

zip'r™

Transport Pro Owner's Manual



www.zipr.com

Warnings / Uses.

Intended Use: The intended use of Zip'r Mobility products is to provide mobility to persons limited to a seated position that have the capacity to operate an electric wheelchair.

Regarding Devices for Prescription Use: CAUTION! Federal law restricts the sale of this device by or on the order of a physician, or other certified personnel legally licensed by the State (US only) or region in which this personnel practices to use or order the use of the device.

NOTE: This owner's manual is compiled from the latest specifications and product information available at the time of publication. Zip'r Mobility reserves the right to make changes and alterations as they become necessary. Any changes to our products may cause slight variations between the illustrations and explanations in this manual and the product you have purchased. The latest/current version of this manual is available on zipr.com.

NOTE: This product is compliant with RoHS, and REACH directives and requirements.

ZIP'R MOBILITY CONTACT INFORMATION

For customer support please fill out the contact us form on www.zipr.com

MY AUTHORIZED DEALER: _____

DEALER TELEPHONE #: _____

Zip'r Transport Pro Serial #: _____
(Located on the side of the joystick controller)

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Product Safety Symbols

The symbols shown below are used on the electric wheelchair to identify warnings, mandatory actions, and prohibited actions. It is very important for you to read and understand them completely.

Safety Guidelines

⚠️ WARNING! An authorized provider or qualified technician must perform the initial setup for this electric wheelchair following all the procedures detailed in this manual.

The symbols below are used throughout the owner's manual and on the wheelchair to identify warnings and important information. It is very important for you to read them and understand them completely.

⚠️ WARNING! Indicates a potentially hazardous condition/situation. Failure to follow designated procedures can cause either personal injury, component damage, or malfunction.

🚫 MANDATORY! These actions should be performed as specified. Failure to perform mandatory actions can cause personal injury and/or equipment damage.

🚫 PROHIBITED! These actions are prohibited. Prohibited actions should not be performed at any time or in any circumstances. Performing a prohibited action can cause personal injury and/or equipment damage.

General

MANDATORY! Do not operate your new electric wheelchair for the first time without completely reading and understanding this owner's manual.

Your electric wheelchair is a state-of-the-art electromechanical device designed to increase mobility. Zip'r Mobility provides an extensive array of products to best fit the individual needs of users. Please be aware that the final selection and purchasing decision regarding the type of electric wheelchair to be used is the responsibility of the electric wheelchair user who is capable of making such a decision and his/her healthcare professional (i.e., medical doctor, physical therapist, etc.)

The contents of this manual are based on the expectation that a mobility device expert has properly fitted the electric wheelchair to the user and has assisted the prescribing healthcare professional and/or the authorized provider in the instruction process for the use of the product. There may be certain situations, including some medical conditions, where the electric wheelchair user will need to practice operating the electric wheelchair in the presence of a trained attendant. A trained attendant can be defined as a family member or care professional specially trained in assisting an electric wheelchair user in various daily living activities.

As you begin using your electric wheelchair during daily activities, you will probably encounter situations which you will need some practice. Simply take your time and you will soon be in confident control as you maneuver through doorways, on and off elevators, up and down ramps. Operating techniques used in this manual should only be used as a "basic" guide, as each Transport Pro user is solely responsible for individual safety and the safety of others when using a Zip'r Transport Pro.

Provided below are some precautions, tips, and other safety considerations that will help you become accustomed to operating the electric wheelchair safely.

PRE-RIDE SAFETY CHECK:

Get to know the feel of your electric wheelchair and its capabilities. We recommend that you perform a safety check before each use to make sure your electric wheelchair operates smoothly and safely.

Perform the following inspections prior to using your electric wheelchair:

- Check all harness connections. Make sure they are secured properly.
- Check the battery level indicator and ensure the battery is fully charged.
- Check the brakes to ensure they operate properly.
- Check the condition of the tires. Make sure they are not damaged or excessively worn.
- Check all electrical connections. Make sure they are connected and free of corrosion.
- Ensure the manual freewheel levers are in drive mode before sitting on the electric wheelchair.

Charge your electric wheelchair for 6-8 hours prior to using it for the first time.

If you discover a problem, contact your authorized provider for assistance. Please refer to the Contact Information.

Your Electric Wheelchair


The Zip'r Transport Pro electric wheelchair consists of the following major components listed in the diagram below.



Joystick Control Console:

The joystick console houses all controls needed to drive your electric wheelchair, including the on/off button, joystick control lever, horn button, speed adjustment buttons, battery level indicator, USB charging port, and troubleshooting LED indicator.



 PROHIBITED! Do not expose the joystick console to moisture. If the joystick console does become exposed to moisture, do not attempt to operate your electric wheelchair until the tiller console has dried thoroughly.

Horn Button

This button activates a warning horn. For the horn to sound your electric wheelchair must be turned on. Use of the warning horn may prevent accidents or injury.

On / Off Button

- Prior to turning on your electric wheelchair perform the pre-ride safety check.
- Make sure that the wheelchairs freewheel levers are in the drive position.
- Press the button to turn on and turn off your electric wheelchair.

Battery Level Indicator

When the electric wheelchair is turned on, this meter indicates the approximate battery level.

Speed Adjustment Buttons

The speed buttons allow you to preselect and limit your electric wheelchair's top speed.

- A lower light indication indicates a slower speed. While a higher light indication indicates a higher speed.
- The speed can be adjusted by pressing the two buttons above the joystick.
- The right button (three lines) will increase the maximum speed, while the left button (two lines) will lower the maximum speed.

Joystick Control

The joystick control allows you to control the forward, reverse and turning speeds of your electric wheelchair up to the maximum speed you preset using the speed adjustment buttons.

- To move Forward, gently press the joystick forward.
- To Reverse, gently press the joystick backward.
- To Turn, gently press the joystick in the direction you wish to turn.

Manual Freewheel Levers

If you need or want to push your electric wheelchair manually, you can put it in freewheel mode.

1. Locate the manual freewheel lever behind each wheel of the electric wheelchair.
2. Adjust both manual freewheel levers, so that they are pushed in the backwards most position to disable the drive and brake systems. You may now push your electric wheelchair.
3. Adjust both manual freewheel levers so that they are pushed in the upwards most position to re-engage the drive and brake systems; this takes your electric wheelchair out of freewheel mode.

 WARNING! When your electric wheelchair is in freewheel mode, the braking system is disengaged.

- Disengage the drive motors only on a level surface.
- Ensure the electric wheelchair is turned off.

- Stand to the side of the wheelchair to engage or disengage freewheel mode. Never sit on the wheelchair to do this.
- After you have finished pushing your electric wheelchair, always return it to the drive mode to lock the brakes.

To Engage or Disengage the Drive System

1. Locate the levers behind the right and left wheels of the wheelchair below the seat (see Figure 4).
2. Adjust both freewheel levers so that they are pushed in the most forward-facing position to engage the drive motors (drive mode).
3. Adjust both freewheel levers so that they are pushed in the most rear facing position to engage the drive motors (freewheel mode).

⚠️ WARNING! Do not use the freewheel lever as a tie-down point to secure this product.

Anti-Tip Wheels

The anti-tip wheels are an integral and important safety feature of your electric wheelchair. They should always be locked in the outmost position.

🚫 PROHIBITED! Do not remove the anti-tip wheels or modify your electric wheelchair in any way.

⚠️ WARNING! The anti-tip wheels may cause interference with the smooth transition of your electric wheelchair when ascending or descending a curb.

Batteries

Your electric wheelchair is equipped with an innovative, long-range battery.

Assembly & Disassembly

The following are the steps required to assemble your Zip'r electric wheelchair. Disassembly can be achieved by following all the steps in the reverse order.

Figure 1. Remove the Zip'r Transport Pro from the packaging placing the wheelchair on the ground with the wheels facing down.



Figure 2. Place one hand on the frame at the front of the seat and your other hand on top of the padded backrest. Pull the two halves of the wheelchair apart while lifting to unfold the wheelchair.



Figure 3. Ensure that the structure of the chair is locked into the open position by pushing the chair lock lever behind the seat into the open position.



Figure 4. Switch the drive levers located behind each rear wheel from manual mode to drive mode, by pushing forward (one behind each wheel). This will lock your wheelchair into place.



Figure 5. Pull out your anti-tip wheels by pushing the switch on the side rail pulling out the anti-tip wheels in the outwards most position. Make sure that the anti-tip for both wheels are extended outwards and locked into place.



Figure 6. Connect the controller to the battery. You may need to remove the Velcro cable organizer in order to connect the controller to the battery. Ensure that the battery cables are properly secured to the battery terminals.



Figure 7. Slide the controller up the curved end of either arm rest. Secure the controller into place by tightening the controller to the armrest with the armrest screw.



Figure 8. Fit the controller cable into the cable clip fastened behind the armrest to secure the cable.

⊘ PROHIBITED! Do not use batteries other than batteries supplied by Zipr Mobility. Doing so can may cause electrical shortages resulting in personal injury and/or equipment damage.

Batteries And Charging

Your electric wheelchair requires a 24-volt battery. The battery is recharged by the off-board charger that is included with every Zip'r Transport Pro Electric Wheelchair.

- Charge your electric wheelchair battery for at least 6 to 8 hours prior to using it for the first time. Zip'r recommends charging the battery overnight prior to using the electric wheelchair for the first time.
- Keep the battery fully charged to keep your electric wheelchair operating smoothly. We advise that the battery should be charged for 6 to 8 hours every 2 weeks when the wheelchair is not being used.
- To charge your battery insert the charger into the controller. The charging pin is located underneath the controller. Make sure that the wheelchair is turned off before inserting the charger.

Battery Level

The battery level indicator on the joystick console indicates the approximate strength of your battery using a meter. From left to right red indicates that an immediate recharge is necessary, yellow a medium level, and green indicates a fully charged battery. To ensure the highest accuracy, the battery indicator should be checked while operating your electric wheelchair at full speed on a dry, level surface.

⊘ PROHIBITED! Removal of grounding prong can create electrical hazards. If necessary, properly install an approved 3-prong adapter to an electrical outlet having 2-pronged plug access.

⊘ PROHIBITED! Never use an extension cord to plug in your battery charger. Plug the charger directly into a properly wired standard electrical outlet.

🚫 PROHIBITED! Do not allow unsupervised children to play near the electric wheelchair while the battery is charging. Do not charge the battery while the electric wheelchair is occupied.

📢 MANDATORY! Read the battery charging instructions in this manual and in the manual supplied with the battery charger before charging the battery.

⚠️ WARNING! Explosive gases may be generated while charging the battery. Keep the electric wheelchair and battery charger away from sources of ignition such as flames or sparks and provide adequate ventilation when charging the battery.

⚠️ WARNING! You must recharge your electric wheelchair's battery with the provided off-board charger. Zip'r Mobility can provide replacement chargers if needed.

⚠️ WARNING! Inspect the battery charger, wiring, and connectors for damage before each use. Contact your authorized provider if damage is found.

⚠️ WARNING! Do not attempt to open the battery charger case. If the battery charger does not appear to be working correctly, contact your authorized provider.

⚠️ WARNING! Be aware that the battery charger case may become hot during charging. Avoid skin contact and do not place it on surfaces that may be affected by heat.

🚫 PROHIBITED! Always use batteries of the exact same type, chemistry, and amp-hour (Ah) capacity.

⚠️ WARNING! Contact your provider if you have any questions regarding the battery in your electric wheelchair.

⚠️ WARNING! Do not replace the battery while the electric wheelchair is in-use or occupied.

⚠️ WARNING! The battery on your electric wheelchair should only be serviced or replaced by an authorized provider or a qualified technician.

🚫 PROHIBITED! Keep tools and other metal objects away from battery terminals. Contact with tools can cause electrical shock.

⚠️ WARNING! Do not lift beyond your physical capability. Ask for assistance when necessary while disassembling or assembling your wheelchair.

⚠️ WARNING! Do not pull-on electrical harness wires. Always grasp the connector itself when disconnecting the harness to prevent wire damage.

Operating Your Electric Wheelchair

Before Getting onto Your Electric Wheelchair

- Have you fully charged the battery?

- Are the manual freewheel levers in the drive (pushed upwards) position? Never leave the manual freewheel lever in the freewheel position unless you are manually pushing your electric wheelchair.
- Are the anti-tip wheels extended outwards and locked? Never sit on the wheelchair while the anti-tip wheels are not extended fully and locked into position.

Getting onto Your Electric Wheelchair

- Make certain that the wheelchair is turned off.
- Stand at the front of your electric wheelchair folding up the footrest.
- Make certain that the seat is secured into position.
- Ensure that the wheels and caster mounting nuts are secure and functional.
- Make certain that the anti-tip wheels are fully extended and locked.
- Position yourself comfortably and securely in the seat.
- Fold down the footrest so that your feet rest comfortably off the ground.
- Make certain that your feet are safely on the floorboard.

⚠️WARNING! Never attempt to get onto or off your electric wheelchair without first checking that the wheelchair is turned off. This will prevent the electric wheelchair from moving if accidental contact is made to the joystick control.

⚠️WARNING! Never drive up or down an incline at an angle and never drive down an incline backwards.

🚫MANDATORY! Always avoid sudden stops on inclines and declines.

⚠️WARNING! Never drive down a decline at full speed. Adjust the Zip'r Transport Pro to the slowest speed prior to attempting a decline.

🚫MANDATORY! Always reduce your speed when cornering.

⚠️WARNING! Never corner sharply while maneuvering an incline or decline.

Pre-Ride Adjustments and Checks

- Is the seat fully secured?
- Is the footrest secured and set at the desired height?
- Is the electric wheelchair in the “on” position?
- Does the electric wheelchairs horn work properly?
- Is your proposed path clear of people, pets, and obstacles?
- Have you planned your route to avoid adverse terrain and as many inclines as possible?

NOTE: Use caution when operating your electric wheelchair on delicate surfaces as scuffing and/or marking may occur.

Operating Your Electric Wheelchair

- Set the speed to your desired speed using the speed adjustment buttons.
- Place your hand comfortably below the joystick control.
- Move the joystick leftwards to steer your electric wheelchair to the left.
- Move the joystick rightwards to steer your electric wheelchair to the right.

- Move the joystick forwards to steer your electric wheelchair forward.
- Move the joystick backwards to steer your electric wheelchair backward.
- To stop, slowly release the joystick control. The electromagnetic regenerative brakes will automatically engage when your electric wheelchair comes to a stop.

⚠️WARNING! The following can adversely affect steering and stability while operating your electric wheelchair:

- Holding onto or attaching a leash to walk your pet.
- Carrying passengers (including pets).
- Towing or being pushed by another motorized vehicle.

NOTE: Your electric wheelchair's reverse speed is slower than that of the forward speed you preset with the speed adjustment buttons.

Getting Off Your Electric Wheelchair

1. Bring your electric wheelchair to a complete stop.
2. Press the power button to turn off your electric wheelchair.
3. Lift the footplate, so that it does not obstruct your feet from stably touching the ground.
4. Make certain that the seat is secured into position.
5. Carefully and safely get out of the seat and stand to the front of your electric wheelchair.

⚠️WARNING! Never attempt to get onto or off your electric wheelchair without first ensuring that the electric wheelchair is turned off. This will prevent the electric wheelchair from moving if accidental throttle control lever contact is made.

⚠️WARNING! Never attempt to climb to descend an obstacle that is higher than 1 inch. Never climb or descend an obstacle other than head on.

🚫MANDATORY! Always approach obstacles slowly and ensure that obstacles can be safely maneuvered upon. Always proceed over an obstacle with caution.

⚠️WARNING! Never attempt to climb to descend an obstacle that is wet or unstable.

🚫MANDATORY! Always use an elevator when traveling up and down different levels.

⚠️WARNING! Never drive on grass, gravel and sand surfaces.

🚫MANDATORY! Always reduce your speed when driving on even terrain and/or soft surfaces.

Comfort Adjustments

⚠️WARNING! Ensure that the electric wheelchair is turned off before making any adjustments. Never attempt to adjust the joystick or the seat while the electric wheelchair is in motion.

Armrest Adjustment

The Armrest can be folded upwards for easier access in getting on and off the electric wheelchair.

1. Press the red button on each armrest.
2. Pull the armrest upwards to lift it up.
3. Push the armrest downwards to lower it. The armrest should lock into place making a click.

NOTE: Lift armrests upward to aid in getting on and off your electric wheelchair.

Care And Maintenance

Your Zip'r Transport Pro requires a minimal amount of maintenance. The following are the maintenance items that should be followed to ensure that your wheelchair is both safe and operational.

Daily

- Charge your battery daily if your wheelchair is used for more than twenty minutes.
- Always store your wheelchair in a warm and dry climate-controlled environment.

Cleaning

- The wheelchair is made from durable metals along with ABS plastic. The wheelchair can be cleaned by using a damp towel.
- A damp cloth can be used to clean the footrest, ensuring that the footrest is dry prior to getting on your wheelchair.

⊘ PROHIBITED! Do not spray the entire wheelchair with water as this can permanently damage electrical components and upholstery.

⊘ PROHIBITED! Do not apply rubber conditioner on the tire tread; this may cause the tires to become dangerously slippery.

⊘ PROHIBITED! Do not use a rubber or vinyl conditioner on the wheelchairs seat or footrest, doing so may cause the surfaces to become dangerously slippery resulting in personal injury and/or damage to your wheelchair.

ⓘ MANDATORY! Always protect batteries from freezing temperatures and never charge a battery in temperatures below freezing, doing so may result in damage to the battery and cause personal injury.

Maintenance

- Regularly check the tires for wear and replace if worn.
- Regularly check connections if worn contact Zip'r if worn.
- The motor/transaxle assembly and axle bearings are pre-lubricated and sealed and require no additional lubrication.
- Keep the console, charger, battery, and electronics free of moisture.
- For prolonged storage, it is advised to place several boards under the frame of your wheelchair raising it off the ground. Doing so may reduce the possibility of unevenness developing on the flat free tires.

Troubleshooting

As with any electromechanical device, electric wheelchairs may occasionally require troubleshooting. Many issues can be resolved by referring to the options below.

If the electric wheelchair will not move, please check the following:

- The wires for the motors (located on the rear of the wheelchair) are properly connected.
- The battery is fully inserted and correctly set in place.
- The brake release levers (free wheel levers) are in the drive position.
- The battery is fully charged.
- The electric wheelchair is turned on.

If the electric wheelchair is charged but does not move, please check to ensure the following:

- The wheelchair may be in free wheel mode. If this is the case then turn off the electric wheelchair, put the free-wheel levers to the drive position, and turn the wheelchair on.

If the battery does not hold a charge or the motor surges when the throttle is pressed, then:

- Fully charge your wheelchair battery (see section “Batteries and Charging”).
- Pull out the battery underneath the seat, exposing the battery and replace the fuse.
- A load test should be conducted on each battery.

If there seems to be no power, check to ensure the following:

- The battery is correctly inserted. Check the male and female power plugs, making sure that they are not damaged or corroded.
- Verify that the battery is fully charged (see section “Batteries and Charging”).
- Push the main circuit breaker reset button (located on the battery).

Self-Diagnostic Warning Light (Troubleshooting LED Indicator)

Your wheelchair is equipped with a Self-Diagnostic Warning Light, also called the Troubleshooting Indicator Light which is located on the joystick of your electric wheelchair. To check the Self-Diagnostic Warning Light, turn on and count the number of flashes the Warning Light generates, refer to the chart below.

NOTE: If the indicator blinks continuously but the wheelchair is fully functional, this may indicate that the battery will soon need a full charge.

No. of Flashes	Explanation
1	The battery needs charging or there is a bad connection to the battery. Check the battery connections. If the battery connections are good, try charging the battery.
2	The left motor has a bad connection. Check the left motor connection.
3	The left motor has a short circuit to the battery connection. Contact an authorized Zip'r Provider.
4	The right motor has a bad connection. Check the right motor connection.
5	The right motor has a short circuit to the battery connection. Contact an authorized Zip'r Provider.
6	Controller overload. Check the motors and ensure that they are in drive mode and the wheels are not obstructed.
7	A joystick fault is indicated. Make sure that the joystick is in the neutral (center) position before turning on the controller.
8	A controller system fault is indicated. Contact an authorized Zip'r Provider.

⚠️WARNING! Radio wave frequencies may interfere with the electric wheelchair’s joystick controller.

Warranty

If you purchased a warranty from an authorized dealer then contact your dealer directly for details and warranty service. If you purchased directly through Zip'r our manufacturer's warranty below applies to your scooter and or electric wheelchair.

Warranty Registry

Zip'r requires that customers register their product on Zipr.com within 30 days of purchase for the warranty to be valid.

Customers that fail to register their product within 30 days of purchase will have a voided warranty and Zip'r Mobility will not be responsible for any claims and damages of any purchased Zip'r products.

How Do I Register My Warranty?

On zipr.com click on the Product Registry tab. Fill out the corresponding information attached & click submit.

Three-Year Limited Warranty:

Three years warranty on all structural frame components; including platform, fork, and frame. Zip'r will replace the defective scooter and or electric wheelchairs or mail replacement parts.

One-Year Limited Warranty:

One year warranty on drivetrain components, including: transaxle, motor, and electronic components. Zip'r will replace the defective scooter and or electric wheelchair or mail replacement parts.

Customers will need to contact their own Repair/Service Technicians for any mechanical work to be done due to warranty issues. Zip'r will provide warranty items directly to customer(s) or customers' Repair/Service Technicians.

If you would like a list of Repair/Service Technicians, which have been provided to Zip'r by several customers, please email us at service@zipr.com.

Returns to providers or Zip'r Mobility without prior authorization, for any reason, will not be accepted.

Warranty Exclusions:

The following are wearable components and not warranted

- ABS plastic shrouds and footrests
- Motor brushes
- Brake pads
- Tires
- Upholstery and seating
- Batteries

Other Items Not Warranted:

Repairs and/or modifications made to any part of the wheelchair without specific and prior consent from Zip'r Mobility, circumstances beyond control of Zip'r Mobility, labor service calls, and shipping costs and other charges incurred for repair of the product.

There is no other express warranty. Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of original purchase and to the extent permitted by law. Any and all implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded.

Some states do not allow limitations on how long an implied warranty lasts or exclusion of limitation of incidental or consequential damages.

All warranty claims must be accompanied by proof of purchase, order number and product serial number (if applicable). Please keep a copy of your original purchase receipt and serial number (located under battery box) for warranty claims and/or product reference.

Warranty is only valid for products purchased, registered within 30 days of purchase, and shipped within the continental USA.

Zip'r Mobility contact information:

Web site: www.zipr.com

For customer support please fill out the contact us.