

# Phoenix



Owner's Manual / Warranty

**COMFYGO**  
mobility  
Version 3.0

# QUICK START GUIDE



**Make sure both levers on the motor are in the "locked" [D] position.**

- A. Open the box, remove your wheelchair, and conduct a visual inspection
- B. With the wheelchair in a standing position, insert the joystick controller into the designated area of the frame then connect it to the power source
- C. Unfold the wheelchair by gently applying downward pressure on the seating area. The wheelchair will expand to the open position
- D. Place both motor levers into the drive (D) or locked position
- E. Turn on the battery Smart Switch
- F. Press the power switch on the controller. Your wheelchair is ready to use



**Smart Battery Switch**

**Smart Switch Battery Technology:**  
 To enhance your battery range and your safety, the Phoenix Carbon Fiber utilizes a battery Smart Switch that alternates the power supply to the wheelchair. When seated in the chair, the Smart Switch is located on the right side of the wheelchair near the right side battery.

- 0:** No batteries in use. The chair is off and there is no battery supply to the chair.
- I:** Only the right battery is in use. The battery level displayed on the controller that of the right battery only.
- II:** Only the left battery is in use. The battery level displayed on the controller that of the left battery only.



**! WARNING:** Please read this user manual carefully and check all of the safety tips.

**Don't forget to check** the back of your chair for:  
 Charger, Remote control and Owner's manual



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- For all your spare parts needs, please visit **www.ComfyGoMobility.com**, email us at **info@comfygomobility.com**, or call **+1 844 755 5055**.
- Don't forget to **register your product to activate your manufacturer warranty**. Detailed information can be found on page 5.
- Please retain the box and all packaging for at least 30 days from the date of delivery.

## **IMPORTANT NOTICE! BEFORE THE FIRST USE:**

**Ensure the battery is connected and charge it for at least 6 hours.**

To access additional information, simply scan the QR code with your smartphone's camera.



Register & Activate  
Your Warranty




Download the User Manual  
Watch Installation / Assembly Videos



# PREFACE

- This manual provides instructions on operation, assembly methods, and basic troubleshooting. It applies to our model: Phoenix.
- This manual includes wheelchair maintenance tips and troubleshooting guidelines. Please keep it in an accessible location and refer to it as needed. If someone else uses the chair, please provide them with this manual for reference.
- The annotations and illustrations in this manual might differ slightly from your actual model as we continually enhance and upgrade our components and designs.
- If you're unsure about any aspect of the operation, kindly reach out to your dealer for clarification.
- Improper usage of this vehicle might result in injuries. It's essential to always heed safety recommendations to ensure your well-being and that of others.
- This electric wheelchair is designed for individuals with walking difficulties or those who cannot walk.
- The electric wheelchair is intended to transport only one person.
- This series of electric wheelchairs is powered by Li-ion batteries and uses DC motors. Users can control the direction and adjust the speed using the joystick controls located on the arm. This wheelchair is suitable for low speeds, good road conditions, and can handle gentle slopes.

 **WARNING!** Ensure the chair is locked when unfolded. Prior to the first use, please inspect all nuts and bolts, and tighten as necessary.

- This electric wheelchair is specifically engineered for people weighing less than the maximum loading weight defined in the technical specs. It is intended for use at walking speeds and is suitable for both indoor and outdoor use. Please refrain from using this unit in traffic lanes.
- This owner's manual is compiled from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become necessary. Any changes to our products may lead to slight variations between the illustrations and explanations in this manual and the product you have purchased. The latest/current version of this manual is available on our website.



## Warning symbol

Follow the instructions next to this symbol closely.

Please pay attention to these instructions; otherwise, it may result in physical harm or damage to the user, the product, or the environment.



# COMFYGO CARE+ PROTECTION

- Your product comes with a limited manufacturer's warranty: 1 year for the frame, 1 year for the battery, and 1 year for the motor and electronics. More details can be found in the Warranty section on the following pages.
- Keep your mobility products protected and ensure a hassle-free experience with our ComfyGO Care+ Protection Plans.
- Designed for your peace of mind, these plans provide extended coverage for your ComfyGO mobility products, allowing you to focus on what matters most – *your independence and mobility.*

## Engine

Starting from \$199  
without coverage

## Joystick (Controller)

Starting from \$279  
without coverage

## Wheel

Starting from \$89  
without coverage

## Remote Controller

Starting from \$63  
without coverage

## Battery

Starting from \$249  
without coverage



## Get your protection plan today!

- Scan the QR code with your smartphone
- Call +1 844 755 5055
- Email us at [info@comfygomobility.com](mailto:info@comfygomobility.com)
- Visit our website at [ComfyGOMobility.com](http://ComfyGOMobility.com)

*Prices are for informational purposes only. For the most updated pricing, please visit our website, call, or email us.*



# TECH SUPPORT



## Register & Activate Your Warranty

- Please visit [Comfygomobility.com/pages/product-registration](https://comfygomobility.com/pages/product-registration) and register your product now. Simply scan the QR code with your phone to access the Registration Link.
- When you register your ComfyGO Product, you ensure that you may be eligible for extended warranty service.
- You will also receive product updates and important news from ComfyGO Mobility.

## Getting Tech Support

- For the quickest support, please email [info@ComfyGoMobility.com](mailto:info@ComfyGoMobility.com)
- Call us at **+1 844 755 5055**
- Visit [comfygomobility.com/pages/contact](https://comfygomobility.com/pages/contact) or scan the QR code with your smartphone to fill out the help form.



## Getting Tech Support in EUROPE

- For the quickest support, please email [info@ComfyGoMobility.eu](mailto:info@ComfyGoMobility.eu)
- Call us at **+31 (0) 20 809 7031**
- Visit [comfygomobility.eu/pages/contact](https://comfygomobility.eu/pages/contact) or scan the QR code with your smartphone to fill out the help form.

## Shield your wheelchair with the ComfyGO Travel Protection Bag

- Ensure the safety of your wheelchair during transit with our ComfyGO Travel Protection Bag. Tailored specifically for your product, this bag offers robust protection against scratches and damage while you travel.
- Be it in the hands of airline personnel or during the rigors of transportation, our Travel Protection Bag is your wheelchair's safeguard against the rough and tumble of travel handling.



## Get Your Travel Bag Today

- Call us at **+1 844 755 5055**
- Visit [comfygomobility.com](https://comfygomobility.com)
- Email us at [info@ComfyGoMobility.com](mailto:info@ComfyGoMobility.com)



# CLAIM YOUR FREE ACCESSORY

We're giving away a **FREE ComfyGO** accessory to enhance your **ComfyGO Mobility** experience!



1. Visit [comfygomobility.com](https://comfygomobility.com) and locate your product, or simply scan the QR code to access the page.
2. Write a review for your product.
3. Email [info@comfygomobility.com](mailto:info@comfygomobility.com) to inform our team about your review.
4. Our team will then provide you with accessory options.



Phone Holder



Headlight & Charger



Cup Holder



Side Bag

**Please also don't forget to leave another review at your point of purchase.**

#### Terms and Conditions

- **Eligibility:** This promotion is open to individuals who have previously purchased a ComfyGO Mobility product, excluding accessories, parts, services, and protection plans. Employees of ComfyGO Mobility, its affiliates, subsidiaries, advertising, promotion, and fulfillment agencies, and legal advisors, as well as their immediate family members and persons living in their same household, are not eligible to participate in this promotion. Limit one entry per household.
- **Promotion Period:** This promotion is open for the first 1,000 customers who complete the review process and notify our team via email at [info@comfygomobility.com](mailto:info@comfygomobility.com). The promotion may end at the discretion of ComfyGO Mobility once a sufficient number of eligible entries have been received.
- **Promotion Modification:** ComfyGO Mobility reserves the right, at its sole discretion, to modify, suspend, or terminate this promotion at any time and for any reason without prior notice. Changes to the promotion, including but not limited to its termination date, will be updated on the ComfyGO Mobility website. Participants agree that ComfyGO Mobility shall not be liable to them or to any third party for any modification, suspension, or discontinuance of the promotion.
- **Selection of Winners:** Participants who have completed the steps mentioned above will be eligible for the giveaway. Our team will contact eligible participants to provide them with options for the free ComfyGO accessory.
- **Prize:** The prize consists of one ComfyGO accessory with a value equal to or less than \$25. The exact accessory will be determined based on available stock. No cash or other substitution of prizes is permitted, except at the sole option of ComfyGO Mobility for a prize of equal or greater value.
- **Shipping:** Winners are responsible for paying any shipping costs associated with the delivery of the prize. ComfyGO Mobility will not cover these costs.
- **Restrictions:** Reviews left on third-party marketplaces such as Amazon, Walmart, and others are not eligible for this promotion due to their review policies.
- **General Conditions:** Participants agree to abide by the terms of these Official Rules and by the decisions of ComfyGO Mobility, which are final on all matters pertaining to this promotion. Noncompliance with the foregoing, failure to abide by these Official Rules, or return of the prize notification as non-deliverable may result in disqualification and selection of an alternate winner.
- **Disclaimer:** ComfyGO Mobility, its agents, and representatives, are not responsible for and shall not be liable for: (i) late, lost, damaged, misdirected, incomplete, illegible, or unintelligible entries; (ii) any condition caused by events beyond the control of ComfyGO Mobility that may cause the promotion to be disrupted or corrupted; (iii) any injuries, losses, or damages of any kind arising in connection with or as a result of the prize, or acceptance, possession, or use of the prize, or from participation in the promotion; or (iv) any printing or typographical errors in any materials associated with the promotion.
- **Data Protection:** By participating in this promotion, participants agree to ComfyGO Mobility's use of their personal information for both online and offline direct marketing purposes.



# PHOENIX TECHNICAL SPECS

Parameters	Phoenix (Standard Range)	Phoenix (Long Range)
Overall Dimensions (L x W x H)	38"x24"x35" (960x610x890mm)	38"x24"x35" (960x610x890mm)
Folded Dimensions (L x W x H)	30"x13"x28" (770x330x720mm)	30"x13"x28" (770x330x720mm)
Seat Height (from ground)	19.6" (500mm)	19.6" (500mm)
Armrest Height (from seat)	9" (235mm)	9" (235mm)
Backrest Height (from seat)	15.5" (400mm)	15.5" (400mm)
Max Loading Weight	286 lbs (130 kg)	286 lbs (130 kg)
Net Weight for Frame only	27.1 lbs (12.3kg)	27.1 lbs (12.3kg)
Net Weight without Battery	30 lbs (13.8kg)	30 lbs (13.8kg)
Net Weight with Battery	36.5 lbs (16.6kg)	36.5 lbs (16.6kg)
Battery	2 x 24V * 6.6AH Li-ion	2 x 24V * 10AH Li-ion
Battery Charge	AC 100-240V, 50Hz, 1.5-5A	AC 100-240V, 50Hz, 1.5-5A
Battery Charge Time	6 to 8 hours	6 to 8 hours
Range	Up to 15 mile (24km)*	Up to 25 mile (40km)*
Airline and Cruise Approval*	Yes (with both batteries)**	Yes (with a single battery)**
Max Speed	4 mph (6 km/h)	4 mph (6 km/h)
Motor	2 * 250W (Total 500W) Brushless	2 * 250W (Total 500W) Brushless
Controller	24V 40A	24V 40A
Climbing Angle Max Degrees	9°	9°
Max Safe Slope	6°	6°
Static Stability	6°	6°
Brake	Intelligent electromagnetic break	Intelligent electromagnetic break
Turning Radius	≤ 35.5" (900 mm)	≤ 35.5" (900 mm)
Reversing Width	≤ 49" (1250 mm)	≤ 49" (1250 mm)
Front Wheel Diameter	7" (175 mm)	7" (175 mm)
Rear Wheel Diameter	12" (300 mm)	12" (300 mm)
Seating Area Width	21" (530 mm)***	21" (530 mm)***
Cushion Size (width x depth)	17.5"x16" (450x405mm)	17.5"x16" (450x405mm)
Controller Type	Detachable All-Direction LCD Joystick	Detachable All-Direction LCD Joystick
Tire pressure (for pneumatic tire)	30 psi (2 kgf/cm <sup>2</sup> )	30 psi (2 kgf/cm <sup>2</sup> )

\* The actual range of our product can vary due to factors such as weather conditions, load weight, and terrain type. Extreme temperatures, heavy loads, and challenging terrains can all impact battery efficiency and reduce travel distance. While designed for versatility, users should be mindful of these variables to optimize their range and maintain reliable performance.

\*\* The 2\*6AH (2\*144WH) lithium-ion batteries are approved for travel by most major airlines and cruise lines. If you have a 10AH (1\*240) battery (long-range version), only one battery is allowed by most major airlines. Before traveling by airline or cruise, please contact the airline or cruise line to confirm their battery travel regulations.

\*\*\* The widest distance between armrest support bars.





# SAFETY INSTRUCTIONS

**IMPORTANT:** Before using your mobility device, please read and understand these safety instructions thoroughly to ensure your safety and the longevity of the device.

## **GENERAL SAFETY:**

- **User Limitations:** This device is intended for use by individuals with mobility impairments. Consult your healthcare provider to determine if this device is suitable for your condition.
- **Weight Capacity:** Do not exceed the maximum weight capacity as defined in the technical specifications section of this manual, as doing so may compromise the structure and safety of the device.
- **Inspection:** Regularly inspect your mobility device for signs of wear, loose components, or damage. If any issues are found, cease use immediately and contact the manufacturer or a certified technician for repair.
- **Modifications:** Do not modify the mobility device in any way, as this may affect its safety and void the warranty.

## **MAIN SECURITY FEATURES:**

- **Protection Against Electric Shock:** Internal power classified as Type B application.
- **Ingress Protection Rating:** Classified based on the degree of liquid ingress protection: IPx3
- **Flammability:** Classified as Non-AP/APG type for safe use in environments where flammable anesthetic mixtures with air or oxygen or nitrous oxide gases occur.
- **Operation Mode:** Designed for continuous operation.
- **Voltage Rating:** Operates at a DC 24V rating.
- **Defibrillator Discharge Protection:** Device has no protective effect on the application of defibrillator discharge.
- **Signal Ports:** No signal output or input part.
- **Non-Permanent Equipment:** Safety ensured for any non-permanent equipment installed.

## **ENVIRONMENTAL SAFETY:**

- **Terrain:** Use the device on stable and even surfaces. Avoid high water, icy, or uneven terrain that may cause the device to slip or tip.
- **Weather Conditions:** Avoid using the device in extreme weather conditions that may impair its function or your control over it.
- **Obstacles:** Be cautious of obstacles in your path and maintain a safe distance from edges, steps, and bodies of water.

## **RIDING NOTICE:**

### **General Riding Cautions:**

- Keep hands on the armrest for full control of the wheelchair.
- Practice in safe, open areas before using on roads.
- Assistive guidance is recommended until comfortable with chair control.
- Adhere to pedestrian traffic rules; the wheelchair is not an automobile.
- Stay on sidewalks and crosswalks; avoid vehicle lanes.
- Maintain steady speeds; avoid sharp turns and zigzag movements.
- Ensure proper tire pressure for safe use and battery longevity.



# SAFETY INSTRUCTIONS

- If your wheelchair supports reclining, DO NOT RECLINE the backrest while on any incline or decline.

## **Avoid Riding in These Conditions Unless Accompanied by a Caretaker:**

- Inclement weather (rain, fog, wind, snow, etc.)
- Wet wheelchairs should be dried immediately to prevent electronic damage.
- Challenging terrain (mud, dirt, sand, gravel, etc.)
- Crowded or busy roads.
- Railways (ensure wheelchair tires do not get stuck; turn off and cross carefully).

## **Precautions for Uphill and Downhill:**

- Avoid steep inclines and declines; slope range should be less than 9 degrees.
- Operate controller carefully during uphill use.
- Maintain forward momentum uphill or downhill; do not stop abruptly.
- Use brakes to control speed downhill.
- Avoid sideways movements on steep inclines.
- Do not use stairs; avoid crossing high steps.
- Cross ditches at a 90° angle.
- Keep wheelchair in powered mode during inclines and declines.
- Seek immediate assistance if wheelchair malfunctions at a railroad crossing; switch to manual mode and push wheelchair to safety.

## **Precautions for Caregivers**

- Ensure the user's feet are properly positioned on the footrests.
- Avoid clothes getting caught in the wheels.
- Push the wheelchair manually when on steep slopes.

## **OTHER IMPORTANT NOTICES:**

### **Repair and Refit:**

- Contact the seller or service department for repairs or refits.
- Do not modify the wheelchair; this could lead to accidents or malfunctions.
- Avoid adding non-approved weights or accessories.

### **Keep Your Wheelchair Dry at All Times:**

- Avoid storing or using the wheelchair in wet conditions.
- Dry the wheelchair immediately if it gets wet.

### **Pushing Someone Else in the Wheelchair:**

- Use only manual mode when pushing someone in the wheelchair.

### **Service Life:**

- The recommended service life of this product is 5 years from the date of production.
- Check the label on your unit box for the date of manufacture or contact us.
- Avoid using beyond the recommended period to prevent accidents.



# SAFETY INSTRUCTIONS

## **ELECTROMAGNETIC COMPATIBILITY:**

- Avoid strong magnetic fields and large inductive electrical equipment.
- Maintain distance from sources of electromagnetic interference.
- Note that portable and mobile RF communication devices can affect wheelchair performance.
- Refer to manufacturer's statement for detailed electromagnetic compatibility information.
- Battery cut-off voltage: 23V.
- Classification: D class in GB/T 18029.21.

## **EMERGENCY PROTOCOL:**

Malfunction: If the device malfunctions, cease use immediately. If safe to do so, turn off the device and contact the manufacturer or a certified technician.

Accidents: In case of an accident, prioritize your safety and seek immediate assistance. Once safe, assess the device for damages.

## **CONTACT INFORMATION:**

- For further assistance or in case of emergency, please contact our customer support at:
- Phone: +1 844 755 5055
- Email: [info@comfygomobility.com](mailto:info@comfygomobility.com)
- Website: [www.comfygomobility.com](http://www.comfygomobility.com)
- Remember, adhering to these instructions ensures your safety and optimal performance of your mobility device. For hair battery, please contact your authorized provider.

**IMPORTANT:** Please read and follow all of these safety instructions and warnings to prevent injury or damage. Keep this notice for future reference.

## **General Usage Instructions and Warnings:**

- Understanding Your Power Chair: Before operating your power chair, ensure that you have read and understood the user manual, safety instructions, and guidelines provided.
- Weight Capacity Compliance: Do not exceed the specified weight capacity of your power chair. Overloading may result in instability, structural damage, or malfunction.
- Operating Environment: Operate your power chair on stable and even surfaces. Avoid steep slopes, near dropbar/kPa rating on each tire. Avoid underinflation or overinflation.
- Tire Care: Do not use high-pressure hoses or rubber conditioners on tires, as these can cause damage or reduce grip, leading to skidding.

## **Battery and Charging Instructions and Warnings:**

- Charging Guidelines: Follow the specific instructions for battery charging as outlined in the user



# SAFETY INSTRUCTIONS

manual and the information supplied with the battery charger.

- **Ventilation:** Charge your battery in a well-ventilated area. Explosive gases may be produced during charging.
- **Charger Compatibility:** Use only the off-board charger supplied with your power chair. Other types of chargers may cause damage.
- **Charger and Wiring Inspection:** Regularly inspect the battery charger, wiring, and connectors. Contact your authorized provider if you notice any damage.
- **Charger Handling:** Do not attempt to open or repair the battery charger. If malfunctioning, consult an authorized provider.
- **Charger Heat:** Be aware that the battery charger may become hot during charging. Avoid direct skin contact.
- **Charger Protection:** Protect the battery charger from adverse weather conditions if not rated for outdoor use. Allow it to adjust to indoor environmental conditions before use.
- **Battery Type:** Lithium-Ion batteries are recommended to mitigate risks of leakage or explosive conditions.
- **Charging Completion:** Monitor the LED lights on the charger for the status. If charging is incomplete within 24 hours, unplug and contact your provider.
- **Disposal:** Dispose of the power chair according to local and national regulations. Consult local waste disposal agencies or an authorized provider.

## **Maintenance and Storage Instructions and Warnings:**

- **Routine Checks:** Perform daily, weekly, and monthly checks as specified in the user manual. Pay special attention to tires, brakes, electrical connections, and seating systems.
- **Storage Conditions:** Store your power chair in a dry place, away from temperature extremes. Disconnect the battery and switch it to the "0" position during storage.
- **Storage Precautions:** Improper storage can lead to frame corrosion and electronic damage. Charge the battery periodically during prolonged storage.

## **Cleaning and Disinfection Instructions and Warnings:**

- **Cleaning Products:** Use a damp cloth and mild, non-abrasive cleanser for cleaning. Avoid products that may scratch the surface.
- **Disinfectant Use:** If using disinfectants, ensure they are safe for your product and follow all safety instructions to avoid skin irritation or damage to the power chair.

## **Service and Replacement Instructions and Warnings:**

- **Authorized Service:** Wheels, batteries, and other components should be serviced or replaced only by an authorized provider or a qualified technician.
- **Lifting Precautions:** Exercise caution when lifting heavy components like batteries and use proper lifting techniques.
- **Electrical Safety:** Keep tools and metal objects away from battery terminals to avoid electrical shock.



# SAFETY INSTRUCTIONS

## Electric Wheelchair Safety Usage Checklist

### Before Use:

- Ensure hands are positioned on armrests for optimal control.
- Verify tire pressure matches manufacturer recommendations.
- Check battery level.
- Inspect wheelchair for any signs of damage or wear.
- Confirm the chair is locked when unfolded, and all nuts are tightened.
- Make sure anti-tip wheels are properly assembled.

### During Use:

- Adhere strictly to pedestrian traffic regulations.
- Stay on sidewalks; avoid vehicle lanes at all times.
- Maintain steady, controlled speeds; abrupt maneuvers are prohibited.
- Avoid inclines and declines over 9 degrees.
- Keep feet firmly placed within the designated foot area.

### In Specific Conditions:

- If weather is adverse, ensure a caretaker is present.
- In case of water exposure, immediately dry the wheelchair.
- Seek assistance when navigating challenging terrains.
- Employ manual operation at railway crossings and verify tire clearance.
- Ascend and descend slopes with utmost caution, avoiding lateral movements.
- Avoid stair navigation and crossing over high obstacles.
- Ensure user's feet are properly placed on footrests.
- Keep user's clothing clear from the wheels.
- Provide assistance on slopes and in high-risk conditions.

### Post-Use:

- Store the wheelchair in a dry, safe environment.
- Conduct a brief inspection for potential damage or issues.
- Charge the battery if necessary, avoiding overcharging.

### Repair and Maintenance:

- Contact certified technicians for repairs or modifications.
- Report any malfunction or irregularities immediately.
- Schedule regular maintenance checks as recommended by the manufacturer.

*Note: This checklist is to be followed rigorously each time the electric wheelchair is used to ensure the safety of both the user and the equipment. Non-compliance with any of these points may lead to unsafe conditions and potential injury.*

*Liability Disclaimer: Adherence to these safety and operation guidelines is a strict requirement for all users and caregivers. Non-compliance or improper use of the wheelchair absolves the manufacturer of any liability for resultant injuries or damages. These regulations are implemented for the protection and well-being of all users and must be followed rigorously.*



# YOUR ELECTRIC WHEELCHAIR



- 1. Backrest
- 2. Controller (Joystick)
- 3. Controller Charging Port
- 4. Controller (Joystick) Cable Connection point
- 5. Cushion (Seat Base)
- 6. Battery
- 7. Rear Wheel (Drive Wheel)
- 8. Front Wheel (Caster Wheel)
- 9. Foot Platform
- 10. Folding and Locking Mechanism
- 11. Armrest
- 12. Motor
- 13. Anti-tip Wheel
- 14. Manual Freewheel Lever
- 15. Battery Capacity Display Button
- 16. Smart Battery Switch



**USE CAUTION:**  
**DO NOT STAND ON**  
**THE FOOTPLATES WHEN**  
**ENTERING OR EXITING THE CHAIR**



# CONTROLLER (JOYSTICK)



**USE CAUTION:**  
DO NOT PUSH ON  
THE CONTROLLER WHEN  
ENTERING OR EXITING THE CHAIR.

## Power Button

- To turn on the chair, press the power button.
- To turn it off, press the button again.
- When the chair is powered on, the LCD Display will light up

## Sleep Mode

- If the joystick is not used for more than 20 minutes, the power will automatically turn off, and the system will enter sleep mode.
- The system can be turned on by pressing the power button.

## Speed Adjustment

- The wheelchair's riding speed can be adjusted according to the user's preference and circumstances. Use the decrease and increase buttons to adjust the speed accordingly.

## Horn Button

- Press the horn button to sound the horn

## LED Battery Power Indicator

The LCD display's battery indicator is active when the power is on and shows the remaining battery power. The following are the indicator levels:

**!** *WARNING! In an emergency, you can also turn off the power directly by pressing the power button.*

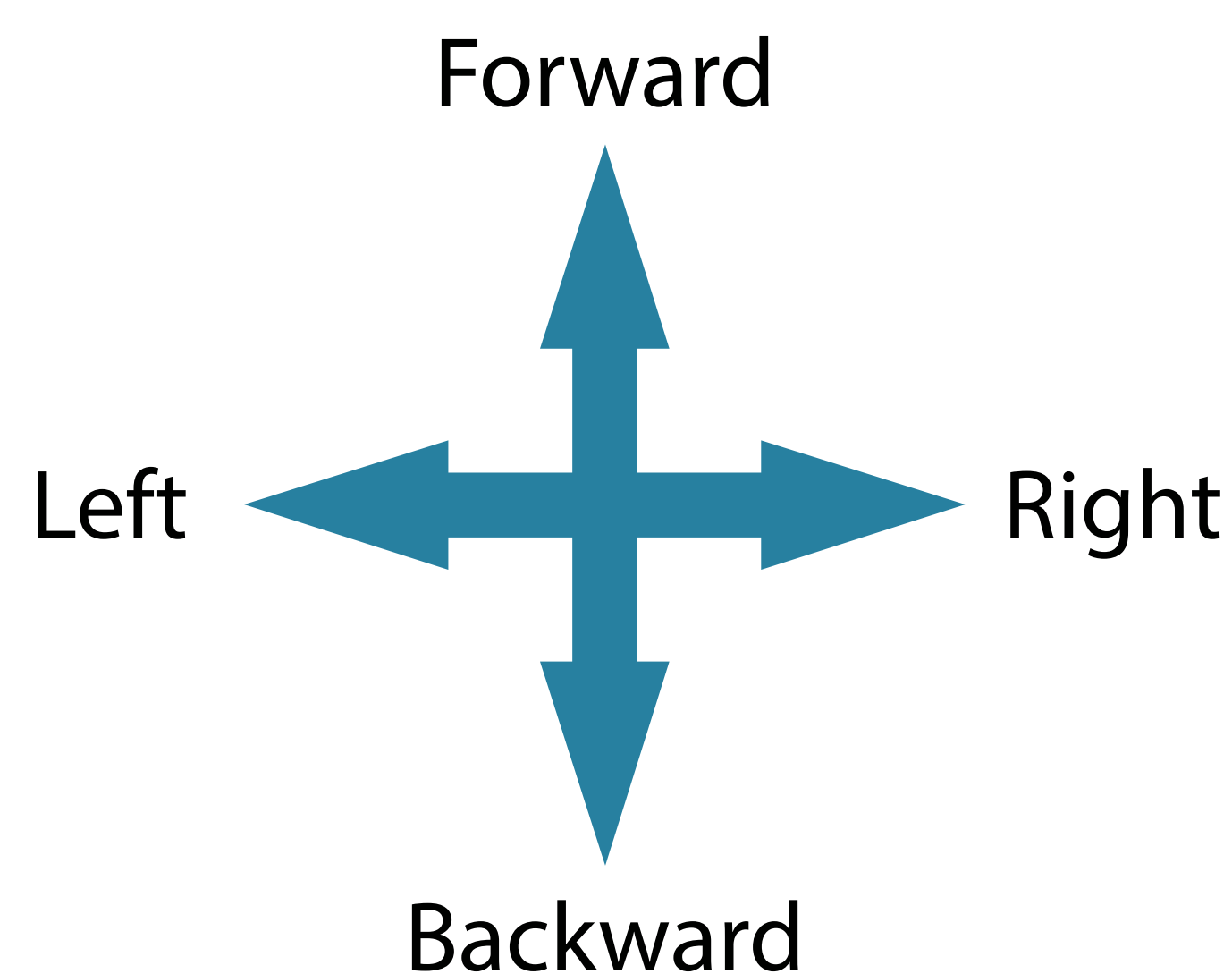


# CONTROLLER (JOYSTICK)

- 5 Bars: 80~100% battery remaining
- 4 Bars: 60~80% battery remaining
- 3 Bars: 40~60% battery remaining
- 2 Bars: 20~40% battery remaining
- 1 Bar: Less than 20% battery remaining
- When only a single bar is left, it signals low power, indicating the batteries need recharging. Always ensure the batteries are fully charged before going on long rides where charging might not be available. Do not operate the unit if only the red single bar is displayed, as it signifies an immediate need for charging. If the battery indicator blinks, it means there is less than 5% battery remaining.

## Using the Joystick

- To control the speed and direction of the wheelchair, utilize the joystick.
- The distance you push the joystick determines the speed of movement.
- Always ensure the joystick is in the middle position when powering the unit on or off. If the joystick is not centered when turning the unit on or off, an alert will sound. To silence the alert, return the joystick to the center. If the alert continues even after centering the joystick, this could signal a malfunction. In such a case, please contact your dealer.



## How to Modify Sound Settings:

1. Long press the '+' key to enter the modification screen.
2. 'C0' adjusts speed, and 'C1' adjusts the reverse beep. Select using the horn button.
3. Confirm your choice by pressing and holding both '+' and '-' simultaneously.
4. For sound settings, '00' turns on the sound, and '01' turns it off. Select using '+' and '-' and confirm with the horn button.
5. To activate changes, turn off and reboot the wheelchair.

### **!** *WARNING! Modifying Speed Settings Can Be Dangerous!*

- *Potential Damage: Frequent changes in the speed settings can damage the controller and motor due to operational errors.*
- *Speed Limit Compliance: By law, the speed of wheelchairs should not exceed 4 mph (6 km/h). Exceeding this speed can be dangerous.*
- *Increased Risks: Regular alteration of speed settings heightens the risk of accidents.*
- *User Responsibility: As a user, you are advised to avoid changing the speed settings if possible, and certainly not to do so frequently. We will not be responsible for any problems arising from such changes.*





# REMOTE CONTROLLER



## Pairing Your Remote Control:

### 1. Inserting Batteries and Powering On the Remote Control:

- Insert AAA batteries into the remote controller.
- Turn on the remote control by pressing the "power button" for 3 seconds.
- You will know the remote control is powered on when the green lights on the power button start flashing.

### 2. Initiating Pairing Mode:

- To pair your remote control with the wheelchair, press the "deceleration button" on the remote for 3 seconds. The power button's green light will stay on, indicating that the matching search is enabled.

### 3. Pairing with the Joystick Controller:

- Turn on the joystick controller.
- Press and hold the deceleration button on the controller for 3 seconds. The red pairing light will flash.
- Press and release the horn button on the controller. The red pairing light should stop flashing and stay on, indicating a successful pairing. If the remote was not paired correctly, please repeat the pairing process.

### 4. Finalizing the Pairing:

- Once paired, restart the controller by pressing the power button.
- Press the power button on the remote control to exit pairing mode. The green power light on the remote will flash.
- The red pairing signal on the controller will remain on, indicating that the remote control is now ready to power the wheelchair.

### Power Button

- To turn on the remote controller, press the power button.
- To turn it off, press the button again.

**!** **WARNING:** \*To use your remote control, the chair's joystick must be turned on first. The power button on the remote control only turns the remote control on and off. The remote control connects to the chair's joystick via Bluetooth.



# USAGE & OPERATION



- Please visit our website for a detailed explanation on Usage and Operations.
- Go to [www.comfygomobility.com/pages/user-manuals](http://www.comfygomobility.com/pages/user-manuals) or scan the QR code with your smartphone's camera.
- Once on the website, select your wheelchair model and the video of interest.
- On the same page, you can also download the most updated digital version of your owner's manual.

### Initial Setup:

- **Unboxing:**
  - Carefully open the box.
  - Gently remove the chair from the box.
- **Visual Inspection:**
  - Conduct a thorough visual inspection of the chair to check for any visible damage or missing parts.



Smart Battery Switch

### Smart Switch Battery Technology:

To enhance your battery range and your safety, the Phoenix Carbon Fiber utilizes a battery Smart Switch that alternates the power supply to the wheelchair. When seated in the chair, the Smart Switch is located on the right side of the wheelchair near the right side battery.

- O:** No batteries in use. The chair is off and there is no battery supply to the chair.
- I:** Only the right battery is in use. The battery level displayed on the controller that of the right battery only.
- II:** Only the left battery is in use. The battery level displayed on the controller that of the left battery only.



- **Attaching the Controller to the Armrest:**
- Slide the controller into the armrest tube.
- Ensure that the controller is kept in a horizontal position (as illustrated in the picture).
- Once the controller is properly positioned, secure it by tightening the screw (refer to the picture guidance).
- Confirm that the controller cord is properly connected and secured to the battery (as illustrated in pictures on the left).



# FOLDING & UNFOLDING

## Manual Folding Chair Instructions

Please follow the instructions below on how to fold and unfold your chair.



Armrests



Backrest Folding / Insert



Seat

## Unfolding Your Wheelchair:

1. Use the armrests, slightly pulling on the right and left sides, to unfold the chair.
2. Once the chair is unfolded, gently push down on the seat to ensure it's fully unfolded.
3. Insert the backrest or unfold it (depending on the model you have). Secure the lock located on the backrest. This step is crucial; ensure the lock is well-fastened.
4. Attach the backrest cloth cover to the frame using the provided Velcro straps, ensuring it is secure. First, fasten it at the top, then ensure the bottom of the cloth cover adheres firmly to the seat cushion. Place the backrest and cushion foams in place using velcro lines.

## Folding Your Wheelchair:

5. Remove the backrest and cushion foams using Velcro strips.
6. Remove the backrest or fold it (depending on the model you have).
7. Gently pull up on the seat to ensure it is folded.
8. Once the chair is unfolded, use the armrests, slightly pushing on the right and left sides, to fold the chair.

*Note: Remember to always handle your wheelchair with care to ensure its longevity and your safety. If you encounter any difficulties or if anything seems amiss with the folding mechanism, it's best to consult the manufacturer or a professional for assistance.*



**!** **WARNING:** Failure to properly fold and unfold the chair is a safety violation.

# FOOTRESTS

## Footrest (Foot Platform / Foot Plate) Adjustments

Your wheelchair comes with an adjustable footrest.



### Installing the Footrests

Attach the footrests to the frame and ensure they are inserted.



- Use the footrest secure pins to secure the footrests.
- Please repeat this for the other side.



### Dismantling the Footrests

- Use the footrest secure pins to release the footrests.



- Detach the footrests from the frame and ensure they are removed.
- Please repeat this for the other side.



# BATTERY & CHARGER



Charging Port



Battery Release Button

Battery Capacity Display Power Button

## Installing the Battery

1. Place the battery side of the frame in the battery onto the frame.
2. Slide the battery into the top rail and press downward until you hear a 'click,' indicating its locked in place.

## Dismantling the Battery

1. Pull up the battery release button to detach the battery.
2. Pull the battery upward from the top rail until you feel it release, indicating it's unlocked and removed from its position.

## Smart Switch Battery Technology:

To enhance your battery range and your safety, the Phoenix Carbon Fiber utilizes a battery Smart Switch that alternates the power supply to the wheelchair. When seated in the chair, the Smart Switch is located on the right side of the wheelchair near the right side battery.

**0:** No batteries in use. The chair is off and there is no battery supply to the chair.

**I:** Only the right battery is in use. The battery level displayed on the controller that of of the right battery only.

**II:** Only the left battery is in use. The battery level displayed on the controller that of of the left battery only.



Smart Battery Switch



# BATTERY & CHARGER

## Charger Requirements

- The charger should only be used for charging the batteries.
- Do not use your wheelchair while it is charging.
- The battery system is designed to extend battery life and enhance safety. When charging, each battery must be charged separately. You can use the Smart Battery Switch to select which battery to charge.

## Charger Technical Data

- Input voltage: AC220V (110V)  $\pm 10\%$
- Output voltage: 24V/DC
- Output current: 1.5~5A

## Charger Use and Care

- A full charge requires 6 to 8 hours.
- Do not overcharge for more than 12 hours.
- To prevent shortening your battery's life, charge at least once per month when not in use.
- Do not stop charging until the process is complete.
- Repeated use of less than fully charged batteries will shorten their lifespan.
- When fully charged, the power indicator turns green. Do not stop charging until this indicator is lit.
- Turn off the power supply after charging to prevent battery discharge.
- Avoid over-charging for more than 12 hours as it is dangerous.

## Follow These Rules to Avoid Issues with Chargers:

- Use a national standard charger with an output voltage of 24V/DC 1.5A~5A if the wheelchair does not include one.
- Ensure the charger is well ventilated during charging.
- Do not expose the wheelchair to direct sunlight or humidity.
- Charge within a temperature range of 50 to 122 °F (10 to 50 °C).
- Never use or sit on the wheelchair while it is charging.
- It is normal for the charger's fan to make sound during charging.
- Prevent liquid from entering the charger.
- Do not place the charger on flammable items.
- Stay away from flames while charging.
- Do not smoke while charging.
- Avoid unplugging the charger with wet hands or from a wet socket.



# BATTERY & CHARGER

## Charging Directly While in Battery

- Make sure the charger groove is not blocked.
- Ensure the wheelchair's power is off.
- Unplug connections between the battery box and the controller.
- Connect the charger's output plug to the battery box's power plug.
- Connect the charger plug to the power supply; the red light will light up.

## Charging Through Your Controller

- Ensure the charger groove is not blocked.
- Ensure the wheelchair is turned off.
- Make sure the battery and controller are connected.
- Connect the charger's output plug to the socket below the controller.
- Connect the charger's main plug to the power supply; the red light will be alight.

## Battery Use and Maintenance

- Incorrect insertion of the battery may cause an explosion risk. Use only the provided batteries.
- While inserting the battery, ensure correct pole placement. Always follow the charging instructions provided here for optimal battery life.
- For replacement batteries, visit [www.ComfyGoMobility.com](http://www.ComfyGoMobility.com) or contact us at [support@ComfyGoMobility.com](mailto:support@ComfyGoMobility.com)

## A Few Ways to Keep Your Batteries Healthy:

- Store your batteries at room temperature. Excessive heat is the primary factor in reducing battery life.
- Remember, batteries deteriorate over time, regardless of usage.
- Avoid completely discharging the batteries, as this can lead to performance deterioration.
- Gradual performance decline can occur if the battery is left in a discharged state for extended periods.



# FEATURES



## Flipping-Up Your Armrest

- To flip up the armrest, press the gray armrest button with one hand and use the other hand to lift the armrest.
- Press down on the armrest to return it to its proper position and secure it.

Armrest button



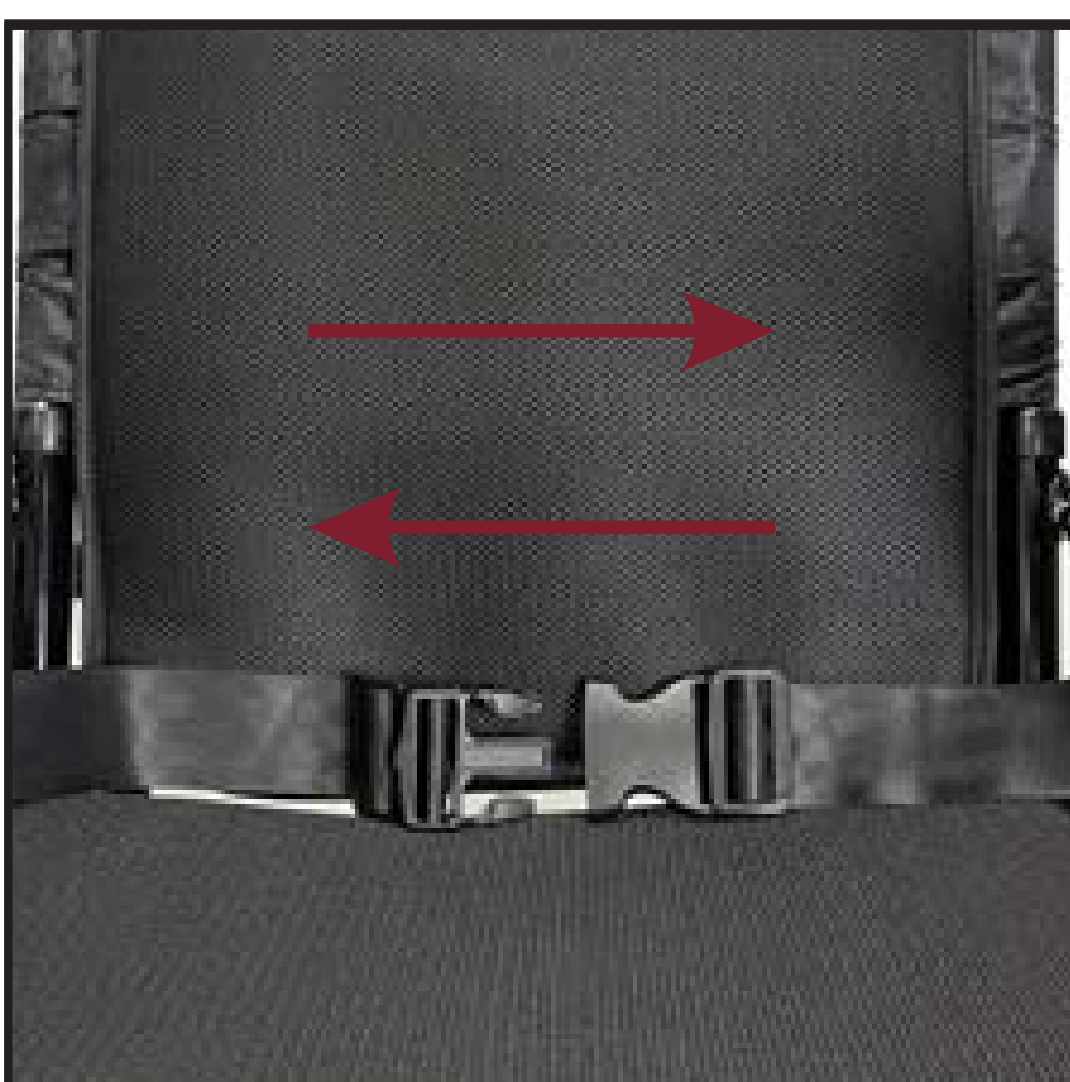
## Anti-tipper

- ! **WARNING:** Failing to properly assemble the anti-tip wheels is a safety violation. Ensure that the anti-tip wheels are correctly assembled.



## Storage Compartments

- Your power chair comes equipped a storage compartments which located on the seatback.
- ! **WARNING:** Do not store personal property or valuables in any storage compartment when left unattended.
- ! **WARNING:** The storage compartment on the rear of the seatback is designed for small personal items. Avoid storing sharp objects in the compartments.







## Seat Belt (Positioning Belt)

- Your power chair may come equipped with a seat belt, which can be adjusted for operator comfort. The seat belt is intended to support the operator to prevent sliding down or forward in the seat. It is not designed as a restraining device
- To Adjust the Seat Belt: Once seated, insert the metal tab on one side of the belt into the plastic housing on the opposite side until you hear a click. Pull the excess strap attached to the metal tab until secure, but ensure it's not too tight to cause discomfort.
- To Release the Positioning Belt: Press the push-button mechanism on the plastic housing.
- The seat belt (positioning belt) should always be secured. Never allow it hang on drag on the floor, as it may become entanglend.





# SYSTEM DIAGNOSTICS

-  **WARNING:** *The seat belt (positioning belt) should always be secured. Never allow it hang on drag on the floor, as it may become entangled.*
-  **WARNING!** *The seat belt (positioning belt) is not intended for use as a seat belt in a motor vehicle. Furthermore, your power chair is not suitable for use as a seat in any vehicle. Anyone traveling in a vehicle should be properly belted into seats approved by the vehicle manufacturer.*
-  **WARNING!** *Ensure the seat belt (positioning belt) is properly secured to the power chair and adjusted for operator comfort before each use.*
-  **WARNING!** *Inspect the seat belt (positioning belt) for loose parts, damage (including tears, worn spots, bent hardware, damaged latch mechanisms), dirt, or debris before each use of the power chair. If any issues are found, contact your dealer.*

## SYSTEM DIAGNOSTICS

The LED indicators on your device provide signals for various technical malfunctions which may affect parts such as the motor, brakes, battery, and wire connections. The table below will guide you through troubleshooting specific technical issues. While these issues can usually be detected without additional service tools, please do not hesitate to contact us if further assistance is required.

**Refer to the table for interpretations of different screen code or audio signals.**



# SYSTEM DIAGNOSTICS

Error Code on the Display	Flashing state	Alarm sound	Fault and warning definition	Solution
C1	Long flicker	Long time alarm	Communication failure	Check if the wiring harness is installed correctly.
C2	Long flicker	Long time alarm	The joystick is not at the initial position	Turn off the power, release the joystick to the center position, and then turn on the power. position, Turn on the power again.
C3	Long flicker	Long time alarm	Control conflict warning	Turn off the power, release the joystick to the center position, and then turn on the power. position, Turn on the power again.
C4	Long flicker	Long time alarm	The brake handle is not switched to the electric state	Check whether the brake handle is switched to electric state
C5 first stage	Long flicker	Long time alarm	Overload warning - The first stage	When the wheelchair load is released or the joystick is released to the center position, it is restored.
C5 second stage	Short flicker	Long time alarm	Overload warning - The second stage	When the wheelchair load is released or the joystick is released to the center position, it is restored.
C5 third stage	Long flashing	Long time alarm	Overload warning - The third stage	When the wheelchair load is released or the joystick is released to the center position, it is restored.
C6	Long flashing	Long time alarm	Power on failure	Restart the power supply.
C7	Long flashing	Long time alarm	Left and right wheel overvoltage warning	The joystick returns to the center position and waits until the overpressure warning is eliminated.
C8	Long flashing	Long time alarm	Left and right wheel undervoltage warning	Please charge the battery in time.
CE	Long flashing	Long time alarm	System parameter failure	Restart or contact after-sales service.
L1	Long flashing	Long time alarm	Left wheel overcurrent fault	Restart or contact after-sales service.
L2	Long flashing	Long time alarm	Fault of large current deviation of left wheel	Restart or contact after-sales service.
L3	Long flashing	Long time alarm	Left wheel circuit overheating warning	Turn the power off, after cooling the drive wheels to be restarted.
L6	Long flashing	Long time alarm	Left wheel encoder failure	Restart or contact after-sales service.
L7	Long flashing	Long time alarm	Left wheel encoder failure	Restart or contact after-sales service.
L8	Long flashing	Long time alarm	Left wheel lack phase fault	Restart or contact after-sales service.
R1	Long flashing	Long time alarm	Right wheel overcurrent fault	Restart or contact after-sales service.
R2	Long flashing	Long time alarm	Fault of large current deviation of right wheel	Restart or contact after-sales service.
R3	Long flashing	Long time alarm	Right wheel circuit overheating warning	Turn the power off, after cooling the drive wheels to be restarted.
R6	Long flashing	Long time alarm	Right wheel encoder failure	Restart or contact after-sales service.
R7	Long flashing	Long time alarm	Right wheel brake failure	Restart or contact after-sales service.
R8	Long flashing	Long time alarm	Right wheel phase loss fault	Restart or contact after-sales service.



# MAINTENANCE AREAS

## Maintaining Your Wheelchair

- Maintenance of your wheelchair should include cleaning, checking the wheels and battery, and charging the batteries.
- For detailed maintenance information, please contact your dealer.
- It is recommended that you have your wheelchair inspected every six months and schedule an annual service through your dealer.

## Cleaning Your Wheelchair

- Regularly clean your wheelchair, particularly the parts frequently touched by the user (such as the seat cushion, armrest, and controller), using a clean and slightly damp cloth.
- Please refrain from using organic solvents for cleaning, as these might damage the surface.
- The wheelchair should be cleaned approximately once per week.
- If used by an infectious patient, it should be cleaned and disinfected with suitable disinfectants after each use.

## Tires

- Regularly check the tire air pressure and the condition for wear.
- Tires require replacement when the tread pattern depth is reduced to 1mm.

## Batteries

- Ensure that the batteries are fully charged.
- To prolong battery life, it is strongly recommended to not charge the unit until the batteries are nearly depleted (when red or yellow LED indicators are lit).
- Also, refer to battery & charger section of this manual for detailed battery maintenance and charging instructions.

## Wheelchair Malfunction Signals

- If malfunctions occur during the operation of the wheelchair, turn off the power before inspecting the unit.

## Symptom

- Complete loss of power, and all the LED lights on the controller panel are off.

## Instructions:

- Step 1: Check if the controller plug is loose.
- Step 2: Check the connection between the controller plug and the battery box.



# MAINTENANCE AREAS

- Reinsert the plug by holding the plug itself when pulling it out. Do not pull on the wire to avoid damage.
- If power is not restored after these steps, or if you have any questions, please contact your dealer.
- The controller has a diagnostic system to monitor itself and the motor. The controller indicates any malfunctions of these parts. For more details, please refer to the chapter on audio signal indication (system diagnostics).

## Maintenance Checking

Your electric wheelchair should be checked every six months and serviced annually, as recommended.

Continuous attention is required for the commonly used elements, which are listed below:

### Area A

**Before each use, check if the following parts are functioning correctly:**

1. Backrest
2. Armrests
3. Controller Position
4. Footrest
5. Nuts and bolts
6. Battery power
7. Clutch/adjusting lever for conversion between manual and electric modes

### Area B

**The following parts should be checked monthly to prevent loosening or excessive wear:**

8. Screws
9. Brakes
10. Clutch/adjusting lever for conversion between manual and electric modes
11. The front and rear wheels, including tread
12. Connectors of the controller and charger



# WARRANTY POLICY

## Introduction

- We are dedicated to ensuring your satisfaction with our electric wheelchair. This warranty policy outlines the terms of coverage for your purchase.

## Coverage

- The frame of the electric wheelchair is covered by a one-year limited warranty.
- The motor, battery, and electronic components are covered by a one-year limited warranty.
- Spare parts, excluding those subject to normal wear and tear, are covered by a one-year warranty.

## Exclusions

- The following are not covered by the limited warranty:
  - Labor costs associated with part installation, and device failure due to misuse or negligence.
  - Non-durable components and parts that undergo normal wear and tear, including but not limited to tires, fuses, and lubricants.
  - Costs for routine service maintenance.
  - Unauthorized alterations or repairs to the wheelchair.
  - Damage from external sources or natural disasters.
  - Normal Wear and Tear
  - Parts that fail or wear due to normal use and aging, which require periodic replacement, are not covered under this warranty.

## Claim Process

- To file a warranty claim:
  - Contact our customer support with your proof of purchase and the wheelchair's serial number.
  - Follow the guidance provided by our support team regarding shipment and documentation for the parts in question.

## Parts Repair or Replacement

- During the warranty period, defective parts acknowledged by our technicians will be repaired or replaced. The owner will bear the labor costs for the installation of these parts. Replacement parts may be new or refurbished to the manufacturer's standards.

## Shipping Costs

- Shipping costs for warranty service are the responsibility of the wheelchair owner, except as required by local consumer protection laws.  
service team.

## Service Turnaround Time

- We aim to complete warranty services within a reasonable timeframe, typically within 30 days of



# WARRANTY POLICY

receiving the defective component.

## Warranty Transfer

- This warranty is non-transferable and applies only to the original purchaser of the wheelchair.

## Limitation of Damages

Our liability under this warranty is limited to the provision of replacement parts. We are not liable for incidental or consequential damages.

## Governing Law

This warranty shall be governed by and construed in accordance with the laws of the State of California, except where local laws mandate otherwise.

## Extended Protection Plans

We offer additional protection plans beyond the standard warranty coverage. For details, please contact our sales team.

## End of Life Handling

For environmental protection, do not dispose of the wheelchair or its batteries as household waste. Follow local disposal regulations, or return them to our service center.

## Effective Date

This warranty policy is effective as of 10/31/2023 and applies to all products purchased on or after this date.

## Changes to Policy

We reserve the right to change this warranty policy at any time. Customers will be informed of any changes via our website or direct communication.

## International Warranty

International warranty claims should be directed to the local dealer or our international customer service team.

## Contact Information

For questions or to initiate a warranty claim, please reach out to us at:

Phone: **+1 844 755 5055**

Email: **[info@ComfyGoMobility.com](mailto:info@ComfyGoMobility.com)**

Warranty Registration: **[Comfygomobility.com/pages/product-registration](https://Comfygomobility.com/pages/product-registration)**



# COMFYGO

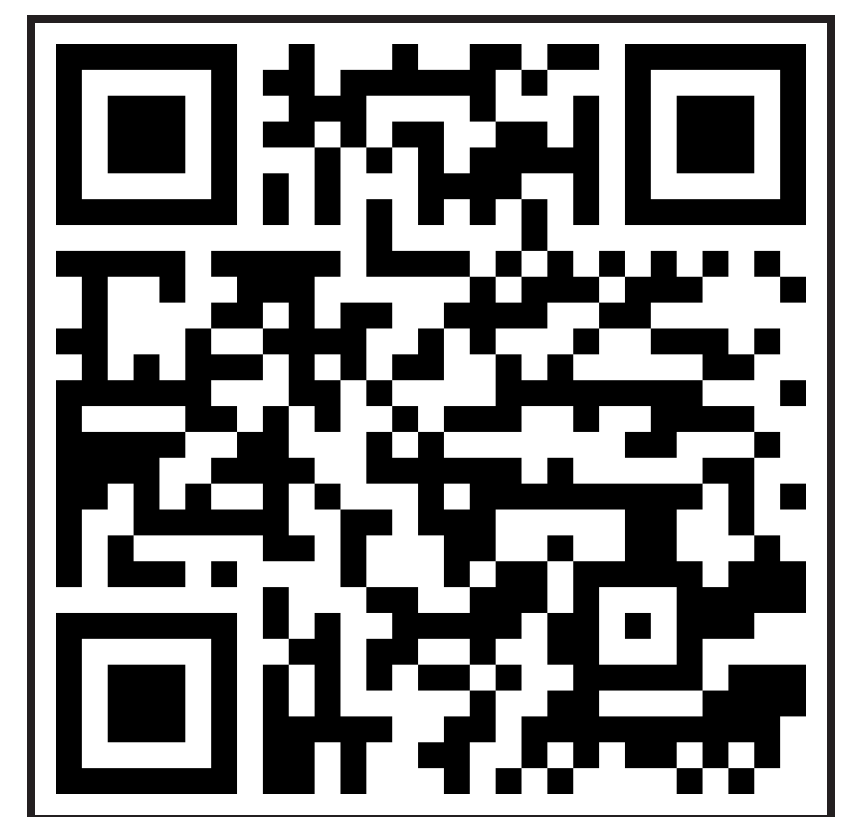
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*makes life easier*

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