

## TROUBLESHOOTING TIPS

**If your power chair or scooter is not operating properly, please take the following steps prior to calling Technical Support.**

### Load-test Batteries—See Figure 1

1. Attach Battery Load-tester to battery. Observe polarity: Red is Positive—Black is Negative
2. Hold load switch on for 10 seconds. A good reading is 11.2 Volts DC, or in the Green.

Note: A Voltmeter cannot load-test batteries.

### Test Voltage—See Figure 2

Utilizing a Voltmeter, place meter leads in charging port. The voltage reading should be 25 Volts DC, plus or minus 2 volts.

Note: Batteries are connected in series.

**If the above tests are successful, proceed with the following test.**

1. For power chairs, place gearbox levers in Freewheel.
2. Turn on controller and run in all four quadrants.
3. If troubleshooting a scooter, elevate rear wheels and run in Forward and Reverse.

**If any of the tests fail, call Technical Support for assistance: 1-800-963-7487.**



Figure 1



Figure 2