

# journey air<sup>®</sup> (2026)

## PRODUCT MANUAL



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<b>1.</b>	Welcome .....	3
	Who This Chair is For .....	3
<b>2.</b>	Key Safety Reminders .....	4
<b>3.</b>	Important Do's and Don'ts .....	5-6
<b>4.</b>	Structure and Performance .....	7-8
<b>5.</b>	Technical Specifications .....	9
<b>6.</b>	Unpacking and Assembly .....	10-11
<b>7.</b>	How to Fold for Storage or Transport .....	12
<b>8.</b>	Before Each Use .....	13-14
	For Caregivers: Assisting Safely .....	13
	Practicing Safe Driving .....	14
<b>9.</b>	Use and Operation .....	15-16
<b>10.</b>	Charging and Caring for the Battery .....	17-18
<b>11.</b>	Glitch Diagnosis & Troubleshooting .....	19-21
<b>12.</b>	Maintaining Your Air Power Chair .....	22-23
<b>13.</b>	Warranty .....	24-25

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## Welcome

Thank you for choosing the Journey Air. This power chair combines advanced technology with a lightweight, foldable design to make everyday mobility more convenient. Please read this manual carefully before your first use. It contains instructions for setup, safe operation, and important safety warnings.

If any part of these instructions feels unclear, or if you'd like help with setup or operation, please reach out to your authorized service provider or Journey Health & Lifestyle Customer Support **(800-958-8324)**.

## Who This Chair Is For

- Designed for older adults, people with limited mobility, or anyone who needs extra support moving around.
- Intended for **one person only** (no passengers).
- Weight limit: **300 lbs (136 kg)**.
- Best for smooth indoor floors, sidewalks, and paved areas around buildings.
- **Not suitable for:** grassy yards, gravel, steep hills, traffic roads, or use in rain/snow.
- Vehicle should not be operated by children, those under the influence, or individuals unfit to drive.

The Journey Air is a personal electric vehicle, not considered to be a medical device, and has not been submitted to the Food and Drug Administration for review. The Journey Air is not intended for individuals fully restricted to a seated position. Specifications listed herein are approximates and not always exact and may be subject to change without notice.

For your safety, it is crucial for you to fully understand all instructions in the manual. We assume no responsibility for any damages or personal injury caused by the improper use of the Journey Air.

## Key Safety Reminders

Your safety comes first. Please read these with care:

- Always read and understand the manual before use.
- Talk with your doctor if you have any conditions or take medications that might affect your ability to operate the chair safely.
- Take time to learn how to operate your Journey Air in a safe, open area to get comfortable with starting, stopping, and turning.
- One rider at a time. Adding passengers or extra weight may cause the chair to tip over.
- Do not drive through puddles, wet grass, or snow. Keep away from fire and heat sources. Avoid dangerous conditions: wet, icy, steep, or unstable surfaces.
- Never operate under the influence of alcohol or drugs.
- Always turn power off before transfers, transport, or when stationary for long periods. When transporting in a vehicle, always turn off the power and secure the brakes. Do not sit in the chair while it is being transported.
- Never expose the chair to water, extreme heat, open flame, or extremely cold conditions.
- Inspect brakes, batteries, and electrical connections regularly.
- Stay visible: Because the chair is low to the ground, others may not see you. Bright or reflective clothing, reflectors, or lights are strongly recommended.
- **Battery awareness:**
  - Always charge with the manufacturer's supplied charger.
  - Charge in temperatures between 0–95°F.
  - Never let the battery fully die, as this may leave you stranded.

## Important Do's and Don'ts

### Do:

- Sit fully back in the seat when getting in/out of the Journey Air.
- Drive straight up and down slopes, never at an angle.
- Go slowly on turns and descents.
- Keep clothing, hands, and objects away from tires and wheels while moving.
- Use only authorized service technicians for maintenance or battery care.
- Transport the chair folded, carried by others if needed.
- Store in a clean, dry, moderate-temperature environment.
- Report unusual performance or unexpected movement to your service provider.
- Use lights, reflectors, or safety signs to make yourself more visible.
- Keep electrical connectors and battery terminals dry and free of corrosion.

### Don't:

- Don't smoke in the Journey Air power chair due to fire hazard.
- Don't use armrests or footrests for standing, lifting, or support.
- Don't operate in manual mode alone; always have someone to assist.
- Don't alter the chair, add accessories, or change settings without approval.
- Don't overcharge, misuse, or directly connect cables to the battery.
- Don't sit in the chair during vehicle transport or place it unsecured in a car seat.
- Don't attempt to cross obstacles higher than 1 inch.
- Don't drive near water, stairs, escalators, or open flames.
- Don't rely on one wheel to climb over obstacles.

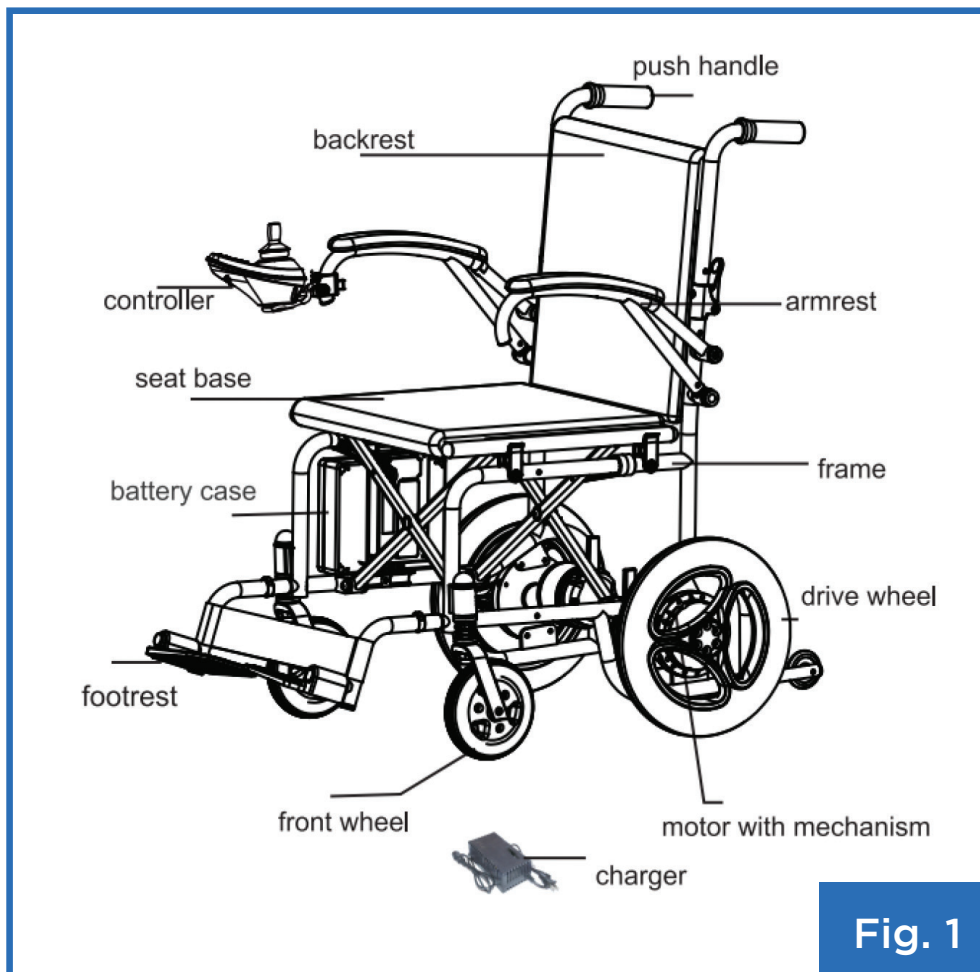
- Don't drag or tow the chair with another vehicle.
- Don't use portable radios, phones, or devices when the chair is powered on.



Do not use manual mode without assistance, especially while seated or on an incline. Attempting to move the vehicle alone may cause loss of control and result in injury. Do not put your Air power chair in manual mode when it is located on an incline.

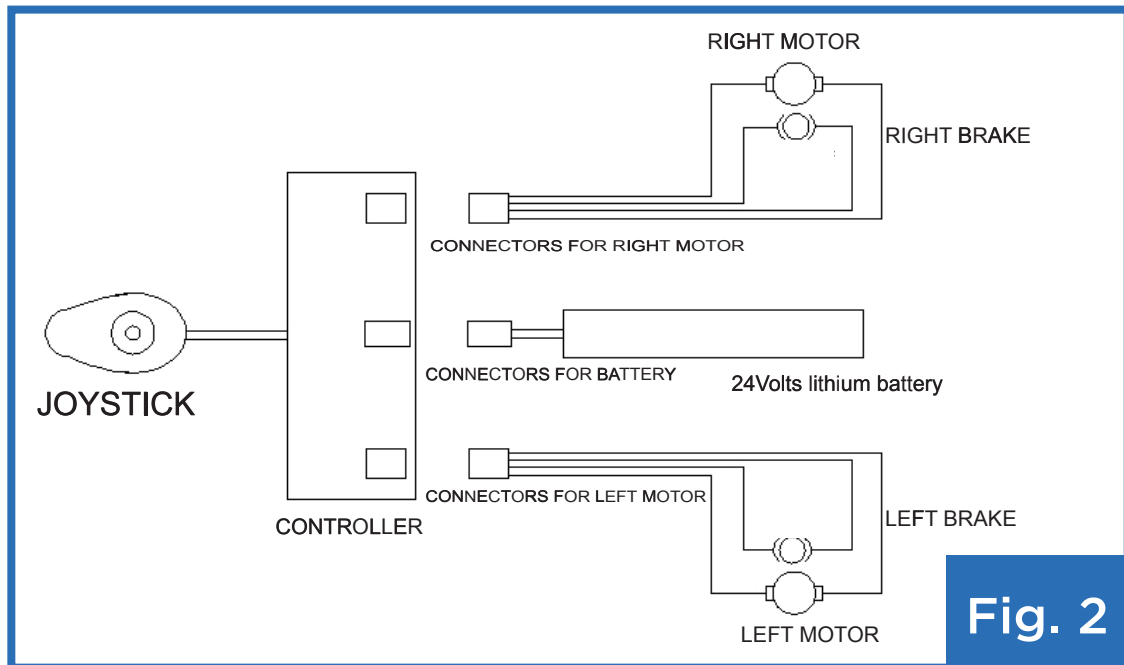
## Structure of the Journey Air

The main parts of this personal electric vehicle include the frame, two front wheels, two drive wheels, controller, motor with mechanism, armrest, push handles, push handles, backrest, seat base, footrest, battery case and charger. These parts are all identified and located in Fig. 1.



Product characteristics of the personal electric vehicle. Your personal electric vehicle has an internal power supply, an anti-shock classification, and a rated voltage and frequency of DC 24 V.

Fig. 2 below is an electrical diagram.



Product Software Version

Product Software: Journey Air 08643 V1.0

<b>Overall Dimensions</b>	36.22 x 22 x 35 inches
<b>Seat Height</b>	18.9 inches
<b>Seat Width</b>	17.32 inches
<b>Seat Depth</b>	15.74 inches
<b>Arm Height</b>	8.66 inches
<b>Seatback Height</b>	16.53 inches
<b>Personal Electric Vehicle Weight</b>	42 lbs
<b>Weight Capacity</b>	300 lbs
<b>Weight With Battery</b>	42lbs
<b>Weight Without the Battery</b>	39lbs
<b>Weight without battery and seat&amp;back cushions</b>	38lbs
<b>Maximum Speed</b>	Less than 3.7 mph
<b>Braking Distance (on a level surface)</b>	Less than 39.3 inches
<b>Minimum Turning Radius</b>	Less than 35.4 inches
<b>Theoretical Travel Ranging</b>	Greater than 10 miles
<b>Static Stability</b>	Greater than 6°
<b>Dynamic Stability</b>	Greater than 3°
<b>Slope Performance</b>	6°
<b>Climbing Ability</b>	Greater than 3°
<b>Motor Type</b>	Peak power 24V/250W*2
<b>Lithium Battery Type</b>	24V/10Ah
<b>Max. Output Current of Controller</b>	35A
<b>Max. Output Current of Charger</b>	2A
<b>Front Wheel</b>	Flat-Free Tire, O.D. 6.5 inches
<b>Rear Wheel</b>	Flat-Free Tire, O.D. 12 inches

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

## Unpacking and Assembly

1. Open the packing box and check to determine whether anything is missing or damaged.

No.	Name	Quantity	Remark
1	Journey Air	1pc	08643
2	Charger	1pc	Model: 24V/2A QL-09005-B2402000F
3	Instruction Manual	1pc	
4	Footrest	2pc	
5	Controller	1set	

2. Carefully remove the chair from the box and place it on a flat, stable surface.
3. Pull the chair frame apart to open it. Press the two tubes on the sides of the seat base down into the grooves on the sides of the frame (Fig. 2).



**Fig. 2**

4. Lift the push handles and lock the folding device (Fig. 3).



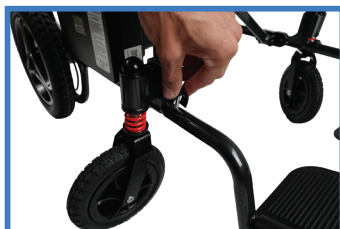
**Fig. 3**

5. Put the controller on the armrest. Pull down the tightening spanner on the controller to fasten and secure the controller (Fig. 4).



**Fig. 4**

6. Install the footrest by attaching it to the frame and locking it into position (Fig. 5).



**Fig. 5**

7. Set the battery on the mounting rail and press down until you hear a clear "click." (Fig. 6)



**Fig. 6**

8. Insert the anti-tip wheels into the sleeve at the rear and secure them with the provided pin (Fig. 7).



**Fig. 7**

## How to Fold for Storage or Transport

1. Make sure the chair is on level ground and the power supply is turned off.
2. Turn the footrest upward by 90° (Fig. 8).



Fig. 8

3. Press the buttons on both sides of the seatback to fold it forward (Fig. 9).



Fig. 9

4. Pull up the seat cushion (Fig. 10) and use the two straps under the cushion to fold the frame inward until compact (Fig. 11). and fold the frame inward until compact.



Fig. 10



Fig. 11

*Always switch the power off when moving, folding, or lifting the chair for transport.*

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

## Safe Use Guidelines

### Before Each Use

- Check that the battery is charged by disconnecting the battery charger and placing it in the chair (if not already installed). Press the power button on the joystick controller to view the battery strength.
- Inspect the wheels, brakes, and wires for damage or looseness.
- Make sure the seatbelt works and the chair feels stable. Keep the seatbelt buckled during use.
- Confirm that the controller and joystick are functioning properly.
- Do not turn on the chair just to sit in it; only use the power when ready to drive.
- To get in or out, always switch the chair off and make sure it's stopped completely. Fold back the footrests first and hold the armrest steady when sitting on the Journey Air. Do not use the footrests to exit the power chair. This is dangerous and may cause the chair to overturn.

### For Caregivers: Assisting Safely

- Always turn the power off before helping someone transfer in or out.
- Never push the chair in manual mode without unlocking the brake lever.
- Lift or move the folded chair with at least two people to avoid injury.
- When transporting, always secure the chair properly. Never place it loosely on a car seat.

### When Sitting and Standing

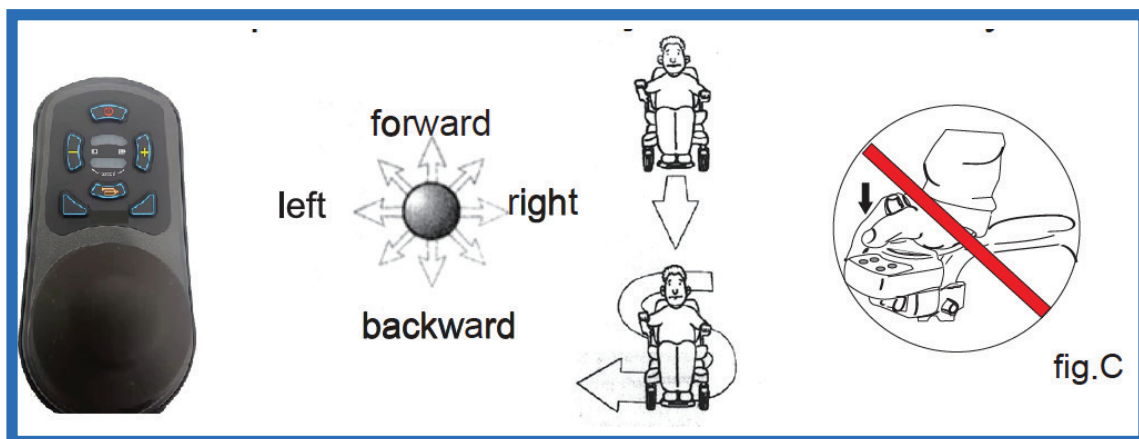
- Sit all the way back in the seat before operating. Leaning forward too much can unbalance the chair.
- Do not step on or put full weight on the footrests. They are only for resting your feet.
- Use the armrests only for resting, not for lifting yourself in and out of the chair.

## During Operation

- Always wear the provided safety belt.
- Practice in a safe, open area with a helper before riding in public spaces.
- Slow down before turning. Avoid sharp turns at high speeds.
- Drive straight up or down ramps or inclines, never at an angle.

## Practicing Safe Driving

- Choose a wide, clear space for practice, and have someone to assist you at first. Practice until you feel confident that you can operate your Air power chair safely and comfortably.
- Start with the speed on the lowest setting, especially when learning. Use your speed adjustment button to set an appropriate and comfortable speed.
- To practice stopping (whether moving forward or backward), just push the handle.
- Use the joystick for all movement:
  - Push gently in the direction you want to go.
  - Release to stop safely. The brake activates automatically.
- Practice straight lines, gentle turns, and gentle stops. Turn down the power when you go up or down an incline.
- To improve your skills, practice an "S" turn, meaning that you simply drive the chair through turns in the shape of a "S". Having mastered that, you can practice moving in reverse, again paying attention to your speed control setting.



- When moving in reverse, go slowly and always look behind first.
- Avoid sharp turns and sudden changes in direction.

**Caregiver tip:** Always keep hands clear of the joystick when helping with transfers.

The controller is the key component of your Journey Air power chair. All electronics that operate the chair are housed in this box (Fig. 16). The controller is installed on one of the armrests and connects to the motor and battery through the power box.

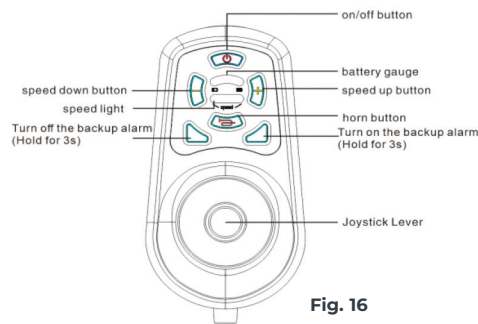


Fig. 16

-----	0 - 3.7 mph
-----	0 - 3.4 mph
-----	0 - 3.1 mph
-----	0 - 2.8 mph
-----	0 - 2.5 mph

## Power Switch

The switch button provides power to the system that controls the electronic equipment, which supplies power to the motor. **Do not use the switch button to stop the chair unless in an emergency situation.** This misuse can shorten the life of the personal electric vehicle drive components.

## Joystick

The joystick is used to control the motion of the Air power chair, including its speed and direction (forward, backward, left or right, etc.). The farther you push the joystick from its central position, the faster the personal electric vehicle moves. When you release the joystick, it will automatically activate to stop the power chair's movement.

## Reversing Alarm Settings

To shut off the reversing alarm, press the speed-down and horn buttons simultaneously for 3 seconds. To turn the reversing alarm on, press the speed-up and horn buttons for 3 seconds at the same time.

**WARNING!** If your personal electric vehicle moves accidentally, immediately release the joystick to automatically stop the chair.

## Safety Belt

For your safety, the safety belt must be fastened before you drive the Air Elite. (Fig. 19)



## Battery Charger

The included battery charger can only be used with the Journey Air power chair. Do not use the charger to supply power to any other electrical equipment, as this can damage the control system and/or electromagnetic tolerance.

**CAUTION!** If you connect any devices other than the supplied battery charger into the socket, causing damage to the control system, then the warranty is invalid.

## Charging and Caring for the Battery

- Fully charge the battery before first use, and whenever the indicator shows a low level.
- Only use the supplied charger, and charge in a room between 50–95°F. Charging out this temperature range could cause personal injury and battery damage. Do not use your personal electric vehicle when the temperature is less than -77°F or above 122°F.
- To charge: Plug the charger into the port on the controller or carefully remove the battery and charge it outside the chair. See detailed instructions below.
- If not using the chair for a while, store the battery somewhere cool and dry. Remove it from the chair if storing long-term.
- Encourage peak battery performance by fully charging the battery before initial use. Recharge for 6–8 hours when indicated and then operate your Air power chair as usual. Your battery will reach peak performance after 4–5 of these charging cycles, allowing you to use your Air power chair for an extended period.

Battery Specification	
Type	Lithium Battery
Dimension	L x W x H: 18.8 x 5.3 x 16.5cm
Power	24V

## Battery Removal

To remove the battery, press and hold the button and at the same time pull the battery box up (Fig.17).



Fig. 17

## Charging the Battery

There are two methods for charging the battery:

**Method 1:** Connect the charger to the charging port on the controller.

**Method 2:** Remove the battery from the Air power chair and charge it directly (Fig. 18).



2025 and newer Air models include additional battery storage. You can carry an extra battery on the chair and simply switch it to the right side-rail when needed.

## Glitch Diagnosis

This Air power chair has an automatic malfunction warning to give you a convenient alert that something is amiss. When there is a problem, the LEDs on the controller will flash with a horn alarm. You can find where the problem is located from information on the chart below.

<b>2 Warning Tones &amp; 1 Fault Sound</b>	Communication failure; To check the wiring
<b>2 Warning Tones &amp; 2 Fault Sound</b>	Failure of right motor or a poor connection of the related plug
<b>2 Warning Tones &amp; 3 Fault Sound</b>	Failure of the right brake or a poor connection of the related plug
<b>2 Warning Tones &amp; 4 Fault Sound</b>	Failure of the left motor or a poor connection of the related plug
<b>2 Warning Tones &amp; 5 Fault Sound</b>	Failure of the left brake or a poor connection of the related plug
<b>2 Warning Tones &amp; 6 Fault Sound</b>	The controller at the overcurrent, or the motor short-circuited or overloaded
<b>2 Warning Tones &amp; 7 Fault Sound</b>	Failure of the controller lever, such as the lever failing to reset properly, or a poor connection
<b>2 Warning Tones &amp; 8 Fault Sound</b>	Failure of the controller
<b>2 Warning Tones &amp; 9 Fault Sound</b>	Battery voltage inadequate or battery fault

## 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 chair again.

### Manual Mode

If you need to push your chair manually, set the brake lever to manual mode.

- Never switch to manual mode by yourself when 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.

## Troubleshooting

### Brake Lever

If the brake lever is in electric mode, the vehicle will not roll. To push or move the vehicle manually, move the lever down to manual mode (see Fig. 13).



Fig. 13

### Battery Indicator Light

To turn on the battery indicator light, press the power switch on the joystick.

### Wheel Test – Forward & Reverse

Push the joystick lever all the way forward. Watch the wheels to see if they turn. Then push the joystick lever all the way back. Watch the wheels to see if they turn.

### Joystick Release

When you let go of the joystick lever, it will return to the middle position and the wheels will stop.



Fig. 12

## Maintaining Your Air

Your Air requires routine maintenance. Some tasks can be done by the user, while others must be handled by a service agent. Regular preventive care ensures safe, long-lasting operation. For questions, contact Customer Support by calling 888-404-1724.

### Simple Maintenance Tips

- Clean the frame and seat with a soft, damp cloth. Never use running water, harsh chemicals, or sprays.
- Store the chair in a dry, moderate environment. Remove the battery if you won't use the chair for a long time.
- Avoid damp or wet environments, as moisture can damage electrical components and cause corrosion.
- Protect the vehicle from extreme temperatures: freezing cold may damage the battery and charger, while heat above 131°F can reduce performance.
- Do not alter or add accessories to the chair without checking with your provider. This can affect your safety and/or warranty.
- Handle the controller and joystick carefully; keep them clean and dry.
- Check cables, connectors, and battery placement regularly; recharge batteries promptly when low (8–12 hours recommended).
- Maintain proper tire inflation and ensure no loose parts in wheels, drive, or chair frame.
- The frame is coated for protection; optional light car wax can help preserve the finish.
- Wheel bearings are sealed and require no lubrication.
- Tighten any loose screws or parts.
- Ensure the battery is fully seated in its compartment.

## After Use

- Power off when not in use; disconnect connectors and remove battery if storing long-term.
- Store at normal temperatures.
- Clean with a damp cloth (no chemicals). Seat cover may be removed, washed, and reused.
- Wash and dry the cloth seat cover as needed.

## Regular Inspections

- Regularly inspecting your Air power chair can help you keep it in good condition. See the chart below for weekly, monthly, and semi-annual checks.

Components to Inspect	At Any Time	Weekly	Monthly	Six Monthly
All Parts				
Joystick	✓			
Brake System	✓			
Connection		✓		
Battery Condition	✓			
Tire Condition			✓	
Frame Condition				✓
Front Wheel Condition		✓		
Overall Condition				

## Storage

Store your Air power chair in a dry environment free from sources of extreme temperature and dampness. Remove the battery prior to long-term storage; otherwise the frame may rust and the electronics may be damaged. requires routine maintenance. Some tasks can be done by the user, while others must be handled by a service agent. Regular preventive care ensures safe, long-lasting operation. For questions, contact Customer Support by calling 888-404-1724.

## Limited 12 Month Warranty

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 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 or Journey Air Elite product when purchased directly from Journey Health & Lifestyle (USA) or its authorized distributors and is nontransferable. If you purchased a Journey Air or Journey Air Elite from one of Journey Health & Lifestyle's authorized dealers, your first remedy for warranty claims is through the dealer from which the Journey Air or Journey Air Elite 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 or Journey Air Elite product.

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

**1-800-958-8324**