

TiLite FAQs

How do I obtain product literature?

You can obtain hard copies of brochures and literature by contacting your nearest Permobil [Australia dealer](#) or send us an email at info.au@permobil.com.

You may also download PDFs from the [TiLite product pages](#).

Where can I find the serial number of my chair?

All TiLite chairs have a black and silver tag that indicates the serial number. You will not likely be able to see it while seated in the chair.

Folding Chairs

The serial number is located on the left side frame on the bottom of the chair.

Rigid Chairs

The serial number is located on the welded cross bar located directly under the seat upholstery.

I need parts for my TiLite chair: can I purchase them directly from TiLite?

To purchase parts in Australia, please contact your nearest Permobil [Australia dealer](#) or contact our Customer Service on 1300 845 483 or email orders.au@permobil.com.

TiLite no longer builds my model of chair: why? What new model is most comparable?

We are constantly updating our wheelchair designs, and it is sometimes necessary to stop production on older models. We will do our best to meet individual needs with our existing product line and maintain a small inventory of parts for discontinued models. Many design changes are made to improve the original models as newer innovative technologies become available. If you are not sure how to choose a new model, contact an authorised TiLite dealer in your area. They are there to help you with the process of choosing a new TiLite chair or getting you parts to maintain your current model.

Find a list of [TiLite dealers](#) in your area.

How often does a TiLite chair require service or maintenance?

TiLite chairs should be serviced by an authorised TiLite Dealer at least once a year. Your wheelchair should be inspected weekly to ensure all components are tight and working properly. Never use a chair with missing or broken components. Please refer to your owner's manual or relevant supplemental information for details.

If my chair needs service, whom do I call?

If your chair needs service, please contact the dealer who originally provided your chair. If you do not remember who provided your chair, Permobil Australia keeps a record of dealers for your reference.

Find a list of [TiLite dealers](#) in your area.

Can I touch up the paint on my TiLite myself?

For touch-up paint, options include hobby shop touch-up paint or automotive touch-up paint, but our experience has taught us that Rustoleum spray paint is the best option – a more durable and better finish. What we recommend is lightly sanding the area you want to touch up, taping up parts you don't want to be painted, and then spraying. Here is a link to the colour options page on Rustoleum's website.

[Rustoleum colour selection](#)

Does TiLite offer a transit tie-down option?

Yes. Transit Tie-Downs are available on the [ZRA](#), [Aero Z](#), [Aero X](#), and [TWIST](#) models.

Is a TiLite chair compatible with a lock-down system for vehicle travel?

TiLite wheelchairs are not designed to be used for seating in a motor vehicle. For this reason, TiLite does not recommend the use of a lock-down system.

Does TiLite offer demo chairs?

Yes. Examples of all of TiLite's wheelchair models are available as demo chairs in the field. To arrange to view or trial a TiLite chair, contact a local TiLite dealer and they will work with the local sales representative to organise an appointment. Please note that the demo chairs available may not be the exact specification you are looking for, but each final order is customised to meet your specific needs.

Find a list of [TiLite dealers](#) in your area.

What is the weight capacity for TiLite chairs?

A weight capacity of 120 kg is standard for most TiLite chairs. TiLite offers a Heavy Duty option on the [ZR](#), [ZRA](#), [2GX](#), and [Aero X](#) chairs that can accommodate 136 kg to 158 kg. Chairs that are smaller than 12" by 12" have a 75 kg weight limit.

What is a uni-lock wheel lock?

Uni-Lock stands for "Universal Lock." It is a wheel lock with several adjustment points that allow you to change handle angle and engagement direction. These features are designed to improve the user's function by adjusting the wheel lock to better meet their needs. The Uni-Lock does not operate the wheel locks for both wheels with one handle.

What is the difference between the composite scissor lock and the aluminium scissor lock?

Composite scissor locks allow you to have access to the wheel lock from the side of the chair to engage them easily. The wheel lock does not retract completely under the seat when disengaged.

Aluminium scissor locks retract completely under the seat when not in use giving them the best clearance. The user of the chair must be able to reach under the seat to engage this style of lock.

What Spinergy wheels are offered by TiLite?

Refer to each order form for the rear wheels available and compatible for each model. If you would like a custom colour, pattern, or hand rim please ask as we may be able to arrange it for you to be delivered together with your chair.

How wide is a TiLite folding chair when folded?

Once the wheels are removed the TiLite [2GX](#) and [Aero X](#) measure about 9.5" (24 cm) across for non-tapered frames. If you leave the wheels on, folded width will vary based on wheel type and position.

What do the numbers on the sidewall of the tire mean?

The numbers on the sidewall of the tires are the metric measurements in millimetres of the diameter and width of the tire.

Diameter

451mm = 20 inch

501mm = 22 inch

540mm = 24 inch

559mm = 25 inch

590mm = 26 inch

Width

25mm = 1 inch

37mm = 1 3/8 inch

50mm = 2 inch

*We also offer a 507mm rim which is a specialty size used with the higher profile 24" knobby tire. The tall profile of the tire makes this rim and tire combination a 24" wheel.

What is the ergonomic seat and what does it do?

The Ergonomic Seat is a custom option available on the TiLite TR and ZR wheelchairs. It creates a bend in the rear of the seat frame that allows for little movement of the pelvis and for many people increases seated stability. This is a fixed option and should not be used for first time users or users who are not sure of their optimal seated position. If you feel this may be an option for you, you should contact a seating clinic or dealer in your area to complete a thorough assessment. To be effective, it must be combined with a wheelchair cushion that is able to conform to the shape of the frame.

Can I have a TiLite built for use with a power assist system?

All TiLite chairs are compatible with the SmartDrive Power Assist Device. For more information go to the [SmartDrive pages](#).