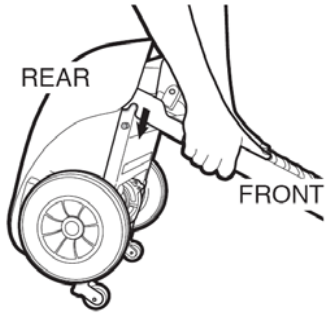
ActiveCare Medical

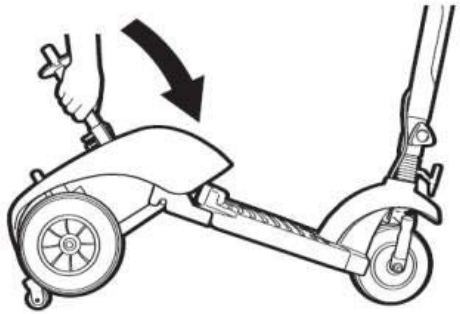
Setup, Service & Troubleshooting

Initial Setup/Quick Start—Spitfire Scooters

1. Raise the tiller by loosening the adjustment knob, then putting the tiller in the upright position and re-tightening the knob.
2. Place the freewheel mode lever in the drive position.
3. Set the rear section up on its anti-tippers and make sure the hook for the front section is connected to the axle of the rear section.



4. Put down the front and rear sections until the scooter is level.



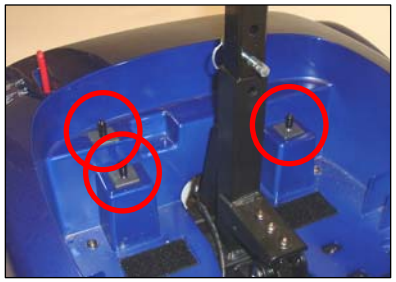
Initial Setup/Quick Start—Spitfire Scooters

5. Remove the battery pack by grasping the handle and pulling upward.
6. Insert the seat post into the scooter's frame
7. Insert the seat post bolt so that the bolt passes through both the scooter frame and the seat post. Adjust the seat's height by inserting the bolt through the desired holes in the seat post.

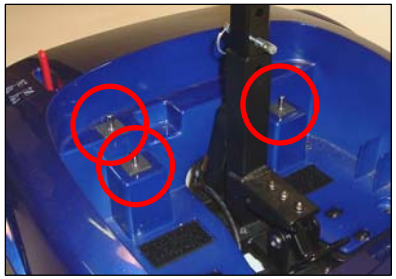
8. Tighten the bolt below the seat post bolt with the included Allen wrench.

Initial Setup/Quick Start—Spitfire Scooters

9. Locate the three black rubber caps covering the terminals below the battery pack.



10. Remove the three rubber caps. Your scooter WILL NOT operate unless these caps are removed.



11. Place the battery pack back onto the scooter.
12. Attach the seat by lifting up on the handle on the right side of the seat and placing the seat down on the scooter's seat post. Releasing the handle will lock the seat in place. When the seat is locked in place, you will hear a click
13. Fully charge the scooter's battery. Your scooter is now ready to operate.

Initial Setup/Quick Start—
Pilot, Prowler, Osprey Scooters

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1. Complete this procedure before attaching your scooter's seat.
2. Raise the tiller.
3. Remove the two knobs on the rear cover and lift up on the rear cover to remove. The rear cover will still be connected to the scooter by the white taillight connector cable.
4. Install the seat post. Ensure that the seat post is aligned so that the two flanges with holes are facing the rear of the product. Having these flanges rotated into any other position will result in instability in the seat.

5. From behind the product, looking forward, insert the seat bolt into the hold on the left side of the seat post. This bolt is also used to adjust the seat height. Insert the bolt as far into the hole as it will go, making sure that the bolt passes all the way through to the hole on the opposite side. Install the washer and nut and tighten them using the flat wrench.

Initial Setup/Quick Start—
Pilot, Prowler, Osprey Scooters

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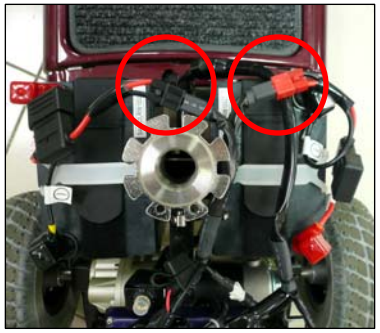
6. Attach the two battery connectors to the batteries (red to red and black to black).



7. Replace the rear cover, making sure that the tabs fit properly into the slots in the floorboard.
8. Replace the two knobs removed in Step 2.
9. Attach the seat by lifting up on the handle on the left side of the seat and placing the seat down on the scooter's seat post.

Initial Setup/Quick Start—
Pilot, Prowler, Osprey Scooters

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10. The product's armrests come packaged as seen in Fig. 1. and must be rotated to appear as seen in Fig. 2. Remove the star-shaped knobs from the elbow tubes. With the star knobs removed, separate each assembly into 2 pieces. Reinsert the armrests so that they face forward and retighten the star knobs to lock them in place.

Fig. 1

Fig. 2

11. Insert the armrests into the product's seat frame. Your product may have either a star-shaped knob or an Allen bolt in the location. Tighten the knobs or bolts to lock the armrests in place.
12. Affix the rearview mirrors to the product's control panel using the flat wrench included in the tool kit.
13. Ensure that the 115V/230V switch on the product's battery charger is set to 115. If the switch is set to 230, the scooter will not charge properly.
14. Fully charge the scooter's battery. Your scooter is now ready to operate.

Initial Setup/Quick Start—
Wildcat Power Wheelchairs

ActiveCare Medical

1. Press down the seat tubes with both hands and make sure the tubes are tight on the crossbar guides.

2. The backrest Folding Mechanism can adjust the backrest.

Initial Setup/Quick Start—
Wildcat Power Wheelchairs

ActiveCare Medical

3. Attach the Velcro strip on the bottom of the backrest to the Velcro strip on the underside of the seat cushion.

4. Place two batteries underneath the seat and connect the batteries together using the red battery connectors.

Initial Setup/Quick Start—
Wildcat Power Wheelchairs

ActiveCare Medical

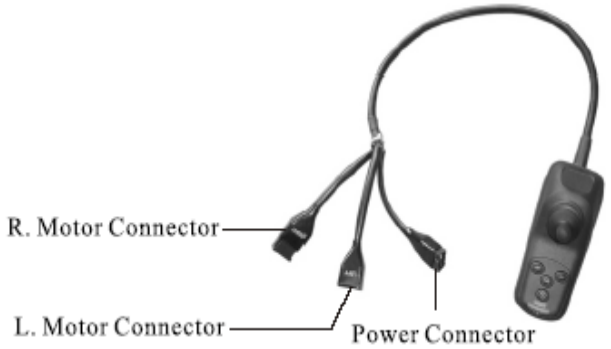
5. Assemble the footrest on the wheelchair and lock it by latch.

6. Fix the heel loop above the footrest.

Initial Setup/Quick Start—
Wildcat Power Wheelchairs

ActiveCare Medical

7. Connect the three main cables to the controller, left motor connector to the left motor, right motor connector to the right motor, power connector to battery connector. Each connector is labeled with the correct connection to make.



8. Ensure that the freewheel mode levers near the rear wheels are set in “Drive” mode.
9. Ensure that the 115V/230V switch on the product’s battery charger is set to 115V. If the switch is set to 230V, the scooter will not charge properly.
10. Fully charge the power chair. The power chair is now ready to use.

Initial Setup/Quick Start—Medalist, Catalina, Renegade Power Wheelchairs

1. Lift the cover shroud upward to remove it. On the CATALINA and MEDALIST, the two knobs behind the seat post must be loosened and removed before the shroud can be removed.
2. Install the seat post. Ensure that the seat post is aligned so that the two flanges with holes are facing the rear of the product. Having these flanges rotated into any other position will result in instability in the seat.

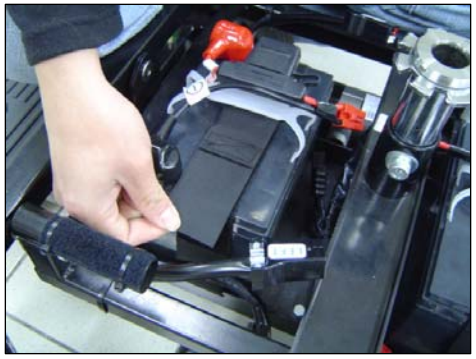
3. From behind the product, looking forward, insert the seat bolt into the hole on the left side of the seat post. This bolt is also used to adjust the seat height. Insert the bolt as far into the hole as it will go, making sure that the bolt passes all the way through to the hole on the opposite side. Install the washer and nut and tighten them using the included flat wrench.

Initial Setup/Quick Start—Medalist, Catalina, Renegade Power Wheelchairs

ActiveCare Medical

4. Place both batteries on the frame separated by the center seat post.

5. Secure both batteries in place with safety straps.



Initial Setup/Quick Start—Medalist, Catalina, Renegade Power Wheelchairs

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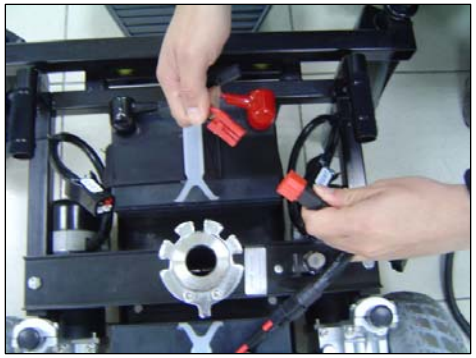
6. From the main cable, there are five connectors. Two connectors are for batteries; two connectors are for the motors and one to the controller. Connect both battery connectors with the main cable.



7. Pass the cable through the seat post hole in the shroud.

Initial Setup/Quick Start—Medalist, Catalina, Renegade Power Wheelchairs

8. Connect both motor connectors with the main cable. Left connector to left motor, right connector to right motor (Left /Right indications are labeled on the wires).

Initial Setup/Quick Start—Medalist, Catalina, Renegade Power Wheelchairs

ActiveCare Medical

9. Replace the rear cover The shroud should slide over the brake levers, which should be positioned in engaged mode. On the CATALINA and MEDALIST, replace the two knobs removed in Step 1.

10. Lift the seat and pull the swivel lever up at the same time, then slide the bottom of the seat onto the seat post. Swivel the seat and push down on the it until it locks in place.

Initial Setup/Quick Start—Medalist, Catalina, Renegade Power Wheelchairs

ActiveCare Medical

11. The product's armrests come packaged as seen in Fig. 1. and must be rotated to appear as seen in Fig. 2. Remove the star-shaped knobs from the elbow tubes. With the star knobs removed, separate each assembly into 2 pieces. Reinsert the armrests so that they face forward and retighten the star knobs to lock them in place.

Fig. 1

Fig. 2

12. Insert the armrests into the product's seat frame. Your product may have either a star-shaped knob or an Allen bolt in the location. Tighten the knobs or bolts to lock the armrests in place

13. Affix the headrest to the top of the seat by inserting the headrest posts into the holes in the top of the seat.

Initial Setup/Quick Start—Medalist, Catalina, Renegade Power Wheelchairs

14. Insert the controller tube into the armrest tube. Secure the controller in place by tightening the knob on the underside of the armrest tube.

15. Ensure that the 115V/230V switch on the product's battery charger is set to 115. If the switch is set to 230, the chair will not charge properly.
16. Fully charge the power chair. The power chair is now ready to use.

Basic Troubleshooting—Mobility Scooters

Symptom: Scooter does not move/power on

Possible Cause 1: Key switch is not “ON.”
Solution: Turn key switch to “ON.”

Possible Cause 2: Battery terminals covered with rubber caps (Spitfires only).
Solution: Remove battery pack and remove three black rubber caps from battery terminals on scooter.

Possible Cause 3: Main circuit breaker tripped.
Solution: Reset circuit breaker in trunk area.

Possible Cause 4: Brake release lever in “Freewheel Mode.”
Solution: Place lever to “Drive Mode.”

Possible Cause 5: Charger connected to outlet.
Solution: Disconnect charger.

Possible Cause 6: Battery power low.
Solution: Recharge battery.

Possible Cause 7: Scooter shuts down to conserve battery.
Solution: Cycle key switch “OFF”, then “ON.”

Possible Cause 8: Loose connection (Spitfires only).
Solution: Disassemble and reassemble scooter.

Possible Cause 9: Controller error.
Solution: If other solutions above do not work, replace controller.

Basic Troubleshooting—Mobility Scooters

Symptom: Scooter feels wobbly when driven

Possible Cause 1: Seat is loose.
Solution: Check seat for loose hardware or damage. Ensure seat is in locked position.

Possible Cause 2: Bearing in tiller worn.
Solution: Replace bearings.

Possible Cause 3: Possible flat spot on tire (foam-filled tires only).
Solution: Flat spot will work it self out over time.

Symptom: Range less than expected

Possible Cause 1: Charging too infrequently.
Solution: Charge scooter more often.

Possible Cause 2: Defective or worn out battery.
Solution: Load test batteries. If necessary, replace.

Possible Cause 3: Cold weather reduces battery life.
Solution: Allow batteries to reach room temperature and then fully recharge.

Possible Cause 4: Defective charger.
Solution: Contact Authorized Service Center.

Symptom: Scooter goes forward, but not backwards

Possible Cause 1: Faulty throttle valve.
Solution: Replace throttle valve.

Basic Troubleshooting—Mobility Scooters

Symptom: Brake squeals
Possible Cause 1: Dirt in brake pad.
Solution: Blow dirt out with air pressure hose.

Symptom: Brake release lever sticks
Possible Cause 1: Rust and corrosion.
Solution: Spray ball detent area with lubrication oil.

Symptom: Stiffness in steering
Possible Cause 1: Possible grime build-up.
Solution: Lubricate rod end joints.

Basic Troubleshooting—
Mobility Scooters

The diagnostic flash codes for your scooter are designed to help you perform basic troubleshooting quickly and easily. A diagnostic flash code flashes from the diagnostic light in the event one of the conditions on the next page develops.

Pilot, Prowler & Osprey Controller

Spitfire Controller

Basic Troubleshooting—
Spitfire Scooters

Flash code	Possible Cause	Solution
1	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	There is a bad connection to the motor.	Check all connections between the motor and the controller.
3	The motor has a short circuit to a battery connection.	Please contact your Authorized Service Center.
4	Not used	
5	Not used	
6	The controller is being inhibited from driving.	Check the battery charger connector. Remove the battery charger from the scooter.
7	A speed control lever fault is indication.	Make sure that the speed control lever is in the rest position before switching on the scooter.
8	A controller fault is indicated.	Make sure that all connections are secure.
9	The parking brake has a bad connection.	Check the parking brake and motor connections. Make sure the controller connections are secure.
10	Excessive voltage has been applied to the controller.	Check the battery connections. This is usually caused by a poor battery connection.

Basic Troubleshooting—
Pilot, Prowler, Osprey Scooters

ActiveCare Medical

Flash code	Possible Cause	Solution
1	The battery needs charging.	The battery voltage has dropped below 23.3 volts in neutral. Recharge batteries.
2	Battery voltage is too low.	The battery has dropped past 16.5 volts and is not sufficient to allow safe driving. Check the battery condition and the connections.
3	Battery voltage too high	The battery has exceeded 32 volts. Check the battery condition and the connections.
4	Current limit time out	The motor current has reached too high a value. Check the condition of the motor and loom.
5	Park brake fault	Check park brake conditions.
6	Speed control out of neutral	Return speed pod to neutral and rest system. Readjust the speed lever to neutral if necessary.
7	Speed control fault	Check speed pod wiring for open or short circuits. Check speed pot set-up.
8	Motor fault	Contact Authorized Service Center.
9	Internal (controller) fault	Contact Authorized Service Center.

Basic Troubleshooting—Power Wheelchairs

The diagnostic flash codes for your power chair are designed to help you perform basic troubleshooting quickly and easily. A diagnostic flash code flashes from the wrench-shaped LED located on the controller in the event one of the conditions on the next page develops.

If more than one fault exists, then the fault having the highest priority (and lowest number of flashes) is indicated. All faults disable the controller and require the controller to be turned off then on again once the source of the fault is removed.

Basic Troubleshooting—Power Wheelchairs

Symptom: Scooter does not move/power on

Possible Cause 1: Loose connection.
Solution: Check all connections for tightness.

Possible Cause 2: Main circuit breaker tripped.
Solution: Reset circuit breaker in trunk area.

Possible Cause 3: Battery power low.
Solution: Recharge battery.

Possible Cause 9: Controller error.
Solution: If other solutions above do not work, replace controller.

Symptom: Controller lights flash right to left

Possible Cause 1: Controller locked.
Solution: Turn on controller, push the horn button twice within 10 seconds to unlock.

Symptom: Controller lights flash left to right

Possible Cause 1: Controller malfunction.
Solution: Controller is plugged into chair. Disconnect controller and reconnect several times. If this does not correct the problem, replace controller.

Basic Troubleshooting—Power Wheelchairs

Flash code	Cause	Solution
1	**User Fault**	**Stall Timeout** •Chair has remained in a stalled condition for a time limit greater than that of the Stall Current Timer –Programmable from 1-60 seconds, typically set at 15 seconds –Cycle Power
2	**Battery Fault**	**Battery Voltage Too Low** •Battery voltage has dropped below 19vdc •Check connections at batteries are tight •Recharge batteries **Battery Voltage Too High** •The battery voltage has exceeded 30vdc •Verify proper operation of battery charger •Allow batteries on chair time to discharge
3 & 4	**Left & Right Motor Fault**	**Faulty Wiring** •Check connections to motor **Motor is Faulty** •Swap left and right motors (if motor connections are unkeyed) •Measure resistance of motor (values should be between 0.3 to 3.0 ohms
5 & 6	**Left & Right Parking Brake Fault**	**Faulty Wiring** •Check connections to the Park Brakes **Left/Right Park Brake is Faulty** •Check park brake coil resistance with an ohmmeter. Values should be between 40 to 80 ohms

Basic Troubleshooting—Power Wheelchairs

Flash code	Cause	Solution
7	**Internal User Interface Fault**	**Faulty or Intermittent Display PCB Fault** •Check all cables on the system •Check battery voltage •Replace controller
8	**Controller Fault**	**Faulty or Intermittent Controller** •Check for faulty wiring or connections •Check battery voltage •Replace controller
9	**Internal Communications Fault**	**Faulty or Intermittent Communications Fault** •Check all cables on the system •Check battery voltage •Replace controller
10	**Unknown Fault**	•Any fault that does not fall into any other category •Available location for future fault detection features –Replace Controller

Advanced Troubleshooting

These are the most commonly experienced problems that fall outside of the **Basic Troubleshooting** sections. When these symptoms occur, the faulty component must be replaced.

Battery Symptoms:
•Sputtering
•Chairs goes from full power to dead in a matter of minutes
•Limited movement
•In some cases, flash code #8 on controller

Throttle Symptoms
•Spring breaks and no spring back
•In some cases, sputtering
•Chair goes forward but not backward, or vice versa

PC Board Symptoms
•Everything comes on but product won't move
•No diagnostic light
•If speed pot breaks off, entire PCB must be replaced.

Brake Symptoms
•If freewheel mode doesn't work, or if the product won't change out of freewheel mode, electromagnetic brake may be shorted.
•Internal diagnostics code will flash for faulty brake

Gear Box/Motor Symptoms
•Grinds when faulty