up or operate without completing these steps:

### **Battery pack**

- Remove the battery pack by pulling up on the handle and remove the battery deactivate strip, see picture 11;
- Connect the joystick control to the VR2 power module, see picture 12;
- For disassembly, reverse the assembly process.



*Picture 11*



*Picture 12*

### **Battery replacement**

If your batteries need replacement, contact your **2GOability** dealer.

## Placing the seat

- Fold the seat back down;
- Grasp the seat firmly on each side, lift the seat and align the seat pin with the hole in the seat post receiver, see picture 13;
- Insert the seat into the seat post;
- Push down on the seat to lock into place. Move the seat from side to side to make sure it is locked into place;
- For disassembly, reverse the assembly process.



*Picture 13*

## Arm installation

- Loosen the armrest width adjustment screw from the armrest receiver tube at the bottom rear of the seat frame, see picture 14;
- Insert the armrest into the arm receiver tube, so that the armrest pad faces forward the front of the unit;
- Adjust the width of the armrest;
- Tighten the armrest width adjustment screw to secure the armrest in place;
- For disassembly, reverse the assembly process.

## Seat belt installation (optional)

- Remove the armrest width adjustment screw from the armrest receiver tube at the bottom rear of the seat frame, see picture 14;
- Insert one of the screws provided with the seat belt through one of the seat belt anchors, reinsert the screw into the receiver tube, and retighten to secure;
- Repeat step one and two for the opposite side of the seat belt;
- For disassembly, reverse the assembly process.



Picture 14



## Joystick installation

- Loosen the joystick bracket adjustment screw located under the armrest, see picture 15;
- Insert the joystick mounting tube into the joystick bracket under the armrest;
- Adjust the position of the joystick to a comfortable spot;
- Tighten the joystick adjustment screw to secure the joystick;
- For disassembly, reverse the assembly process.



Picture 15

## 6 TRANSPORT AND TRANSIT IN CAR

Your **2GOability** Quest power chair is designed to be easily transported by car. See chapter 5.4 how to disassemble your power chair and see chapter 5.5 assembly for mounting your power chair.

### **Tip**

The backrest can be folded down to minimize the height during transport.

### **To transport your power chair**

- Disassemble the seat or fold down the backrest depending on the loading area of the vehicle to be used for transporting your power chair;
- If you have to disassemble your power chair or fold down the backrest depends on the size and shape of the cargo area of the transporting vehicle;
- Moving blankets or other forms of padding must be used to protect your power chair during transporting.

**ⓘ Warning:**

- If your power chair and its components are not properly and securely stowed during transportation, the power chair or the components may move or become airborne and cause injury or damage;
- Never sit on your power chair when it is being transported;
- Always fasten down your power chair securely with an approved tie-down system while transporting your power chair.

## 7 CARE AND MAINTAINANCE

### Routine maintenance

The **2GOability** Quest power chair is virtually maintenance free. All of the bearings on your power chair are permanently lubricated and sealed. No additional lubrication is required. There are, however, several things that you can do to help keep up the appearance and maintain the performance of your power chair.

### Cleaning your power chair

**ⓘ Warning:**

- Water in any form, will cause electronic malfunction or corrosion of the electrical components, connections, and the chair frame;
- At extremely low temperatures, the batteries of your power chair may freeze, preventing your power chair from operating;
- At extremely high temperatures, your power chair may operate at slower speeds due to the controller's thermal rollback feature that is designed to prevent damage to the motors and to the other electrical components of the chair.

### Tires

Clean the tires with ordinary kitchen-type cleaners and a damp cloth. Do not use solvents on the tires. Solvents can cause the tire material to break down or become too soft.

### Body

- Clean the body of your power chair with a damp cloth. Do not hose down your power chair! Dry with a clean soft cloth;
- Use cool water mixed with a mild soap to remove dirt and oils;
- Clean by hand with a soft cloth.

## Vinyl seat

Clean with a mild soap or mild detergent and a damp cloth. A vinyl cleaner may also be used.

## **Batteries and charging**

Battery maintenance is the most important part of maintaining your power chair. Keeping the batteries fully charged helps to extend battery life. Use the following guidelines to help keep your batteries in optimum condition.

### ***ⓘ Warning:***

- You must use only the charger that is supplied with your power chair. The use of any other charger on this power chair will void the warranty. Using unauthorized chargers may also result in severe damage to the batteries and / or damage to the power chair. Using the wrong charger may also be a hazard;
- New batteries must be fully charged prior to the initial use of your power chair;
- Charge new batteries for 12 hours even if the battery gauge already shows a full charge. This is to condition your new batteries for maximum performance;
- If you are not going to use the power chair for more than a week, fully charge the batteries and then disconnect them from the power chair.

### ***🗨 Tip***

For daily use, keep batteries fully charged. We recommend that you plug in the off-board charger after each use and charge 6-8 hours.

## **Operational range**

Depending on the use, the terrain and the driving conditions, the battery pack will provide up to 15 km of operation on your power chair.

## **Charging guidelines checklist to maximize battery life**

- Use only the automatic off-board charger supplied for all routine charging;
- Never use an automotive or wet type charger;
- Avoid deep discharges and never drain the batteries completely;
- Do not leave batteries in a low state of charge for extended periods. Charge a discharged battery as soon as possible;
- Fully recharge batteries regularly;
- Always store batteries fully charged;
- Check stored batteries once a month and recharge as necessary.

## Charging the batteries

- Your power chair charging system is designed for your safety and for your convenience;
- Turn off the power on the joystick;
- Insert the matching charger plug into the joystick's charging socket that is located at the front of the joystick or alternatively into the battery pack, see picture 16 and 17;
- Insert the plug at the other end of the charger power cord into a standard electrical wall outlet (power to the charger indicated by a red LED);
- Disconnect the charger power cord from the wall outlet and from the joystick charging socket when the batteries are fully charged.



Picture 16



Picture 17

### **Tip**

The batteries should be fully charged in eight hours. A full charge is indicated when the charge LED turns green and all 10 joystick LEDs are lit when the joystick is turned on.

### Alternatively you may charge the battery pack directly

- Remove the battery pack from the power chair;
- Locate the charger port on the side of the battery pack and swing the cover open;
- Plug the charger into the battery pack socket;
- Insert the plug at the other end of the charger power cord into a standard electrical wall outlet;
- Disconnect the charger power cord from the wall outlet and from the battery pack charging socket when the batteries are fully charged.

## Thermal rollback

Your power chair is equipped with a safety system. A microprocessor monitors the operating temperatures of the controller. In the event of excessive heat occurring in the controller, the controller will decrease the speed of your chair. This is done to reduce the load on the electrical system and allow the components to dissipate heat. The controller will automatically set the chair's speed back to full normal when the operating temperature returns to normal levels.

## Main circuit breaker

The main circuit breaker is another safety feature incorporated into your power chair. This device monitors the amount of current being drawn from the batteries when the chair is in use. When the motors are heavily strained and too high a current draw is being placed on the batteries, the main circuit breaker will trip and bring your chair to a stop. The main circuit breaker is located under the battery box handle.

## Reset button

If the main circuit breaker trips, please wait for approximately one minute and then push the reset button to reset the main circuit breaker, see picture 18.



Picture 18

### **ⓘ Warning:**

Do not attempt electrical repairs. Consult your authorized **2GOability** dealer.

## 8 PROBLEM ANALYSIS AND SOLUTIONS

Your **2GOability** Quest power chair is inspected and adjusted so that you can use it immediately.

### Self-help guide

If a system trip occurs, you can find out what has happened by counting the number of LEDs on the battery gauge that are flashing.

### Diagnostics

Below are a list of trouble-shooting actions. Try to use this list before you contact your **2GOability** dealer. Go to the number on the list which matches the number of flashing LEDs and follow the instructions. If the problem persists after you made the checks described, contact your **2GOability** dealer.

#### 1 LED

The battery needs charging or there is a bad connection to the battery. Check the connections to the battery. If the connections are good, try charging the battery.

#### 2 LEDs

The left hand motor has a bad connection. Check the connections to the left hand motor.

#### 3 LEDs

The left hand motor has a short circuit to a battery connection. Contact your **2GOability** dealer.

#### 4 LEDs

The right hand motor has a bad connection. Check the connections to the right hand motor.

#### 5 LEDs

The right hand motor has a short circuit to a battery connection. Contact your **2GOability** dealer.

#### 6 LEDs

The wheelchair is being prevented from driving by an external signal. One possibility is the battery charger is connected. Disconnect the charger.

#### 7 LEDs

A joystick fault is indicated. Make sure that the joystick is in the center position before switching on the control system.

#### 8 LEDs

A control system fault is indicated. Make sure that all connections are secure.

## 9 LEDs

The parking brakes have a bad connection. Check the parking brake and motor connections. Make sure the control system connections are secure.

## 10 LEDs

An excessive voltage has been applied to the control system. This is usually caused by a poor battery connection. Check the battery connections.

## **Slow or sluggish movement**

If the wheelchair does not travel at full speed or does not respond quickly enough, and the battery condition is good, check the maximum speed setting. If adjusting the speed setting does not solve the problem, then there maybe an non-hazardous fault. Contact your **2GOability** dealer.

## **9 WARRANTY**

### **9.1 Warranty application**

Together with your Quest power chair you get the factory warranty. This warranty is only granted to you as the consumer. It is not intended to be used commercially (like hiring or institutional use). The warranty is limited to defects to materials and possible hidden shortages. **2GOability** offers a warranty period of 2 years on the complete product except the batteries: 6 months.

Also you can find the warranty periods label on the frame of your Quest power chair. See also chapter 1.

### **Tip**

We recommend the use of only **2GOability** replacement parts. If you do not use original parts, the warranty will be expired.

### **9.2 Warranty definition**

Your manual is also the warranty form, fill in the relevant details on page 2 and store it carefully.

### **Warranty conditions**

The warranty period commences upon the date of purchase. If within the warranty period, your Quest power chair will be defect, it will be repaired or replaced. However you do need to provide to **2GOability** a complete filled in warranty registration form, a copy of the bill with the date of purchase and the original packaging.

## **Tip**

- Warranty is not transferrable.
- For more information and the location of service agents please visit our website: [www.2GOability.nl](http://www.2GOability.nl)

This warranty does not include any labour charges incurred by replacements.

Under normal circumstances no responsibility is accepted when the Quest power chair needs replacement or repairs as a direct result from:

- Not maintaining the Quest power chair and parts according to the recommendations of the manufacturer, or not using the specific original parts;
- Damaging the Quest power chair or parts by inattentive use, accident or wrong use;
- Adjusting the Quest power chair or parts, different from the specifications of the manufacturer, or reparations done before the service agent is warned.
- If the product is not equipped with an original factory frame number and identification label as described in the manual, see chapter 1.

The Quest power chair that is described and showed in this manual can differ from your own model in details. However, all instructions are relevant, independent of slightly different details. We reserve the right to change the product in this manual without further notice. All drawings, measures and capacities showed in this manual, are approximations and may be slightly different to your Quest power chair specifications.

## **Warning:**

**2GOability** cannot be liable for any consequent or individual damage whatsoever. While this manual is created with care it is not exclusive. The warranty is only valid during the indicated period. If adjustments are made to the Quest power chair, which have structural impact on the product, the warranty will expire completely. You can visit [www.2GOability.com](http://www.2GOability.com) for an enlarged warranty and supply conditions and an address list of service agents.



## 10 GENERAL MAINTENANCE INSTRUCTIONS

Your Quest power chair needs periodical maintenance. A badly maintained Quest power chair will give more technical problems, turn less flexible and fall out the warranty terms.

Preventive maintenance is most important and many of these things you can easily do yourself or a friend or family member can help you. We highlight below the maintenance you can do yourself.

<b>Inspection</b>	<b>Daily</b>	<b>Monthly</b>	<b>Yearly</b>	<b>Done by</b>
Working of the brake	X			User
Checking the reversibility of front wheels	X			User
Cleaning		X		User
Checking the stability of the frame			X	Retailers
Oiling the wheel bearing			X	Retailers

### **Tip**

The **2GOability** Quest complies with EN 12184 and EN 1041. For more information, please visit our website, [www.2GOability.com](http://www.2GOability.com)

## **2GOability.com:** 'Créateur de solutions de mobilité'

France: [info@2goability.fr](mailto:info@2goability.fr)

UK/Ireland: [info@2goability.co.uk](mailto:info@2goability.co.uk)

Belgium: [info@2goability.be](mailto:info@2goability.be)

Germany: [info@2goability.de](mailto:info@2goability.de)

Spain: [info@2goability.es](mailto:info@2goability.es)

Poland: [info@2goability.pl](mailto:info@2goability.pl)

Netherlands: [info@2goability.nl](mailto:info@2goability.nl)

## **European distribution centre:**

1, Route d'Anrosey,

Laferté sur Amance

52500 Haute-Marne

France

**2GOability.com** **2GOability.com** **2GOability.com** **2GOability.com**