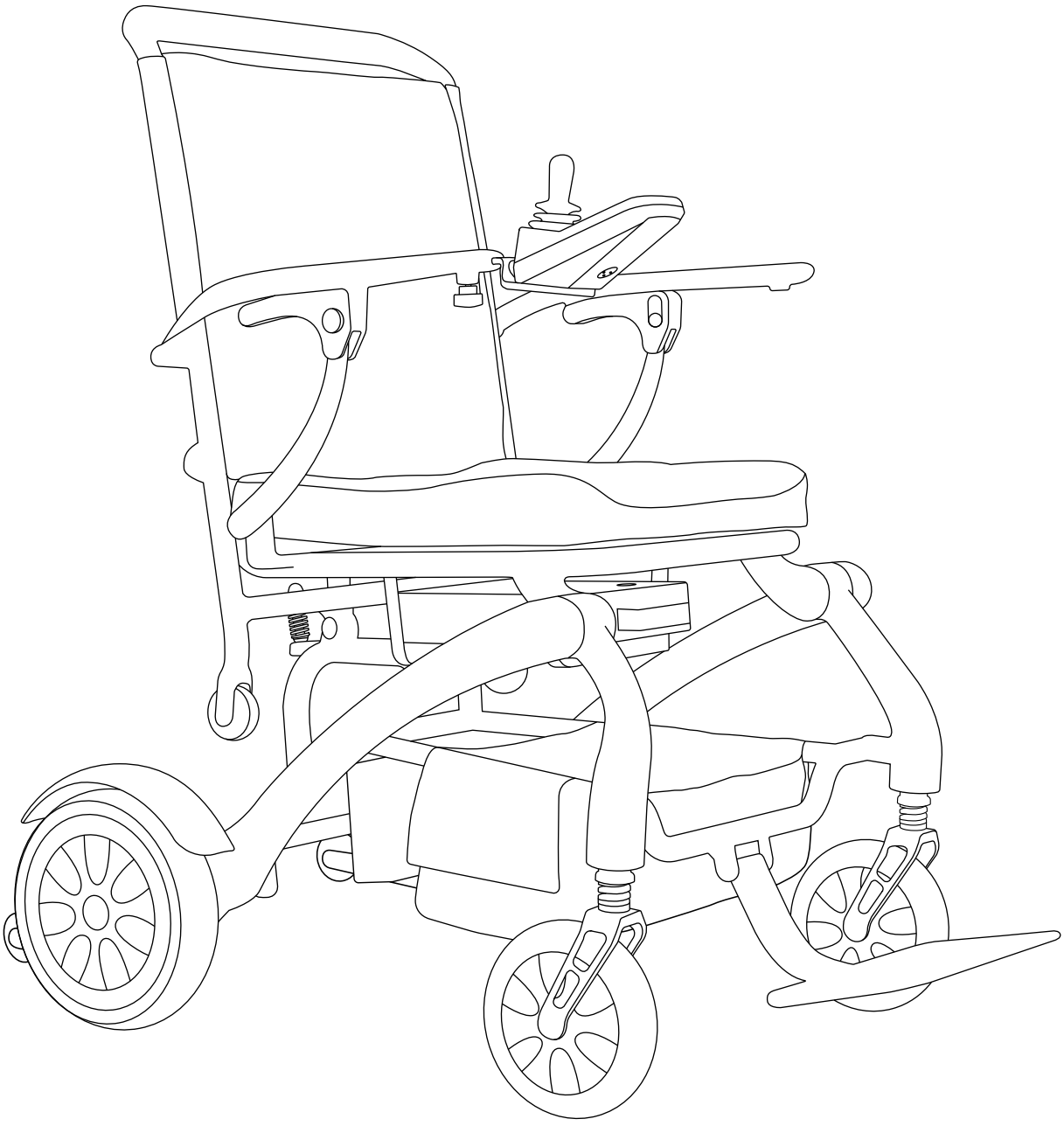
photon

User Manual



Motion

Important safety information

Before you operate your device, please read and understand all of the information provided for your safety. As with operating any vehicle, only drive with full alertness to ensure safety. Please observe the warnings below to avoid any damage or injury resulting from improper use of your device. You are responsible for taking proper safety measures and we will not be held liable for personal injury and/ or product damage resulting from improper use of the device.

• Please consult your doctor routinely to ensure there are no health or physical conditions that may limit or impair your ability to safely operate your device.

• Consult your doctor if you are taking prescription or over-the-counter medications to see if any side effects may limit or impair your ability to safely operate your device.

• Do not operate your device while you are under the influence of alcohol, as this may impair your ability to operate it safely.

• Do not use the device other than for its original purpose. Avoid any use, such as weight training, sports, athletics, hauling, moving or towing anything, that may lead to safety hazards and undue stress on the device.

• Your device is designed for one person only. Do not carry passengers.

• We strongly recommend that you do not smoke cigarettes while seated on your device. You must adhere to the following safety guidelines if you decide to smoke cigarettes while seated on your device: Do not leave lit cigarettes unattended. Keep ashtrays at a safe distance from the device. Always make sure cigarettes are completely extinguished before disposal.

• Replace worn or damaged upholstery immediately to reduce the risk of flammability.

• Keep all electrical connections clean, dry and away from sources of dampness at all times to prevent damage to the electrical system and/or personal injury.

• Check electrical components frequently for signs of corrosion and if found contact the company you purchased from to replace these as soon as possible.

• Do not modify your device. For any accessories, please contact an approved company for installation.

• The addition of accessories to your device may change certain specifications such as overall weight, size, and/or the centre of gravity. Please take note of how some of the changes may damage any objects around you.

• Exercise extreme caution when using oxygen in close proximity to electrical circuits and combustible materials. Contact your oxygen provider for information on using oxygen safely.

• Do not change the settings of the controller. Please contact an approved company if you notice any change in your ability to control your device.

• Do not place the device in “free-wheel” mode while it is turned on. Always turn off the device before engaging or disengaging “free-wheel” mode.

• If you anticipate being seated in a stationary position for an extended period of time, turn off the power to the device. This will prevent unexpected or unintended movement.

• Do not connect any device to the devices electrical system or use the batteries to power anything other than your device.

• To prevent the device from rolling uncontrollably on its own, never place the scooter in “free-wheel” mode on any incline or decline.

• Possible strangulation hazard! Be aware that clothing, lanyards, necklaces, other jewellery, purses, and other accessories worn or carried by you while you are seated on or operating your device may get caught around the armrests or throttle control lever.

• Avoid using any accessories that may interfere with the operation of the controls to avoid unintended or uncontrolled movement of the device.

• Keep yourself, clothing, and all other objects away from the wheels while driving. Do not allow any objects to drag behind the device when driving. Loose-fitting clothing or other objects can get caught in the wheels.

• Do not remove any fuses from the battery or device. If the fuse appears damaged, contact the company you purchased from.

• Do not use the armrests (if fitted) for any weight bearing purposes as this may cause the device to tip.

• Carefully read all important warnings and instruction labels on the device before operation.

WARNING Highlights potential hazards for the user and/or product.

SUGGESTION/TIP General suggestions and advice for operating this product.

CHECK OUT THIS PRODUCT

For more information, scan the QR code

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Introduction

Thank you and congratulations on purchasing your new Motion Healthcare Photon Powerchair.

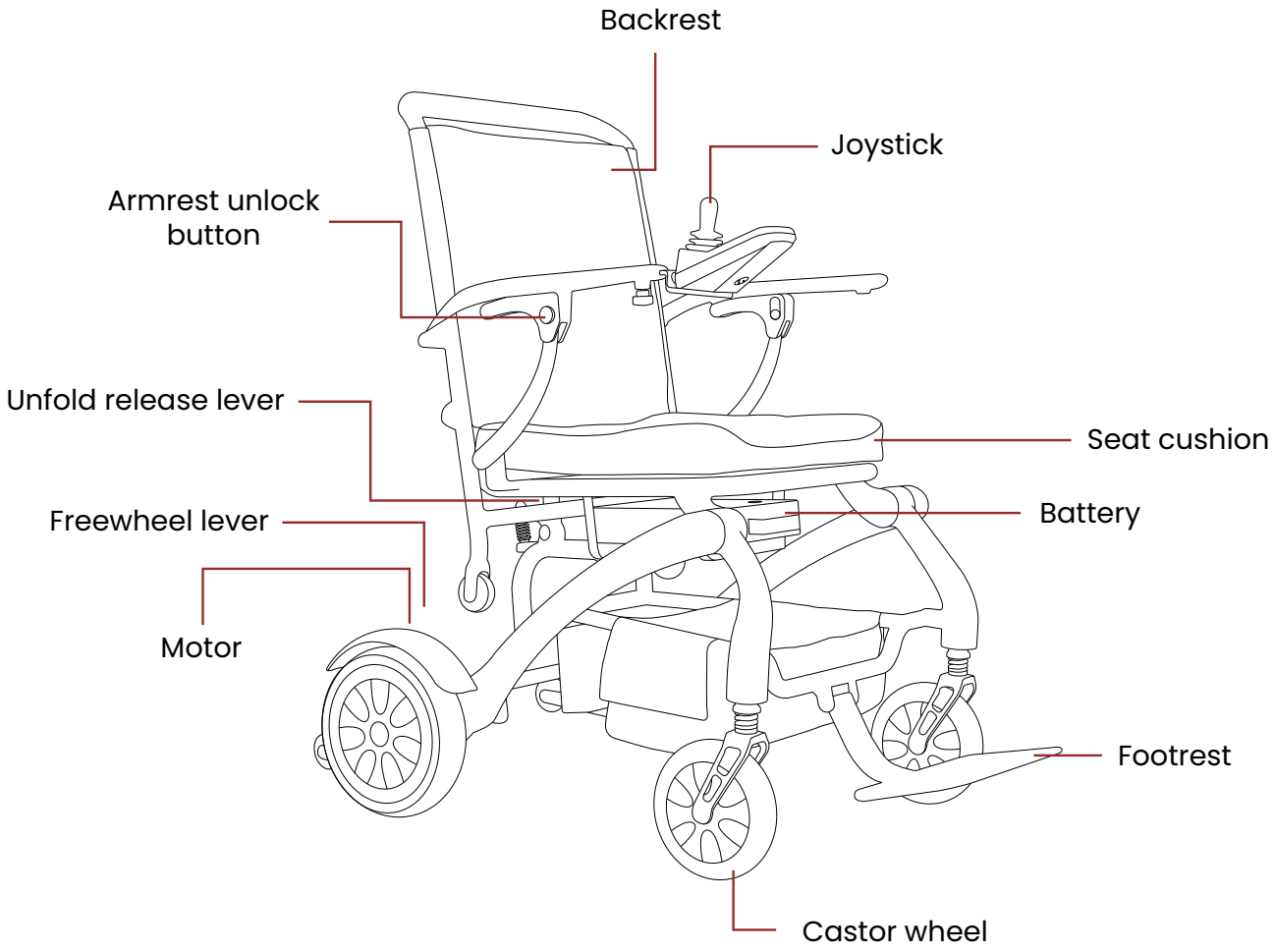
Your new device is designed to provide transportation indoors and outdoors for a person whose ability to walk is impaired, but who in terms of eyesight, dexterity and cognitive ability are able to safely operate the device.

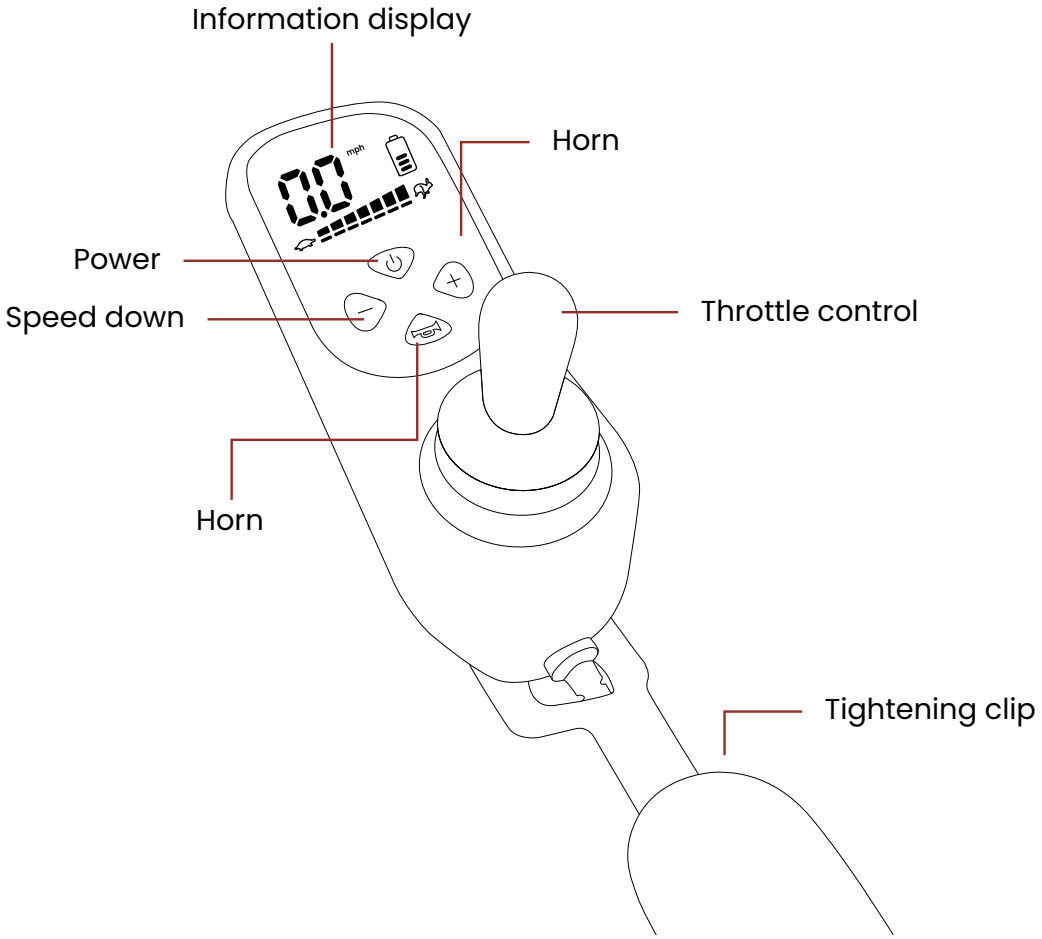
We pride ourselves on providing safe, comfortable and high quality products and our goal is to ensure your complete satisfaction, we sincerely hope we achieve that and you enjoy your Motion Healthcare device.

Please read and observe all warnings and instructions provided in this user manual before you operate the various functions of your device and please retain this user manual for future reference.

If you have any questions, please contact the company you purchased from.

GETTING TO KNOW YOUR POWERCHAIR





BATTERY CHARGING & CARE

New batteries must be charged fully (approximately 24 hours) prior to first use to fully activate the batteries, if this does not happen battery life can be reduced.

Battery life can be affected by temperature, user weight, the condition the battery is kept in as well as the charging regime used.

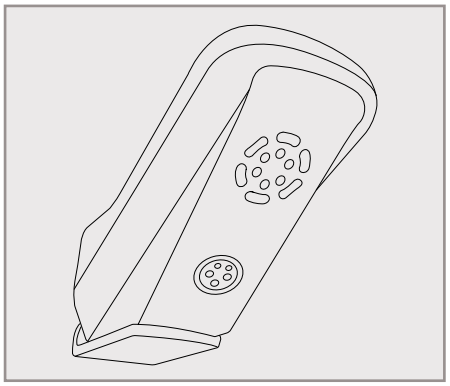
As a general rule you should charge your batteries as often as possible to ensure the longest possible life and minimise the required charging time. Plan to recharge them when you do not anticipate using your device. When not using your device make sure that the batteries are charged fully at least every 4-6 weeks. If left uncharged it will permanently damage the batteries.

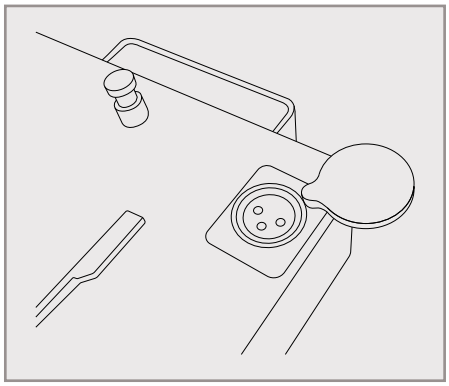
Always ensure your batteries are stored in a dry, well-ventilated environment and not left in cold conditions (3° and under) for extended periods of time as this will result in the battery being unable to receive a charge and will result in permanent damage.

HOW TO CHARGE THE BATTERY

- Turn off the powerchair.
- Plug the battery charger into the plug socket in the wall.
- Plug the charger into the battery charge socket

TIP The charger can be plugged into the 3-pin socket **either** on the underside of the joystick or directly into the battery, once removed from the powerchair.

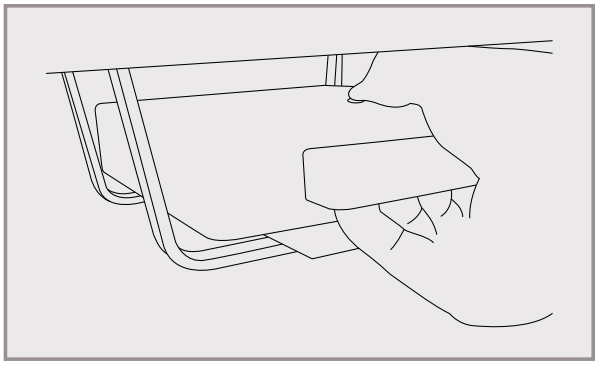




- The LED light on the battery charger will turn red to indicate that the batteries are being charged.
- The LED light on the battery charger will turn green when the batteries are fully charged.

HOW TO REMOVE THE BATTERY

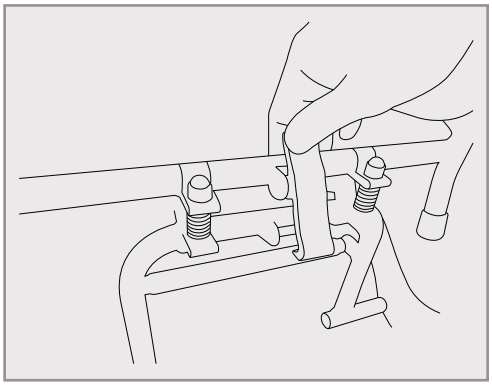
- Press the release button on the top of the battery and pull the handle to remove the battery.

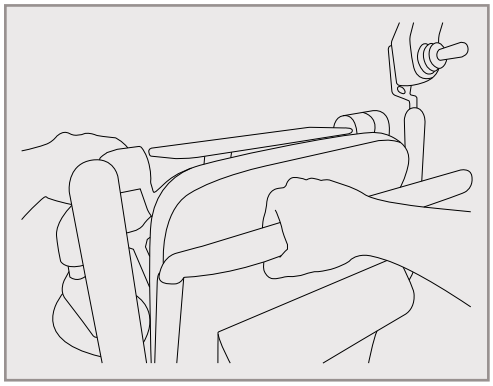


FOLDING & UNFOLDING

FOLDING

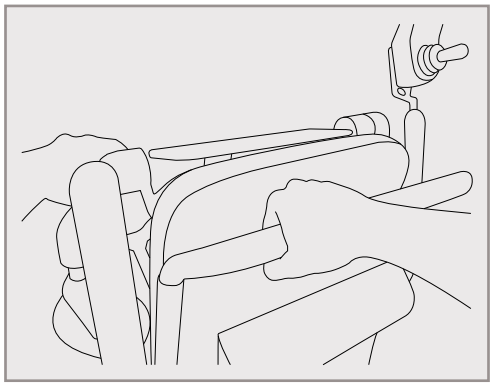
To fold your powerchair, press the unlocking clip & lift the seat base towards the backrest.





UNFOLDING

To unfold your powerchair, standing behind the chair, pull the backrest handle toward & push the chair base away.

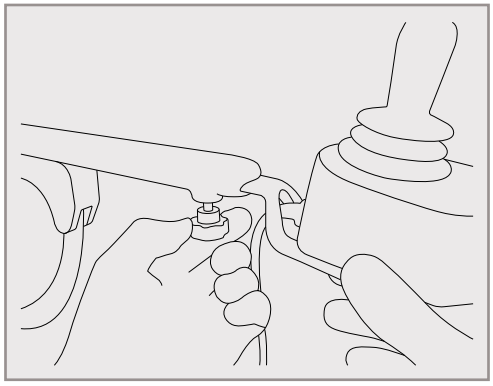


TIP Push the powerchair open until a locking 'click' is heard.

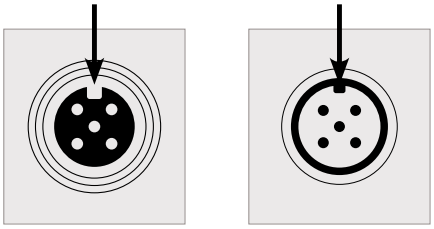
CONTROLS

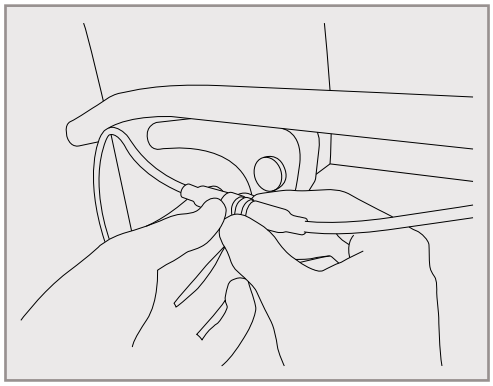
CONNECTING THE JOYSTICK

First, place the bracket in the end of the desired armrest (left or right) and tighten the joystick locking knob.



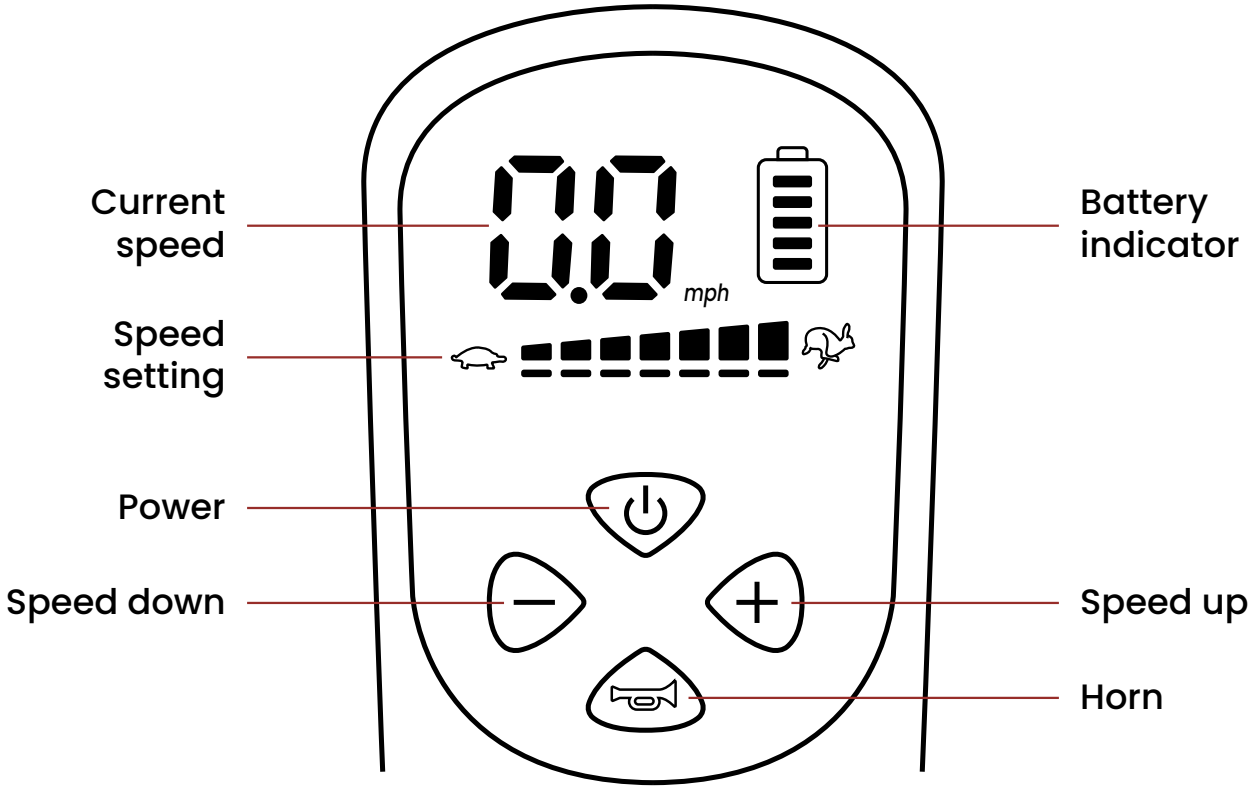
Next, connect the joystick cable to the controller cable by lining up the notch (pictured right) and screw together.





GETTING TO KNOW THE CONTROLS

The diagram below identifies the main features of the joystick and display. Familiarise yourself with each part before operating the powerchair.

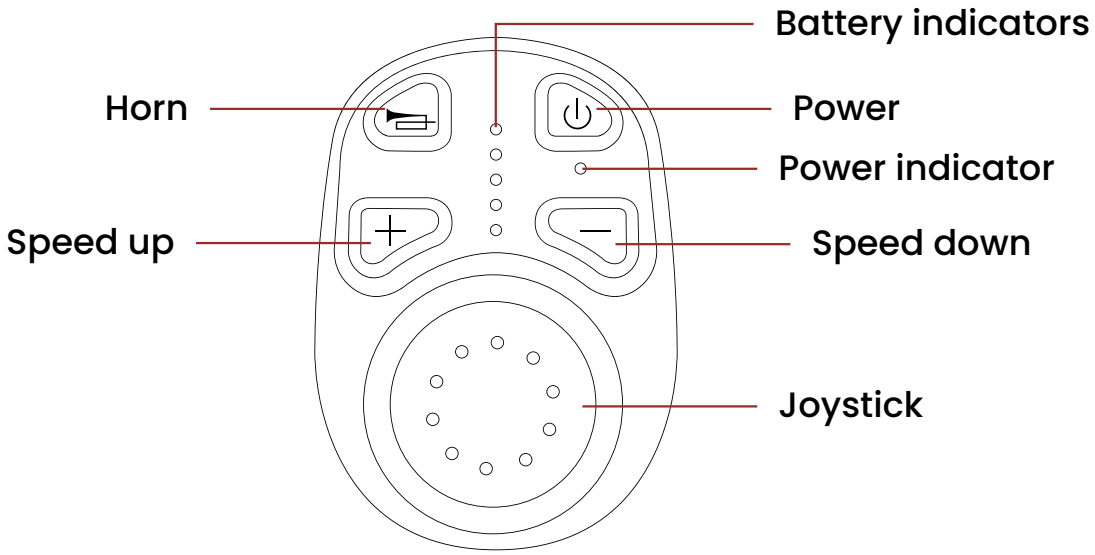


WARNING When adjusting the speed of your device, always ensure you are stationary.

OPTIONAL EXTRAS

The device may be supplied with an Attendant Bluetooth Remote Control.

This remote is designed for use by an attendant and can be mounted to the rear of the device with a bracket or operated while held in the hand.



DRIVING FORWARDS & BACKWARDS

To drive forwards slowly push the joystick throttle control forwards. To drive backwards slowly pull the joystick throttle control backwards. The more you push, the faster you will move. To stop release the joystick.

To turn, move the joystick throttle control in the direction you wish to move. To stop release the throttle control.

TIP To save charge, after 10 minutes of no action, the controller will automatically turn off & enter hibernation mode. Press the power button to turn on the controller again.

SEATBELT FITTING & ADJUSTMENT

Always wear your seatbelt when in your powerchair to ensure personal safety.

- Open the seatbelt by pressing in the two buttons either side.
- Close the seatbelt by pushing the 3-pronged section inside the case section until you hear a click.
- You can adjust the length of the strap using the buckle.

FREEWHEEL MODE

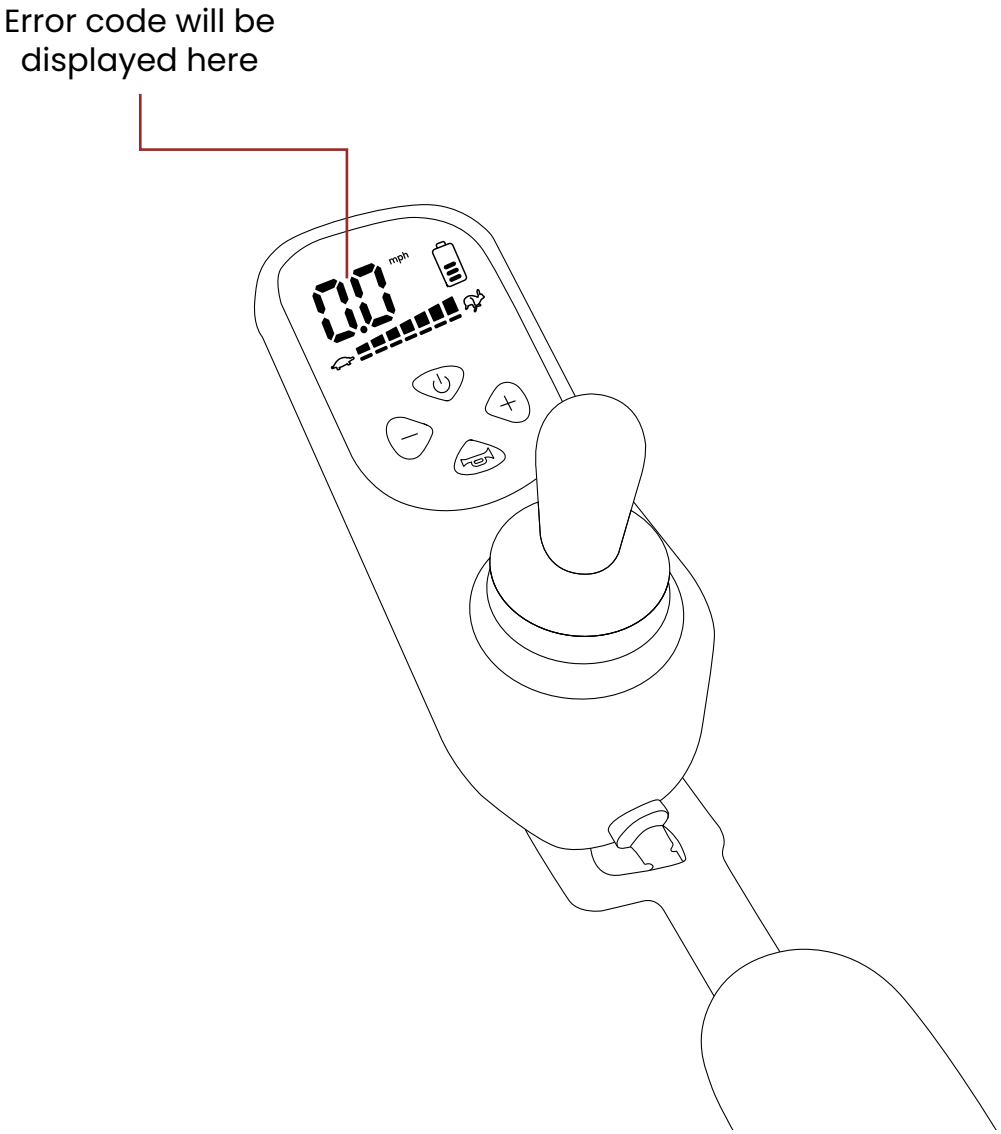
The Freewheel levers are located at the rear of the powerchair near each rear wheel. The levers have two positions and each only relate to the wheel It is closest too:

Forwards - Neutral Mode (the powerchair can be pushed or pulled by hand)

Backwards - Drive Mode (the powerchair will only move using its controls)

TROUBLESHOOTING

In the event of an error with your powerchair, please refer to the lights on your joystick control to diagnose the issue. On the next page, the table will demonstrate all the issues the powerchair can report and guide you to a possible resolution.



Code	Possible Issue	Possible Solution(s)
C1	Communication Failure	Check connection from joystick control to main controller
C2	Steering Rod Failure	Release the joystick & restart
C4	Wrong Mode	Switch the handle near the rear wheels to engage drive
C4 + Turtle/Rabbit	Turtle: Left brake is not engaged Rabbit: Right brake is not engaged	Check switches and connections on affected brake. If problem persists, possible controller issue
C5	Overload	Turn off system and ensure the motor is not stuck
C6	Power Boot Failure	Restart system
C7	Overvoltage	Contact an Approved Partner for repair
C8	Undervoltage	Check the battery is charged. If problem persists, possible controller issue
CE	System Parameter Failure	Restart system
LC	Self-Lock Mode	Hold horn for 5 seconds
L1/R1	L1: Left motor overcurrent R1: Right motor overcurrent	Contact an Approved Partner for repair
L2/R2	L2: Left deviation too large R2: Right deviation too large	Restart system. If problem persists, contact an Approved Partner for repair
L3/R3	Circuit Overheating	Turn off system for extended time before restarting
L6/R6	L6: Left encoder failure R6: Right encoder failure	Check brake connections
L7/R7	L7: Left brake fault R7: Right brake fault	Check brake connections. If problem persists, contact an Approved Partner for repair
L8/R8	L8: Left motor fault R8: Right motor fault	Check motor harness. If problem persists, contact an Approved Partner for repair

WARRANTY

All Motion Healthcare products are sold to our partners with a warranty, they in turn will sell the product to you with a warranty, these are two separate agreements.

To find out specific details of the warranty you receive or to make any claim please contact the company you purchased from.

Motion Healthcare Ltd
Units 6 & 7 Concord Farm
School Road
Rayne, CM77 6SP

Ningbo Baichen Medical Devices Co., Ltd
Room 2101, Diqu Building
666 Taikang Middle Road
Ningbo, Zhejiang, China

EC REP

SUNGO Europe B.V.
Fascinatio Boulevard 522, Unit 1.7
2909VA Capelle aan den IJssel
Netherlands

UK REP

SUNGO Certification Company Ltd
3rd Floor, 70 Gracechurch Street
London
EC3V 0HR

SPECIFICATIONS

Length	102 cm
Width	63 cm
Height	92 cm
Folded Length	35 cm
Folded Width	63 cm
Folded Height	95 cm
Front Wheel Size	16.5 cm
Rear Wheel Size	21.5 cm
Carry Weight (without battery & cushions)	16.9 kg
Battery Weight	1.8 kg
Battery Capacity	24v 10ah Lithium
Battery Watt Hours	240 wh
Range	12 miles
Speed	4 mph
Maximum User Weight	23.5 stone
Seat Width	45 cm
Motor Size	2x 250w Brushless
Maximum Slope	13.5°
Ground Clearance	5 cm
Turning Circle	85 cm

www.motionhealthcare.co.uk
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