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Mobility

Mid-wheel Powerchair

USER MANUAL

Models:

PUMA 10

PUMA 14

PUMA 14HD



PUMA 10

PUMA 14HD



RELIABLE MOBILITY GUARANTEED



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SHOPRIDER®

INTRODUCTION

Congratulations on insisting on the best. Shoprider Powerchairs are the ultimate combination of style and comfort. The PUMA features support easy maneuverability and smooth control for today's active lifestyle.

The innovative design of the PUMA includes articulating double frames that move in any direction. This intelligent feature keeps all 6 wheels on the ground at all times, even when driving on uneven terrain. Combine this with the programmable joystick controller, fully adjustable footplate, armrests, flat-free tyres, deluxe reclining captain seat and easy access batteries.

For a complete powerchair package we know that your PUMA Powerchair will provide many years of mobility and freedom to go out in to the world.

This manual contains important information regarding the safe use of your Shoprider Powerchair. Please read this manual carefully and thoroughly before using your Powerchair and make sure you understand all the instructions.





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EMI WARNING

Electromagnetic Interference (EMI) from Radio Wave Sources

Powered electric chairs may be susceptible to electromagnetic interference, which is a kind of interfering electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios and cellular phones. The interference (from radio wave sources) can cause the power chairs to release its brakes, move by itself or move in unintended directions. It can also permanently damage the powered chair's control system.

The sources of radiated EMI can be broadly classified into three types:

1. Hand-held portable transceivers (transmitters-receivers) with the antenna mounted directly on the transmitting unit. Examples include: citizens band (CB) radios, "walkie talkies", security, fire and police transceivers, cellular telephones and other personal communication devices

NOTE: Some cellular telephones and similar devices transmit signals while they are ON, even when not being used.

2. Medium-Range mobile transceivers, such as those used in police cars, fire trucks, ambulances and taxis. These usually have the antenna mounted on the outside of the vehicle.
3. Long-Range transmitters and transceivers, such as commercial broadcast transmitters (radio and TV broadcast antenna towers) and amateur (HAM) radios.

NOTE: Other types of hand-held devices, such as cordless phones, laptop computers, AM/FM radios, TV sets, CD players, cassette players and small appliances such as electric shavers and hair dryers, so far, as we know, are not likely to cause problems to your Powerchair.



Powered Chair Electromagnetic Interference (EMI)

Because EM energy rapidly becomes more intense the closer one moves to the transmitting antenna (source), the EM fields from hand-held radio sources (transceivers) are of special concern. It is possible to unintentionally bring high levels of EM energy very close to the Powerchair's control system while using these devices. This can affect the Powerchair's movement and braking. Therefore, the warnings listed below are recommended to prevent possible interference with the control system of the Powerchair.

WARNINGS

The following warnings listed below should reduce the chance of unintended brake release or Powerchair movement, which could result in serious injury.

1. Do not operate hand-held transceivers (transmitter-receivers), such as citizens band (CB) radios, or turn ON personal communication devices, such as cellular phones, while the Powerchair is turned ON.
2. Be aware of nearby transmitters, such as radio or TV stations, and try to avoid coming close to them.
3. If unintended movement or brake release occurs, turn the Powerchair OFF as soon as it is safe.
4. Be aware that adding accessories or components, or modifying the Powerchair may make it more susceptible to EMI.

NOTE: There is no easy way to evaluate the overall immunity of the powered chair.

Report all incidents of unintended movement or brake to your Powerchair provider, and note whether there are sources of EMI nearby.

NOTE: The VSI controller EMI rating are Regulated and conforms to International Standards



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Safety Instructions

Please use your Powerchair to enhance your active lifestyle. With increased mobility, please observe a few rules to ensure safe operation of your Powerchair. So please...

1. **Do not** drive the Powerchair without reading this manual.
2. **Do not** exceed the safe climbing maximum angle (Fig. 6-7).
3. **Do not** use the joystick in an erratic manner when going up or down an incline.
4. **Do not** carry passengers or exceed the maximum weight limit (Table 2).
5. **Do not** turn off the joystick controller by switching the On/Off Button when moving at any speed. This will bring the electromagnetic brakes on immediately and could cause damage to the joystick controller.
6. **Do not** drive over deep and soft terrain (soft dirt, loose gravel, deep grass).
7. **Do not** attempt to mount a curb height above 50mm.
8. **Do not** mount or dismount the Powerchair unless the electromagnetic brakes are engaged and the joystick controller is off.
9. **Do not** operate the Powerchair if the unit is in freewheel mode.
10. **Do not** use on the road, except when crossing between sidewalks.
11. **Do not** sit on the Powerchair when in a vehicle, but transfer to a vehicle seat.
12. **Do not** exceed the noted gradients as noted on the ramp angle
13. **Always** stop fully before changing forward or reverse direction.
14. **Always** engage a slow speed when going down gradients (move the joystick slowly towards center position to reduce the speed).
15. **Always** approach and climb over curbs at slow speed.
16. **Always** approach curbs and gradients at 90 degrees.
17. **Always** use the safety belt.



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18. **Always** keep the feet on the leg rest while driving.
19. **Always** make sure the batteries are fully charged before setting out on a journey.
20. **Always** charge the Powerchair in a well ventilated area to prevent any possible risk.
21. **Always** check that the drive wheels are engaged. Someone may have left the Powerchair in freewheel mode.
22. **Always** reduce your speed when turning sharply.
23. **Avoid** turning sharply on a slope or gradient.
24. To brake in an emergency simply release the joystick.
25. **Always** try to find a “dropped curb” or “curb cutout” whenever possible.
26. **Always** keep your Powerchair properly maintained.
27. **Never** try to use your Powerchair beyond it’s limitations as described in this manual.
28. **Always** put seat in most upright position whenever driving up an incline.

Important Notes

The Shoprider Powerchair is designed to assist in your individual mobility needs. Any usage outside of the guidelines in this manual may result in damage to the chair or injury to the user or third party.

Please do not lift the wheelchair by the armrests.

First Time Use

Prior to using your PUMA Powerchair for the first time, you must charge the batteries fully (refer to Battery Charging Procedures). Charging may take up to 12 hours. Charging the batteries completely prior to first time use will benefit battery efficiency and life of batteries.



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Feature Guide PUMA 14 or PUMA14HD

Figure 1



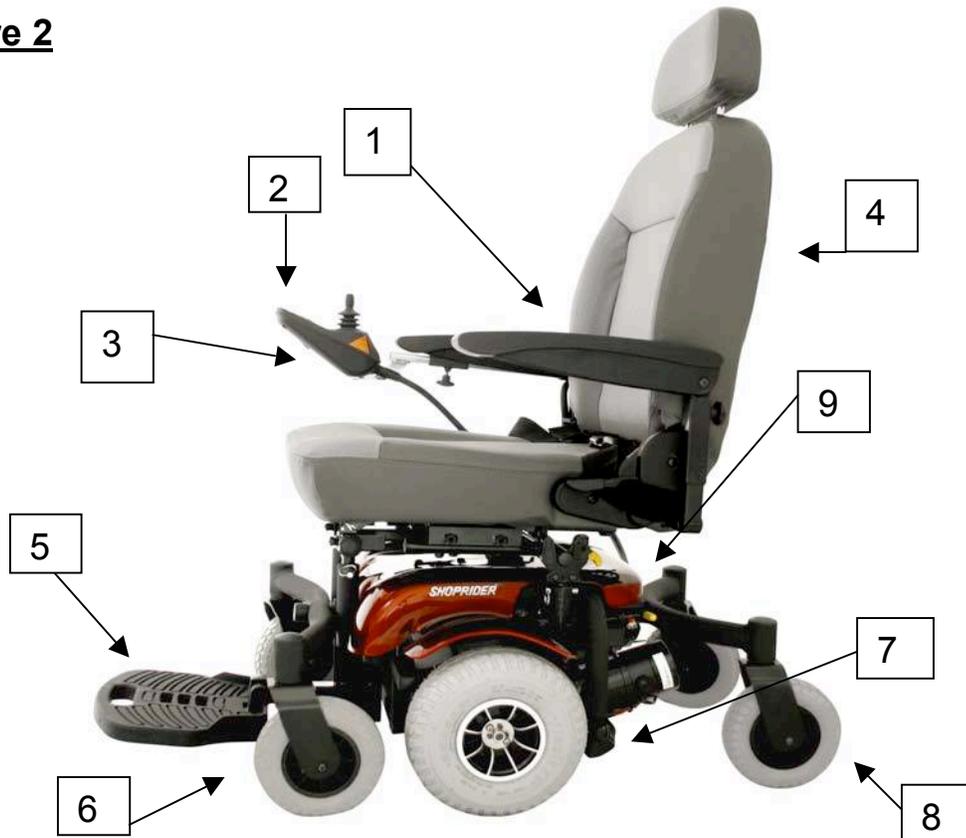
- (1) Removable Armrests with Width, Height & Angle Adjustment (Flips Up for Easy Sideways Transfer)
- (2) Programmable VSI Joystick Controller with Adjustable speed & Battery Life Indicator.
- (3) Charging Port
- (4) Deluxe Reclining Captain Seat
- (5) Adjustable Length, Height, Angle Foot Plate
- (6) Front Castor Assy (7" flat free tire)
- (7) Frame Serial Number (13 alphanumeric characters)
- (8) Rear Castor Assembly (7" flat free tire)



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Feature Guide PUMA 10

Figure 2



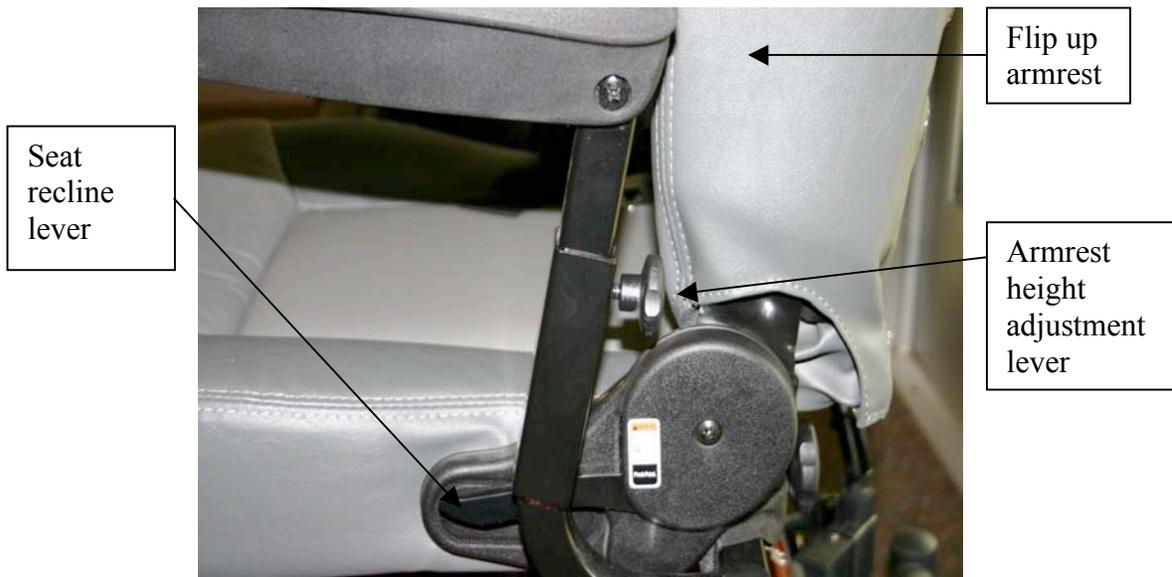
- (1) Removable Armrests with Width, Height & Angle Adjustment
(Flips Up for Easy Sideways Transfer)
- (2) VSI Joystick Controller with Adjustable speed & Battery Life Indicator
- (3) Charging Port
- (4) Deluxe Reclining Captain Seat
- (5) Standard Angle Adjustable Foot Plate
- (6) Front Castor Assy (7" flat free tire)
- (7) Frame Serial Number (13 alphanumeric characters)
- (8) Rear Castor Assembly (7" flat free tire)
- (9) Removable shroud for easy color style changes



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Getting to Know Your Shoprider Powerchair The Seat and Arm Assemblies

The seat is built for comfort, style, and stability. Your seat comes with a reclining back for comfort. The flip-up arm-rests are especially built for easy side access for getting in and out of your Puma, with the greatest of ease. The arm-rests have a built in height adjustment knob, that adjusts the arm pad to a comfortable level for the driver. The seat is covered in a durable long lasting black/grey vinyl for comfort and style.



Adjustable footplate

The footplate adjusts to fit to the users size and comfort. It adjusts length and height wise to help in comfort and stability for the user.

Adjustment pins are easily accessible for the removal and adjustment of the length and height of the footplate.





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Seat Height Adjustment And Easy Battery Access

1. Tightening knob that allows for the seat to be removed if needed, if not, there is a pivot point that allows for the seat to move up and away from the base.



2. Adjustment pins that can be used to adjust the height of the seat to fit the user.

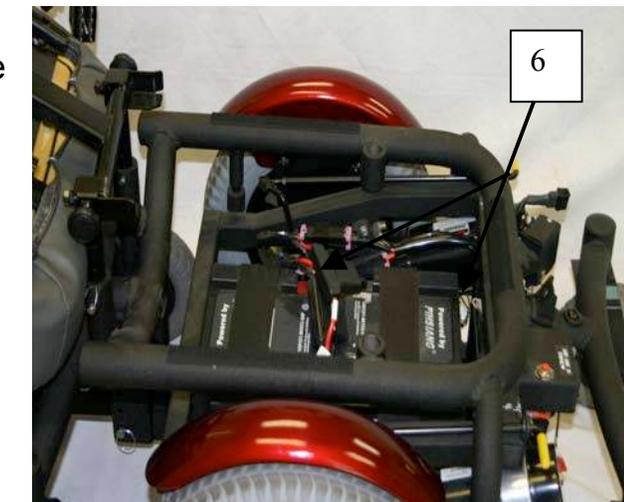
3. Release levers; allow for the rear of the seat to be lifted and moved away from the base for easy battery access, without removing entire seat.



4. U-Hooks hold the seat in place and must be removed before removing the shroud to get to the batteries.

5. Bottom shroud is easily popped off, to allow for battery access.

6. Batteries are sitting on the base





The Joystick Controller (VSI)

1. **On-Off Button:** This button turns the joystick controller (hereinafter referred to as VSI) on and off. Do not use this button to stop the power chair, except in an emergency.
2. **Battery Gauge:** This is a 10-segment display, which indicates if the VSI is switched on and gives the state of charge of the battery. Additionally, any faults in the Powerchair electrical system are also indicated by this display. Refer to Table 1 for more details.
3. **Maximum Speed Indicator:** This is a 5-segment display, which indicates the maximum speed setting selected.
4. **Horn Button:** This button operates the Powerchair's horn.
5. **Speed Decrease Button:** This button decreases the maximum speed.
6. **Speed Increase Button:** This Button increases the maximum speed.
7. **Joystick:** This controls the speed and direction of the Powerchair. Push the joystick in the direction you want to go. The further you push it, the faster the speed will be. **Releasing the joystick will automatically engage the brakes and stop the Powerchair.**
8. **Charging Port:** This is the primary charging port for the PUMA. When using this charging port only plug into this port with the qualified Shoprider charger certified by the original manufacturer of the Powerchair. This port should not be used as a power supply for any other electrical devices. Doing either of these as stated above will void the warranty of the Powerchair.



Figure 3

Note: The controller can be fitted to suit either right or left-handed users. Please contact your provider for further assistance.



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Locking/Unlocking the VSI Joystick

******PLEASE NOTE******

LOCK MODE: The VSI controller may be programmed to have a lock mode function enabled to prevent unauthorized use. The locking method is achieved through a sequence of key presses and joystick movements, as detailed below.

To lock Powerchair controller:

- While the controller is switched on, depress and hold the on/off button.
- After 1 second the controller will bleep. Now release the on/off button.
- Push the joystick forward until the controller beeps.
- Push the joystick in reverse until the controller beeps.
- Release the joystick, there will be a long bleep.
- The Powerchair controller is now locked.

To unlock the Powerchair controller:

- Use the on/off button to switch the controller on. The maximum speed/profile indicator will be rippling up and down.
- Push the joystick forward until the controller beeps.
- Push the joystick in reverse until the controller beeps.
- Release the joystick, there will be a long bleep.
- The Powerchair is now unlocked.

SLEEP MODE: If the controller is left on and not used for more than ten minutes, the controller will automatically “go to sleep”. This is recognized by a slow intermittent flash of the battery indicator lights. Simply turn the controller off and back on to reset.

Always leave the chair in drive mode. The freewheel option is there only to allow the chair to be pushed manually when the need arises (i.e., to store or push unit out of a tight space). Following the sticker picture put each lever in the direction of the person sitting down driving the chair.



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The Powerchair will not function while the drive mechanism is disengaged (in freewheel).

Both left and right sides must be in drive mode for power chair to operate. Otherwise the Powerchair motors will spin, but the unit will not move, until both freewheel levers are engaged. Unit will spin in circles if only one side is in drive mode.

***** DO NOT PUT INTO DRIVE MODE WHILE MOTORS ARE SPINNING ******

PUMA 10 – PUMA 14HD

The drive/freewheel levers are found toward the rear of the Powerchair, both have yellow colored handles. These levers will allow you to disengage the drive mechanism (When the levers are **pulled out** away from the unit) the Powerchair is in freewheel mode. *****NOTE***** the VSI will not work in Freewheel mode (See fig. on bottom) When the levers are **pushed in** (towards the inside of the unit) the motors are engaged and the powerchair is in drive mode.

FIGURE 4



Sticker will also help indicate in which position the brakes are locked or unlocked.

Free wheel lever ****NOTE**** There is a lever on opposite side



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Driving Your Shoprider Powerchair Ramps, Slopes and Cambers

The indoor/outdoor Powerchair has the ability to negotiate ramps, slopes and cambers of a low to medium gradient. It is of the utmost importance that the following points are observed:

1. **Never** attempt to go up or down an incline which has a rough, wet or slippery surface (loose gravel, tree roots, wet grass, polished floor, etc.)
2. **Always** approach an incline head on, not at an angle
3. **Always** travel at a speed that you are comfortable with and that you feel in complete control
4. **Avoid** sudden or erratic action with the joystick
5. **Always** have the reclining seat in the most upright position when driving up an incline
6. When riding along in a straight line you may experience “veering to one side”. This is due to the natural camber in the construction of the pavement. To correct this you simply have to steer slightly against it, as you continue to move forward

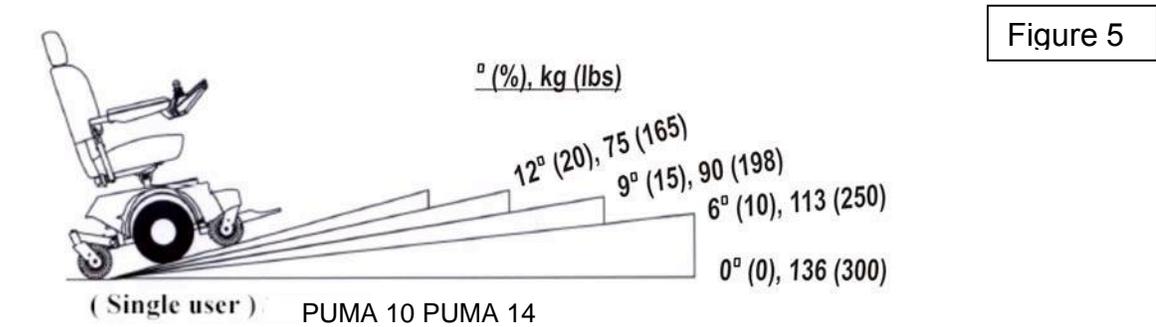


Figure 5

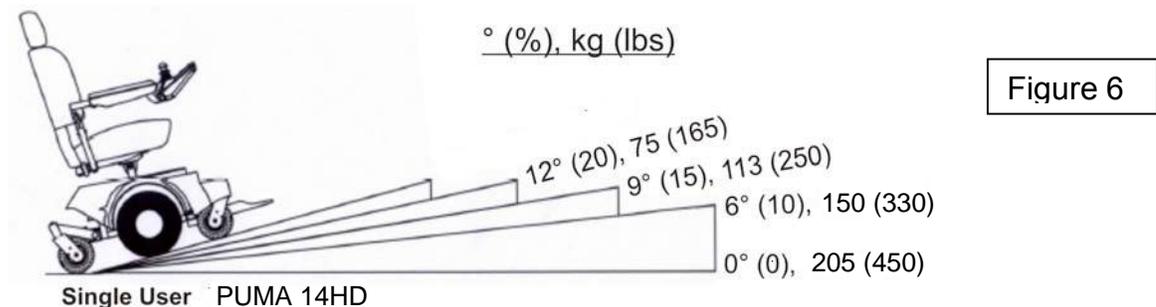


Figure 6



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Caring for Your Shoprider PUMA Powerchair

First Time Use

Prior to using your Powerchair for the first time, you must charge the batteries fully (refer to Battery Charging Procedures). Charging may take up to 12 hours. Charging the batteries completely prior to first time use will benefit battery efficiency and battery life.

Tires

Since your tires are flat free tires, there is no need to ever worry about tire air-pressure. When tread is worn, it is highly recommended to replace tires.

General Maintenance and Lubrication

- Inspection for loose wheel bolts, seat and arm tightening bolts, castor nuts and other nuts and bolts is recommended on a regular basis.
- Most lubricated components on the Powerchair are designed to be maintenance free and are sealed. Therefore, lubrication is not required for these components. However, the driving wheel axles and seat post should always have a very light coat of multi-purpose grease. ****NOTE**** Never put grease or oil in the breather cap located on the top of each worm gear.

DO NOT USE TOO MUCH GREASE!

Drips may stain or damage carpets, furnishings, etc.

- It is recommended that the driving axles (inside the drive wheel assembly) and castor assemblies be checked and cleaned occasionally for hair and debris build-up, which will hinder the performance of the unit.
- Check the powerchair batteries on a regular basis. For extended battery life, it is highly recommended that the batteries be fully charged after each use. If the batteries are weak, severely discharged or old, a variety of problems may occur with the unit including charging problems, reduced speed, loss of range, loss of charge capacity and others. Please contact your provider for battery replacement and proper disposal. **Note:** Charging your batteries daily will enhance the life of your batteries. If the batteries are left unattended for extended periods of time, it is recommended that they be left in a fully charged state. Leaving your batteries in a discharged state, or not charging them regularly will diminish the life of your batteries and cause irreversible damage to your batteries.



Batteries & Battery Charging

Batteries

The Shoprider PUMA Powerchairs are designed to operate on two 12 volt sealed lead acid aka SLA (AGM or gel-cell type) maintenance free batteries. The life of the batteries may be affected by temperature, terrain, weight of user, driving methods, and care of batteries. The active user will need to charge the batteries after using approximately 30% of battery capacity. As an inactive user, only using from once a week to every other day, the recharge point would be at 50% of discharge (Refer to Figure 8). For extended battery life, it is highly recommended that these guidelines be followed. You cannot over charge the batteries.

Keeping the batteries charged extends the life of the batteries

SLA batteries should be kept fully charged at all times. They must not be left in a discharged state if the unit is not being used for some time or the batteries will be permanently damaged and will no longer hold a charge. The SLA batteries should be checked once a month and kept charged as needed. Typically SLA batteries have up to about 400 charging cycles.

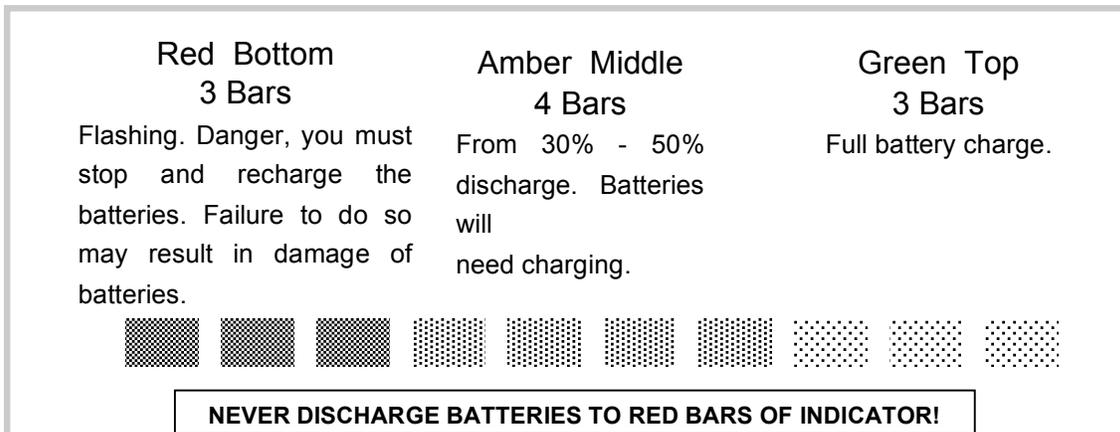


Figure 7



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PUMA 10 / 14 / 14HD

How to Charge Your Unit

- 1) Plug the A/C power cord into the wall. Plug the male three-pin charger plug into the female 3-pin receiver located on the bottom of the VSI. Turn the switch on if applicable (8Amp charger only)

The battery charger's light indicator is as follows:

One light charger (4Amp)

Yellow/Amber- Charging
Green- Charging Complete
Or

Two light charger (8Amp)

Red (solid)- Power ON
Yellow/Amber- Charging
Green- Charged

NOTE: It is very important to check the charger light color. If there is no light or a different color light on than should be, refer to the charging trouble shooting section in this manual.

Depending on the amount of battery discharge, the charge time can take up to 12 hours. The battery charger has an electronic switch that will terminate the charge when the batteries are fully charged. Do not remove the battery charger until the charging cycle is complete. Be sure to unplug charger from the wall first before unplugging charger from the Powerchair.

WARNING! Only use the original manufacturer approved charger!

This charger is for indoor use only. Do not expose it to rain or water spray.

Do not leave the charger plugged into the Charging Port if the charger is not charging.



Troubleshooting

The Self-Help Guide (Table 1) is intended to assist in the location of a fault that may occur in a certain part of the Powerchair.

If after checking the fault from the table below and the fault is still showing, do not use the Powerchair. Turn off the power and consult your provider immediately.

Table 1

| BATTERY GAUGE FAULT CODE | POSSIBLE VSI-50 FAULT |
|---------------------------------|---|
| 10 Bars flash | Battery voltage is too high, check the battery connections. <i>Call your Shoprider Provider.</i> |
| 9 Bars flash | Brake Fault. <i>Call your provider.</i> |
| 8 Bars flash | Possible controller fault. <i>Check controller connector. Call your Shoprider Provider.</i> |
| 7 Bars flash | Possible joystick fault. <i>Be sure joystick is at center when controller is turned on. Call your Shoprider Provider.</i> |
| 6 Bars flash | Battery charger connected. <i>Unplug charger.</i> |
| 5 Bars flash | Right-hand motor wiring fault. <i>Check connections. Call your Shoprider Provider.</i> |
| 4 Bars flash | Right-hand motor disconnected. <i>Check connections. Call your Shoprider Provider.</i> |
| 3 Bars flash | Left-hand motor wiring fault. <i>Check connections. Call your Shoprider Provider.</i> |
| 2 Bars flash | Left-hand motor disconnected. <i>Check connections. Call your Shoprider Provider.</i> |
| 1 Bar flash | Low battery voltage. <i>Charge batteries immediately. Do not drive Powerchair until batteries are completely charged!</i> |

Battery/ Charging Troubleshooting

– If the charger indicator light goes to green within a few minutes after being plug in and doesn't charge the batteries the batteries may be over discharged and may require additional service or replacement. Contact your provider for assistance.

If the charger indicator light goes immediately to green when plugged in to charge, the problem is likely a blown fuse, popped circuit breaker (push reset button) or similar. Contact your provider for assistance. If the charger does not come on at all when plugged in, check the charger fuse if applicable, then call your provider.



Specifications

Table 2

| | PUMA 10 | PUMA 14 | PUMA 14HD |
|--|----------------------|----------------------|----------------------|
| Overall Dimensions: L' x W x H | 960 x 600 x 1120 | 1050 x 640 x 1170 | 1050 x 640 x 1170 |
| Total Weight of Unit With Seat and Batteries | 87kg (w/ 36Ah batts) | 126kg (w/ 75Ah batt) | 126kg (w/ 75Ah batt) |
| Maximum User Weight | 136kg | 136kg | 205kg |
| Battery Capacity | 12v – 36Ah x 2 | 12v-75Ah x 2 | 12v-75Ah x 2 |
| Charger | Off Board, 4 amp | Off Board, 8amp | Off Board, 8amp |
| Maximum Speed | 8 kmph | 8 kmph | 6 kmph |
| Safe Climbing Angle, Maximum Single User Weight | Refer to figure 5 | Refer to figure 6 | Refer to figure 6 |
| Range² | up to 25km | up to 25km | up to 25km |
| Turning Radius | 545mm | 545mm | 545mm |
| Seat to floor height (Adjustable) | 19",20",21" | 24",25",26" | 24",25",26" |
| Ground Clearance | 75mm | 80mm | 80mm |
| Output Power of Motor x2 (Reference Only) | .8 hpx2 | 1.34 hpx2 | 1.34 hpx2 |

As a part of our ongoing product improvement initiative, Shoprider reserves the right to change specifications and design without prior notice. All specifications and dimensions are approximate.

¹Includes the anti-tip wheel.

²The actual driving range varies with the factors shown below:

1. The weight of the user
2. Ground surface condition
3. Battery condition
4. Type of charger
5. Ambient temperature
6. Driving style
7. Terrain
8. After battery and mechanical moving parts have broken in

Proceed up any incline with seat in upright position



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Disclaimer

Congratulations on your purchase of the Shoprider PUMA Powerchair.

This Powerchair is not intended to be used by individuals with physical limitations that could prevent the user from operating the Powerchair safely. Shoprider disclaims all responsibility for any personal injury or property damage, which may occur as a result of improper or unsafe use of its products.

Warranty is only valid when genuine Shoprider parts are used. All modifications on the Powerchair, unless approved and authorised by Shoprider will automatically invalidate the warranties. Standard warranty does not extend to consumable items and parties other than the original user.

The preceding guidance is intended to assist you in the safe operation of this Powerchair. If you should have any questions about the correct operation of the Powerchair, please contact your authorised Shoprider provider.



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Warranty Terms & Conditions

The Warranty Terms and Conditions noted below provide your **Shoprider®** scooter with excellent coverage against possible defective parts or possible faulty workmanship. If at anytime you have a warranty issue **YOU MUST** contact the **selling Shoprider® dealer** as they are required to undertake the diagnosis and labour content of the warranty. **Shoprider®** will as noted below supply spare parts as required as part of this agreement.

Structural Frame – 3 Years

Shoprider Australia warrants that the frame will be free from defects under normal use, for a period of three (3) years from the date of purchase by the original customer.

Shoprider Australia will repair or replace, at our option free of charge any part found on examination by Shoprider Australia to be defective in material and or workmanship within the warranty period.

All parts claimed under warrant must be returned to Shoprider Australia in their present condition. Only an authorised “Warranty Dealer” of Shoprider Australia can undertake warranty work.

Always contact the **selling Shoprider® dealer** to arrange all work and assess if warranty applies.

Structural Frame Components include

Welded Chassis only

Drive Train Assembly – 18 months

Shoprider Australia warrants that the drive train Assembly will be free from defects under normal use, for a period of eighteen (18) months from the date of purchase by the original customer.

Shoprider Australia will repair or replace, at our option free of charge any part found on examination by Shoprider Australia to be defective in material and or workmanship within the warranty period.

All parts claimed under warrant must be returned to Shoprider Australia in their present condition. Only an authorised “Warranty Dealer” of Shoprider Australia can undertake warranty work.

Always contact the **selling Shoprider® dealer** to arrange all work and assess if warranty applies.

Drive Train Components include

Transaxle, Motor and Magnetic Brake only.

Other Parts – 12 months

Shoprider Australia warrants that the other parts will be free from defects under normal use, for a period of twelve (12) months from the date of purchase by the original customer.

All parts claimed under warrant must be returned to Shoprider Australia in their present condition. Only an authorised “Warranty Dealer” of Shoprider Australia can undertake warranty work.



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Warranty Terms & Conditions

Always contact the **selling Shoprider® dealer** to arrange all work and assess if warranty applies.

Exclusions

1. All transportation cost associated with the submission and return of the repair or replacement under warranty (as determined by Shoprider Australia) are the responsibility of the original customer.
2. Normal wear items are not covered under warranty. These items include such items as brushes, tyres, tubes, brake pads, upholstery, seating and armrests.
3. Damage caused by:
 - Excessive, abusive, misuse, negligence, accident or water.
 - Improper maintenance, maintenance carried out by a non approved "Warranty Dealer."
 - Improper operation & storage.
 - Any **commercial** use what so ever.
4. Where an authorised dealer has not lodged all required documentation at the appropriate time, the warranty is Void.
5. All warranties provided do not extend to purchasers of used or secondhand equipment.
(Warranty's are not transferable)

Please Note

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement part for major failure and for compensation for any other reasonable foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure

NOTE: In the event of a warranty issue, Always contact your **selling Shoprider® dealer** who will arrange any work and return any faulty parts. Parts will be assessed and replaced within 3-5 working days.



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Please complete the information below for future reference:

| |
|----------------------------------|
| SHOPRIDER Selling Dealer - _____ |
| Scooter Model Number - _____ |
| Scooter Serial Number - _____ |
| Date of Purchase - _____ |

ATTENTION: This owner's manual is printed based on the latest specifications and product information available at the time of publication. SHOPRIDER® reserves the right to make changes as they become necessary. Any changes to the SHOPRIDER® range may cause slight variations between the illustrations and explanations in this manual and the scooter model that was purchased. Where possible a newer version of this manual may be available

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