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ZORA EXPLORER

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

USER MANUAL

PRODUCT CODE: PC02010013

INTRODUCING THE ZORA EXPLORER POWERCHAIR

The Zora Explorer 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 Zora Explorer 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.

CareCo

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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**

FIRST USE

- Read & understand this user manual as well as any additional warnings/leaflets supplied.
- Take the time to understand the powerchair's stopping duration, turning radius, joystick sensitivity and maneuverability.
- Operate the powerchair as a low speed before gradually increasing to a higher speed.
- Practice using the powerchair in an empty, open area until confident enough to operate in smaller and/or public areas.
- Keep this user manual in a safe place for future reference.

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

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.

WATCH NOW

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GETTING STARTED

CARTON CONTENTS

ITEM NUMBER	DESCRIPTION	QUANTITY
1	Zora Explorer Powerchair	1
2	Seat Base Cushion	1
3	Joystick	1
4	Battery Pack	2
5	Legrest Set	1
6	Calf Strap	1
7	Charger	1

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

PRODUCT COMPONENTS

1. Attendant Push Handle
2. Backrest
3. Joystick
4. Armrest
5. Lap Belt
6. Seat Cushion
7. Storage Bag
8. Battery Pack
9. Rear Wheel
10. Front Wheel
11. Legrest

SETTING UP YOUR ZORA EXPLORER POWERCHAIR

1. Remove all powerchair components from the outer packaging, then place them onto a level surface.

2. Push downwards on the seat base tubes to open the powerchair.

3. Lift the backrest handles upwards.

   An audible “click” will confirm the handles are secure.

4. Place the seat cushion onto the base of the powerchair.

5. Insert the joystick into the armrest holder, then secure using the bolt provided.

6. Connect the joystick power cables together.

7. Insert the legrests into the lower frame, then secure using the e-clips provided.

8. Fold down the footplates.

9. Secure the calf strap to the powerchair.

10. Insert the battery into the side frame holder.

    An audible “click” will confirm the battery is secure.

11. Switch [ON] the battery.

12. Charge the powerchair for 8-12 hours before first use.

SUGGESTION Subsequent charging times range from 6-8 hours. Visit “Charging your Powerchair” for more information.

SUGGESTION The second battery pack is stored in the powerchair’s side storage bag and must be fully charged before use.

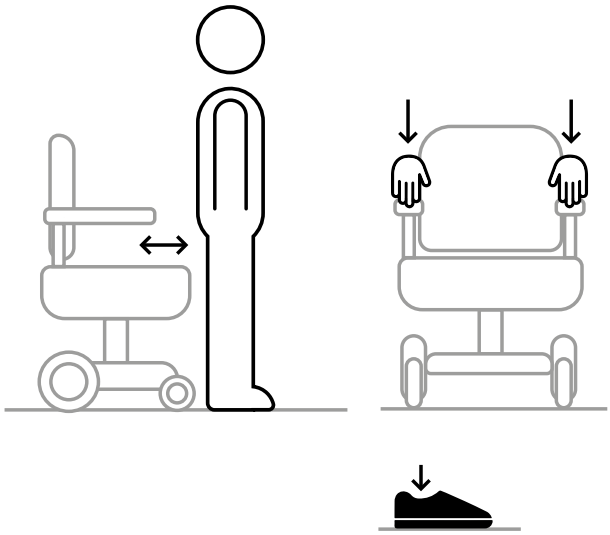
HOW TO USE YOUR POWERCHAIR

USER INSTRUCTIONS

TRANSFERRING TO & FROM

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

METHOD 1



TRANSFER TO

Position your body as close to the powerchair as possible.

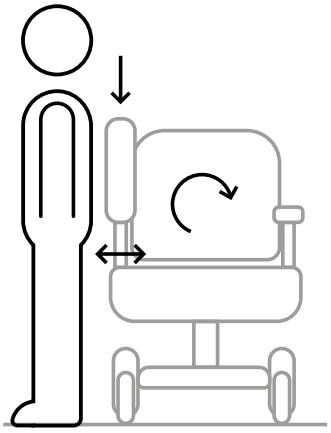
Support your body using the armrests, before lowering into the seat.

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.

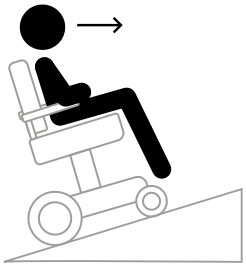
TRANSFER FROM

Raise the armrests.

Rotate your body and lift out of the seat.

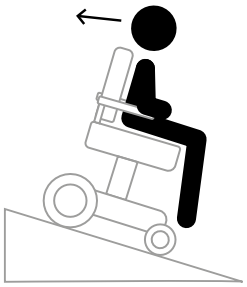
Lower the armrests.

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 in [DRIVE] mode and switched [OFF].

BRAKING DISTANCE

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

JOYSTICK CONTROLS

ON/OFF BUTTON

Push to activate or deactivate the powerchair.

BATTERY GAUGE

Displays the battery level status.

− SPEED DECREASE BUTTON

Push to decrease the powerchair's speed setting.

SPEED INDICATOR

Displays the powerchair's speed setting.

HORN

Push to sound the horn.

+ SPEED INCREASE BUTTON

Push to increase the powerchair's speed setting.

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.

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

USB PORT

Insert USB powered accessories and devices.

JOYSTICK CHARGING PORT

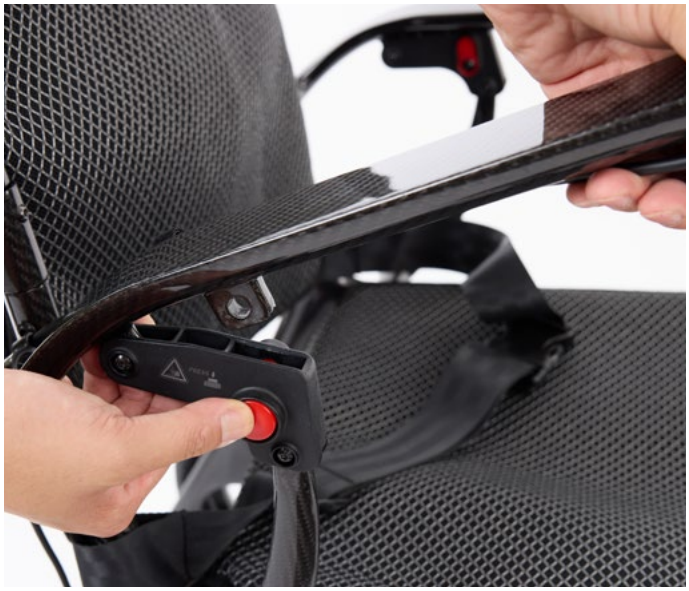
Insert the charger to charge the powerchair's battery.

ARMRESTS

Fold the armrests to assist the user in transferring, transporting and when sitting at a desk or table.

LIFTING

Press the armrest button, then lift the armrest upwards.



LOWERING

Lower the armrest.

An audible “click” will confirm the armrest is secure.

SAFETY BELT

FASTENING

Insert the male buckle into the female buckle.

RELEASING

Press the exposed side of the male buckle and push towards the centre while separating.

LEGRESTS

ATTACHING

Insert the legrests into the lower frame, then secure using the e-clips provided.

REMOVING

Remove the e-clips from the frame, then remove the legrests from the frame.

FOOTPLATES

LIFTING

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

LOWERING

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

POWERCHAIR MODES

DRIVE MODE

(ELECTRONIC ASSISTED BRAKING)

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

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

FREEWHEEL MODE

Pull the red lever(s) backwards 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 powerchair whilst in freewheel mode will activate the powerchair's automatic warning function.

EMERGENCY BRAKING

Switch [OFF] the powerchair whilst moving to immediately stop the powerchair.

⚠ **WARNING!** Repeated use of the [ON/OFF] switch to stop the powerchair may shorten the life of the powerchairs components. This method is recommended for emergency situations only.

YOUR POWERCHAIR BATTERY

BATTERY INSTALLATION & REMOVAL

INSTALLING

Insert the battery into the side frame holder.

An audible “click” will confirm the battery is secure.

REMOVING

Press and hold the battery release button whilst lifting the battery.

BATTERY INFORMATION (PER BATTERY)

BATTERY TYPE	Lithium Battery
SPILLABLE/NON-SPILLABLE	Non-Spillable
VOLTAGE	24V
AMPAGE	10AH
QUANTITY	1
WATT HOURS	240Wh

AUTOMATED POWER-SAVING

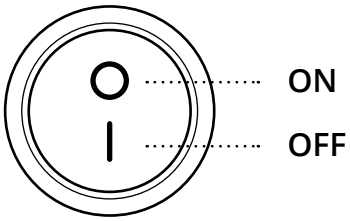
The powerchair battery will switch [OFF] automatically to preserve power if no movement is detected for 15 hours.

To reactivate the battery, switch it [OFF/ON].

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

CHARGING YOUR POWERCHAIR

Your Zora Explorer battery can be charged on, or away from the powerchair if required.



Ensure the battery is switched [ON] before charging.

HOW TO CHARGE YOUR POWERCHAIR (VIA JOYSTICK)

1. Insert the charger's 3-pin output into the socket on the joystick.
2. Insert the outlet plug into a wall socket.
3. Switch [ON] the wall socket.
4. Charge for 6-8 hours.

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

HOW TO CHARGE YOUR POWERCHAIR (VIA BATTERY)

1. Remove the battery pack from the powerchair following the instructions found within this user manual.
2. Insert the charger's 3-pin output into the socket on the battery.
3. Insert the outlet plug into a wall socket.
4. Switch [ON] the wall socket.
5. Charge for 6-8 hours.

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

CHARGING REGIME

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

Battery charging times range from 6-8 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 for 6-8 hours OR until the chargers LED indicator turns green.

Weekly Use — If the powerchair is used once or twice a week, charge the battery for at least 6-8 hours once a week OR until the chargers LED indicator turns green.

Monthly Use — If the powerchair is stored for long periods of time, preserve the life of the battery by charging once every two weeks for 6-8 hours OR until the chargers LED indicator turns green.

SUGGESTION The provided charging information is to be used as a general guide. Increased/decreased powerchair usage might require more/less frequent charging.

CHARGER INFORMATION

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

LED Indicator	Charging Status
AMBER	CHARGER IS [ON]
BLUE	CHARGING
GREEN	CHARGED

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.

FOLDING YOUR POWERCHAIR, TRANSPORTATION AND STORAGE

FOLDING INSTRUCTIONS

Your Zora Explorer can be folded to assist with transportation and storage.

> ⚠ **WARNING!** Ensure the powerchair is switched [OFF] and in [DRIVE] mode before folding and/or transporting.

1. Fold the footplates upwards.

2. Press the backrest mechanism levers, then fold down the handles.

3. Lift the seat canvas handles upwards to close the powerchair.

4. Transport the powerchair wherever desired.

> **SUGGESTION** For a more compact storage option, remove the legrests and seat cushion following the instructions found within this user manual.

STORAGE BAG

Transport your additional battery or other small items in the side frame storage bag.

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 when travelling with a single supplied battery pack. 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

-40°C to 65°C

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

COMFORT ADJUSTMENTS

JOYSTICK POSITION

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

⚠ **WARNING!** Ensure the joystick is secure before use.

OPTIONAL EXTRAS

ADDITIONAL BATTERY

Store an additional back-up battery in the powerchair's side bag.

Contact CareCo for more information.

ACCESSORY PACK

The Powerchair Accessory Pack includes the following:

- Mobility Poncho Unsleeved
- 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 in or out.
- Check tyres for wear
- Check all fixings are secure

CLEANING

Regular use of the product 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 powerchair 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, damage, and disassembles without issue.	○			
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.

OTHER ADJUSTMENTS

ENABLING/DISABLING THE JOYSTICK REVERSE SOUND

1. Switch [ON] the powerchair.
2. Press and hold the horn button & the "-" button simultaneously for five seconds.

The power indicator on the joystick will flash to confirm the action is complete.

To undo the enabling/disabling action, repeat the steps above.

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.

BEEP CODE	POSSIBLE CAUSE	POSSIBLE REMEDY
1	The battery voltage is too low.	Charge the battery for 6-8 hours.
2	The LHS Motor and/or its associated wiring has a fault.	Contact CareCo.
3	The LHS Brake is in [FREEWHEEL] mode.	1 Switch [OFF] the powerchair. 2. Place the LHS brake in [DRIVE] mode. 3. Switch [ON] the powerchair.
	The LHS Brake 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 RHS Brake is in [FREEWHEEL] mode.	1. Switch [OFF] the powerchair. 2. Place the RHS brake in [DRIVE] mode. 3. Switch [ON] the powerchair.
	The RHS Brake and/or its associated wiring has a fault.	Contact CareCo.
6	N/A	N/A
7	Joystick error.	1. Switch [OFF] powerchair. 2. Return joystick to centre position. 3. Switch [ON] powerchair.
		1. Switch [OFF] powerchair. 2. Disconnect the charger from the charging port. 3. Switch [ON] powerchair.
		Contact CareCo.
8	The controller and/or its associated wiring has a fault.	Contact CareCo.
9	The LHS Motor and/or its associated wiring has a fault.	Contact CareCo.
10	The RHS Motor and/or its associated wiring has a fault.	Contact CareCo.

WARNINGS & TECHNICAL INFORMATION

SPECIFICATIONS

OVERALL LENGTH (MM)	900
OVERALL WIDTH (MM)	603
OVERALL HEIGHT (MM)	875
FOLDED LENGTH (MM)	710
FOLDED WIDTH (MM)	318
FOLDED HEIGHT (MM)	690
FRONT WHEEL DIAMETER (IN)	7
REAR WHEEL DIAMETER (IN)	12
TOTAL WEIGHT INCLUDING BATTERIES (KG)	18
CARRY WEIGHT (DETACHABLE PARTS REMOVED) (KG)	14.32
MAXIMUM SPEED (MPH)	4
MAXIMUM REVERSE SPEED (MPH)	1.5
REVERSING WIDTH (MM)	1200
WEIGHT CAPACITY (KG)	136
GROUND CLEARANCE (MM)	30
MAXIMUM CLIMBABLE ANGLE (_°)	6
MAXIMUM CURB HEIGHT CLIMBABLE (MM)	25
TURNING RADIUS (MM)	900
SEAT HEIGHT (MM)	480
SEAT WIDTH (MM)	420
SEAT DEPTH (MM)	400
BATTERY SPECIFICATION	24V 10AH X2
MOTOR SPECIFICATION	24V 150W
CHARGER SPECIFICATION	24V 2A
CONTROLLER SPECIFICATION	35A
BATTERY WEIGHT	1.35 (PER BATTERY)
MAXIMUM POTENTIAL RANGE (KM)	15
MOISTURE RESISTANCE RATING	IPX4
MAX/MIN OPERATING TEMPERATURE (_°C)	65 °C / -25 °C
MAX/MIN STORAGE TEMPERATURE (_°C)	65 °C / -40 °C
SUITABLE FOR AIR TRANSPORT (YES/NO)	YES
TYRE TYPE	SOLID
EXPECTED SERVICE LIFE (YEARS)	5
HAS SAFETY BELT (YES/NO)	YES

The maximum weight limit for this product includes both the user and any other accessories fitted to the powerchair.

Due to manufacturing tolerances and continued product improvement, this specification can be subject to a variance of (+ or -) 3%.

ELECTROMAGNETIC INTERFERENCE (EMI)

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

Electromagnetic energy (EM) is emitted from sources such a 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

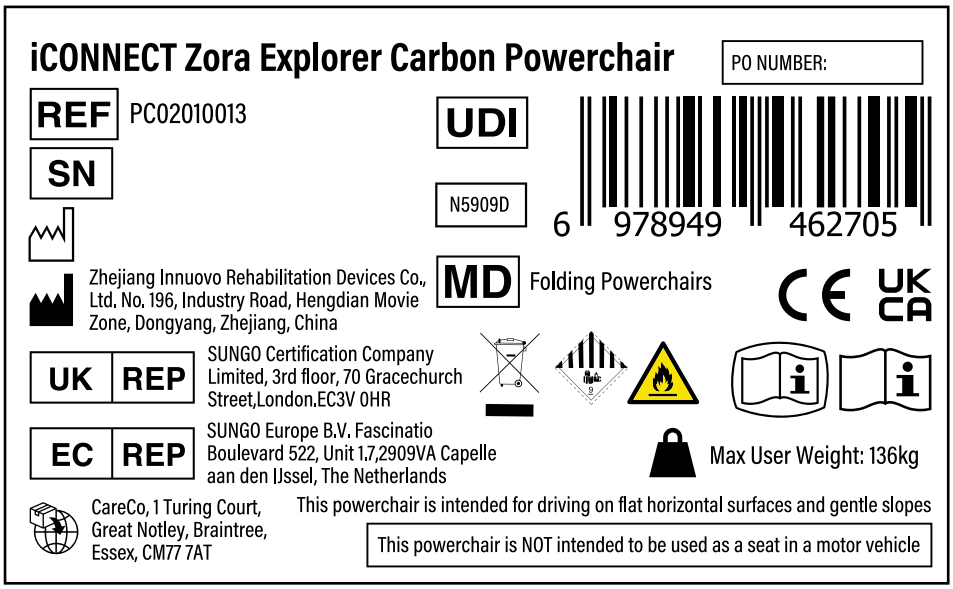
To aid a user with mobility limitations to move around independently and safely.

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 on the frame underneath the seat.



DEFINITIONS

#	Model number
LOT	Batch code
	Date of manufacturer
	Manufacturer's address
	Product expiry date
UK REP	UK responsible person
EC REP	European Authorised Representative
UK CA	UKCA Mark
	Refer to instruction manual
	Caution
	Indicates electrical / electronic equipment must be disposed of in accordance with the WEEE regulation.
	Keep away from rain
	Keep away from sunlight
NON STERILE	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.
- The 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 powerchair 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: 5-YEAR LIMITED WARRANTY
- ELECTRONIC COMPONENTS: 1-YEAR LIMITED WARRANTY
- BATTERY: 1-YEAR 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.

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

NOTES

CareCo

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