PAISEEC

User Manual



Paiseec Electric Wheelchair

Elevating Your Mobility

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Introduction

Thank you for choosing Paiseec Mobility Chair .

Paiseec Mobility Chair is a mobility device specifically designed for seniors and individuals with limited mobility. Its primary purpose is to provide convenience for them.

We are committed to ensuring your safety, comfort, and experience. Please read this manual carefully before using the product to ensure proper and safe operation.

Additionally, keep this manual in a safe place for future reference.

Due to quality improvements and design modifications, the information, illustrations, and text in this manual may differ slightly from the actual product. We reserve the right to make adjustments and apologize for any inconvenience. In case of discrepancies, the actual product shall prevail.

For the latest product information, please visit our website (www.Paiseec.com). Please contact us via Email (support@Paiseec.com) if you have more questions about our prouducts or services.

Friendly Reminder:

Before chair use, please thoroughly review the user manual for a fully understanding of the performance and operation of Paiseec Mobility Chair .

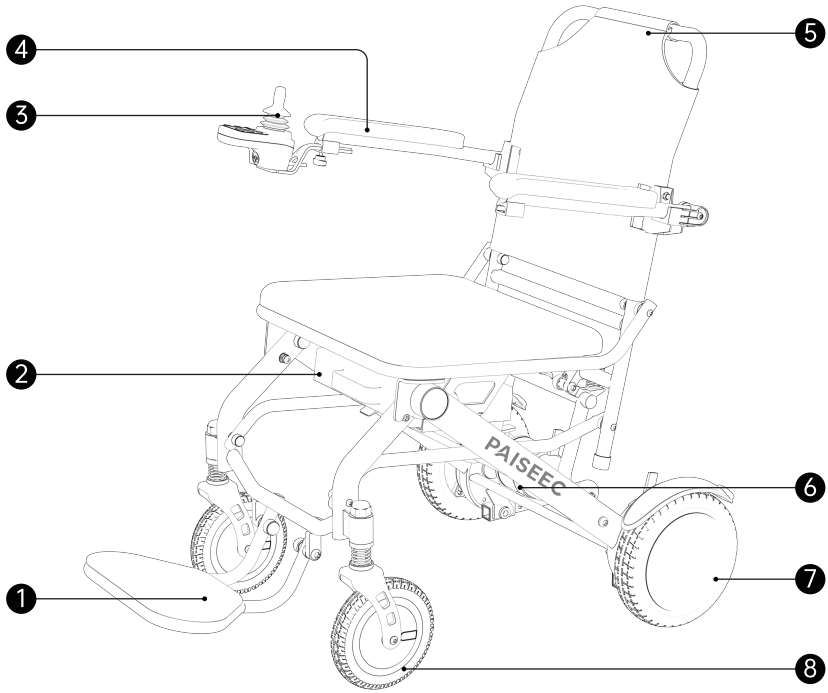
Product Introduction

1.1 Package Contents

The product package contains the following items:

- Paiseec Electric Wheelchair Q3 ×1
- Charger ×1
- Battery ×1
- Silicone Joystick ×2
- Toolkit ×1
- User Manual ×1

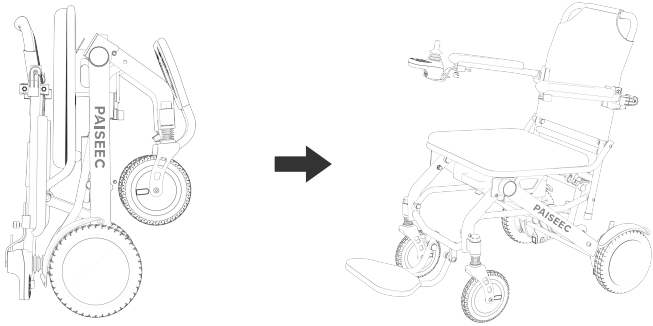
1.2 Product Part Names



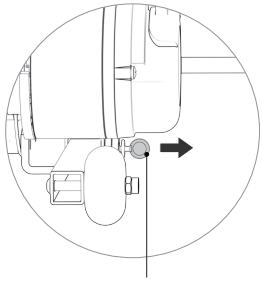
1 Footrest
2 Battery
3 Joystick controller
4 Armrest
5 Handlebar
6 Motor
7 Rear wheel
8 Front wheel

2. Quick reference Guide

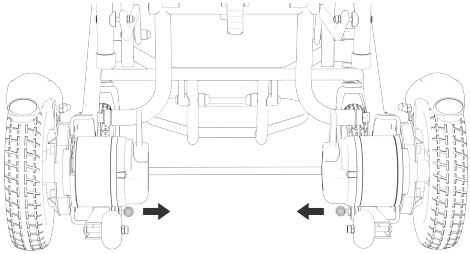
1: Grasp the handlebar and pull the seat cushion frame outwards with your other hand.



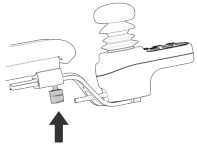
2: Pull out the quick release screw by one hand, pull out the anti-tip wheel to the proper position with another hand, and then block it.



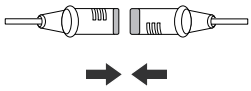
Quick release screw



3: Insert the controller at right side armrest, and tighten the rubber handle bolt to fix it, then connecting the controller cable wire.

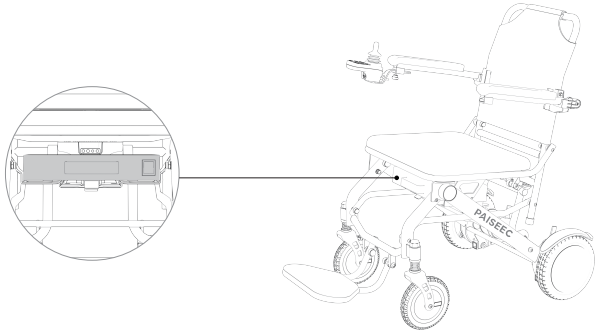


Rubber handle bolt



Controller connect wire

4: Turn on the battery power switch(under the seat).

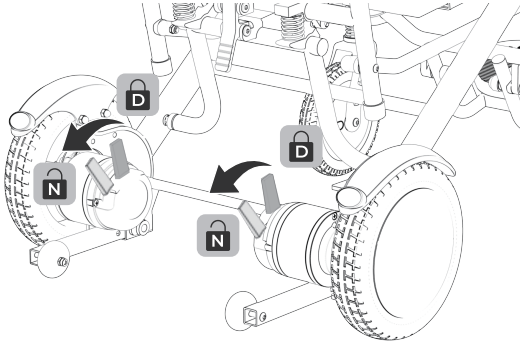


Note:
The symbol [I] means battery power on;
The symbol [O] means battery power off.

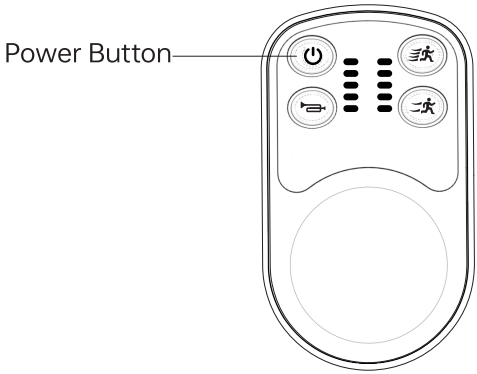
5: Pull up the Both Motor clutch fork, keep them on electric operation state.

Please Note:
The wheelchair cannot be pushed by hand when at Electric State, and this will prevent the wheels from rolling.
Pull up means Electric operation state;
Pull down means Manual operation state.

Please refer to the following picture:
D: Drive Mode (Drive Engaged-Electric operation state)
N: Freewheel Mode (Drive Disengaged-Manual pushing state)



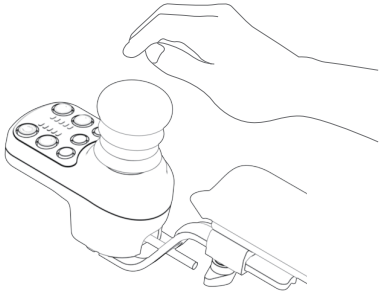
6: Turn On the controller.

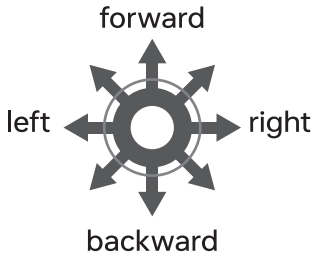


3. Practice before use

Failure to follow the instructions below may result in serious injury or damage to the electric wheelchair.
Before venturing onto the roads, find an open area such as a park and ask a friend to accompany you until you have mastered the power chair's operation.

The power button should always be off before you get on or off the seat. Set the speed control button appropriate for the vicinity in which you are travelling. We recommend keeping to a slow speed until you are familiar with handling the wheelchair.





Stop, forward, and reverse operations.

- Simply push the joystick gently in the direction you wish to move in.
  First, practice moving forward. Be sure to set the speed to the lowest shift.



- After you have accomplished moving forwards, practise an "S" turn.



▶ When you can confidently perform these maneuvers, try reversing. Pay particular attention to check for obstacles when moving backwards.



In the event of one of the following errors, immediately turn off the electric wheelchair's power supply:

1. Sudden movement
2. Operation direction is not controlled
3. Brake failure

4. Product Functions and Usage

4.1 Terminology

Joystick: The device used to "move" the power chair.

Controller: The device that allows the joystick to function.

Armrests: Where arms can rest during time spent on power chair.

Footrest: Where feet can rest during time spent on the power chair.

Anti-tip wheels: Wheels that allow slight tipping, or prevent tipping while driving.

Drive wheels: The main rear wheels that move the power chair.

Caster wheels: The front wheels.

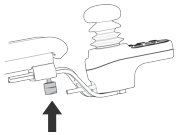
Motors: The drive devices of the wheelchair.

> **WARNING**
>
> Do not disassemble the motor without professional technical guidance, as this may result in severe damage or malfunction.

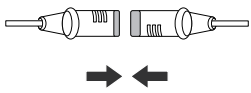
4.2 Joystick controller operation

● **Assemble the controller**

1. Install the controller on the controller fixing hole.
2. Adjust the controller direction then tighten the rubber handle bolt.
3. Connect the controller wire with the motor power wire.

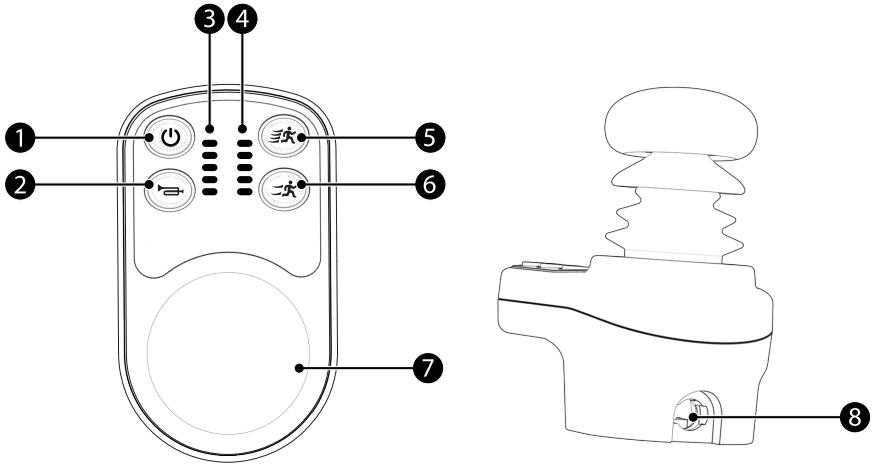


Rubber handle bolt



Controller connect wire

● Controller button



1. On/off button
2. Horn
3. Battery indicator
4. Speed indicator
5. “+” Acceleration button
6. “-” Deceleration button
7. Joystick
8. Charging port

▶ On/off button

The on / off button provides power to the electronic components of the control system to power wheelchair motor. In an emergency, you can use the on / off button to stop the wheelchair.

Turn on the power:
Press the power button,
Indicator will display the current battery power level, and speed.
Turn off the power:
Press the power button, and indicator light will turn off.

▶ Battery indicator

The battery indicator shows the current battery power of the wheelchair. The indicator light tells you that the wheelchair is on. At the same time, the power display also shows the status of the wheelchair.

▶ Horn

Press the horn to sound an alert.

▶ Acceleration button

This button can increase the speed setting gear and the corresponding speed indicator lights on.

▶ Speed indicator (S1-S5)

This display indicates the wheelchair setting. With a total of five settings, S1 is the lowest speed, and S5 is the highest.

▶ Deceleration button

This button reduces the speed setting gear and turns the corresponding speed indicator lights off.

▶ Joystick

The main function of the joystick is to control the speed and direction of the wheelchair. When you release the joystick,and use the parking brake to make the wheelchair brakes well.

▶ Self-help guidance

If a system failure occurs, check the position of the flashing lamp on the speed display and battery indicator. Below are a series of errors which could be indicated by an abnormal sound

4.3 Controller status indication

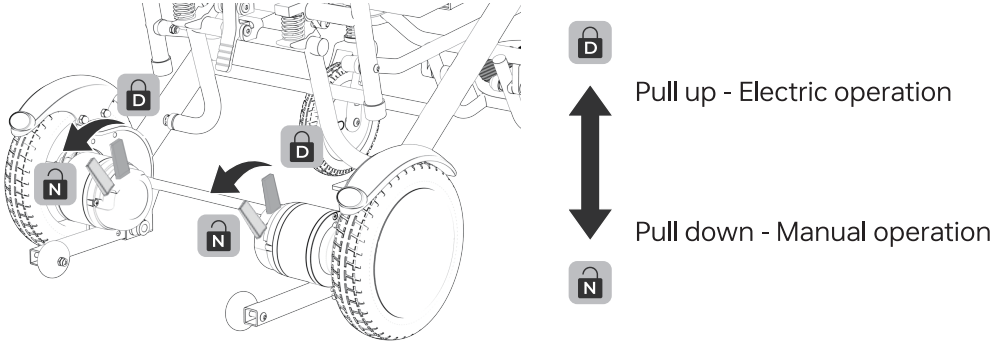
Error indication	Fault speculation	Solution
The 1st speed indicator and 2nd battery indicator flash at same time	Hall fault (left / right motors)	Check whether the motor and controller are wired correctly.
The 1st speed indicator and the 1st,2nd battery indicator flash at same time	Motor connector unplugged (left / right motors)	Check whether the motor and controller are wired correctly.
The 3rd speed indicator and 1st battery indicator flash at same time	Joystick not in position	Turn off the power of the controller, gently toggle the joystick to make sure there is no jamming ,then turn on the controller on again.
The 3rd speed indicator and 2nd battery indicator flash at same time	The controller joystick dropped off	Contact seller for a new joystick controller.
The 4th speed indicator and 1st battery indicator flash at same time	Electric current abnormality	Contact seller for a new joystick controller.
The 4th speed indicator and 2nd battery indicator flash at same time	Driver tube breakdown	Contact seller for a new joystick controller.
The 4th speed indicator and 3rd battery indicator flash at same time	Control board short circuit	Contact seller for a new joystick controller.
The 1st speed indicator and 5th battery indicator flash at same time,and with a beep.	Upper/lower controller communication lost	Contact seller for a new joystick controller.

Error indication	Fault speculation	Solution
The 5th speed indicator and 1st battery indicator flash at same time,but no beep.	Low battery voltage	Low battery power, please charge the battery.
The 5th speed indicator flash,and 1-5th battery indicator flash at same time.	High battery voltage	Battery charge is too high (and the voltage is higher than the national standard 31.5±0.5V), need to discharge the battery.

4.4 Motor Clutch Fork

When the wheelchair is in the electric operation state (power mode), only the controller can be used to move the wheelchair. The wheelchair cannot be pushed by hand, and this will prevent the wheels from rolling.
Manual operation can be triggered by flicking the "motor clutch fork" switch. This means you can easily push the wheelchair, voiding all electronic functions.

▶ **Please refer to the following picture:**



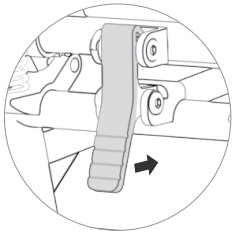
● **ATTENTION:**

It is advisable to keep the wheelchair in the electric operation state. The role of the clutch device is only to allow the wheelchair to be pushed manually in crowded places.

★ Please Note:
Must keep both clutch forks in SAME state.

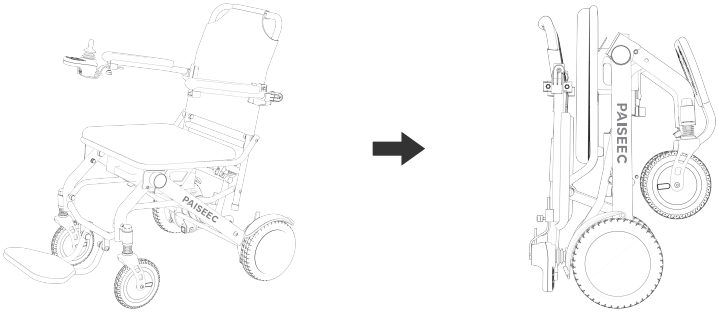
4.5 Folding your wheelchair

Step 1: Use foot or hand to press the fold buckle Lower Position, to make the wheelchair unlock



Folding buckle LOWER side

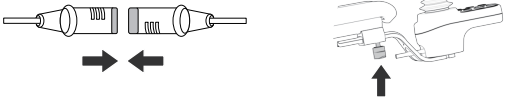
Step 2: Hold the handlebar with one hand and the other hand hold the seat cushion frame. Use both hands to force the wheelchair until it is completely folded.



4.6 Adjust the controller

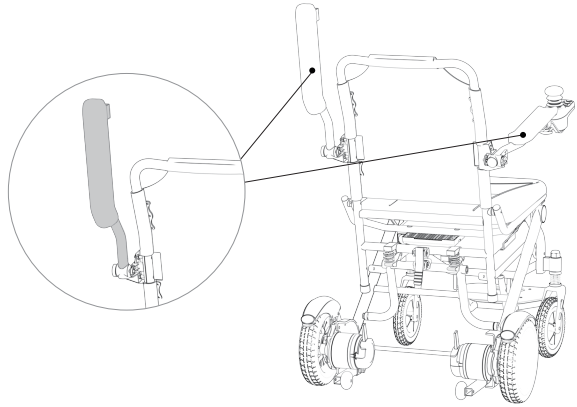
You can adjust the controller at the Right / Left side armrest if need.
First, loosen the controller connection wire, loosen the rubber handle bolt,so you can take out the controller bracket then switch to the other side armrest.

Second, insert in the controller bracket to the other side armrest controller fixing position,then tighten the rubber handle bolt.



● **Armrest**

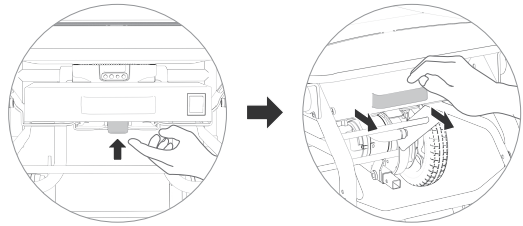
Lift up the armrest.



4.7 Remove/Install the Battery

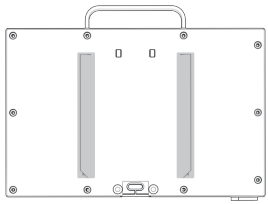
● **Battery Remove**

Lift the battery lock upward with one hand,and use the other hand take out the battery from the basement.

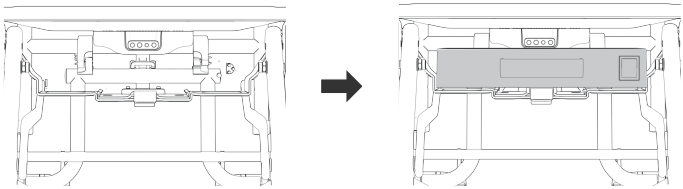


● **Battery Install**

First: Align the battery back slot with the battery basement slot;
Battery back slot as marked showing on the picture:



Second: Push the battery into the battery basement.

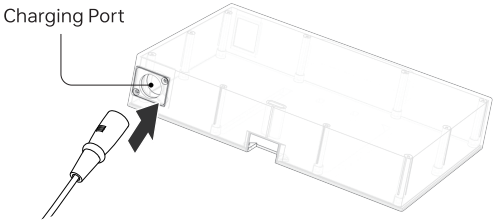


5. Battery and Charging Precautions

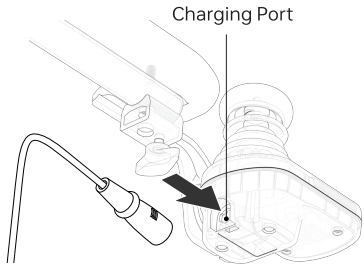
The electric wheelchair uses a 24 voltage battery. The batteries are designed to handle deep discharges. Although they are similar in performance to car batteries, they cannot be replaced. Car batteries are not safe for use in electric wheelchairs.

Battery Charge & Discharge

You can charge the battery directly , or can charge by controller.The wheelchair does not work when charging.



1. Charge the battery



2. Charge by controller

When the indicator light of the charger turns green, unplug the plug of the charger,then pull out the power plug.

In order to maximize the efficiency of your wheelchair battery, you should:

1. Fully charge your battery during initial use.
2. Start slowly when using the wheelchair in your home or on the driveway.
3. Give your battery charge 4-6 hours, and then re-operate the wheelchair.
4. After 4-5 cycles of charging and discharging, the battery effect can reach 100%, and can continue for a long time.

- **Important information about the battery**

Frequently charged batteries provide reliable performance and long battery life. If the battery is not charged often or not fully charged, it may cause damage to the battery permanently, causing unreliable operation and reduced battery life.

- **If you do not often use your electric wheelchair, you must charge once a month to maintain battery life.**

If you want to ship your wheelchair, you must contact the shipping company in advance to ensure that the wheelchair meets the special requirements of the transport.
Maintenance-free fully enclosed lithium batteries are designed for wheelchairs and other mobile vehicles. Overall, maintenance-free, fully enclosed lithium batteries are safe, green and environmentally friendly, such as aircraft, buses and trains. We recommend that you contact the public transport department for packaging and shipping according to special performance.
Used batteries should be carefully discarded according to your local council's regulations.

6. Daily Maintenance Guide

Also,your electric wheelchair is designed to be maintenance free, so we recommend the following checks be completed on a regular basis:

- **For Joystick/controller:**

Check that the controller regularly if it is kept away from the damp air as this can easily damage it and void the warranty.

- **For Battery cable:**

Check the battery cables regularly to make sure they are not corroded.

- **For whole wheelchair:**

Clean your wheelchair regularly with a Dry or Slightly Damp cloth.

★ Please Note:
Do not directly pour water or flush to clean the wheelchair!

7. Storage and Transportation Conditions

The chair should be stored and transported under the following conditions:

1. Ambient Temperature: -4°F to 131°F (-20°C to 55°C)
2. Relative Humidity: ≤95%
3. Atmospheric Pressure Range: 800 hPa to 1060 hPa

Mobility Chair Operational Conditions:

1. Ambient Temperature: 32°F-104°F (5°C to 40°C)
2. Relative Humidity: ≤95%
3. Atmospheric Pressure Range: 800 hPa to 1060 hPa
4. When the ambient temperature is 68°F (20°C), approximately 2 hours is required for the chair to adjust from the minimum storage temperature to normal operating conditions, and similarly from the maximum storage temperature.

Storage and transportation conditions between uses should adhere to:

1. Ambient Temperature: -4°F to 131°F (-20°C to 55°C);
2. Relative Humidity: ≤95%;
3. Atmospheric Pressure Range: 800 hPa to 1060 hPa.

8. Common Malfunctions and Troubleshooting

No.	Malfunctions	Cause of Malfunction	Troubleshooting
1	Device Fails to Power On	① Low battery voltage ② Power Switch Malfunction	① Fully charge the battery ② Contact the customer service for faulty component replacement
2	Joystick Malfunction	① Low battery voltage ② Electromagnetic brake switch not disengaged ③ Seat detection system not activated	① Fully charge the battery ② Disengage the electromagnetic brake switch ③ Contact the customer service for faulty component replacement
3	Insufficient Range After Charging	① Insufficient charging or charger malfunction ② Aging or damaged battery	① Fully charge the battery or replace the charger with a new one ② Contact the customer service to check the battery and replace if necessary
4	Charger Fails to Charge	① Loose or disconnected charger plug ② AC power source issues ③ Faulty battery	① Secure the plug and connectors properly ② Check the power source or adjust the transformer as needed ③ Contact the customer service to check the battery and replace if necessary
5	Power Interruption During Operation	① Controller protection mechanism activated ② Thermal protection of battery compartment triggered	① Turn off the power and restart the system ② Allow the motor to cool before resuming operation
6	Other Malfunctions	Other malfunctions not covered by the guidance above	Contact the customer service. Avoid unauthorized disassembly of the device

9. Warranty Terms

In order to ensure customer interests and provide good after-sales service, our company will offer free replacement parts or warranty service for damages caused by product quality issues or material problems during the warranty period.

After-Sales Warranty Policy of the Paiseec Products		
Part Name	**Warranty Period**	**Warranty Scenario**
Complete Chair	1 year	Damage caused by factors other than human-induced external forces
Frame	1 year	Natural weld separation, desoldering, cracks at key components, distortion, and fractures
Motor	1 year	Magnet detachment, coil burnout
Battery	18 months	Covers shell cracks, leakage, and capacity degradation below 60%. Lead-acid batteries are covered for 12 months; lithium batteries are covered for 18 months
Charger	1 year	Unable to charge, cannot be operated normally
Controller	1 year	Chair cannot be operated normally
Display Screen	1 year	Malfunction, unable to display properly
Tires	6 months	Cracking, fracture, and natural tire burst
Other Components (Non-Critical Parts)	3 months	Damage affecting normal operation (including consumables such as footrests, seat belts, plastic components, cushions, and backrests)

Warranty Exclusions

The following circumstances are excluded from warranty coverage and will necessitate paid repairs and related services:

Issues occurring beyond the warranty period or scope as specified in the "After-Sales Warranty Policy of the Paiseec Products".

Failure to follow the proper usage, operation, and maintenance instructions provided in the Paiseec electric product manual.

Faults or damage caused by exposure to environmental factors such as rain, snow, smoke, chemicals, or natural disasters.

Components subject to routine wear and tear are not covered under warranty. Faults or damage arising from force majeure events, including but not limited to earthquakes, typhoons, fires, floods, social or group disturbances, or violent crimes.

Failure to use and maintain the battery properly, including exceeding the maximum storage period of 3 months (e.g., leaving the chair plugged in for more than 10 days or storing the battery with less than 50% charge for over 3 months), resulting in irreparable battery depletion or low voltage.

Repairs conducted outside of authorized Paiseec service centers, including unauthorized modifications, disassembly, or damage to product integrity and its components.

Damage caused by the use of non-original parts or unauthorized modifications to the circuit or wiring configuration.

Faults or damage resulting from accidents, collisions, falls, overloading, or speeding.

Lack of valid warranty voucher, after-sales service cards, or discrepancies between serial numbers on the product and purchase records.

Unauthorized alterations or modifications to the warranty service dates or terms on Paiseec product and its components.

10. Specification

Model name	Q3
Whole product size (unfolded)	940*575*870mm
Net weight (with battery)	18.4kgs (12Ah)
Front wheel	7inch
Rear wheel	9inch
Weight capacity	≤120kgs
Forward speed	0-6km/h(adjustable)
Range per charge	10-15km
Turning radius	850mm
Battery (Lithium)	24V/12AH
Brake	Intelligent Electromagnetic brake
Anti-tip wheel	2inch
Climbing ability	≤9°
Charger	AC100-240V50/60HZ Output: 24V-2A

11. Safety instructions

- Do not carry passengers.
- Do not drive across a slope.
- Do not drive under the influence of alcohol.
- Do not not follow other vehicle too closely.
- Do not operate hand-held communication devices such as radios or mobile phones.
- Do not exceed the safe climbing maximum angle.
- Do not use the joystick in an erratic manner when going up or downhill.
- Do not exceed the maximum user weight.
- Do not press the power button of the controller whilst moving as this could
- damage the electromagnetic brakes or the joystick controller.
- Do not travel on soft terrain.
- Do not attempt to climb stairs over two inches tall unless a ramp is installed.
- Do not disassemble the power wheelchair unless the electromagnetic brakes are engaged and the joystick controller is turned off.
- Do not operate the power wheelchair without a driver.
- Do not drive the power wheelchair on the main roads – the footpath must be used.
- Do not change driving direction or reverse before the power wheelchair has completely stopped.
- Always engage a slow speed when going down gradients (move the joystick to the central position)
- Always use the safety belt.
- Always keep feet on the footrest while travelling.
- Always make sure the batteries are fully charged before setting out on a journey.
- Always charge the power wheelchair in a well-ventilated area.
- Always replace a loose screw from the centre of the wheel with a wrench.

Reminder!

When using an electric wheelchair, the driver must follow all the rules and regulations of the road.



Please ensure there are no obstacles behind you when reversing, and it is recommended to use the lowest gear when reversing.



Avoid emergency braking, irregular jerking, or sharp turns.



Keep your arms on or inside the handrails, and always keep your feet on the pedals.



Don't cross the roadside exceeding 5 centimeters.



Do not cross a gap that is more than 100mm width.

Precautions when driving on slopes:

Driving on a slope is much more dangerous than driving on a flat surface. Please note the following as falling or losing control will result in serious harm to users and others.



Do not climb slopes that exceed 9°.



Do not reverse when climbing a slope as you may cause a rollover.



Do not drive sideways on a road that is 3° over the ground, otherwise it is easy to roll over.



Do not drive on soft, uneven or unprotected roads such as grass and gravel.



Slow your speed when going downhill.
It takes longer to stop the wheelchair when braking downhill.



Do not exit the wheelchair if facing up or down a slope. Stop the wheelchair before getting on and off.

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