

• journey zinger®

PRODUCT MANUAL



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ZINGER

Attention: The Zinger operates by a two lever traction control system which behaves very differently than front wheel steered vehicles. For this reason it is imperative that all users read this entire manual before operating a Zinger. Pay close attention to all **WARNING** sections in this manual as well as labels on the Zinger itself. Available exclusively from Journey Health & Lifestyle.



www.shopjourney.com

1.	Welcome to Your Journey Zinger Power Chair.....	3
2.	Safe Environments & General Use	4-6
3.	Important Do's and Don'ts.....	7-10
4.	Getting Started: Setup and Daily Use.....	11
	Unboxing and Charging.....	11
5.	Battery Installation	12
6.	Folding, Unfolding, and Parking Brakes	13-14
	Laying the Zinger Down	14
7.	Getting In and Out of the Zinger	15-20
8.	Storing and Handling Your Zinger	21-23
	Carrying and Standing Your Zinger	21
	Loading Your Zinger into a Car.....	23
9.	Adjusting the Lever Reach.....	24
10.	Battery Care and Safety.....	25
	Cleaning Your Zinger	25
11.	Specifications	26
12.	Airline Travel with Your Zinger	27
13.	Troubleshooting Your Zinger.....	28
14.	Warranty	29-30

Welcome to Your Journey Zinger Power Chair

Thank you for choosing the Journey Zinger. This power chair is designed to give you confidence, comfort, and freedom in your daily life. With its easy fold-and-go design, you can take it along in the trunk of a car or store it compactly at home.

The Zinger is the result of an innovative vision brought to life through dedicated development and expert manufacturing. The Zinger is not only a convenient mobility device designed to enhance your lifestyle, it's also a revolutionary invention.

The Zinger is a vehicle that requires knowledge and skill to operate safely. The chair relies on a two-lever traction control system. It steers and brakes differently than cars or front-wheel-steered vehicles. It is mandatory that each user read this entire manual carefully before operating the Zinger. Be sure that you understand its control, capabilities, limitations, and proper operating procedures before using.

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 at **(800-958-8324)**.

Getting Started

Please Read: Review this guide before using your chair. If you have any questions, ask for help.

Who Can Use: For a single user, up to 275 lbs. (125 kg), with limited mobility.

Safe Use & Intended Users

- The Zinger power chair is an adult mobility vehicle and is not a toy. It is not intended for sports, stunts, or tricks of any kind.
- The power chair is not intended for users with physical, cognitive, or mental limitations that prevent safe operation. Full use of both hands and arms is required to operate the control levers safely.
- This product is not a replacement for medical mobility devices and is not intended to meet the needs of disabled or mentally impaired persons.
- The power chair is not for children. Keep children away from the chair and its controls. When leaving the chair in the presence of children, switch the power off, set the parking brakes, and remove the battery.

Safe Environments & General Use

- **Appropriate terrain:** Use primarily on flat, dry, level pavement such as sidewalks and smooth indoor floors. Avoid wet surfaces, hills when wet, saturated ground, loose gravel, sand, ice, snow, and any “suspicious” terrain.
- **Edges and drop-offs:** Never drive near stairs, curbs, steep sidewalk edges, or other abrupt drop-offs. Do not try to cross over curbs or gaps greater than 2 inches.
- **No passengers or towing:** The chair is for one rider only. Do not carry passengers (including pets or children on your lap) and do not push, tow, or haul other objects or equipment.
- **Weight limit:** Do not operate if your weight, or your weight plus any cargo, exceeds 275 lb (125 kg). Do not haul heavy, bulky, or cumbersome items that may affect balance or control.

Everyday Operation

- **Seating and transfers:** Sit fully back in the seat for balance. Never step or place body weight on the Swing-Away Foot Plate. Do not use footrests or armrests as lift bars when getting in or out, as this may cause tipping or damage.
- **Clothing and footwear:** Do not operate in bare feet, socks, or with bulky gloves. Wear wellfitting shoes and clothing. Avoid loose garments, scarves, straps, or hanging items that could get caught in the wheels or controls.
- **See and be seen:** When traveling near traffic or in lowlight conditions, use reflective clothing or chair lights if equipped so others can see you. Only operate with adequate visibility.
- **Maintain center of gravity:** Sudden weight shifts or leaning to one side/back can tip the chair. Remain centered and upright while riding.
- **Avoid obstacles:** Never attempt to cross stairs or escalators; avoid water and reversing except on flat, obstacle-free roads.
- **Pets and animals:** Do not attempt to walk a dog or any animal on a leash while riding. A sudden tug can cause loss of control.

Speed, Slopes, and Grades

- Never allow your speed to exceed 6 mph, even when traveling downhill.
- This chair can climb up to a 10° incline, but you should avoid grades steeper than 5° whenever possible. Take hills and ramps straight up or down, never sideways or at an angle. Do not stop on a sidewalk ramp; stop only on level ground.
- **Climbing:** Before climbing, select the High speed range so the motor has full power. Approach abrupt ramps with enough speed so momentum carries you over the lip but never exceed safe control.
- **Descending:** Keep speed below a slow walking pace (under 3 mph). Apply braking smoothly and consistently so the chair never builds up speed. Never roll backwards on any grade. Do not attempt any grade when conditions are wet.
- **Nonlevel surfaces:** Avoid driving along slanted or uneven paths. If necessary, proceed with extreme caution and be prepared to compensate with the opposite brake. If terrain seems uncertain, get off and walk the power chair using the Seat Back Bar.

Operating Surfaces & Conditions

- The chair works best in dry conditions on level pavement. Wet surfaces reduce braking, turning, and acceleration. Do not use on hills, ramps, or grass when wet.
- Dry, short, mowed grass may be acceptable at High speed range, but performance will feel different and require more lever force. Do not use on wet grass, unpaved hills, rocky or rooted ground, playground chips, or other rough terrain.
- Always use sidewalks and official pedestrian crossings. Never operate on roadways, on roadsides, or in busy parking lots where drivers may not see you due to your low height. Use extra caution at all crossings.

Power, Brakes, & Parking

- **Power off for safety:** Always turn the chair OFF (all indicator lights out) before getting in or out, folding, or leaving it unattended.
- **Parking brakes:** Always set both parking brakes before entering or exiting the chair, before folding, and any time you stop on a slope or uneven surface. Never operate the chair if rear antitip wheels are missing or damaged.**Nonlevel**
- **Manual pushing:** Use the Seat Back Bar to push the chair manually only with parking brakes released. Never sit in the chair while someone pushes it on a grade that you are unsure of; walk the chair instead.

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 50°F and 95°F. Do not connect or repair batteries yourself. This chair uses a 240 Wh lithiumion battery enclosure with concealed contacts designed for personal mobility use. Follow airline or transport regulations if traveling.
- **Electrical Safety:** Keep terminals clean and dry. Never expose the chair to open flames or extreme environments. Do not bring the chair near open flames, pools, showers, fountains, or other water facilities.
- **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 Customer Service.
- **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 authorized service 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.

Maintenance & Handling

- **Consult your doctor** to be sure you're physically able to operate the chair safely, especially if you take medication or have health concerns. Do not operate this chair if you feel dizzy, sleepy, unwell, or if you cannot maintain full control with both hands and arms.
- **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 Zinger 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!

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

Do:

- Do keep both hands on the control levers whenever the chair is moving.
- Do turn the power off and set both parking brakes before getting in, getting out, folding, or leaving the chair unattended.
- Do stay within the 275 lb (125 kg) maximum user plus cargo weight limit.
- Do use sidewalks and official pedestrian crossings and take ramps and hills straight up and down, not at an angle.
- Do keep rear tires properly inflated (about 35–40 PSI) and check the chair, brakes, and battery regularly before use.

Don't:

- Don't operate the chair if you cannot safely use both hands and arms, or if you feel dizzy, sleepy, or are under the influence of drugs or alcohol.
- Don't carry passengers, walk pets on a leash from the chair, tow or push other objects, or haul heavy or bulky loads.
- Don't drive near curbs, stairs, drop-offs, on steep or wet hills, through rough terrain, or over obstacles or gaps greater than 2 inches.
- Don't place your weight on the Swing-Away Foot Plate, stand on it, or use armrests or footrests as lift bars when transferring.
- Don't modify the chair, use unapproved accessories, remove anti-tip wheels, or allow children to play on or operate the chair.

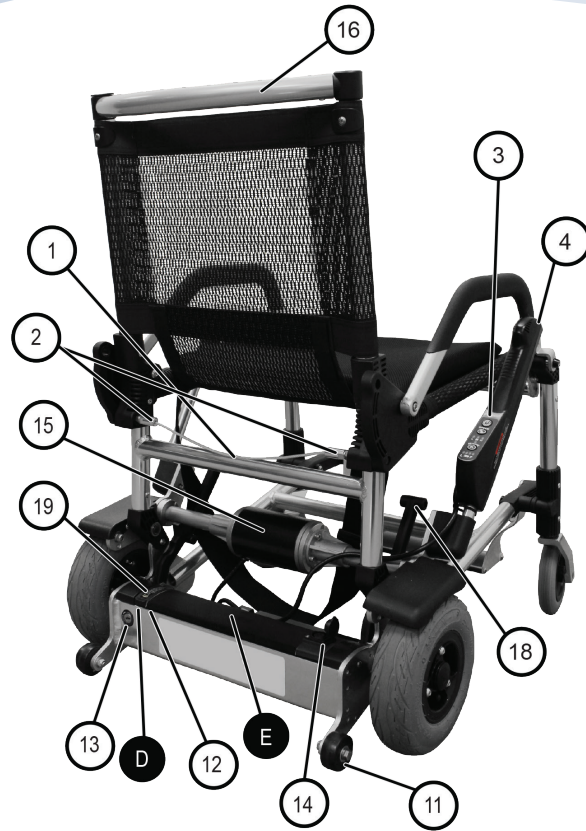
Location of Parts

- 1.** Release Cable: Pulling causes the Zinger to unlatch and fold. The Zinger will automatically latch into the folded position until you pull Release Cable again.
- 2.** Release Pins: These must both engage in order to latch the Zinger into its upright or folded position. Listen for them to click into engagement.
- 3.** Control Panel and Power Button: Press once, allow three seconds for the Zinger to respond.
- 4.** Right Control Lever
- 5.** Variable Speed Trigger: Varies speed from zero to the maximum in each range.
- 6.** Left Control Lever
- 7.** Control Level Position Adjustment Screws
- 8.** Swing-Away Foot Plate: Automatically retracts on folding.
- 9.** Front Caster Wheels: No maintenance.
- 10.** Rear Drive Wheels: keep inflated to 40PSI / 2.8BAR, check monthly.
- 11.** Anti Tip Wheels: No maintenance. Do not operate if broken or missing.
- 12.** Battery Pack
- 13.** Battery Release Key Hole
- 14.** Charge Port: Charge though this port with the battery in or out of the chair.
- 15.** Motor: No maintenance
- 16.** Seat Back Bar: Use this to push the Zinger manually with the parking brakes off.
- 17.** Seat Front Cross Tube
- 18.** Parking Brake Levers
- 19.** Serial Number

Location of Labels

- A.** WARNING: Down hills increase stopping distance and turning radius. Take down hills slowly.
- B.** WARNING: Shut power off after each use. Keep children off chair and controls.
- C.** Keep tires inflated to 30-40PSI (2.5-2.8BAR)
- D.** First install opposite side on the RIGHT. Then press this side down until the key latch locks the battery in.
- E.** This is a 240 Watt Hour Li-ion battery enclosure with concealed contacts for use with a PERSONAL MOBILITY DEVICE. (Important for airline travel, see Pg. 30)

3. IMPORTANT DO'S AND DON'TS



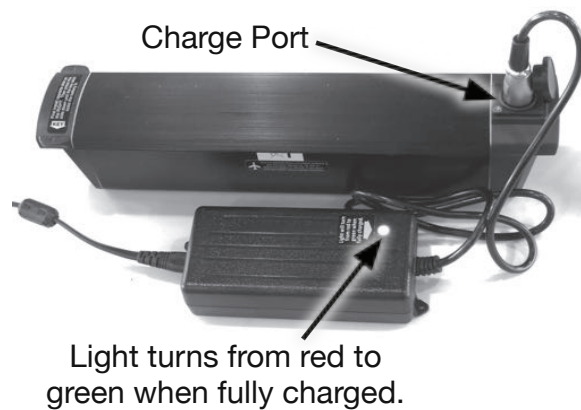
Serial Number

The serial number is the ten digit number stamped into the silver aluminum frame plate inside the left rear wheel. See callout 19 on page 10. It is also printed on one end of your Zinger box. You will need this number if your Zinger ever requires service or replacement parts. Please keep a record of your serial number by writing it and your date of purchase in the space provided below.

Serial Number	
Date of Purchase	

Unboxing and Charging

- Inspect packaging for damage before removing the chair. Keep packaging for possible returns or repairs.
- No assembly required. Plug the charger into a wall outlet and connect the round plug to the battery's charge port. Rotate the round plug until you feel it drop into the charge port. The charger's light may flash briefly and then remain on in blue indicating the power is on. The light on the charger will turn red while charging and green when fully charged as shown in photo. This may take up to 5 hours. The battery may remain in or out of the chair while charging.



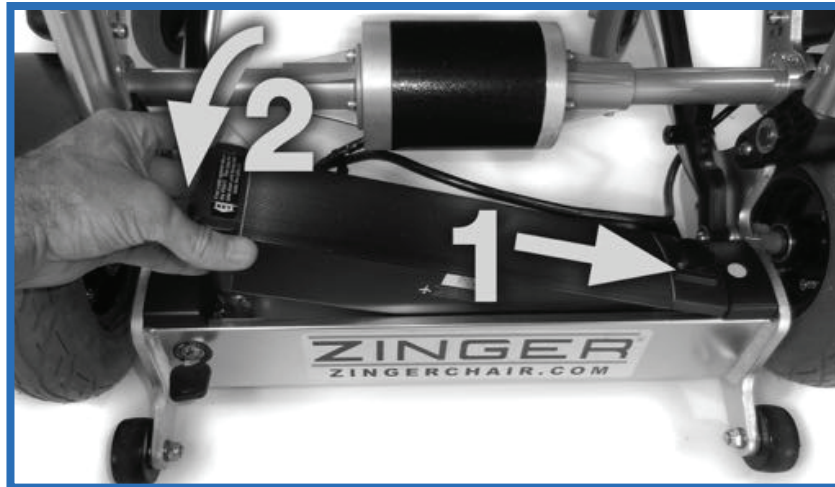
Note: Charging the battery more often (from a lesser state of discharge) will extend its life. We recommend charging the battery fully after any day of use.



Never use any charger except the one provided. Do NOT charge if the port or battery are wet. Never try to open the battery case, as it contains non-serviceable lithium cells.

Battery Sleep Mode: After two weeks unused, the battery enters sleep mode. Wake it by plugging in the charger for at least 20 seconds, then charge fully before use.

Install the battery on the Zinger chair with the charging port on the right by pulling the battery down and over as shown in the photo below. Ensure that the battery is completely in and latched with the keyed lock.



To remove the battery, insert the battery lock key and turn it to the right while lifting the battery's left end. This key can be removed to lock the battery into the chair for battery theft prevention, but there is no key to lock the power off. Prevent unwanted riders from zinging off on your Zinger by removing the battery or locking it to a fixed object by wrapping a bicycle lock through the lower frame tubes.

Checking the Tire Pressure

Your Zinger's rear tire pressure needs to be maintained at 35-40 PSI (2.8 BAR). It drives, steers, and brakes by engaging a drive roller or steel brake pad into the rear tires, so keeping it at the proper tire pressure is critical. Get a bicycle pump with a built-in pressure gauge and check tire pressure monthly or any time you feel that the lever motion has become spongy.

Low tire pressure will compromise the Zinger's handling. Do not over inflate. Over inflation could cause a tire blow out.

WARNING

Keep tires inflated to 35-40 PSI (2.8 Bar). For proper performance, do not over or under inflate. Check pressure monthly.

6. FOLDING, UNFOLDING, AND PARKING BRAKES

Unfolding

- Stand with the chair angled forward, holding the seat front cross tube under the seat. Keep your thumb on top of the cushion as shown in the image below.
- Pull the release cable to unlatch and open, then grab the seat back bar and finish opening until both release pins click.
- Parking brakes should engage automatically but always double-check before sitting down.

Warning: Always check that both release pins are fully engaged and parking brakes are set before sitting in the Zinger. Push the seat back bar forward to test. The seat back should feel rigid as the parking brakes resist rolling.



Folding

- With the front caster wheels on the ground, tuck the seat front cross tube under the seat and hold it in place with your thumb on top of the cushion.
- Pull the release cable and begin folding by gently pressing the seat back forward.
- Use the same hand that pulled the release cable to grab the seat bottom. The caster wheels lift off the ground on their own.
- Listen for release pins to click

Note: Holding the seat bottom stationary results in a forward angle that causes the front caster wheels to hang straight down, clearing the folding frame members as they come together. Your Zinger is now ready to be toted by rolling it along on the anti-tip wheels or laid down as described in the next section. To carry it, refer to the section Carrying and Standing the Zinger. Pg.21



Parking Brakes

- To set: Lift the brake levers until they click (always do this before entering/exiting).
- To release: Lift up both control levers (not brake levers) after sitting in the Zinger.
- Double-check brakes before standing up or sitting down.

Most users find it easiest to reach inside the control levers to access the parking brake levers, as shown in this photo.



Laying the Zinger Down

To lay the Zinger flat, fold it as directed above. Then lower the seat back bar until the front caster wheels are in contact with the ground. Rotate the bar as you lower it further, so the front caster wheels lie down together in the same direction. If you don't rotate the bar, the caster wheels may stand up and prevent the Zinger from lying flat.



7. GETTING IN AND OUT OF THE ZINGER

- Ensure that both parking brakes are set and the power is off.
- To sit down, swing the foot plate back using your heels. This makes getting in and out easier by positioning your feet beneath you as you sit down or get up from the chair.
- Use both hands on the front corners of the seat tubes for stability while sitting/standing.
- Ensure feet, shoes, clothing, and body are clear before walking away.
- Never put weight on levers or foot plate when getting out/in.
- To exit the Zinger, come to a complete stop on level ground. Apply both parking brakes and swing the foot plate back using your heels. Place your feet on the ground and your hands on the front corners of the seat tubes to help yourself stand.

While the Zinger resists rearward rolling, it can still roll if the parking brakes are not set. For this reason, avoid leaning back on the chair as you enter and exit it.

Warning: Be certain that your feet and shoes are completely free of the foot plate before walking away.

Do not stand on the foot plate or put weight on the control levers when entering or exiting the Zinger.

Always turn power off and set both parking brakes before entering or exiting the Zinger, especially on non-level surfaces.

Control Panel

NOTE: It's helpful to sit in the Zinger while reading this section so that you can refer to the actual controls.

Each Speed Range has a top speed limit.

L - Low	0 - 1 MPH	0 - 1.5 Km/H
L - Medium	0 - 3 MPH	0 - 5 Km/H
L - High	0 - 6 MPH	0 - 9.5 Km/H
L - Reverse	0 - 1 MPH	0 - 1.5 Km/H



CAUTION

Use minimal force when pressing the control buttons. Use the pad of your finger instead of a fingernail. Needless pressure or use of fingernails can lead to premature failure of the control buttons. After pressing a button, wait three seconds for the Zinger to respond.



Power Button
(Press and wait three seconds. Indicators below will light when ON)

Forward Speed Range Selector Button
(Press slowly, check light below)

Forward Speed Range Indicator Lights

Reverse Indicator Light
(Listen for intermittent beep)

Reverse Mode Button
(Press once for Reverse Press again for Forward)

Charge Indicator Lights
(See following page to interpret these lights)

7. GETTING IN AND OUT OF THE ZINGER

Power Button The Power Button is the physical push button at the top of the Control Panel. To power ON, press once and wait three seconds for the speed and charge indicator lights to come on. To power off, press once and wait for the lights to go out.

WARNING

Always turn the power OFF before exiting the Zinger.

The Zinger has no “OFF” key. Simply remove the battery to prevent unwanted use.

Auto Shut Off If the Zinger is left on, the power will automatically shut off after 10 minutes of inactivity. The indicator lights will be out. To turn the power back on, press the Power Button once, wait three seconds, then press the Power Button again and wait three seconds for the indicator lights to come on.

Charge Indicator Lights To read the charge indicator lights turn the Zinger off, then back on and wait 20 seconds. Due to voltage fluctuations during use, reading the charge indicator lights during use without first restarting the Zinger will likely result in erroneous readings.

Charge Indicator Light

All 4 lights ON	50% to 100% Remaining
Left 3 lights ON Right light OUT	50% to 20% Remaining
Left 2 lights ON Right 2 lights OUT	5% to 20% Remaining
Left red light ON Other 3 lights OUT	Less than 5% battery life remaining. Charge as soon as possible. To maximize your range avoid hills, use medium speed range, and drive directly to the nearest location for charging.
Left red light ON Other 3 Lights = Flashing =	Critical low warning, charge as soon as possible.

NOTE: If the critical low warning occurs while driving (red light on, other three flashing) do not panic. Stop when it is safe, turn the Zinger off and back on, and wait 20 seconds to make a reading. A long hill climb or driving in grass can cause the indicators to identify lower voltage than under normal use and therefore falsely show the critical low warning with up to 15% battery life still actually remaining.

Variable Speed Trigger To vary your speed within the selected range, (from zero to the maximum for that range) squeeze the red Variable Speed Trigger gradually. For example, slow speeds can be achieved in HIGH range by pulling the trigger in only very slightly. Brace your pointer finger against your middle finger for better control of the Trigger. The farther you pull the trigger the faster the speed, up to 6 mph in HIGH speed range.

NOTE: *The Trigger only activates the motor. In order to move, you must press the levers down to engage the motor drive with the wheels.*

Speed Range Selection Referring back to the Control Panel photo: Every time the Zinger is turned on it will be in the Forward Low Speed Range. Pressing the Speed Range Selector Button (turtle / rabbit) steps the speed range from LOW (indoor use) to MEDIUM (walking pace) to HIGH (up to 6 MPH) and back to LOW again. A Speed Range Indicator Light will remain on to indicate the selected speed range. Remain in LOW until you are completely confident in your skills.

HINT: *The Forward Speed Range Selector button is 1/2 inch (1.25 cm) below the Power Button. Keeping this in mind will make it easy to locate the Forward Speed Range Button.*

WARNING

SPEED INCREASES TURNING RADIUS!!! The Zinger requires more space to turn as speed increases. The greater your speed, the wider your minimum turning radius will become. For this reason, slow down well before entering a turn and take tight turns very slowly (below 1 MPH). If the inside tire skids as you attempt a turn you are going too fast.

Remain in LOW speed range until you are completely confident in your skills.

Never select the FAST speed range when indoors.

Operating the Zinger

The Learning Ride The Zinger steers very differently than handlebar and steering-wheel vehicles. Read on carefully and take time to practice and develop your skills before trying Medium speed range. For learning find a large, level, open area with no traffic or obstacles. It is very important that the area be level.

Each time the power is turned ON, the Zinger will be in LOW speed range. LOW limits the motor speed to only 1 MPH for learning and indoor use. In LOW everything happens slowly allowing time for you to learn the methods of braking and steering the Zinger. The grey arrows in the following four images indicate hand motions on the control levers.

7. GETTING IN AND OUT OF THE ZINGER

To Stop or Slow Down

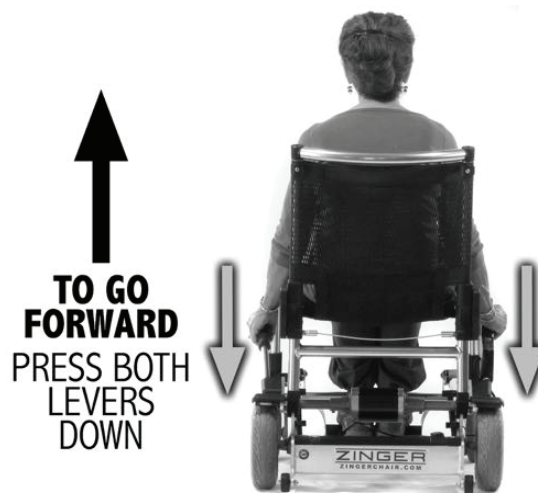
FIRST LEARN TO STOP! Pull up on both levers to apply both wheel brakes. This will disengage the drive rollers from the wheels while slowing the Zinger in a straight line until stopped. It will also stop you if you begin to roll due to a ramp or hill. To stop quicker, pull harder!



NOTE: Remember that the brakes will always apply when both levers are pulled back. If you have any confusion, just pull up on **BOTH** levers to brake!

To Go Forward

First push both levers down with moderate force, hold them down. Then gently squeeze the Variable Speed Trigger to start the motor and vary the speed.



WARNING

Always come to a complete stop before letting go of the Control Levers.

WARNING

Do not skid the wheels. Because the Zinger turns by braking the inside wheel, tight turns can only be achieved at low speeds.

As your speed increases, your minimum turning radius increases as well. Slow down for tighter turns.

Always come to a complete stop before letting go of the control levers.

Backing Up

To back away from something it is usually easiest to simply push your feet against the ground or use your hands to SLOWLY push yourself back from a table. (If you push on the table too hard the Zinger, the table may slide away.)

NOTE: *Because your Zinger can turn very sharply to get you out of most tight spaces, using the Powered Reverse is rarely necessary. Eight inches of space in front of you is all that is needed to turn around.*

Powered Reverse

Instead, the Zinger will go straight backwards at low speed only. Do not attempt to steer in Reverse. To switch to Forward, simply press the "R" reverse mode button again.

NOTE: *Pressing the Forward Speed Range Selector Button when in Reverse Mode will NOT shift to Forward Mode.*

WARNING

When in Reverse Mode, only back up in a straight line. Do not attempt to make a turn in reverse. Keep distance minimal and proceed forward as soon as space allows

Where to Store Your Zinger

If you have enough room, lay your Zinger flat on the floor as shown in the section “Laying the Zinger Down.”

If you don’t have much space, you can stand it carefully on its side (see the next section for how to do this).

Tips for Safe Storage

- Keep your Zinger in a **cool, dry place**. Moisture can damage the metal and electronics.
- Avoid temperatures higher than **90°F**, which can shorten the battery’s life.
- Store the **battery** in a cool spot and **do not keep it plugged in** for more than 12 hours after charging is finished.
- If possible, store the battery with some charge, not completely empty.
- Avoid storing the Zinger in **direct sunlight**, as this can damage the tires and seat fabric.

Carrying and Standing the Zinger

Moving Without Riding

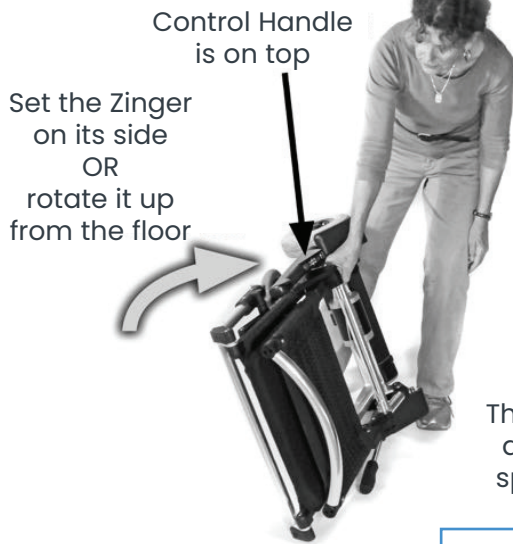
If you just want to move your Zinger a short distance, you can roll it in front of you while it’s unfolded. Push gently on the seat back bar to move it.

Lifting and Carrying

If you need to lift it, such as going up stairs, you can carry your Zinger **like a suitcase**.

- The Zinger weighs **47.7 pounds**, so ask for help if you’re unsure about lifting it.
- You can make it about **5 pounds lighter** by removing the battery first.

8. STORING AND HANDLING YOUR ZINGER



To carry, grab the base frame tube with your right hand where the Keep Tires Inflated label is. Keep the underside of the Zinger facing away from you as shown on the right. It will balance from one hand.



The Zinger will stand on its side as shown above. If you do not have enough floor space to lay it flat, this is a good way to store it.

CAUTION

Do not attempt to lean the Zinger against a wall on its rear Anti-Tip Wheels. It will roll out from the wall.

8. STORING AND HANDLING YOUR ZINGER

Loading Your Zinger into a Car

The Zinger fits in **most car trunks**, including sedans, hatchbacks, and SUVs. Follow these steps to load it safely:

Before You Start

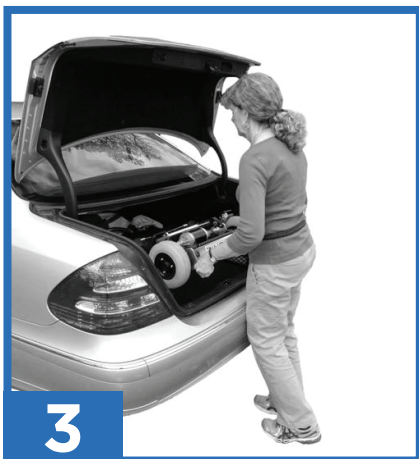
1. Clean the bottom of the battery cradle and the rear anti-tip wheels. These are the parts you'll be touching.
2. To keep your clothes clean, place a towel over the battery.
3. Open your trunk and make sure there's plenty of room.
4. Fold the Zinger and lay it down in front of the open trunk with the seat back bar nearest the bumper.



Hold the anti-tip wheels and lift the back of the Zinger so it leans gently against your thighs.



Grab the cross tube to lift the chair, keeping the battery cradle pressed against your thighs for support.



Slide the Zinger into the trunk and lower it gently while still holding the anti-tip wheels.

To take it out, simply reverse these steps.

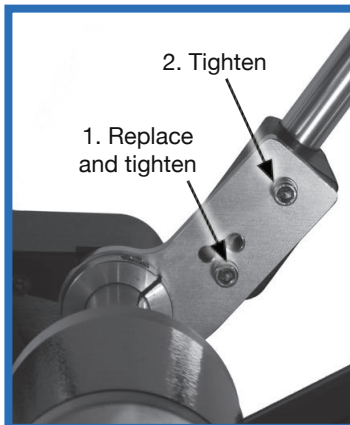
Adjusting the Lever Reach

If you feel that you are straining to reach down to operate the levers you can adjust them up. Or if you feel that you'd prefer the levers further away, you can adjust them down. You will need the 5mm Hex Key that came with your Zinger to do this. See photos below.

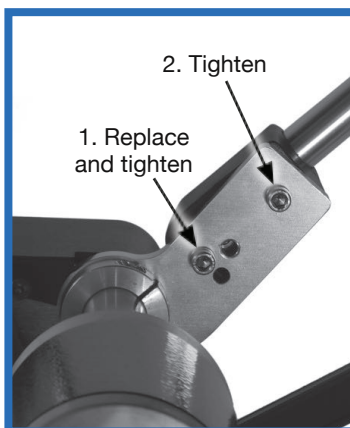
HINT: The seat has no adjustments. If you prefer more lower back support, a small pillow behind the lower back may be beneficial.



First, on the inside of the base of each lever, use your 5mm Hex Key to loosen the top screw but do not remove it. Remove the bottom screw. Keep the washers on the screw.



To adjust lever higher, lift the lever so that the bottom screw can be threaded into the hole as shown. Be absolutely certain to tighten both screws firmly.



To adjust lever lower, drop the lever so that the lower screw can be threaded into the hole as shown. Be absolutely certain to tighten both screws firmly.

Getting the Most Out of Your Battery

- Always charge the battery after each day of use, even if it's not fully drained. Frequent charging helps the battery last longer.
- Do not store the battery in hot places, such as a car trunk, shed, or in direct sunlight, especially if the temperature is over 90°F (32°C).
- Avoid storing the battery when it has very little charge. If you won't be using your Zinger for a while, charge it first and store it in a cool, dry place.

Charging Tips

- When charging is complete, disconnect the charger from the battery first, then unplug it from the wall outlet.
- Do not leave the battery on the charger for more than 12 hours after charging is finished.
- Always unplug the charger when it's not in use.

Sleep Mode

- If the battery has not been used for two weeks or longer, it enters Sleep Mode to protect itself.
- In Sleep Mode, the battery will not power the chair.
- To wake it up, plug the charger into the battery for 20 seconds, then remove it. For best results, let it fully charge before use.

Shipping and Disposal

- Lithium-Ion batteries are considered hazardous materials under U.S. Department of Transportation rules. For details, visit <https://www.phmsa.dot.gov/hazmat/regs>.
- **Do not throw batteries in the trash or fire.** Recycle them or dispose of them properly according to your local environmental regulations.

Cleaning Your Zinger

Use a clean damp or dry cloth to wipe dust and grime off your Zinger. Ensure that the control handle, battery, and motor area always stay dry. A light disinfectant spray may be used on the rest of the chair if followed by wiping with a dry cloth.

11. SPECIFICATIONS

Overall Weight	42 lbs (19 Kg)
Weight without battery	38 lbs with battery removed
Dimension L x W x H	31" x 25" x 35"
Folded L x W x H	36" x 25"x 10"
Seat Bottom D x W x H	15" x 16.5" x 19" measured from floor
Maximum User Weight	275 lbs (125Kg)
Speed Low Range	0-1 MPH (1.6 Km/h)
Speed Medium Range	0-3 MPH (5 Km/h)
Speed High Range	High 0-6 MPH (9.5 Km/h)
Reverse	0-1 MPH (1.6 Km/h)
Range	8 Miles (13 Km) flat continuous, 5-6 miles typical outdoor use
Maximum Incline	10 Degrees (ADA compliant wheelchair ramps are 5° max)
Turning Radius	24 in. (610 mm)
Motor	Brushed DC 36V, 250W, 7A
Battery	36V, 6.6 AH, 240 watt-hour, Lithium-Ion 4 lbs (1.8Kg)
Charger	2.1 A, Automatic, input 100-240V, charge time 4 approx. hours or less
Steering/Braking System	Two Lever Control System (tire brake and roller drive) requires both hands
Frame	Aluminum and Nylon Composite
Front Wheels	6" non-marking PU solid
Rear Wheels	9" non-marking pneumatic (40PSI / 2.8Bar / 275kPa) easy change rims
Anti-Tip Wheels	50mm PU solid (do not remove)
Carton Size and Weight	38 inches (955mm) x 13 inches (330mm) x 28.5 inches (724mm) - 59 lbs (27kgs)

Airline passengers who use mobility devices such as power chairs or scooters are allowed to bring **one lithium-ion (Li-Ion) battery up to 300 watt-hours (Wh)** under current IATA, U.S. Department of Transportation (USDOT), and FAA rules.

Your **Zinger's battery is 240 Wh**, which meets these requirements. The battery case is clearly labeled with its watt-hour rating.

Before You Fly

- **Notify your airline in advance** that you'll be traveling with a lithium-ion battery for a mobility device. Airlines must record and inform the flight crew about the battery's location on the aircraft.
- **Tell the flight attendant** where your battery is stored once you board.
- **Check with your airline** about their procedure for mobility devices. Most airlines:
 - Allow you to **check your chair for free** as mobility equipment.
 - May let you **ride the chair to the gate** and then have an attendant help bring it onboard.

Preparing Your Zinger for the Flight

1. **Remove the battery** from your Zinger before checking it in.
2. **Tape over the battery terminals or openings** on the case to prevent short circuits.
3. **Place the battery in your carry-on bag** (it must be brought into the passenger cabin).
4. To prevent damage or inspection delays, it's a good idea to:
 - **Put the battery in a sealed zip-lock bag** or protective pouch.
 - **Inform security screeners** that it's a lithium-ion battery for a mobility device.
5. **Secure the Zinger frame with a zip tie** or strap before airline staff handle it.

Note: Airline rules can change. Always **confirm current battery and mobility device policies** with your airline before your trip.

My Zinger Won't Turn On

1. Press the Power Button once. Wait 3 seconds for the lights to turn on.
 - If nothing happens, press the button again and wait another 3 seconds.
2. The Zinger automatically shuts off after 10 minutes of non-use.
 - To turn it back on, press the Power Button, wait 3 seconds, then press it again.
3. After two weeks of no use, the battery goes into Sleep Mode.
 - Plug the charger into the battery for 20 seconds to “wake” it up.
4. If it still won't turn on, repeat step 1 and step 3 above.

My Zinger Turned Off While I Was Riding

1. Check the battery. Make sure it's fully installed and locked in place.
2. If you were climbing a hill or driving on grass, you might have tripped the circuit breaker.
 - Press the Power Button, wait 3 seconds, and press it again.
 - If it still doesn't come on, wait 30 seconds and try again.
3. Charge the battery until the light on the charger turns green (fully charged).

My Control Levers Feel Soft or Spongy

- Check your tire pressure. It should be 40 PSI (2.8 BAR).
- Do not overinflate the tires.

My Zinger Doesn't Turn or Stop Quickly

1. Use more force on the levers if needed.
 - If the surface is wet or uneven, move to a dry, level area.
2. If a tire skids while turning, you are turning too fast.
 - Slow down in a straight line before turning.
3. When going down a slope, your back wheels may lose grip, affecting steering and braking.
 - Go slowly and straight until reaching level ground.
 - Avoid steep ramps (more than a 5° incline) and use caution when wet.
 - If unsure about the surface, walk your Zinger by pushing the seat back bar.
 - See Page 5: Safe Handling on Ramps.

My Tires Are Wearing Down Quickly

1. You may be skidding to stop or turning too sharply.
 - Keep your weight toward the back of the seat and brake smoothly.
2. If you see rubber dust on the lower frame tubes, the drive rollers are slipping on the tires.
 - Hold the control levers firmly down—especially on carpet or grass.
 - Make sure tires are inflated to 40 PSI.
3. If it's hard to reach the levers, you can adjust them higher for comfort.
 - See Page 24: Lever Adjustment.

General Troubleshooting

- If power won't turn on: Press power button and wait three seconds, retry if needed. If unused for two weeks, battery sleep mode may apply; wake with charger.
- If chair shuts off during use, check battery fit and charge. If climbing hills or on grass, reset circuit breaker by pressing power button and waiting 30 seconds before trying again.

Zinger Chair 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 with instructions may be provided to the owner to facilitate installation of a replacement product component. This warranty does not include any labor charges incurred in product component installation. The warranty period of the repaired or replaced product shall terminate 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 our prior written consent.

Limitations and Exclusions:

This warranty does not cover damage, deterioration or malfunction resulting from accident, negligence, misuse, abuse, use by combined rider 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 modifications 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 or humidity; damages related to lightning, flood or circumstances beyond Journey Health & Lifestyle's 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 Zinger product when purchased directly from Journey Health & Lifestyle (USA) and is nontransferable. This warranty give you specific legal rights and you may also have other legal rights which 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 Zinger product.

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

1-800-958-8324

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