

# journey zoomer<sup>®</sup>

PRODUCT MANUAL



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## Welcome to Your Zoomer<sup>®</sup> Power Chair!

Thank you for choosing the Journey Zoomer power chair. This lightweight, portable power chair is designed to give you confidence, comfort, and freedom in your daily life. Get ready to go just about anywhere! Your Zoomer is an excellent travel companion that easily fold up for transport. Check with your airline about how to best travel with your Zoomer.

Before you begin, please take time to read this guide. Understanding how to properly use and care for your chair will help you stay safe and protect your equipment for years to come.

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)**.

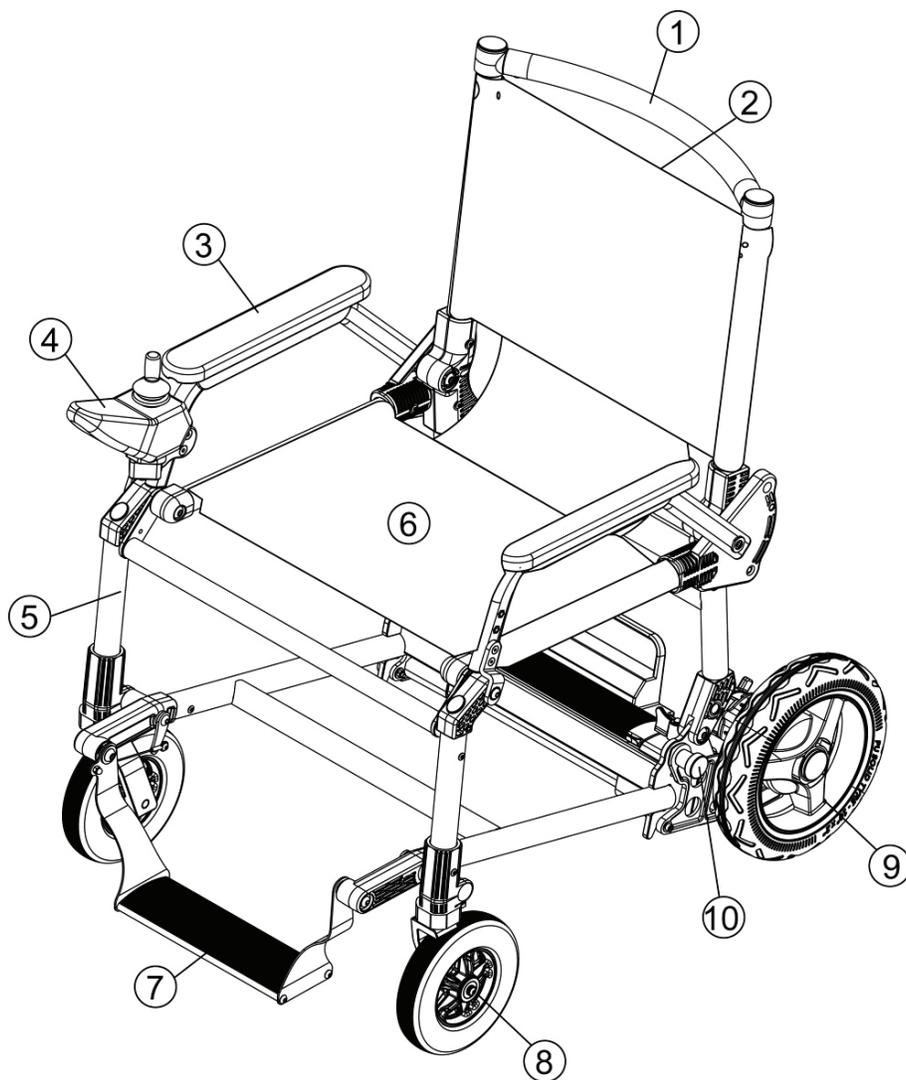
### Who the Zoomer Power Chair Is For

The Zoomer Chair is built for adults who need extra mobility support, including older adults and those with limited mobility.

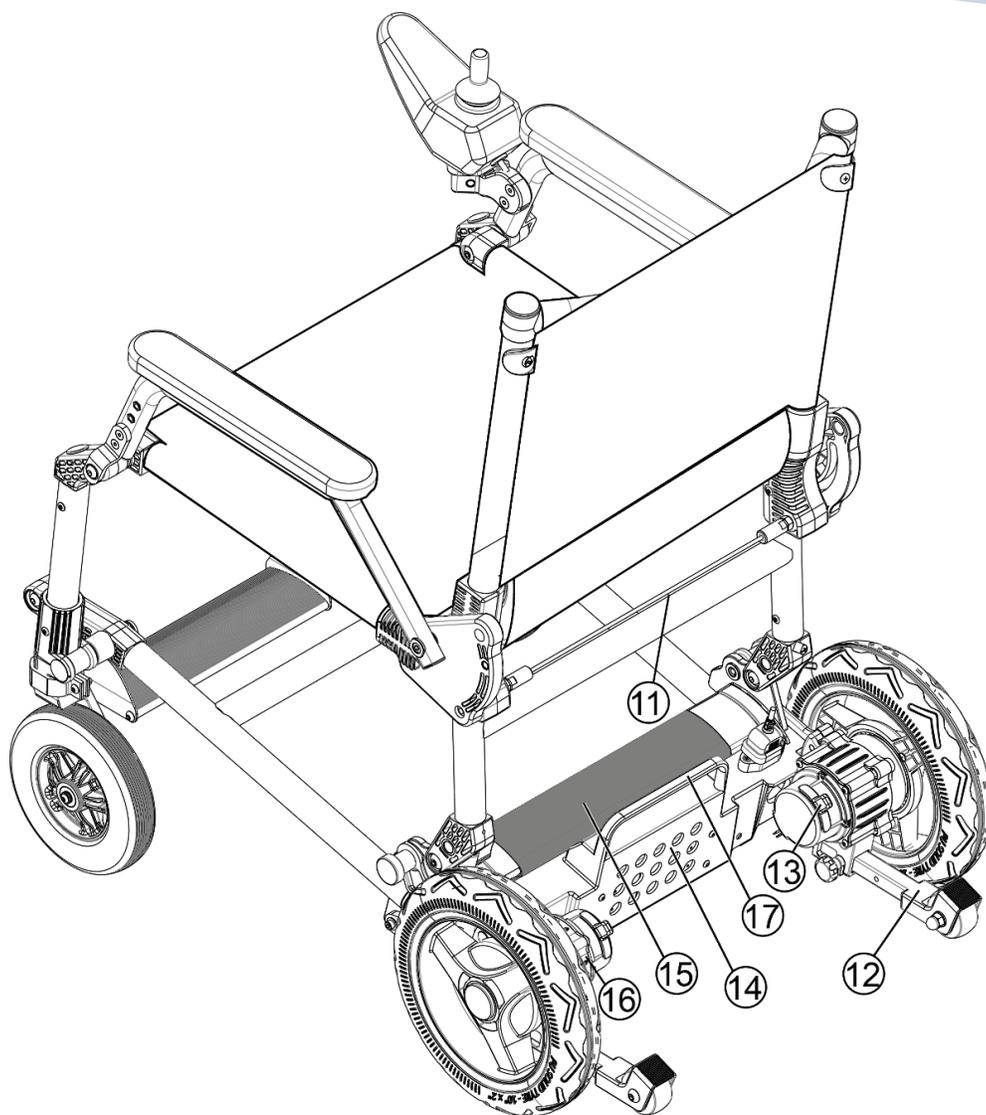
- Designed for one user only (no passengers).
- Maximum weight capacity: 300 lbs. (136 kg).
- Best suited for smooth indoor surfaces, sidewalks, and paved areas near buildings.
- This chair is designed for both indoor and outdoor use on safe, flat surfaces. Not recommended for grassy yards, loose gravel, steep slopes, traffic streets, or wet/icy conditions.
- The Zoomer exceeds ADA specifications and can easily navigate even narrow doorways. It's designed to pull right up to tables and desks. The patented floating footrest doesn't need to be flipped up for you to exit the chair – just gently kick it back and stand up.
- Should never be used by children, individuals under the influence, or anyone physically unable to operate it safely.
- Only use the Zoomer as explained in this manual. Using it in other ways could be unsafe and may cancel the warranty.

The Zoomer<sup>®</sup> 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 Zoomer<sup>®</sup> 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 Zoomer.



1. Upper Back
2. Back
3. Handrail
4. Joystick
5. Front Wheel Bracket
6. Seat
7. Pedal
8. Front Wheel
9. Rear Wheel
10. Positioning PIN



- 11.** Folding Wire Rope
- 12.** Anti-tipping Wheel
- 13.** Electromagnetic Brake Lever
- 14.** Lower Controller
- 15.** Battery
- 16.** Motor
- 17.** Rear Wheel Frame Lift Rod

Your safety is our top priority. Please follow these important precautions when using your Zoomer Chair:

- **Weather conditions:** Never use the Zoomer in rain, snow, ice, or on wet surfaces.
- **Stay focused:** Do not use phones, radios, or other electronics while driving.
- **Pinch points:** Keep hands and fingers away from folding parts during setup or folding.
- **Brake safety:** Never sit in the chair when the brakes are set to “Free Wheel” mode, as the chair may roll unexpectedly.
- **Avoid unsafe terrain:** Do not attempt to use the Zoomer on stairs, escalators, or steep ramps.
- **Weight capacity:** Maximum user weight is 300 lbs. Do not exceed this limit.

## Battery Safety

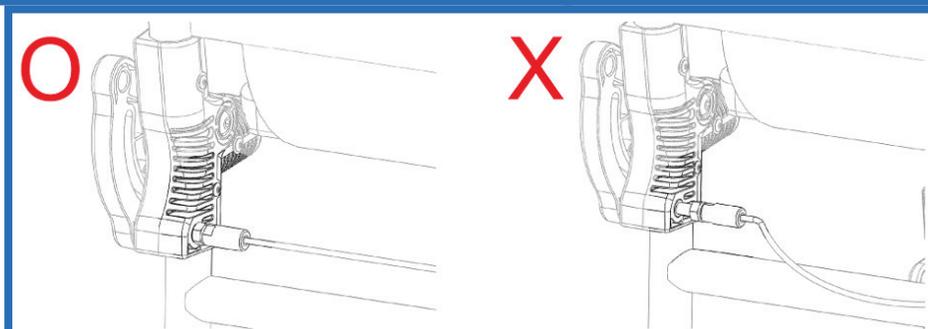
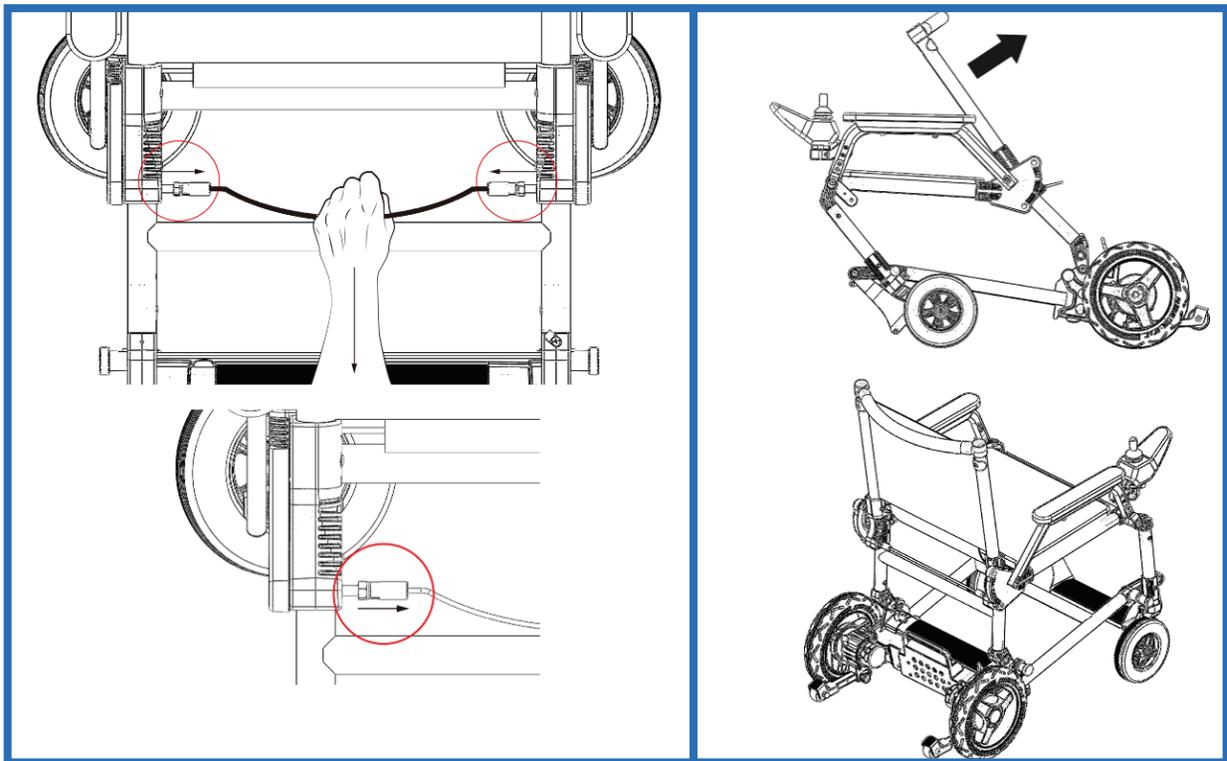
- The Zoomer battery contains acid and flammable materials. Handle with care.
- **Keep away from fire or sparks:** The battery can ignite if exposed to open flames or sparks.
- **Transport carefully:** Do not carry the battery with other flammable objects.
- **Proper disposal:** Do not throw the battery in the trash. Recycle according to local regulations.
- **Avoid damage:** Prevent leaking or shocks by handling the battery carefully. Keep tools, jewelry, and other metal objects away from the battery connectors.

1. Open the packing box and check to determine whether anything is missing or damaged. Remove the chair from the box while it is lying flat.

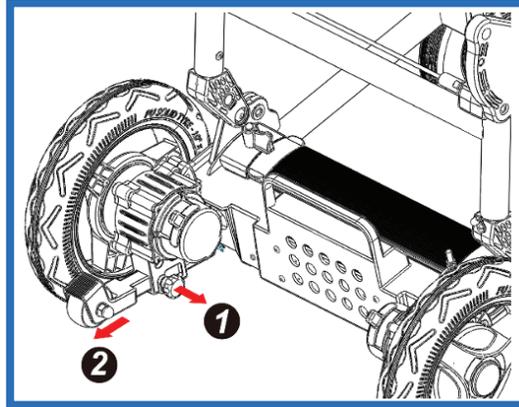
## Included Components

- Zoomer mobility chair
- Lithium battery
- Joystick controller
- Charger
- Owner's manual

2. Unfold the Zoomer by pulling the release cable on the back of the chair to disengage the locking pins. At the same time, pull up on the seat back until the chair is fully upright and the two locking pins click into position.

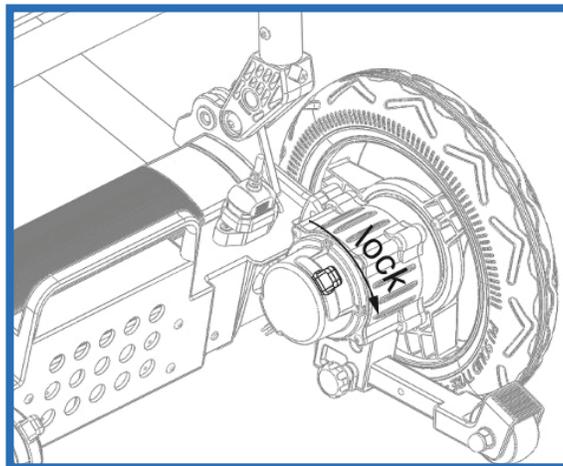


3. Loosen and slide out the two anti-tipping wheels on the back side of the Zoomer. Tighten the two knobs to lock into position.



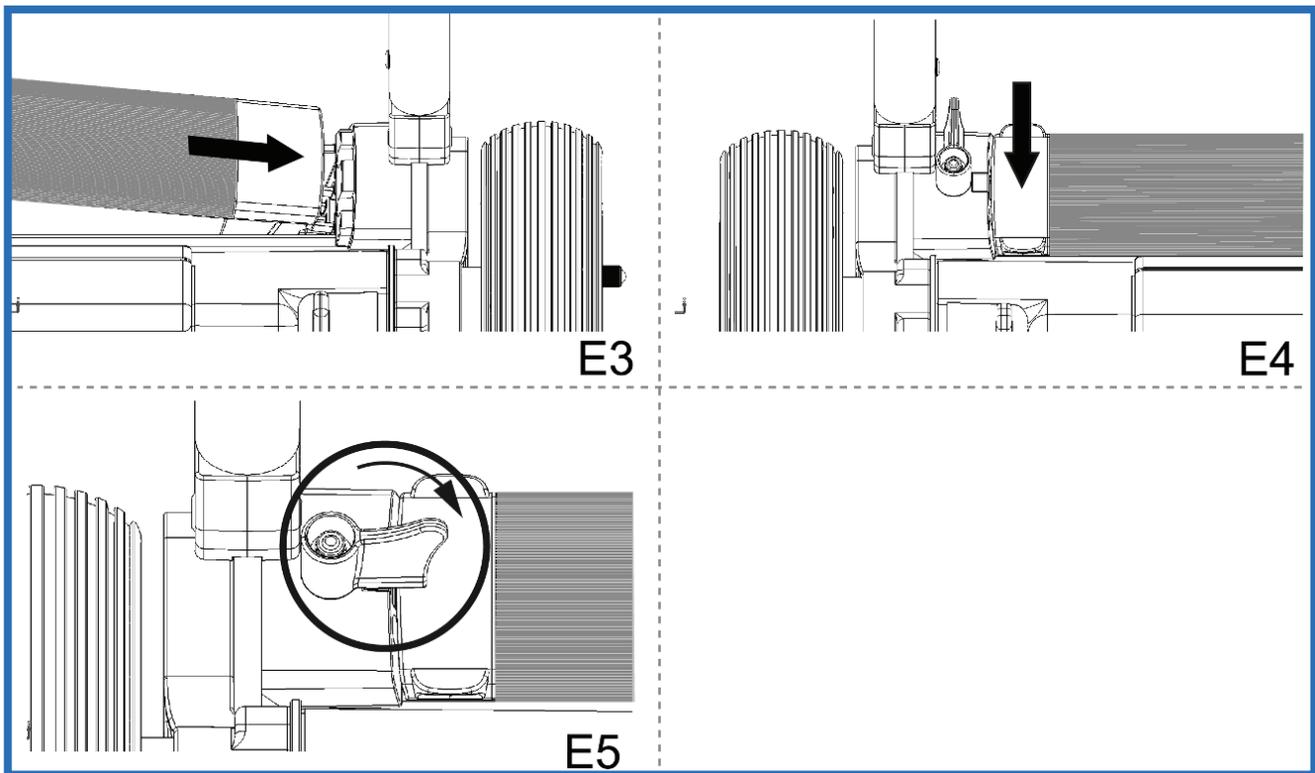
4. Make sure the **two drive levers on the rear of the Zoomer are set to "Lock"** (important for safety).

**Lock**



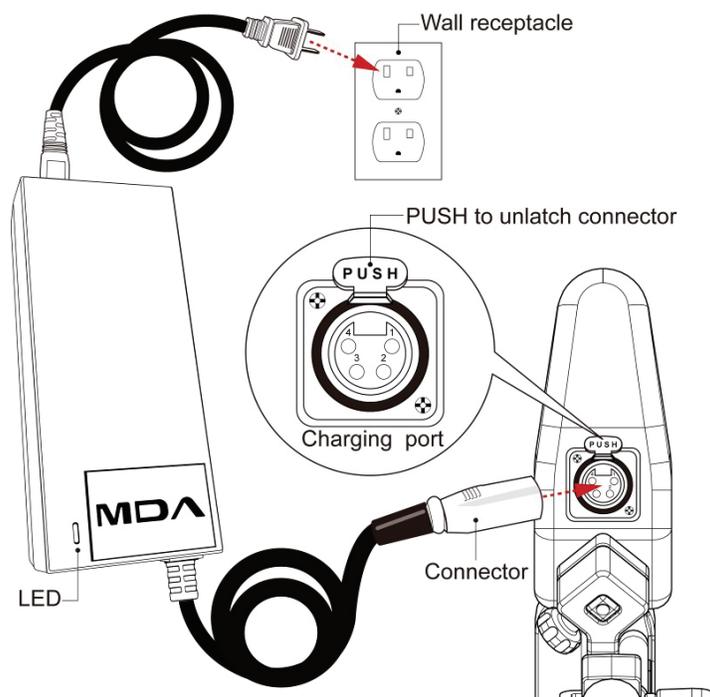
5. Attach the joystick control panel on either armrest using the two screws included in the box. The joystick controller can easily be moved to either side of the chair.
6. Plug in the control panel cable and tighten the connector.
7. Install the battery following the steps below, then secure it into place by rotating the locking lever over the end of the battery.

- To insert: Align the battery with the terminals as indicated in Figure E3. Slide the battery onto the terminals and downward until it clicks. Press into the holder as shown in Figure E4. Then turn the locking knob into the middle position (Figure E5).



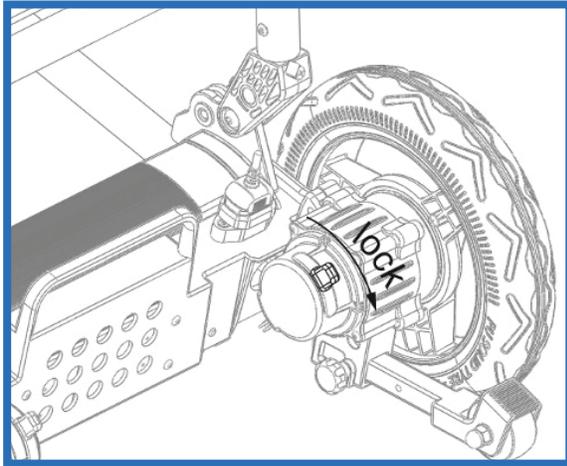
- To remove: Turn the locking knob and slide the battery out.
- Charging steps:
  1. Plug charger into the port below the control panel.
  2. Plug into the wall.
  3. The LED will show red after flashing when the battery is charging. When the LED turns green, it has been fully charged. It typically takes about 4 hours to charge the battery, or 5-6 hours when fully drained.
  4. Unplug the wall plug first, then unplug the chair side. Press and remove the plugs gently to avoid breaking down the copper line inside the wire.

- **Only charge between 23°F and 104°F (-5°C to 40°C).**
- Charge every one month if not in use.
- **Do not use or move the chair while charging.**
- The battery is charged by general AC power (AC 110-220V 50-60HZ).
- Battery life is affected by temperature, charge level, and user weight.
- Check that the battery is fully charged before using the Zoomer.
- For the most accurate battery strength reading, unplug the charger from the chair and then turn it on at the joystick.

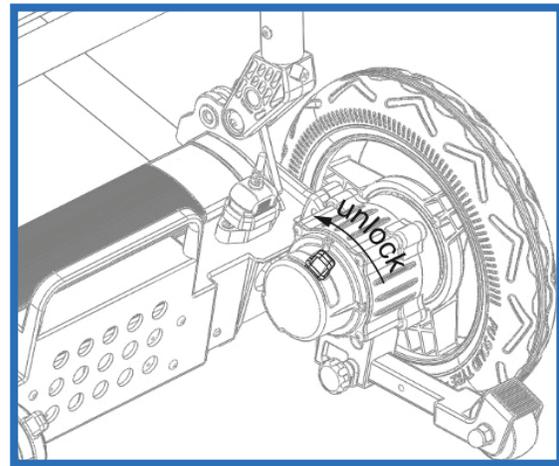


The Zoomer's braking system has two modes: Drive (Lock) and Free Wheeling (Unlock).

## Lock



## Unlock



**Drive or Lock:** When the brake lever is in the Drive position, the electromagnetic brake system is on. When the Zoomer is moving, releasing the joystick or moving it to a neutral position (center) will automatically cause the brake to engage for your safety. **Only enter and exit the Zoomer when the levers are in the Drive/Lock position.**

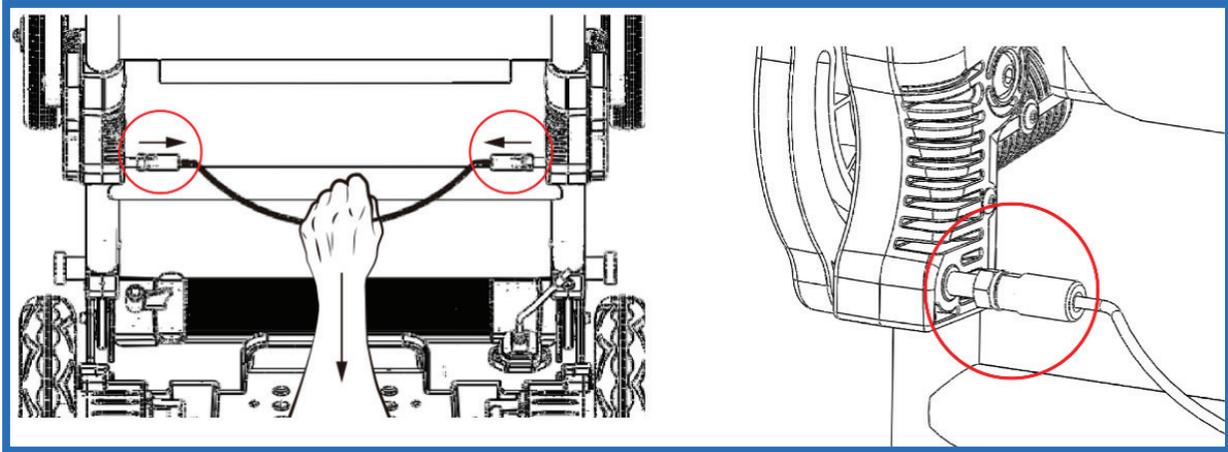
Note: The rear wheels will not rotate without using the joystick when the electromagnetic brake system is in the drive position.

**Free Wheeling/Unlock:** Switch to Free Wheeling mode by pushing the brake lever. Free Wheeling allows the rear wheels to rotate freely so that the power chair can be moved around. This mode can be useful if a caregiver will be pushing the Zoomer with a rider in the chair.

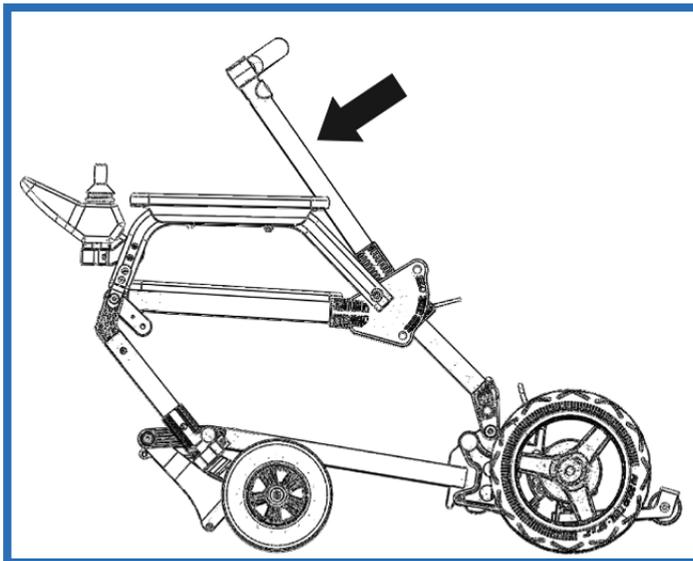
- **Drive/Lock mode:** Normal use. Chair will stop when joystick is released.
- **Free Wheel/Unlock mode:** Wheels roll freely for pushing.
  - **Warning: Do not sit in the chair in Free Wheel mode without a caregiver holding it.**
  - **Never switch into Free Wheel mode on a slope.**



- To fold the Zoomer, pull the release cable, collapse the chair, and lock it flat.

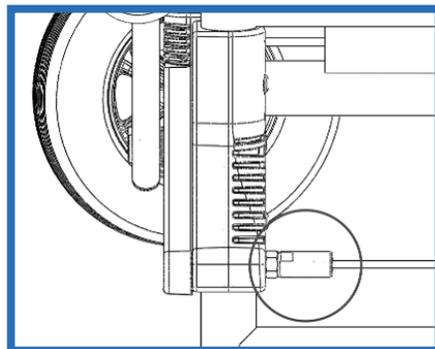


As shown in Figure, press the wheelchair body.

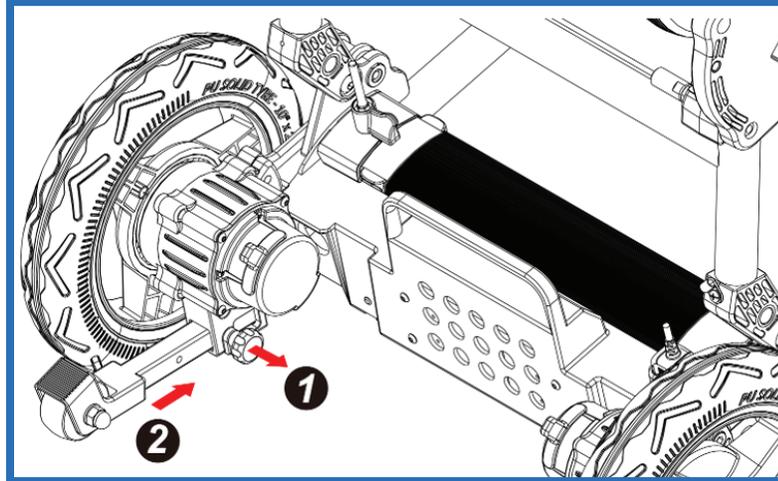


As shown in the Figure, the wheelchair is drawn to the positioning PIN.

 The positioning PIN must be positioned.



Release the knob and push the anti-tipping wheels to position to finish folding.



- To unfold: Pull the cable and lift the seat back until the pins lock in.
- For moving: Switch brakes to “Free Wheel,” grab the bar, and roll it like luggage.
- Weight: About 40 lbs. (18 kg). Only lift if you are physically able. Bend your knees, not your back.

## Maximum Load Limit

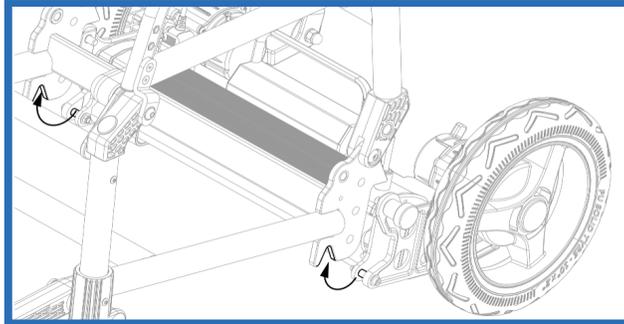
The maximum user weight capacity of the Zoomer is 300 pounds. Operating the Zoomer above the maximum weight capacity may result in damage to the seat frame, lower control board, the drive motors, and is unsafe.

**Note:** Exceeding this weight limit will void the warranty.

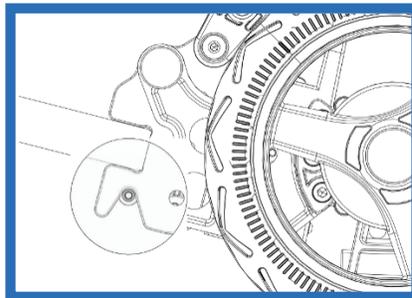
## Safely Entering and Exiting the Zoomer

- Ensure the Zoomer chair's power is off and both brake levers are in the Lock/Drive position before entering or exiting the chair.
- Never exit the Zoomer when the rear wheels are in Unlock/Free Wheeling mode. It's unsafe and the Zoomer may move from underneath the rider.
- Do not step on the footrest when entering or exiting the Zoomer. Swing it back out of the way to allow you to keep your feet on the floor as you enter or exit. Then use the armrests to support yourself as you lower into or lift out of the seat. Then use the armrests to guide yourself as you lower into or lift out of the seat. The armrests are not intended to support your entire weight.

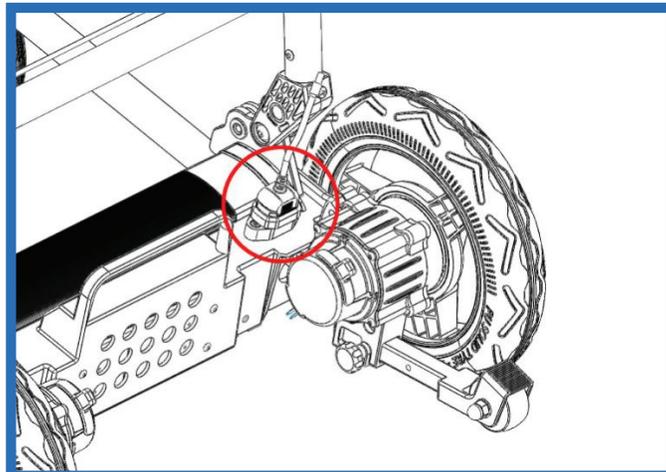
1. Place the rear wheel frame into the front frame as shown.



2. This is how it looks when completed.

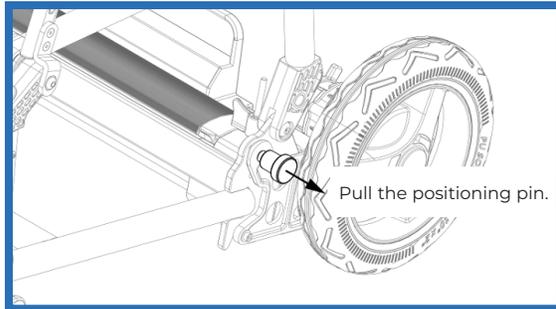


**Note:** The control wire is inserted into a magnetic hole in the rear wheel frame.

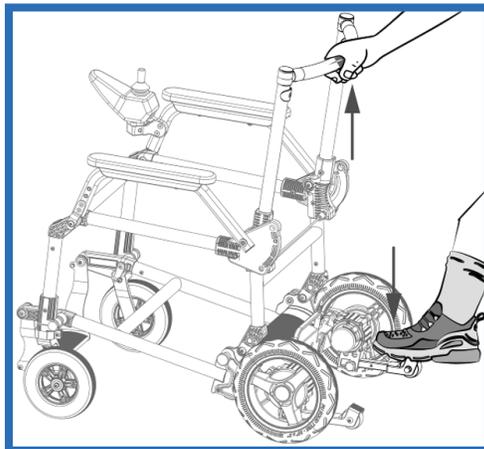


## Detaching the Rear Wheels for Transport

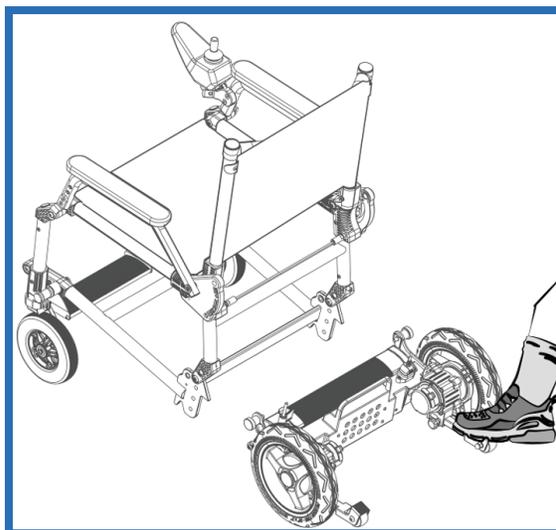
You can detach the rear wheel frame to make it easier to transport the Zoomer.



**1.** Pull the positioning pin.



**2.** Disassemble the chair in the direction shown in the figure. Step on the rear anti-tip wheel assembly to lift the rear unit up and off the support bar.



**3.** Rear wheels will detach from the chair for easy transport. The grab bar can be collapsed down and the anti-tip wheels can be tucked in to make the Zoomer even smaller.

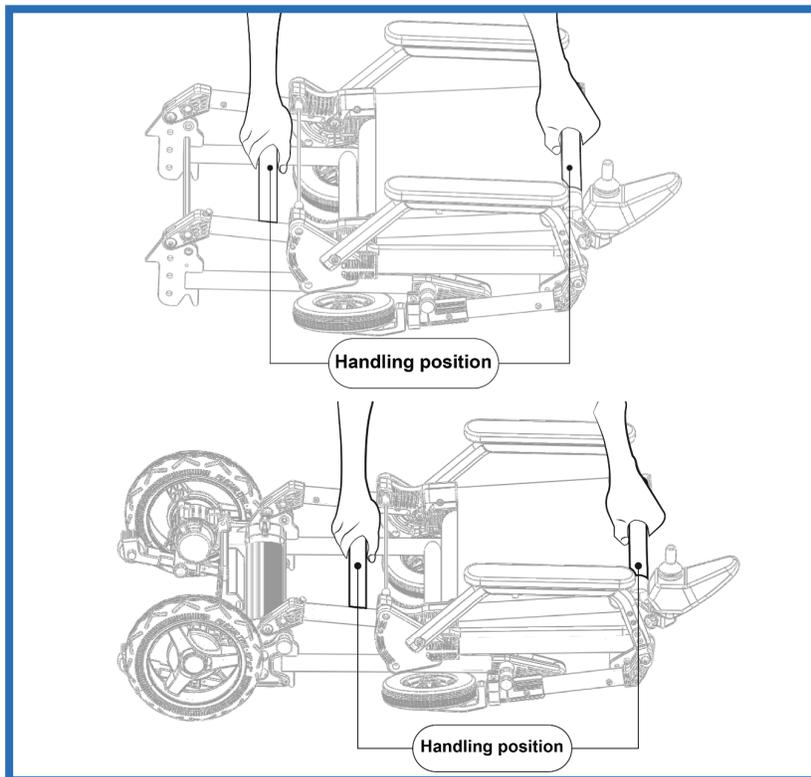
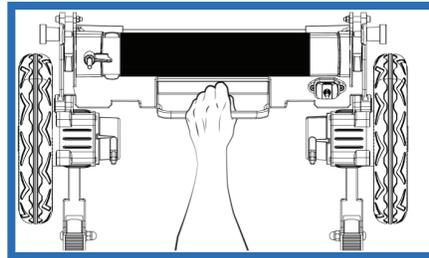
# DETACHING THE REAR WHEELS FOR TRANSPORT

## Transporting the Chair

The Zoomer is easily transportable. Just fold it into the flat position until it latches. Move the brake levers to the Free Wheeling position. Now you can grab the cross bar, lift one end, and pull the Zoomer behind you like a suitcase.



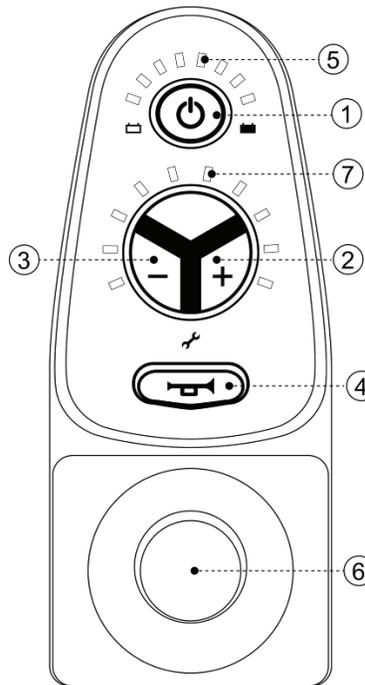
Only move the chair by using the position shown in the figure below. Other positions may cause injuries.



When lifting the Zoomer, first check to see that the two locking pins are engaged into their holes. Then place your hands on the frame as shown below. Lift the chair using your legs and keeping your back straight. Important Note: These instructions are intended for individuals who are able to lift the weight of the Zoomer (approximately 40 lbs or 18 kg).

## **Air Travel**

Your Zoomer power chair's battery complies with FAA air travel guidelines. You may carry one spare battery with a maximum capacity of 300 Wh, or two spare batteries, each with a capacity not exceeding 160 Wh. Spare batteries must be carried in the cabin and not checked. To ensure safety during your flight, store the batteries in a protective carry bag or box to prevent them from falling or being damaged.



1	<b>Power Button</b> 	Press this button to turn on the power. Press again to turn the power off.
2	<b>Acceleration Button</b> +	Press this button to increase the speed of the mobility chair. There are 5 speed levels.
		Maximum Speed: 3.7 mph
3	<b>Deceleration Button</b> -	Press this button to decrease the speed of the mobility chair.
		Minimum Speed: 1.2 mph
4	<b>Horn</b> 	Press this button to honk the horn.
5	<b>Battery Power Display</b>	These LED lights display the remaining battery charge. All lights lit mean a full charge.
6	<b>Joystick</b>	Controls the direction and speed of the mobility chair.
7	<b>Speed Display</b>	These 10 LED lights indicate what speed range you are operating. The more lights lit the faster speed range you are operating.

In order to ensure your personal safety, the control panel must be installed safely (as shown in Figure A1). If any switch on the control panel fails to work or has no response, please immediately stop using the wheelchair, and contact the manufacturer for repair or replacement.



## Safe Joystick Operation

When operating the Zoomer for the first time, start slowly by gradually pushing the joystick forward. Practice will help you become familiar with how to control the movement. Simply push the joystick in the direction you wish to go. Pushing the joystick more in the forward direction will make the mobility chair go faster. The Zoomer will gradually increase its speed when starting and the maximum speed is 3.7 mph (6 km/h).

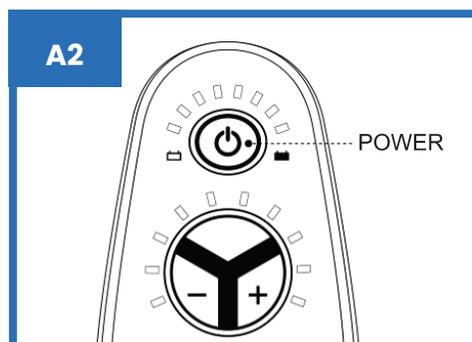
Do not turn the mobility chair suddenly at high speeds to avoid risk of tipping.

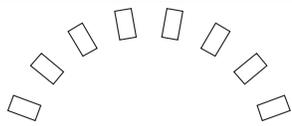
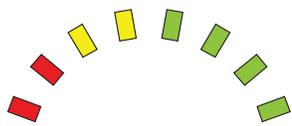
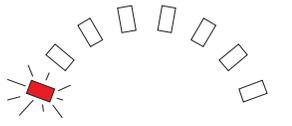
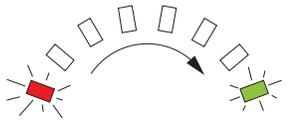
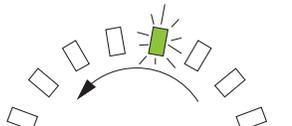
The joystick is equipped with a spring which will return it to the center position when you release it. Be careful not to release the joystick too suddenly. The sudden release of the joystick may cause loss of balance and could cause you to overturn, resulting in personal injury.

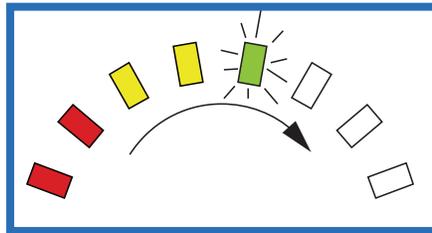
You can turn the Zoomer on its axis by moving the joystick either directly right or left from the stationary position.

## Stationary State

When the mobility chair is not in use, the power should be switched off. (See Figure A2) This will help prevent unintentional movement of the Zoomer by accidentally moving the joystick. This will also help prolong the battery charge.



LED Lights Display	Description	Status
	No lights are lit	Power supply is switched off or in standby state, or the system had entered into the sleep mode.
	All LED lights are lit	When all LED lights are lit the ZOOMER <sup>®</sup> is fully charged.  The fewer LED lights that are on, the less battery life there is.
	Red LED light on the left side flashes	Battery needs to be recharged  Please charge the battery as soon as possible.
	LED's light up from left to right in order one time	The ZOOMER <sup>®</sup> has just been turned on.
	Only one light moves from right to left, again and again	The ZOOMER <sup>®</sup> has entered into the anti-theft mode.  To unlock, press the acceleration button "+" 3 times within 10 seconds to unlock.



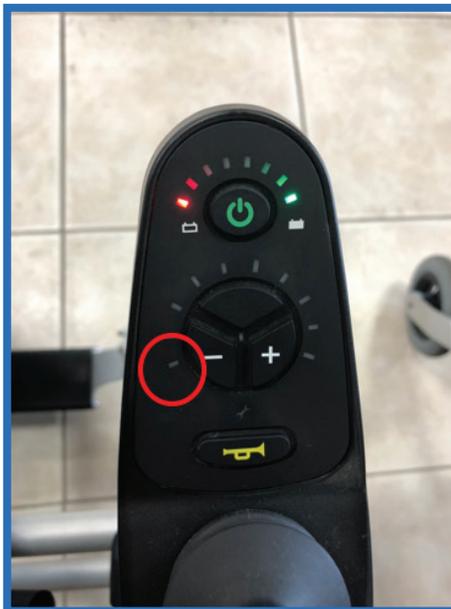
LEDs light up from left to right in order again and again.

The mobility chair is still in the charging mode.

The joystick will not function when connected to the charger. This is a safety feature.

## Using the Anti-Theft Lock

- After turning on power, hold the power button for 4–5 seconds to activate the anti-theft lock.
- When locked, only one light will move side to side, and the chair cannot be used.
- To unlock, press the acceleration button 3 times within 10 seconds.



Anti-theft function is OFF



Anti-theft function is ON

Size unfolded: length x width x height	32.5 x 24.25 x 34.75 inches
Size folded: length x width x height	38.75 x 24.25 x 11.25 inches
Suggested User Weight	300 lb (124.7kg) maximum
Gross Weight	Weight with battery: 39.7 lbs Weight without battery: 35.7 lbs (front frame 19 lbs, rear wheel frame 16.8 lbs)
Maximum Climbing Angle	12° (ADA-compliant wheelchair ramps are 5° max.)
Range (With Fully Charge Battery)	9.3 miles (varies with the user's weight, terrain, ground environment, battery status, environment, and driving habits)
Maximum Speed	3.7 mph
Maximum Turning Radius	35.5 inches
<b>Motors</b>	
Type	DC brushless motor
Motor Power	220 watts
Input Voltage	24 volts DC
Number of motors	2 units
Brake System	Electromagnetic brake
Braking Distance	Within 39.4 inches

<b>Battery</b>	
Type	Lithium-ion battery
Rated Capacity	10.5 AH
Output Voltage	24 volts DC
Charging time	4.5 hours or less
<b>Controller</b>	
Type	Double-drive design controller for brushless DC motors
<b>Front Wheels</b>	
Size	7 inches
Type	Solid PU tires
Number of Wheels	2 wheels
<b>Rear Wheels</b>	
Size	10 inches
Type	Solid PU tires
Number of Wheels	2 wheels

## **Electromagnetic Interference (EMI)**

- Stay away from strong signals: radios, walkie-talkies, mobile phones, and computers.
- Do not use wireless equipment near the chair.
- If the chair moves on its own, turn off the power right away.
- Do not change or add parts to the chair.

## **Weather Safety**

- Do not use the Zoomer in rain, snow, or on ice.
- Wet or slippery ground can cause loss of control.
- The Zoomer is not waterproof. Never use the power chair in showers, rivers, or near water.
- If the Zoomer is accidentally exposed to water, remove the battery. Dry both the chair and battery, and reinstall the battery only when fully dry.

## **Weight Distribution and Balance**

- Sit fully back in the seat to distribute weight evenly.
- Do not lean too far forward or backward on slopes.
- Never step on the footrest when entering or exiting. Move it aside first.

## **Recommend Surfaces**

The Zoomer is designed to operate on dry surfaces such as indoor flooring, level sidewalks/paths, low angle inclines, etc. Do not drive on sand, gravel, high grass, rough, or uneven ground. These surfaces may cause damage to the wheels, bearings, shafts, motor, and other parts.

Be extra cautious when traveling on slopes and surfaces that aren't level and flat. Avoid traveling on bumpy or rough surfaces, as there is a risk of overturning the Zoomer. Slow down when approaching obstacles and carefully steer around them.

## **Crossing the Street**

Please follow local traffic rules when crossing the street in the Zoomer. It is strongly recommended that you wear reflective clothing when using the Zoomer at night.

## **Using the Zoomer on Ramps and Surfaces**

- Do not use on slopes steeper than 10°.
- Never turn while on a slope.
- Avoid driving on slippery inclines and uneven slopes.
- Avoid driving on continuous uphill or downhill paths.

## **Tips for Safe Driving**

- Start slowly and practice indoors.
- Push the joystick gently in the direction you want to go.
- Return the joystick to the center slowly to stop.
- Do not make sharp turns at high speeds.
- Turn off the power when not in use.
- Be cautious and go slow when driving the Zoomer in reverse. Be aware of uneven surfaces and obstacles. Do not drive backwards on a slope!

## Battery Safety Warnings

- Keep all metal objects away from battery terminals to prevent shock or fire.
- Do not open or dismantle the battery, as it contains harmful substances. Battery acid is dangerous; avoid skin or clothing contact. If exposed, rinse with cold water and get medical help.
- Charge the battery in a ventilated area, away from fire, sparks, and flammable items.
- Never charge with pliers, metal cables, or nonstandard power supplies.
- Do not smoke near the battery.
- Do not bend, pull, or tie the power cord. Keep it away from children and pets.
- When charging, do not use or push the chair.
- If the circuit breaker fails, unplug and contact customer service.
- Use the battery only in temperatures from  $-5^{\circ}\text{C}$  ( $23^{\circ}\text{F}$ ) to  $40^{\circ}\text{C}$  ( $104^{\circ}\text{F}$ ).

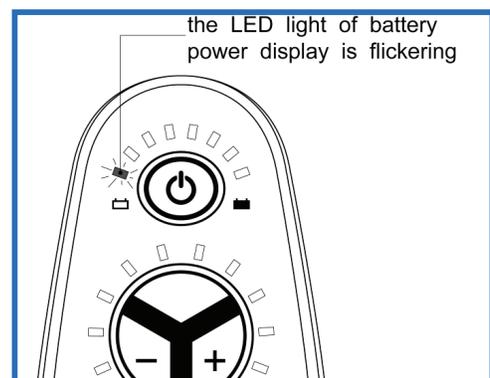
## Overcurrent Protector

The Zoomer has an **overcurrent protector** that shuts off power if:

- The chair climbs slopes over  $12^{\circ}$ ,
- The weight is over 300 lbs, or
- The motor is blocked.

## Over-Discharge Protector

Fully discharging can cause permanent damage to the Zoomer's battery. Your Zoomer has an over-discharge protector, which automatically cuts off the circuit when the battery is close to being depleted. When you see the red LED light flickering, you need to charge the battery.

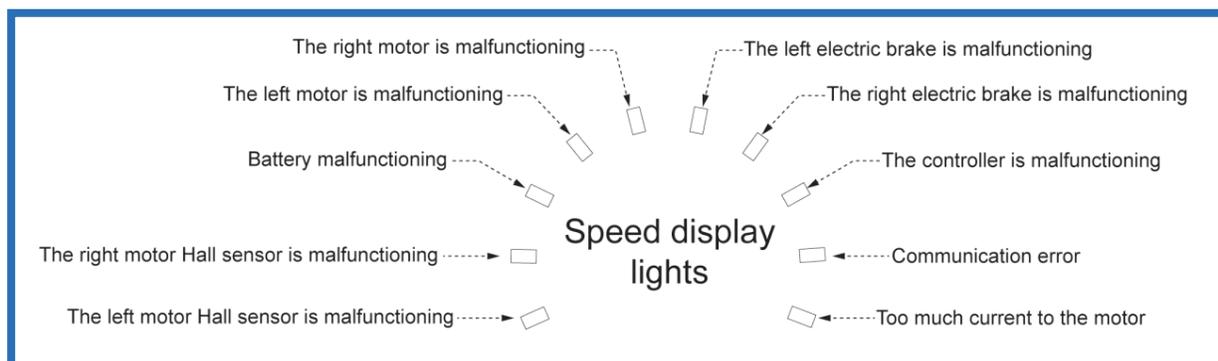


## Troubleshooting

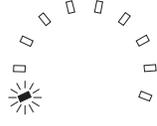
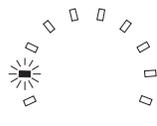
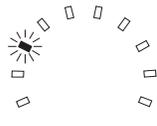
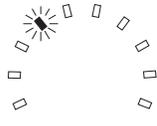
Issues with the Zoomer will be displayed in the speed display lights through the fault codes in the form of LED lights flashing on the control panel. When a problem occurs, refer to the table below for the appropriate flashing light fault code.

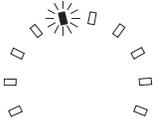
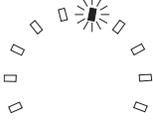
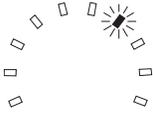
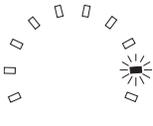
When a “fault code” LED light is flashing, first shut down the Zoomer and restart. If the flashing “fault code” LED light is still flashing, please refer to the table below to find possible causes and corrective actions. If you are unable to confirm the causes of the fault, please contact Journey Customer Service.

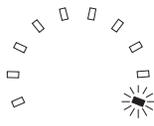
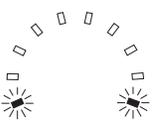
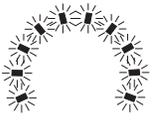
### Electric Mobility Chair Malfunction Diagram



## Potential Malfunctions

Malfunctions	Explanation	Solution for Malfunction
 <p>1<sup>st</sup> light flashes</p>	The left motor Hall sensor is malfunctioning	Flip the wheel drive levers, then backward to the correct position. If this doesn't work, call Customer Service.
 <p>The 2nd light flashes</p>	The right motor Hall sensor is malfunctioning	Flip the wheel drive levers, then backward to the correct position. If this doesn't work, call Customer Service.
 <p>The 3rd light flashes</p>	Battery is malfunctioning	Charge the battery.
 <p>The 4th light flashes</p>	The left motor is malfunctioning	Check for a loose terminal connection on the motor.

Malfunctions	Explanation	Solution for Malfunction
 The 5 <sup>th</sup> light flashes	The right motor is malfunctioning	Check for a loose terminal connection on the motor.
 The 6 <sup>th</sup> light flashes	The left electric brake is malfunctioning	Check whether the left electric brake is in the "Free Wheeling" position. If so, move the left level to the "Engage Drive" position. Also check for loose terminal connections.
 The 7 <sup>th</sup> light flashes	The right electric brake is malfunctioning	Check whether the right electric brake is in the "Free Wheeling" position. If so, move the left level to the "Engage Drive" position. Also check for loose terminal connections.
 The 8 <sup>th</sup> light flashes	The controller is malfunctioning	Call customer service.
 The 9 <sup>th</sup> light flashes	Communication error	Check the connection of the console cable.

Malfunctions	Explanation	Solution for Malfunction
 <p>The 10<sup>th</sup> light flashes</p>	Too much current to the motor.	Stop the Zoomer by returning the joystick to the middle position.
 <p>The 1<sup>st</sup> and 10<sup>th</sup> light flashes</p>	Too high voltage for the battery.	Check the output voltage of the battery. It should not exceed 35 volts.
 <p>All lights flashing</p>	The joystick is not in the middle position.	<ol style="list-style-type: none"> <li>1. Be sure when turning on the power that the joystick is in the middle position.</li> <li>2. If the joystick is in the middle position and all the lights continue to flash, then the joystick may be malfunctioning - contact your local dealer for service.</li> </ol>

## Battery Power Display

 <p>Only one light flashes and moves from left to right to left, over and over</p>	The Zoomer is in the anti-theft mode.	Press the power button to turn on the Zoomer. Then press the acceleration button "+" 3 times within 10 seconds to unlock the mobility chair.
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## Zoomer 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 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 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 incurred in product component installation. The warranty period 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 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 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 Zoomer product when purchased directly from Journey Health & Lifestyle (USA) or its authorized distributors and is nontransferable. If you purchased a Zoomer from one of Journey Health & Lifestyle (USA) or its authorized distributors and is nontransferable. If you purchased a Zoomer from one of Journey Health & Lifestyle's authorized dealers, your first remedy for warranty claims is through the dealer from which the Zoomer was purchased. This warranty gives you specific legal rights and 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 Zoomer product.

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