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Permobil Power Wheelchair FAQs

INTELLIGENT CONTROL SYSTEM (ICS)

Chair switches ON drives but No Lights on ICS switch box

- Check ICS cable from ICS master module to the 8 PORT JUNCTION HUB ICS (located behind the RHS Seat rail on all C3G and Corpus VS)
- Check ICS cable from the 8 PORT JUNCTION HUB ICS (behind the seat rail) to the back of the backrest.
- Check ICS switch box cable and or Circuit board

Rapidly Flashing red LED lights
The chair requires a power restart.

Tilt over current error 20A3
If actuator functions O.K. and Auto Calibration has been done, Check Batteries.

Auto Calibration

HOW TO CALIBRATE VARI-SMART ACTUATORS

Before operating Auto-Cal make sure the end-user is out of the chair. No accessories behind the backrest. Plenty of free distance from the front and the back of the chair as the chair will power all actuators to both ends of the actuator stroke.
• Power off the chair
• Press and hold button 3+5+6
• Power on the chair
• Wait until all lights turn to solid Green
• Let go on buttons 3+5+6
• Button 4 will flash red
• Press button 4 once
When operating Auto-Cal ignore all error codes while actuators moving. If the Auto-Cal stops at certain actuator without any movement, that actuator could be disconnected or faulty.

Actuators generating error codes indicating over-current
Check for obstacles if not found then Operate Auto-Cal.

R-NET

To solve any problem with R-Net system first follow the steps below:
1. Visual test.
2. Read the error message on the screen and look it up on the R-Net error code list (if it`s LED Joystick read or count the number of the LED lights, otherwise connect an LCD Joystick).
3. Start with the Joystick. Plug another one in "Always have a spare joystick on board for testing".
4. Check the cable from the joystick to the next R-Net connection point.
5. Follow the cable to the power module.
By then you should know if it's a problem with the Joystick, cables or the Power Module itself.

Still need support? Contact Permobil Australia on 1300 845 483 or orders.au@permobil.com

BATTERIES

Short battery life
• Check the voltage on each battery individually. if the difference between the Two batteries is 0.5V and greater, you will need to replace both batteries
• Check power charger
• Look for nonstandard modifications
• Check all battery cables and PM. Make sure you unplug all cables from PM. Check if there any shortage or evidence of damage

How often I should charge my Battery? How long?
We advise to charge your battery daily if you use your chair daily. We recommend putting your Power wheelchair on charge for 8 constant hours. Interrupted charging periods could result in shortening the battery life.

If I go on a holiday for a month, what will happen to my chair's batteries? What should I do to avoid damaging the batteries?
Make sure you charge your Power wheelchair the day before going on a holiday for 8 constant hours. Once charged, disconnect the charger and switch the circuit breaker off.
*Note if you are going on a holiday for more than a month, ask someone to charge your Power wheelchair while you are away. Remember to switch the circuit breaker on when charging then switch it off once the chair is fully charged.

SPARE PARTS

How to find part numbers?
• Firstly, identify if the part you are looking for belongs to the seat or to the base
• Identify the model of the base and or the seat
• Go to the Dealer Resources folder on your Dropbox then Spare parts
• If unsure, send us an email to orders.au@permobil.com with the serial number of the chair and a picture of the part you require

PROGRAMMING AND R-NET SOFTWARE

How to change the Time/Background/Brightness on JSM?
The Settings Menu allows the user to adjust the JSM display in terms of clock adjustment and display format, the brightness of the backlight, the background colour and the behaviour of the odometer.
The menu is accessed by depressing the Speed Down and Speed Up buttons simultaneously.
To enter the desired option, deflect the Joystick forward and reverse movements are used to navigate up and down the screen.
Increase or decrease the number will be via pressing the speed up and or down.

Setting up a Bluetooth Mouse
The Settings Menu allows access to user-related adjustments. The menu is accessed by depressing and holding the top left-hand Screen Button for 1 second. To enter the desired option, deflect the Joystick forward and reverse movements are used to navigate up and down the screen.
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Increase or decrease the number will be via pressing the speed up and or down.