

journey air **ELITE MAX**

PRODUCT MANUAL



 journey
HEALTH & LIFESTYLE®

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Welcome to Your Journey Air Elite Max Power Chair

Thank you for trusting Journey with your mobility needs. We're dedicated to your independence, comfort, and confidence. Please take a moment to read these safety guidelines. If anything is unclear or you need assistance, we're always here for you.

Getting Started

- **Please Read:** Always review this guide before using your chair. If you have any questions, ask for help.
- **Who Can Use:** For a single user, up to 330lbs. (149kg), with limited mobility.

Safe Environments & General Use

- **Appropriate Terrain:** Use indoors and on flat, smooth outdoor surfaces near buildings. Avoid slopes, grass, gravel, highways, and all wet, icy, or snowy conditions.
- **No Passengers or Extra Weight:** The chair is for one person only. Never use it for more than its rated capacity or to transport objects.

Everyday Operation

- **Transfers and Seating:** Sit back in the seat for balance. Do not use footrests or armrests for support while getting in/out, as this can cause tipping.
- **Manual Mode:** Only engage if someone else assists in pushing; never move yourself alone in manual mode.
- **See and Be Seen:** Wear reflective clothing or use chair lights for visibility.

Important Warnings & Legal Notices

- **Slopes:** Drive straight up or down gentle gradients. Never approach inclines at an angle or attempt steep slopes. Go slowly and avoid obstacles taller than 1 inch. Always use ramps when possible.
- **Center of Gravity:** Sudden weight shifts or leaning to one side/back can tip the chair. Remain centered and upright while riding.
- **Obstacles:** Never attempt to cross stairs or escalators; avoid water and reversing except on flat, obstacle-free roads.
- **No Dragging or Towing:** Don't let the chair be dragged or pulled; this can damage key components.

Elevator Use

- **Entering Elevators:** You may drive your chair into an elevator. Always:
 - Turn off the chair's power inside the elevator.
 - Sit firmly upright and keep your hands and arms within the armrest space.
 - Ensure the chair will not move during the elevator ride by confirming brakes are locked if equipped with manual brakes.

For increased safety, wait until the elevator has stopped before turning the chair power back on and moving out.

Special Precautions

- **Oxygen Use:** If you use an oxygen tank, keep it well away from electrical components or flammable materials. Double-check safety procedures with your oxygen supplier.
- **Battery Use & Storage:** Only use approved batteries/chargers. Charge only as directed and never allow batteries to deplete entirely. Store in a dry area between -59°F and 104°F. Do not connect or repair batteries yourself.
- **Electrical Safety:** Keep terminals clean and dry. Never expose the chair to open flames or extreme environments.
- **Electromagnetic Interference:** Strong radio, TV, or cellular signals can affect your chair. Avoid using mobile phones or radios while the chair is powered on. Stay away from large antennas and towers; if abnormal movement occurs, turn off your chair safely and contact your dealer.
- **No Unauthorized Modifications:** Any unauthorized changes may void your warranty and increase risk.

Maintenance & Handling

- **Regular Checks:** Inspect brakes, wheels, wiring, and controls before each use. If anything seems off, contact your provider.
- **Transport:** Before moving or lifting the chair, shut off the power and lock the brakes. Never ride in the chair while in a vehicle—fold and secure it.
- **Storage & Cleaning:** Store your chair in a clean, dry, moderate environment. Avoid excessive heat, cold, humidity, or exposure to water.

Health & Medications

- **Consult Your Doctor:** Be sure you're physically able to operate the chair safely, especially if you take medication or have health concerns.
- **No Alcohol:** Never operate the chair under the influence.
- **No Smoking:** Smoking in or near the chair is not recommended. Keep all flames or heat sources away from the chair.

Your Journey Air Elite Max is designed for your mobility and peace of mind. Practice often, follow these safety tips, and call us with any questions. We're always here to support you!

Legal Notice: This chair complies with ISO7176 standards. Unauthorized modifications, misuse, or non-compliance with these instructions may result in loss of warranty and liability. The manufacturer is not responsible for injury or damage resulting from improper use.

Please save this guide for future reference. For updates or extra support, contact your provider or dealer at any time.

About Your Power Chair's Safety Features

Structure and Performance

This power wheelchair consists of the main part including the front wheel, drive wheel, frame, controller, motor with mechanism, armrest, push handle, backrest, seat base, footrest, battery case and charger, the structure shown in Figure 1.

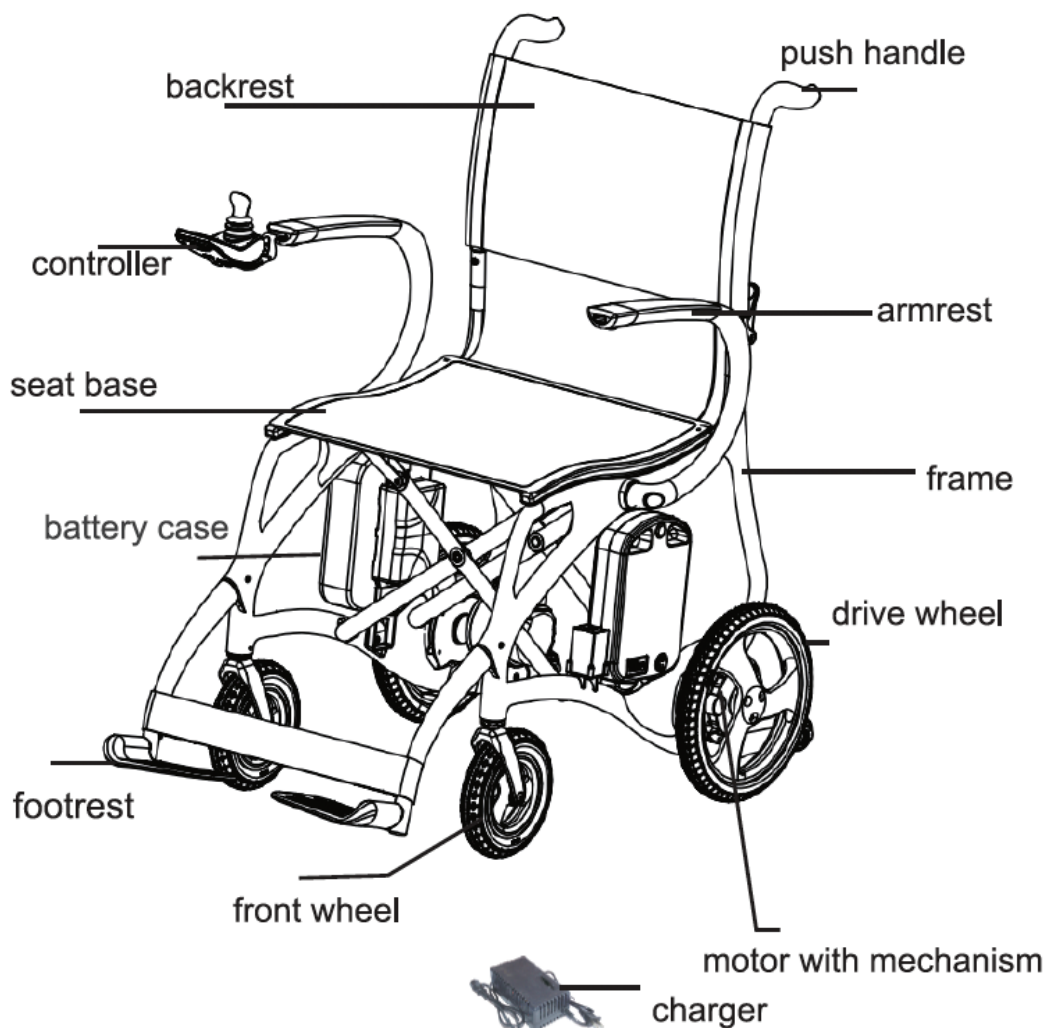


Fig.1

2. ABOUT YOUR POWER CHAIR'S SAFETY FEATURES

Your Journey Air Elite Max was thoughtfully designed with your safety in mind. Here's what you need to know about how it keeps you protected:

- **Built-In Power Supply:** The chair uses a safe, internal battery to power its motor and controls.
- **Electrically Safe Design:** The chair meets important international standards to protect you from electrical shocks during normal use.
- **Water Resistance:** Your chair offers basic protection against small splashes, but it is not waterproof. Please keep it away from rain, puddles, and wet areas.
- **Hospital & Medical Safety:** Your chair is made for use in everyday environments, not in places where flammable gases or anesthesia are present (like operating rooms).
- **Always Ready:** This chair is made for continuous use during your day.
- **Battery Details:** It runs on two 12-volt DC batteries, which is safely stored inside the chair.
- **Defibrillator Warning:** The chair is NOT designed to protect against electrical shocks from defibrillation (those used by emergency medical staff).
- **Designed to Move with You:** The chair is a personal mobility device intended to move with you wherever you go, not permanently installed in one place.

If you have questions about any of these features, or about where and how you can safely use your chair, please reach out to your trusted dealer or our customer support team. We're here to help you use your power chair confidently and securely!

Opening and Checking Your Wheelchair

When you receive your wheelchair, open the packaging carefully and check for any missing or damaged parts.

Packing List:

1. Power Wheelchair
2. Instruction Manual
3. Charger (24V/2A)
4. Footrest (2 pcs)
5. Controller (1 set)
6. Battery Carry Bag (1 pc)
7. Battery (2 pcs)

Technical Specifications

The main specification includes dimension and weight.

Overall Dimensions	36 x 24 x 39 inches
Seat Height	20.3 inches
Seat Width	17.7 inches
Seat Depth	16.9 inches
Arm Height	9.4 inches
Chair Weight	24.25 lbs.
Maximum Speed	3.7 mph
Braking Distance (on a level surface)	39.4 inches
Minimum Turning Radius	35.4 inches
Weight Capacity*	330 lbs.
Theoretical Travel Ranging*	19.8 miles
Static Stability	≥6°
Dynamic Stability	≥3°
Slope Performance	6°
Climbing Ability	≥3°
Motor Type	24V/150W*2
Lithium Battery Type	24/12Ah *2
Max. Output Current of Controller	35A
Max. Output Current of Charger	2A
Front Wheel	6.5-inch flat-free tires
Rear Wheel	10.6-inch flat-free tires
Back Pouch Dimensions	9.5 x 12 inches
Battery Carry Case	8.5 x 6.5 inches

* The weight capacity is tested with a dummy or personnel of same weight.

* Theoretical Travel Ranging is tested on flat road with average speed. It will vary due to drive surface, operation habit, etc.

Assembling Your Power Chair

1. Unboxing and Opening the Chair

- Carefully remove the wheelchair from the box and place it on the ground.
- Pull the chair frame apart from the left and right sides, then press the two seat base tubes down into the grooves on both sides of the frame (Fig. 2).

2. Securing the Folding Mechanism

- Push the handle upwards to engage the folding pole into the locking mechanism (Fig. 3).
- Attach the backrest cloth cover to the frame and fasten with Velcro (Fig. 4), ensuring the bottom is also firmly secured to the seat cushion (Fig. 5).

3. Attaching the Footrests

- Install the footrests onto the frame and fasten them securely (Fig. 6).

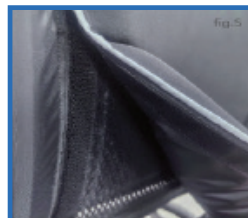
4. Installing the Controller

- Place the controller onto the armrest, then pull down the tightening spanner to secure it (Fig. 7).

5. Securing and Selecting the Battery

- Fix the two batteries onto the frames by sliding them into the upper rail and pressing down firmly until you hear a “click” (Fig. 8).
- Turn on both batteries when using the power chair. Turn on both batteries when using the wheelchair. The switch automatically detects the high-voltage battery to use it first.

The batteries have an automatic switching mechanism. When one battery is nearly discharged, it will seamlessly switch to the other battery. You also have the flexibility to remove one battery for charging while using the other battery in the chair.



Folding Your Chair

For storage or transportation:

1. Place the wheelchair on flat ground and switch off the power supply.
2. Flip the footrest up by 90° (Fig. 9).
3. Fold the frame by pulling up on the seat levers on both sides and the two handle straps under the seat cushion (Fig. 10).



Adjusting the Chair

Brake Lever Adjustment:

- Each motor has a brake lever:
 - Position A: For powered driving (electric mode).
 - Position B: For being pushed manually (manual mode) (Fig. 11).
 - When the lever at location B, the wheelchair will be in manual mode, which will only be pushed by hand. (Fig. 11).

Joystick Test:

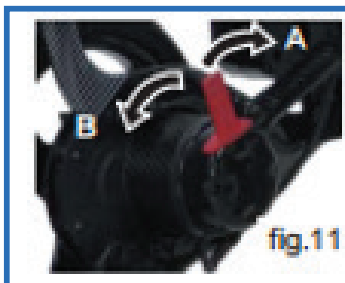
- Press the power switch on the joystick. The battery indicator will light up.
- Push the joystick forward, then in other directions, to observe wheel movement.
- Release the joystick; it should return to center and the wheels will stop automatically.

Armrests:

- Armrests can be flipped up to help you get in and out comfortably (Fig. 12).

Battery Conservation:

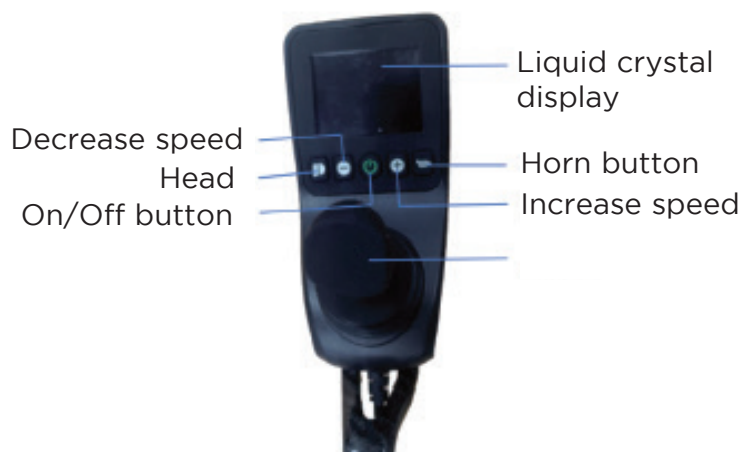
- When not in use, always turn off the power with the main button (Fig. A) to save battery power.



Note: After folding your power chair, you can push down on the chair back to fold it more compactly for storage or transport.

Using The Controls

- **Joystick:** Controls your speed and direction: forward, backward, left, or right. The farther you push, the faster it goes. The chair stops when you release the joystick.
- **ON/OFF Switch:** Turns the chair's power on and off.
- **Speed Up & Down Buttons:** Adjust your speed. Each press adds or reduces one bar of speed shown on the display.
- **Battery Gauge:** Shows battery level. All bars lit = full charge; 3–4 bars = okay; less than 2 bars = time to recharge.
- **All main functions are integrated on the joystick for your convenience (Fig. 14).**



GEAR	km/h(±0.5)	mph(±0.3)
5	6	3.7
4	5	3.1
3	4	2.5
2	3	1.9
1	2	1.2

Fig. 14

Using the Function Interface and Special Controls

Your power chair includes several advanced, but easy-to-use, functions. These let you customize the display, sounds, and controls, so your chair works just the way you like it.

Entering the Engineering Control Interface

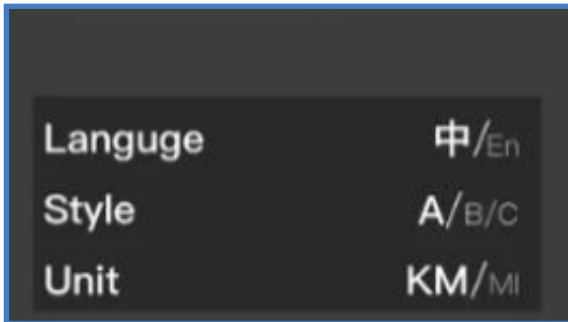


Figure 1

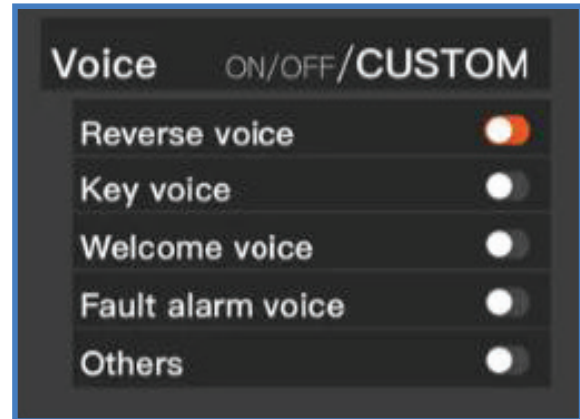


Figure 2

1. Make sure the controller is ON and the display looks normal.
2. **Entering Settings:** At the same time, press and hold the headlight and horn buttons. After about 3 seconds, you'll hear two beeps. Release both buttons.
 - a. You'll now see the engineering control interface on your screen (Fig. 1 & Fig. 2).

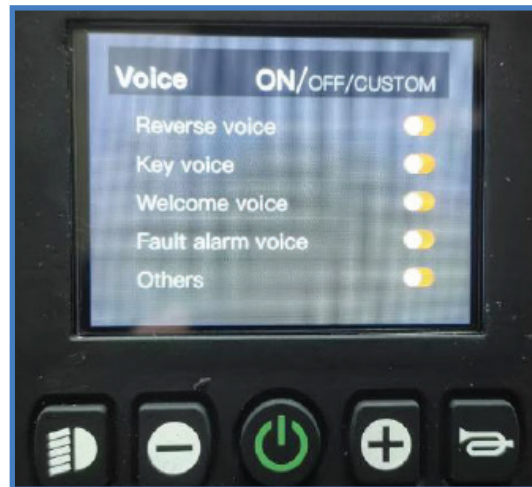
Navigating the Settings



Fig. 3

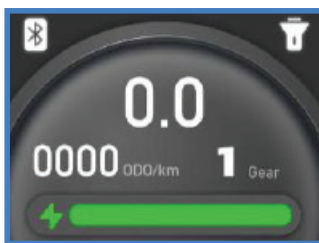
- Use the arrow keys (- and +) to scroll through the menu options (Fig. 3).

Changing Languages and Voice Options



- Find the Language option.
- Press the headlight or horn button to switch between English and Chinese.
- Choose your language, then lightly press the power button to save the setting and return to the main screen. The chair's voice will now speak in the selected language.

Changing Display Style



Theme interface A



Theme interface B



Theme interface C

Figure 4

- Find the Style option to choose different display types (A, B, or C).
- Use the headlight or horn button to switch styles. Press the power button to confirm (Fig. 4).

Switching Mileage Display Between Miles and Kilometers



Unit KM



Unit MI

Figure 5

- Find the Unit option.
- Use the headlight or horn button to toggle between KM (kilometers) and MI (miles).
- Press the power button to save your choice. The main display will now show your total mileage in the unit you selected (Fig. 5).

Customizing Voice Announcements

- Find the Voice option.
- Use the headlight or horn button to select:
 - All sounds ON,
 - All sounds OFF except the horn,
 - Or CUSTOM to adjust which sounds are active.
- Press the power button to save.

In CUSTOM mode:

- Use the arrow keys to pick features:
 - **Reverse Voice:** alerts when moving backwards
 - **Key Voice:** button press sounds
 - **Welcome Voice:** startup greeting sound
 - **Fault Alarm Voice:** warning for problems
 - **Other Sounds:** like headlights on/off
- You can turn each one on or off as you prefer.

Special Button Combinations

- **Switch Battery Type:** Press and hold the horn and down arrow () for 3 seconds.
 - 1 beep = lead-acid battery
 - 2 beeps = lithium battery
 - 3 beeps = lithium iron phosphate battery
- **Adjust Max Speed by Gear:**
 - Confirm which gear (1-5) you're in.
 - Hold both up and down arrows together for 3 seconds until you hear two beeps.
 - Use the arrow buttons to change gears. Each gear has its own max speed.
 - Press the power button to save and exit.
- **Turn Reverse Sound Off/On:**
 - To TURN OFF: Hold speed-down and horn together for 3 seconds.
 - To TURN ON: Hold speed-up and horn together for 3 seconds.

7. LOCK AND UNLOCK (ANTI-THEFT) FUNCTION

Locking the chair:

1. Turn the power chair on.
2. Hold the power button for at least 3 seconds. While still holding the power button, push the joystick forward once and then backward once. You will hear two quick beeps followed by a series of beeps. This means the chair is now locked.

When locked, only the power button will work. The joystick and other buttons will not operate. After 10 beeps, the controller shuts off automatically, but the chair remains locked even when turned off.

Unlocking the chair:

1. Turn the power chair on.
2. Hold the power button for at least 3 seconds. While holding the power button, push the joystick forward once and then backward once.

When you hear a single beep, the chair is unlocked and ready to use normally.

The battery charger is an essential part of your wheelchair. Please use only the 24V/2A off-board charger that came with your chair, as it meets strict medical safety standards. Using any other charger could damage your battery and is not allowed.

CAUTION:

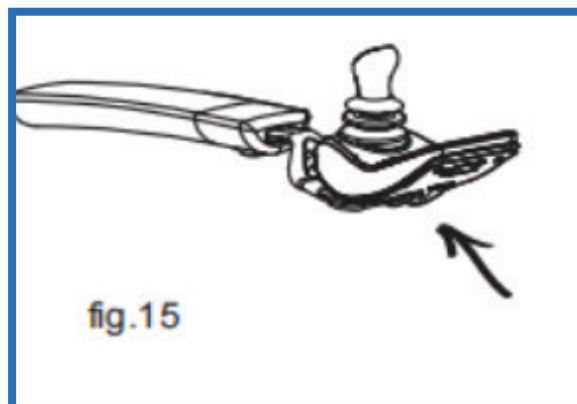
- Only operate or charge your wheelchair in temperatures between -13°F and 122°F (-25°C to 50°C).
- For best results, always charge your battery in an area where the temperature is between 32°F and 95°F (0°C to 35°C).

Battery Specification:

- Type: Lithium
- Size: 6.37 x 5.70 x 1.73 inches
- Power: 24V

How to Charge

1. Be sure the controller is turned OFF and your wheelchair is set to drive mode, not manual.
2. Connect the 3-pin plug of the charger to your wheelchair's controller. (Fig. 15)
3. Plug the charger into a standard wall outlet.
4. The blue LED on the charger will light up during charging. The green LED means charging is complete.
5. We recommend that you Fully charge your new battery prior to its initial use.
6. When charging is complete, unplug the charger and neatly store it in the bag behind your seat.



Important Safety Features

Overload Protector:

If the motors or battery are overloaded, a safety feature in the battery box will cut off power briefly. Wait 1–2 minutes for it to reset before using your wheelchair again.

Manual Mode:

If you need to push your chair manually, always ask your caregiver or assistant to set the brake lever to manual mode.

- Never switch to manual mode by yourself while seated.
- Do not set manual mode when on a slope, as the chair may roll unexpectedly.

Safety Belt:

Always fasten your seatbelt before driving for your personal safety.



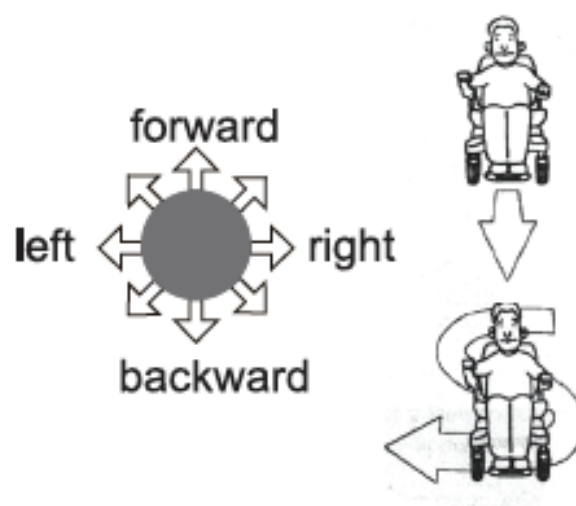
Before You Drive

- Keep the power OFF when getting in or out of the chair, and check that the hand brake is working.
- Fold the footrest up, then use the armrests to sit down safely.
- Never step on the footrest to get in or out; this may cause the chair to tip.

Practicing with Your Wheelchair

- Practice in a safe, open area with an assistant nearby if possible.
- Start at the lowest speed until you are comfortable using the controls.
- Practice starting, stopping, moving forward and backward, and turning in gentle "S" shapes.
- Use a slower speed when moving backwards.

If you have any questions or need assistance at any time, please contact your provider. Your safety and comfort are our top priority.



Fault Diagnosis and Troubleshooting

Your wheelchair is equipped with an automatic fault warning system for added convenience:

- **If a malfunction occurs:** The controller’s LED lights will flash, and you’ll hear an alarm sound from the horn.
- **Diagnosing faults:** Refer to the table below to match the number and pattern of flashing LEDs/beeps with the description of the problem.

Fault Analysis		Solution
Controller Internal Fault		Return to factory service.
Joystick Fault		Return to factory service.
Right Motor Fault		1. Check if the right motor connector is defective or the wire is disconnected. 2. Check and troubleshoot for right motor faults.
Right Motor Hall Fault		1. Check if the right motor connector is defective or the wire is disconnected. 2. Check and troubleshoot for right motor hall faults.
Right Brake Fault		1. Check if the right motor connector is defective or the wire is disconnected. 2. Check and troubleshoot for right brake faults.
Left Motor Fault		1. Check if the left motor connector is defective or the wire is disconnected. 2. Check and troubleshoot for left motor faults.
Left Motor Hall Fault		1. Check if the left motor connector is defective or the wire is disconnected. 2. Check and troubleshoot for left motor hall.
Left Brake Fault		1. Check if the left motor connector is defective or the wire is disconnected. 2. Check and troubleshoot for left brake faults.
Battery Fault		1. Check if the battery connector is defective or the wire is disconnected. 2. Check and troubleshoot for battery faults.

If you’re unable to resolve the issue using these steps, please contact your service agent right away for professional help.

Safety Features

- **Overload Protector:** Located in the battery box, the overload protector will cut off power if the system senses overload. Wait 1–2 minutes for it to reset, then you may resume use.
- **Safety Belt:** Always fasten your seatbelt before driving.
- **Joystick Caution:** If a fault occurs, release the joystick immediately. The wheelchair will stop for your safety.

Maintenance

Routine care helps ensure your wheelchair stays safe and reliable for years to come.

Preventing Moisture and Temperature Damage

- Avoid humid or damp environments. Prolonged moisture can harm both electrical parts and the chair's frame.
- In cold weather, batteries may not perform as well and could freeze.
- In extreme heat (above 131°F/55°C), performance may be reduced.

General Care Tips

- Handle the controller and joystick gently.
- Do not expose the wheelchair to extreme hot, cold, or wet conditions for extended periods.
- Keep the controller and all electrical connectors clean and dry.
- Regularly inspect all electrical cables to make sure they're tightly connected and free from corrosion.
- Recharge the battery promptly when only the red LED(s) on the battery gauge are lit (recommended charging time: 8–12 hours).
- If you have inflatable tires, check for proper inflation and add air if necessary.
- The frame is coated for protection. For added shine, you may gently apply car wax.
- All wheel bearings are sealed and do not require lubrication.
- If you notice any loose parts (such as the wheel hub or drive device), securely tighten them right away.

After Use

- Turn off the power after use (disconnect connectors if you won't use it for a long period).
- Prevent children or individuals who are not fully alert from using the wheelchair.
- Store the chair at normal room temperature.
- Wipe down your wheelchair with a clean, soft cloth. Avoid harsh chemicals.
- You may remove and wash the seat rest cover as needed.

Regular Safety Checks

- Do a quick check before every use.
- Perform thorough checks weekly, monthly, and every six months. See the table below or a full maintenance checklist.

Inspection Items	At Any Time	Weekly	Monthly	Six Monthly
All Parts			○	
Joystick Function	○			
Brake System	○			
Connection		○		
Battery Condition	○			○
Tire Condition			○	
Frame Condition				
Front Wheel Condition		○		
Overall Condition	○			

Cleaning Your Wheelchair

- **Never wash your wheelchair with water or expose it directly to water.**
- The wheelchair frame has a special protective coating. To clean it, simply wipe the surface with a damp cloth.
- For the seat and armrests:
 - Do not use harsh chemicals, as these can make the surface slippery or cause cracking.
 - Use a damp cloth with gentle, neutral soapy water.
 - Dry the surfaces thoroughly after cleaning.

Your power chair includes two lithium batteries that comply with FAA air travel guidelines. However, FAA regulations allow you to bring **only one of these batteries** when flying. Each battery has a capacity that meets the FAA limits but only one may be brought on the aircraft. The battery must be carried in your hand luggage and **cannot be packed in checked baggage**. For safety, place the battery in the protective carrying case provided with your chair to prevent damage or accidental contact during your trip.

Warranty Information

Journey Health & Lifestyle warrants the frame, mechanical and electrical components including the motor to be free from defects in materials and workmanship for a period of twelve (12) months from the original purchase date. The originally supplied battery, tires, fabric seat and seat back and the seat cushion are all warranted to be free from defects in materials and workmanship for a period of six (6) months from the original purchase date. If within such warranty period any such component or part shall be proven to Journey Health & Lifestyle's satisfaction to be defective, the product shall, at Journey Health & Lifestyle's option, be repaired or replaced with new or refurbished product components. In some cases an installation kit may be provided to the owner to facilitate installation of a replacement product component. This warranty does not provide for any labor charges incurred in product component installation. The warranty of the repaired or replaced product shall be terminated with the termination of the warranty period for the original product. Journey Health & Lifestyle's sole obligation and your exclusive remedy under this warranty shall be limited to such repaired or replaced product. Contact Journey Health & Lifestyle before sending any product for warranty repair or replacement. Do not send any product without the prior consent of Journey Health & Lifestyle.

Limitations and Exclusions:

This warranty does not cover damage, deterioration or malfunction resulting from accident, negligence, misuse, abuse, use by combined ride plus cargo weight above that specified in this User Manual; improper storage; the normal gradual reduction in battery performance due to heavy use; improper operation or failure to follow instructions according to this User Manual; damage in shipment of the product (claims must be presented to the carrier); repair, attempted repair or modification made by anyone other than Journey Health & Lifestyle; any unit on which the serial number has been defaced, modified or removed; normal wear items including but not limited to inner tubes and grips; any periodic maintenance; deterioration due to perspiration, corrosive atmosphere or ground covering such as pine needles or crushed limestone dust or other external causes such as punctures, extremes in temperature and humidity; damages related to lightning, flood or circumstances beyond Journey Health & Lifestyle control; or products subjected to commercial or institutional use.

This warranty applies in North America only and is extended only to the original purchaser of the Journey Air, Journey Air Elite or Journey Air Elite Max product when purchased directly from Journey Health & Lifestyle (USA) or its authorized distributors and is nontransferable. If you purchased a Journey Air, Journey Air Elite or Journey Air Elite Max from one of Journey Health & Lifestyle's authorized dealers, your first remedy for warranty claims is through the dealer from which the Journey Air, Journey Air Elite or Journey Air Elite Max was purchased. This warranty gives you specific legal rights and you may also have other legal rights which may vary from place to place.





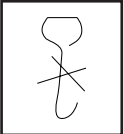


The foregoing warranty is exclusive and in lieu of all other express warranties, implied warranties, if any including but not limited to the implied warranties of merchantability and fitness for a particular purpose, and shall not extend beyond the duration of the express warranty provided herein. Journey Health & Lifestyle shall not be liable for any consequential or incidental damages whatsoever and disclaims any liability beyond the initial purchase price of the Journey Air, Journey Air Elite or Journey Air Elite Max product.

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Storage

- **Storage:**
 - Always store your wheelchair in a dry place, away from extreme heat, cold, or dampness.
 - Remove the batteries before storage to help prevent rust or damage to electronics.

Symbols and Descriptions of the signs

No.	Sign	Meaning
1		Fragile objects inside this package. Please handle with care.
2		Keep the package upright during transporting and delivery.
3		Avoid exposing the package to rain or other precipitation.
4		Do not stack more than two of these packages, one above the other.
5		Do not use hands hooks to carry or transport this package.
6		Application type B
7	IPX1	Avoid temperatures conducive to condensation; moisture could damage electrical contents.
8		ATTENTION!



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air **ELITE MAX**

If you have any questions, call us at our toll free number:

1-800-958-8324