

# FENIX

## POWERCHAIR

 WATCH NOW

Scan me on your  
phone camera  
to watch our  
assembly video.



**USER MANUAL**

PRODUCT CODE: PC01010006

## INTRODUCING YOUR FENIX POWERCHAIR

The Fenix Powerchair has been designed to provide a comfortable and safe solution for users who have difficulty in walking for extended periods of time.

Due to CareCo's commitment to continuous product improvement, product information and designs are subject to change without notice. No claims can be made based on the data or illustrations in this user manual.

The Fenix Powerchair is a Class I Medical Device, Class A: Powered Wheelchair, limited to a maximum speed of 4MPH.

It is the responsibility of the user and/or attendant to determine if they are mentally and physically capable of using the powerchair safely. A risk assessment should be completed by a competent individual before operating the powerchair.

The latest/current version of this user manual is available on our website.



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Thank you for choosing CareCo.



This manual can be viewed in PDF format at the following URL: **[www.careco.co.uk](http://www.careco.co.uk)**

## BEFORE USE

Take the time to understand the powerchair's stopping duration, turning radius, joystick sensitivity and maneuverability.

We recommend practicing using the powerchair in an open area until confident enough to operate in smaller and/or public areas.

Operate the powerchair at a lower speed before gradually increasing to a higher speed.

If any additional assembly, disassembly and/or operation assistance is required, please contact CareCo.

Keep this user manual in a safe place for future reference.

## KEY DEFINITIONS

This user manual contains warnings and suggestions marked with the following symbols:



**WARNING!** Highlights a potentially hazardous condition/situation for the user and/or product.



**SUGGESTION** General suggestions and advice for operating the product.

## Need help with assembly?

We've put together a step-by-step assembly guide to help you get your product set up safely and correctly. Just scan the QR code with your phone camera to play the video.



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**GETTING STARTED**

**CARTON CONTENTS**

ITEM NUMBER	DESCRIPTION	QUANTITY
1	Fenix powerchair	1
2	Seat	1
3	Armrest set	1
4	Seat post	1
5	Seat post bolt	1
6	Hardware kit	1
7	Joystick, power lead & bracket set	1
8	Safety belt	1
0	Charger	1

Contact CareCo immediately if any of the listed contents are missing.

We strongly recommend that you keep the box and internal packaging for the duration of your warranty period.

**PRODUCT COMPONENTS**



- 1. Joystick
- 2. Armrest
- 3. Seat
- 4. Safety Belt
- 5. Battery Compartment
- 6. Front Wheel
- 7. Rear Wheel
- 8. Footplate

## SETTING UP YOUR FENIX POWERCHAIR



1. Remove all powerchair components from the outer packaging and place them onto a level surface.
2. Lift the rear section spring pin, then locate the front section half onto the rear section hooks.



3. Remove the battery cover thumbscrews, then lift the battery cover away from the powerchair base.
4. Connect the battery cable and power cable together.





5. Replace the battery cover, then secure using the thumbscrews.



6. Insert the seat post into the base stem of the powerchair.



7. Secure the seat post at a suitable height using the bolt and hardware kit provided.



8. Lift and hold the underseat lever, then place the seat onto the seat post.



9. Loop the safety belt over the armrest(s) stem(s).



10. Insert the armrest(s) into the base of the seat plate, then secure using the star knob(s) provided.



11. Insert the joystick bracket into the under-arm fixture, then secure using the star knob provided.



12. Connect the joystick cable to the rear of the joystick.





13. Connect the joystick cable to the rear section of the powerchair.



14. Charge the powerchair for 12-16 hours before first use.



**SUGGESTION** Subsequent charging times range from 8-12 hours. Visit "CHARGING YOUR POWERCHAIR" for more information.



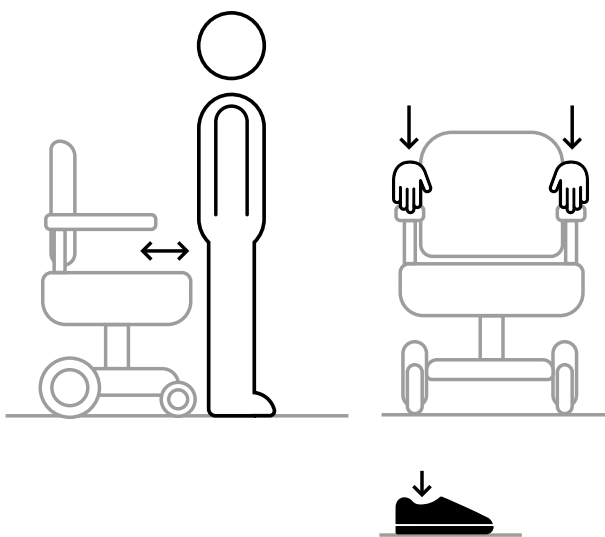
# HOW TO USE YOUR POWERCHAIR

## USER INSTRUCTIONS

### TRANSFERRING TO & FROM

Always ensure the powerchair is switched [OFF] and in [DRIVE] mode before getting on/off the powerchair.

#### METHOD 1



#### TRANSFER TO

Position your body as close to the powerchair as possible.

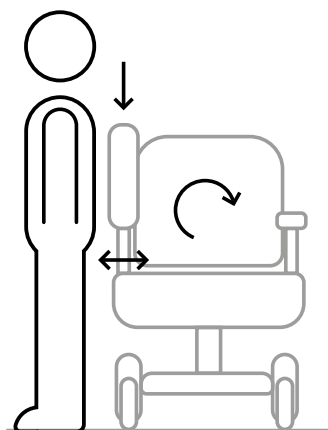
Support your body using the armrests, before lowering into the seat.

#### TRANSFER FROM

Support your body using the armrests and place your feet on the ground.

Push upwards to lift out of the seat.

#### METHOD 2



#### TRANSFER TO

Position your body as close to the powerchair as possible.

Raise the armrests.

Slide your body onto the seat then rotate.

Lower the armrests.

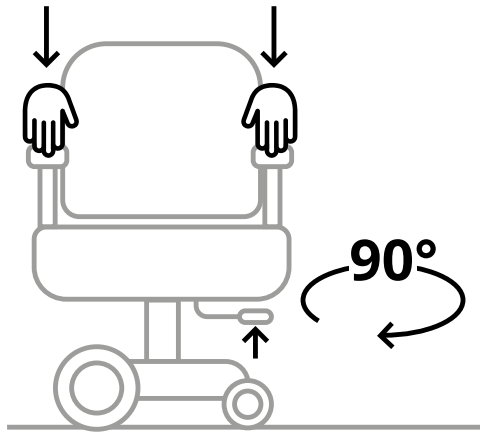
#### TRANSFER FROM

Raise the armrests.

Rotate your body and lift out of the seat.

Lower the armrests.

## **METHOD 3**



### **TRANSFER TO**

Lift the seat swivel lever and rotate and rotate the seat 90 Degrees away from the footplate.

Support your body using the armrests, before lowering into the seat.

Lift the seat swivel lever and rotate your body towards the footplate.

Release the seat swivel lever to secure the seat position.

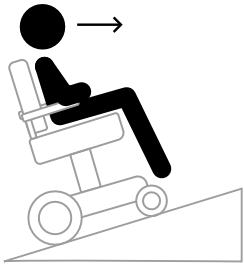
### **TRANSFER FROM**

Lift the seat swivel lever and rotate the seat 90 Degrees away from the footplate.

Support your body using the armrests, place your feet on the ground before pushing upwards to lift out of the seat.

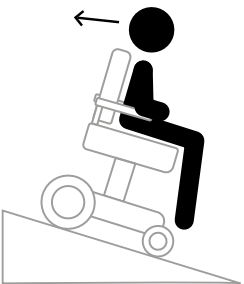
Lift the seat swivel lever and rotate the seat towards the footplate.

## GRADIENTS



### Ascending Gradients

Tilt your upper body forward when travelling up gradients for increased stability.



### Descending Gradients

Tilt your upper body back when travelling down gradients for increased stability.

The maximum safe slope of incline is 6°.

## STAIRS, ESCALATORS AND LIFTS

The powerchair is not designed to travel up/down stairs and escalators. Use a lift whenever possible.

## DOORS & GATES

Determine whether the door/gate opens towards or away from the user.

Reach for the handle and carefully accelerate forwards or backwards depending on the door/gate orientation.

## CORNERING

Approach corners at a speed that the user feels comfortable and in control of. If at any point the user feels like the powerchair may tip, reduce the powerchair speed.

## **BRAKING TYPES**

### **REGENERATIVE BRAKING**

- Slows the powerchair when the joystick returns to the centre position
- Slows the powerchair when the speed limiter is exceeded

### **PARKING BRAKE**

- Activates after the powerchair has come to a stop.
- Activates when the powerchair is accelerating and is powered [OFF].

### **BRAKING DISTANCE**

On flat surfaces, braking distance is approximately equal to the length of the powerchair. Braking distance may increase when travelling downhill.

## JOYSTICK CONTROLS

### ON/OFF BUTTON

Push to activate or deactivate the powerchair.

### HORN

Push to sound the horn.

### SPEED ADJUSTMENT DIAL

Twist the dial clockwise/anticlockwise to increase/decrease the powerchairs speed.

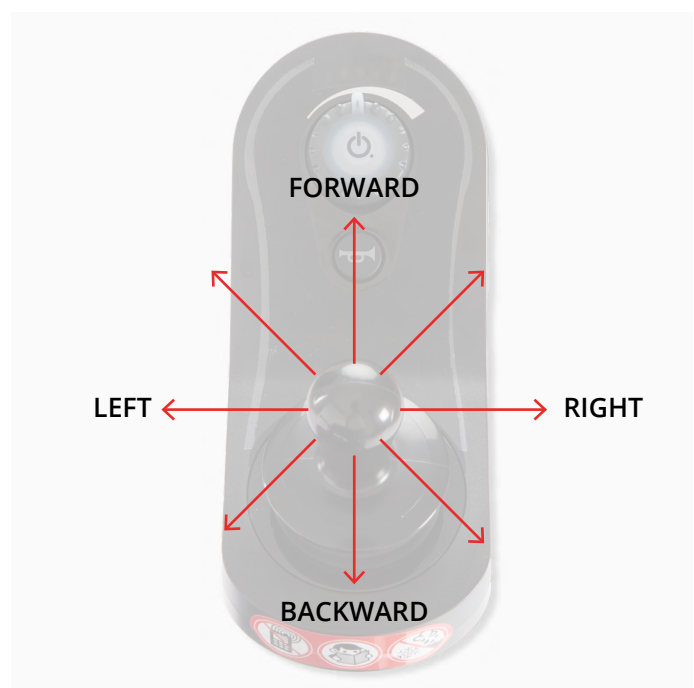


## JOYSTICK

The joystick is used to control the powerchair's movement including its speed and direction (forwards, backwards, left, and right). The further the user pushes the joystick from the central position, the faster the powerchair moves.

When the user releases the joystick, it will return to the centre and the brake will automatically engage.

**Wait 5 seconds after switching [ON] the powerchair for the joystick to initialize.**



## SAFETY BELT

### FASTENING

Insert the male buckle into the female buckle.

### RELEASING

Press the red button to release the male buckle.



## FOOTPLATE

### LIFTING

Lift the footplate upwards to assist the user when leaving the powerchair and when storing.

### LOWERING

Lower the footplate to assist the user when travelling in the powerchair.





## POWERCHAIR MODES



### DRIVE MODE

(ELECTRONIC ASSISTED BRAKING)

Push the red lever(s) downwards to engage Drive Mode.

(The powerchair will not be able to be pushed manually).



### FREEWHEEL MODE

Lift the red lever(s) upwards to engage Freewheel Mode.

(The powerchair will be able to be pushed manually).



**WARNING!** Do not change the powerchair's mode whilst on an incline.



**SUGGESTION** Switching [ON] the power whilst the powerchair is in freewheel mode will activate the powerchair's automatic warning function.

## EMERGENCY BRAKING

Switch [OFF] the joystick while moving to immediately stop the powerchair.



**WARNING!** This method is for emergency situations only.

Repeated use of the [ON/OFF] switch to stop the powerchair may shorten the life of the powerchair's components.

## YOUR POWERCHAIR BATTERY

### BATTERY INSTALLATION & REMOVAL



#### INSTALLING

1. Place the battery back into the battery tray.
2. Connect the battery cable & power cable together.
3. Place the battery cover onto the powerchair base.
4. Insert the thumbscrews to secure the battery cover in place.



#### REMOVING

1. Remove the battery cover thumbscrews.
2. Lift the battery cover away from the powerchair base.
3. Disconnect the battery & power cable.
4. Lift the battery pack from the battery tray.

#### BATTERY SPECIFICATION

BATTERY TYPE	SEALED LEAD-ACID BATTERY
SPELLABLE/NON-SPELLABLE	NON-SPELLABLE
VOLTAGE	12V
AMPAGE	12AH
QUANTITY	2
WATT HOURS (TOTAL)	144WH



**WARNING!** Ensure the powerchair is switched [OFF] whenever installing or removing the battery pack.

## CHARGING YOUR POWERCHAIR

### HOW TO CHARGE YOUR POWERCHAIR BATTERY

1. Insert the charger's 3-pin output into the socket on the underside of the joystick.
2. Insert the outlet plug into a wall socket.
3. Switch [ON] the wall socket.
4. Charge for 8-12 hours.

When charging is completed, switch [OFF] the wall socket, then remove the outlet plug from the wall before removing the charger from the powerchair.



### CHARGING REGIME

Maintaining good charging habits for your powerchair will maximize battery life and range per charge.

Battery charging times range from 8-12 hours. This is dependent on powerchair usage, ambient temperature, and operating habits.

#### Daily Use

If the powerchair is used daily, charge the battery at the end of each day, and leave it on charge until the following morning.

#### Weekly Use

If the powerchair is used once or twice a week, charge the battery for at least 8-12 hours once a week.

#### Monthly Use

If the powerchair is stored for long periods of time, charge the battery for 8-12 hours, once every two weeks to preserve the life of the battery.



**SUGGESTION** Ensure the powerchair is switched [OFF] before charging.

## CHARGER INFORMATION

The battery charger is fitted with a smart LED indicator that indicates when the battery is charging and when charging is complete.

LED Indicator	Charging Status
---------------	-----------------

 GREEN	Charged
--	---------

 RED	Charging
--	----------



**WARNING!** Do not use the supplied charger with any other electrical device.

Only charge the powerchair with the supplied charger or an official replacement.

Do not leave the powerchair on charge indefinitely.




**SUGGESTION** Charge the battery in a cool, dry place with plenty of ventilation.



## DISASSEMBLING YOUR POWERCHAIR, TRANSPORTATION & STORAGE

### DISASSEMBLY INSTRUCTIONS

 **WARNING!** Ensure the powerchair is switched [OFF] and in [DRIVE] mode before disassembling.



1. Disconnect the power cable from the base of the powerchair and the joystick.



2. Loosen the star knob, then remove the joystick and bracket from the underside of the armrest.



3. Loosen the star knob, then remove the armrests from the base of the seat.



4. Lift and hold the seat lever, then lift the seat away from the powerchair base.



5. (Optional) Remove the seat post and fixings using the supplied hardware kit.



6. Lift the spring-loaded pin to separate the powerchair front and rear sections.



## TRANSPORTATION

### LAND TRANSPORT

Securely stow the folded/disassembled components in the boot of a vehicle.

Ensure any adjustable parts are properly secured before transport to avoid transit damage.

### AIR TRANSPORT

This powerchair is suitable for air transport. Prior to your journey, contact your airline in advance to confirm their flight-specific requirements.



**WARNING!** This product cannot be used as a seat in a motor vehicle.



**SUGGESTION** Lift from areas that are clear from pinching points to avoid powerchair damage and personal injury.

## STORING THE POWERCHAIR

### SHORT TERM STORAGE

Store the powerchair in a cool and dry environment. Do not store in extreme temperatures.

### LONG TERM STORAGE

Fully charge the battery before long term storage.

Store the powerchair in a cool and dry environment. Do not store in extreme temperatures.

Charge the battery once every two weeks to preserve the life of the battery.

### STORAGE TEMPERATURE

-10°C~45°C



**WARNING!** Storing the powerchair in extreme temperatures can cause premature rusting & damage to the powerchair's electronic system.

## COMFORT ADJUSTMENTS

### JOYSTICK POSITION ADJUSTMENT

1. Loosen the star knob by rotating it anticlockwise.
2. Move the joystick forwards/backwards until it is in a suitable and comfortable position.
3. Tighten the star knob by rotating it clockwise.




 **WARNING!** Ensure the joystick bracket is secure before using the powerchair.

### ARMREST WIDTH ADJUSTMENT

1. Loosen the star knob by rotating it anticlockwise.
2. Move the armrest outwards/inwards until it is in a suitable and comfortable position.
3. Tighten the star knob by rotating it clockwise.
4. Repeat on the other side.



 **WARNING!** Ensure the armrests are an equal distance apart and are secure before using the powerchair.

## OPTIONAL EXTRAS

### POWERCHAIR ACCESSORY PACK

The Powerchair Accessory Pack includes everything you need to get started with your electric wheelchair.

Includes:

- Mobility Poncho
- Powerchair Joystick Cover
- Gel Comfort Cushion
- Crutch Walking Stick Bag

Contact CareCo for more information.



## LOOKING AFTER YOUR POWERCHAIR

### PRELIMINARY CHECKS

- Ensure the powerchair is in [DRIVE] mode before setting off.
- Ensure the powerchair is switched [OFF] before getting off or out.
- Check tyres for wear.
- Check all fixings are secure.

### CLEANING

Regular use of the powerchair will accumulate dirt and debris over time.

Use a damp cloth and mild soap to clean the powerchair before drying thoroughly with a towel.



**WARNING!** Do not use bleach or strong chemicals to clean the powerchair.  
Ensure the powerchair is [OFF] and disconnected from mains prior to cleaning.



**SUGGESTION** Regular cleaning & maintenance can help prolong the powerchairs lifespan.

### MAINTENANCE

The powerchair is made up of components which over time will become susceptible to wear and tear.

Knowing how to properly care and maintain your product will not only ensure peak performance and safe operation but will also help maintain operation for years to come.

## MAINTENANCE SCHEDULE

Carry out regular inspections to keep the powerchair in optimum condition.

COMPONENT	INSPECTION DESCRIPTION	AT ANY TIME	WEEKLY	MONTHLY	QUARTERLY
JOYSTICK CONTROLS	Ensure the joystick controls function as intended.	○			
DRIVE/BRAKE SYSTEM	Ensure the powerchair moves normally and the brake is responsive.	○			
CONNECTIONS	Ensure the powerchair connections are free from damage and corrosion.	○			
BATTERY	Ensure the battery and any relevant connections are free from damage and corrosion.				○
TYRES	Ensure tyres have sufficient tread and are in a good condition.				○
FRAMEWORK	Ensure the framework is clear from debris and damage.	○			
FASTENERS	Ensure all fasteners are tight and components are not loose.				○
WHEELS	Ensure the wheels are aligned and drive straight.				○
UPHOLSTERY	Check for wear and tear.		○		
OVERALL	Overall check for wear and residue build-up. Cleaning if required.			○	

## REPAIRS

Certain powerchair components can be repaired by the user with guidance provided by CareCo.

Other components can only be repaired/replaced by a service technician.

If for any reason the powerchair requires repair due to a defect, contact CareCo immediately.

## TROUBLESHOOTING

The powerchair features an automatic fault warning function.

If there is an internal issue with the powerchair, the joystick LED's will flash, and the horn will sound.

FLASH CODE	POSSIBLE CAUSE	POSSIBLE REMEDY
1	The joystick and/or its associated wiring has a fault.	1. Switch [OFF] the powerchair. 2. Disconnect, then reconnect the joystick cable. 3. Switch [ON] the powerchair.
		Contact CareCo.
2	Power/Configuration error	Charge the powerchair for 8-12 hours.
		Contact CareCo.
3	The LHS motor and/or its associated wiring has a fault.	Contact CareCo.
4	The RHS motor and/or its associated wiring has a fault.	Contact CareCo.
5	The LHS brake is in [FREEWHEEL] mode.	1. Switch [OFF] the powerchair. 2. Push the LHS freewheel lever downwards to engage [DRIVE] mode. 3. Switch [ON] the powerchair.
	The LHS brake and/or its associated wiring has a fault.	Contact CareCo.
6	The RHS brake is in [FREEWHEEL] mode.	1. Switch [OFF] the powerchair. 2. Push the RHS freewheel lever downwards to engage [DRIVE] mode. 3. Switch [ON] the powerchair.
	The RHS brake and/or its associated wiring has a fault.	Contact CareCo.
7	The controller and/or its associated wiring has a fault.	Contact CareCo.



## WARNINGS & TECHNICAL INFORMATION

### SPECIFICATIONS

OVERALL LENGTH (MM)	895
OVERALL WIDTH (MM)	695
OVERALL HEIGHT (MM)	835-910
FRONT WHEEL DIAMETER (IN)	7.8
REAR WHEEL DIAMETER (IN)	8.5
TOTAL WEIGHT INCLUDING BATTERIES (KG)	50.4
MAXIMUM SPEED (MPH)	4
WEIGHT CAPACITY (KG)	115
GROUND CLEARANCE (MM)	40
MAXIMUM CLIMBABLE ANGLE (°)	6
MAXIMUM CURB HEIGHT CLIMBABLE (MM)	50
SEAT WIDTH (MM)	425
SEAT WEIGHT (KG)	7
BATTERY SPECIFICATION	DC12V 12AH X2
MOTOR SPECIFICATION	24V 120W 4700RPM X2
CHARGER SPECIFICATION	2A
CONTROLLER SPECIFICATION	DYNAMIC DLX-PM40-A
BATTERY WEIGHT (KG)	14KG TOTAL
MAXIMUM POTENTIAL RANGE (KM)	15
STOPPING DISTANCE FROM MAX SPEED (MM)	1000
MIN/MAX STORAGE TEMPERATURE (°C)	-10°C~45°C
SUITABLE FOR AIR TRANSPORT	YES
TYRE TYPE	PU FOAM
EXPECTED SERVICE LIFE	5

## **ELECTROMAGNETIC INTERFERENCE (EMI)**

Powerchairs and mobility scooters may be susceptible to electromagnetic interference (EMI).

Electromagnetic energy (EM) is emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones.

The interference (from radio wave sources) can cause the powerchair/mobility scooter to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the powerchair/mobility scooter's control system.

Each powerchair/mobility scooter can resist EMI up to certain intensity. The intensity of the interfering EM energy can be measured in volts per meter (V/m).

If the powerchair is operating abnormally, turn off the powerchair and/or the equipment that is believed to be causing the interference.



**WARNING!** Do not operate portable personal communication devices, such as citizen band (CB) radios and mobile phones when the powerchair is powered [ON].

If use of a personal communication device is required, ensure the powerchair operates as intended.

Avoid using the powerchair near transmitters, such as radio or television stations.

Adding unauthorised accessories, parts, or modification can make the powerchair more susceptible to interference from radio wave sources.

The immunity level of the powerchair is 20 V/m.

## **PROGRAMMING**

The powerchair can be programmed using computer-based software and/or using a handheld programming device.

Programming should only be completed by a qualified service technician. Unauthorised modifications will affect driving performance and other parameters.

## **PRODUCT RE-ISSUING**

Ensure the product is safe and functions as intended before re-issuing.

## **RECYCLING & DISPOSAL**

Powerchair components should not be disposed of with normal household waste as they can cause harm to the environment.

When disposing of the powerchair and/or its components, users should follow Waste Electrical and Electronic Equipment policies (W.E.E.E).

For battery disposal, users should follow local disposal/recycling regulations.

Contact CareCo if further advice is needed regarding recycling & disposal.

## **INTENDED USE**

This product is intended for users who experience difficulty in walking and/or have reduced mobility.

## **INTENDED USER**

To aid a user with mobility limitations to move around independently and safely.

## **INTENDED ENVIRONMENT**

This powerchair is designed to be used both indoors and outdoors on firm, level ground.

Take care when using the powerchair in inclement weather conditions.

## PRODUCT IDENTIFICATION


The product identification label is located within the battery tray.



## DEFINITIONS

#	Model number		Refer to instruction manual
LOT	Batch code		Caution
	Date of manufacturer		Indicates electrical / electronic equipment must be disposed of in accordance with the WEEE regulation.
	Manufacturer's address		Keep away from rain
	Product expiry date		Keep away from sunlight
<b>UK REP</b>	UK responsible person		
<b>UK CA</b>	UKCA Mark		
	Non sterile		

## GENERAL WARNINGS

- Powerchair users should take appropriate safety measures and obey local pedestrian traffic rules. CareCo are not responsible for personal injury and/or product damage caused by improper use.
- Use safety equipment such as reflectors, reflective clothing, and lighting when in low lit areas.
- If the user is taking over-the-counter medications, prescriptions or if physical activity is limited, please consult a physician. Some medications and medical conditions may limit the user's ability to operate the powerchair.
- Do not operate the powerchair after consuming alcohol as this can affect the safe operation of the powerchair.
- Do not use the powerchair for any other purpose other than its intended use. Incorrect use of the powerchair can cause a safety hazard to the product and the user.
- This powerchair is intended for one user at a time.
- Do not place the powerchair in FREEWHEEL mode when on an incline.
- Turn the powerchair [OFF] when sat in a fixed position for extended periods of time.
- Avoid using accessories that could interfere with the safe operation of the joystick.
- Do not alter the products wiring.
- Prolonged exposure to hot and cold environments may damage the powerchair's upholstery and electrical components.
- Keep body, clothing, and any other objects away from moving parts to avoid trap hazards.
- Prolonged storage at low or high temperatures can damage the powerchair.
- Do not attempt to climb over obstacles on slopes.
- The maximum driving distance will be significantly reduced when travelling on slopes and uneven ground.
- This product cannot be used as a seat in a motor vehicle. 

## **EXPECTED LIFETIME**

The Expected Lifetime is the estimated period of time for which the powerchair is expected to function according to its intended use.

Various items such as weight capacity, user behaviour, external conditions and intensity of use can affect the expected lifetime.

### **WEIGHT CAPACITY:**

If the user exceeds the weight limit specified, it may affect the powerchair's expected lifetime.

### **EXTERNAL CONDITIONS:**

Extreme temperatures, humidity and exposure to harsh weather conditions can accelerate the deterioration of the powerchair.

### **USER BEHAVIOUR:**

Using excessive force, rough handling or dropping components can significantly shorten the powerchair's expected lifetime.

### **USAGE:**

A powerchair that is used daily may experience more wear and tear compared to a product that is used occasionally.

The expected lifetime for the powerchair is 5 years providing the instructions and information within this user manual are followed.

Regular cleaning, lubrication of moving parts, and tightening of loose fixings will prevent premature wear and damage and extend the product's lifetime.

The expected lifetime is not related to the product warranty.

## **WARRANTY**

If a component requires repair or replacement due to a specific manufacturing or material defect within its warranty period, it will be repaired or replaced free of charge by CareCo.

- **FRAME: 1-YEAR LIMITED WARRANTY**
- **ELECTRONIC COMPONENTS: 1-YEAR LIMITED WARRANTY**
- **BATTERY: 6-MONTH LIMITED WARRANTY**

Consumables are not covered under normal warranty circumstances unless they have clearly suffered excessive wear or damage as a direct result of a manufacturing defect. These items include grips, tyres, and rubber accessories.

The guarantee for the powerchair is not transferable.

Parts that have been previously replaced that require subsequent repair or replacement due to manufacturing defects will be honoured for the remainder of the powerchair's warranty period.

Parts that have been purchased by the end user after the original warranty period has expired have a warranty period of 12 months.

CareCo is not responsible if the powerchair requires repair or replacement as a direct result of:

- Changes or modifications made to the product that fall outside of the manufacturer's specifications.
- The product not being serviced or maintained according to the manufacturer's recommendations contained in this user manual.
- Negligence, Accidental Damage, and Improper use.
- Repairs attempted before CareCo have been notified.
- The product being purposely damaged or mistreated.

In the unlikely event that this product is recalled, CareCo will notify the user.

Please ensure that your contact information is up to date.

Alternatively, please visit our website for any product alerts: [www.CareCo.co.uk](http://www.CareCo.co.uk)

## NOTES





