



Quickie
Q50R

Service Instructions

If you have any questions about the use, maintenance or safety of your seating system, please contact your local approved Sunrise Medical service agent. If you do not know of an approved dealer in your area or have any other questions please write or telephone your local Sunrise Medical office (Contact information can be found on the back page of this document or on the website).

Contents

1.0	Introduction.....	3
1.1	This user manual	3
1.2	Identification of the product	4
1.3	Symbols used in this manual	4
2.0	Safety.....	5
2.1	Personnel qualification	5
2.2	Cautions and warning statements	5
2.3	Decals used on the wheelchair	5
3.0	Tools, parts and components	6
3.1	Tools.....	6
4.0	Spare parts.....	7
5.0	Maintenance&Cleaning	7
5.1	Maintenance.....	7
5.2	Tyre maintenance	9
5.3	Cleaning and disinfection	9
6.0	Service Instructions	10
6.1	Assembly, replacement and adjustment instructions	10
6.2	Assembling and replacement instructions - Q50R...	12
	Removal of castor wheel from castor fork.....	12
	Removal of castor fork from castor arm.....	13
	Removal of front support plate from wheelchair base.....	14
	Removal of drive wheel from wheelchair base.....	17
	Removal of motor and mudguard	19
	Removal of brake lever from motors.....	20
	Removal of brake from motor assembly.....	21
	Removal of controller	23
	Removal of armrest	24
	Removal of backrest upholstery	25
7.0	Trouble shooting.....	26

1.0 Introduction

1.1 This user manual

This manual contains the instructions for repairs and general maintenance of the Q50R.

Mechanics who do repairs on this wheelchair must be well trained and familiar with the repair methods.

Always make sure that the work is carried out safely, particularly with respect to procedures requiring the wheelchair to be lifted up. We advise that you contact our service department before doing repair work on a wheelchair that has been involved in an accident.

The following specifications are important when ordering parts:

- Model
- Year of manufacture
- Identification number
- Part number
- Name of the part concerned

This information is provided on the identification plate. See 'Identification of the product'.

If you have any questions about the use, maintenance or safety of your wheelchair, please contact your local approved Sunrise Medical service agent. If you do not know of an approved dealer in your area or have any other questions please write or telephone:

Available documentation

The following technical documentation is available / required to service this wheelchair:

- User manual
- Service manual

Service and technical support

For information concerning specific settings, maintenance or repair works please contact your supplier. They are always prepared to help you.

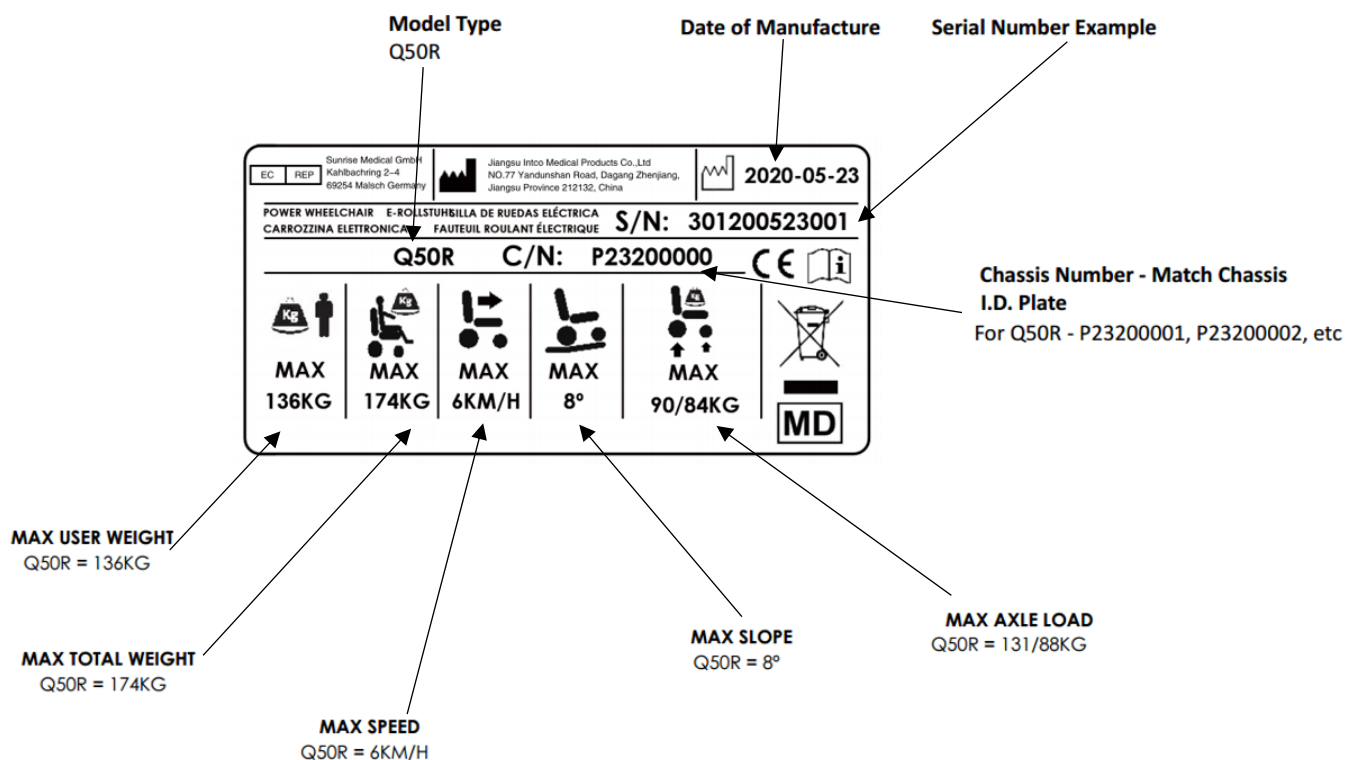
Ensure you have at hand:

- Model
- Year of manufacture
- Identification number

This information is provided on the identification plate. See 'Identification of the product'.

1.2 Identification of the product

The identification plate contains the following data:



Serial Number Example

301	20	05	23	001
Intco Code	Year	Month	Day	Product on Day

1.3 Symbols used in this manual



Warning symbol

Follow the instructions next to this symbol closely. Not paying careful attention to these instructions could result in physical injury or damage to the wheelchair base or the environment.



Reference symbol

The symbol refers to a separate user manual. This reference will indicate the specific user manual and the section to which is being referred.

2.0 Safety

2.1 Personnel qualification

Service technicians:

- Repairs may only be carried out by trained and authorized service technicians.
- During the execution of their work, they are at all times fully responsible for the fulfilment of locally applicable safety guidelines and standards.
- Temporary employees and persons in training may only carry out repair and replacement work under the supervision of an authorized service technician.

2.2 Cautions and warning statements



Safety information is indicated with the warning symbol.

Follow the instructions carefully next to these warning symbols! Not paying careful attention to these instructions could result in physical injury or damage to the wheelchair base or the environment. Where ever possible, safety information is provided in the relevant chapter.



- Avoid physical contact with the wheelchair base's motors at all times. Motors are continuously in motion during use and can reach high temperatures. After use, the motors will cool down slowly. Physical contact could cause burns.

If you do not use the wheelchair, ensure that it is not exposed to direct sunlight for lengthy periods of time. Certain parts of the wheelchair, such as the seat, the back and the armrests can become hot if they have been exposed to full sunlight for too long. This may cause burns or allergic reactions to the skin.

- Avoid using it for a long time in a low temperature environment. The low temperature environment will cause the battery capacity to decrease and the power consumption will increase. Long-time use may result the decrease of travel mileage

Decals and instructions on the wheelchair

The signs, symbols and instructions affixed to the wheelchair comprise part of the safety facilities. They must never be covered or removed. They must remain present and clearly legible throughout the entire lifespan of the wheelchair.

Replace or repair all illegible legible or damaged signs, symbols and instructions immediately. Please contact your supplier for assistance.

2.3 Decals used on the wheelchair

The signs, symbols and instructions affixed to the wheelchair base comprise part of the safety facilities. They must never be covered or removed. They must remain present and clearly legible throughout the entire lifespan of the seating system.

Replace or repair all illegible or damaged signs, symbols and instructions immediately. Please contact your supplier for assistance.



This decal indicates that you should read the manual for undertaking any operation.



Warning: hot surface (located on motor)



Freewheel operation label

3.0 Tools, parts and components

3.1 Tools

The tools below are needed for various mechanical settings and maintenance:

Quantity	Description	Size (mm)
1	Screwdriver, flatheaded	–
2	Ring spanner	13, 22
5	Hex Key	2.5, 3, 4, 5, 8
1	Screwdriver, crosshead	–

Use only high-quality tools for the adjustment(s) described.

Make sure that the hexagon of the spanner is attached securely to the hexagon of the fastening article. This prevents the 'rotation' of hexagons of fastening articles and spanners that may affect proper adjustment

4.0 Spare parts

For spare parts please refer to separate manuals.

Please only use genuine spare parts supplied by Sunrise Medical, failure to do so may result in the invalidation of your warranty.

Service technicians:

Repairs may only be carried out by trained and authorized service technicians.

During the execution of their work they are at all times fully responsible for the fulfilment of locally applicable safety guidelines and standards.

Temporary employees and persons in training may only carry out repair and replacement work under the supervision of an authorized service technician.

5.0 Maintenance & Cleaning

The wheelchair's lifespan is dependent on it being well maintained.

For information concerning specific settings, maintenance or repair work, please contact your authorized Sunrise dealer. Always be sure to mention the model, year of manufacture and identification number provided on the identification plate of the wheelchair when contacting your dealer.



CAUTION!

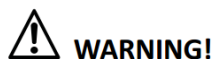
The wheelchair should be serviced by your authorized Sunrise dealer twice a year or, in the case of intensive use, every year.

For a list of approved authorized dealers in your area please contact Sunrise Medical Service Centre.

The contact details of your local Sunrise medical service Centre can be found on the back cover of this booklet.

National and International Website addresses are on the back cover.

5.1 Maintenance



WARNING!

- Loose fasteners should be re-tightened according to the installation instructions. Please refer (unless otherwise specified) to the general table below for needed Torques.

Torque Setting Guide	
M4	3.0Nm
M5	5.9 Nm
M6	10 Nm
M8	20 Nm
M10	30 Nm

Note: it will be necessary to use a torque wrench.

- Safety belt should be replaced at the first indication of damage and/or excessive wear.
- If a broken or loose component is found, discontinue use immediately and contact your authorized Sunrise Medical supplier for replacement.
- Check all Velcro fastening straps for correct adhesion when pressed together.
- Ensure that any contamination, such as fluff hair etc is removed from the Velcro straps. Such contamination may affect adhesion

WARNING!

- If you are in any doubt about the performance requirements of your wheelchair contact your Sunrise Medical authorized dealer.
- After performing any maintenance or repairs on the wheelchair you must make sure that it is functioning correctly before it is used.
- All fasteners must be replaced like for like using the correct length, tensile strength and materials.
- When replacing self-locking nuts, or nuts/studs secured with a thread locking solution, ensure that a suitable thread locking solution is reapplied to the fastener.

Daily checks

Perform the daily check routine before driving:

Checking batteries

- Before using your vehicle for the first time, please charge your batteries for a period of 6 hours.
- Are the batteries sufficiently charged? The green lights on the battery indicator must be on.

Checking remote controller

- With the control system switched off check that the joystick is not bent or damaged and that it returns to the centre when you push and release it.

Checking free wheel lever

- Ensure that the free wheel lever has been set to 'drive'. (Chapter 3.0 of the owner's manual).

Checking seating

- Ensure that all the cushions are in place.
- Make sure that the backrest is correctly fitted and adjusted.
- Visually inspect the wheelchair to make sure the leg rests, armrests etc. are correctly positioned and attached to the wheelchair and all fasteners are sufficiently tightened.

Checking clothing on potential entrapment

- When operating the wheelchair, ensure that your clothing does not hamper the wheelchair (i.e. too long). Before use, always check if your clothing or accessories do not come into contact with the wheels or and other moving and/or rotating parts in which they could become entangled.

Checking weather conditions

- In winter, batteries have a reduced capacity. During a period of light frost, the capacity is roughly 75% of the normal capacity. At temperatures below -5°C this will be roughly 50%. This will reduce your range of action.

Weekly checks

Perform the weekly check routine before driving as described below.

Checking Parking brake:

This test should be carried out on a level floor with at least one meter clearance all around the chair.

- Switch on the control system.
- Check that the battery gauge remains on, or flashes slowly, after one second.
- Push the joystick slowly forwards until you hear the parking brakes operate.
- The chair may start to move.
- Immediately release the joystick. You must be able to hear each parking brake operate, (click), within a few seconds.

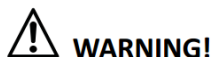
- Repeat the test a further 3 times, pushing the joystick slowly backwards, left and right.

Checking connectors & cables:

- Make sure that all connectors are securely mated.
- Check the condition of all cables and connectors for damage.

Checking controller:

- Check the thin rubber gaiter or boot around the base of the joystick shaft for damage or splitting. Check visually only, do not handle the gaiter.
- Make sure that all components of the control system are securely mounted. Do not over-tighten any securing screws.



WARNING!

- If you are in any doubt about the performance requirements of your wheelchair contact your Sunrise Medical authorized dealer.
- After performing any maintenance or repairs on the wheelchair you must make sure that it is functioning correctly before it is used.
- A complete inspection, safety check and service should be made by a Sunrise Medical authorized dealer at least once every two years.
- All fasteners must be replaced like for like using the correct length, tensile strength and materials.
- When replacing self-locking nuts, or nuts/studs secured with a thread locking solution, ensure that a suitable thread locking solution is reapplied to the fastener.
- Check all Velcro fastening straps for correct adhesion when pressed together.
- Ensure that any contamination, such as fluff hair, etc is removed from the Velcro straps. Such contamination may affect adhesion.

Monthly checks

Perform the monthly check routine before driving as described below.

- All fasteners should be checked monthly for wear, such as loose bolts or broken components.
- Check all straps monthly for fraying, ripped seams or other indications of excessive wear damage. Discontinue use if damage is found.

5.2 Tyre maintenance

5.2.1 Tyre wear

When inspecting the tyres for signs of wear, look for significant scuff marks, cuts and a diminished tyre tread. Tyres will need to be changed when the tread cannot be seen over the complete surface of the tyre.

Maintenance & Inspection Schedule	Daily	Weekly	Monthly	Annually
Daily check routine as described in chapter 5.0 of the service manual	*			
Weekly check routine as described in chapter 5.0 of the service manual		*		
Clean wheelchair upholstery		*		
Complete inspection, safety check and service should be made by a Sunrise Medical authorized dealer.				*

5.3 Cleaning and disinfection

The wheelchair should be wiped over once per week with a slightly damp, not wet, cloth and any fluff or dust that has accumulated around the motors should be blown or dusted away.

CAUTION!

Make sure that you dry all parts of your wheelchair if it becomes wet or damp after cleaning or if it is used in a wet or damp atmosphere.

DANGER!

It is important that should the wheelchair be used by more than one person it is cleaned thoroughly to ensure there is no cross infection.

Hygiene measures when being re-used:

Prior to the wheelchair being re-used, it must be carefully prepared. All surfaces which come into contact with the user must be treated with a disinfection spray.

To do this, you must use a suitable disinfectant for rapid alcohol-based disinfection of medical products and medical devices.

Please take into account the manufacturer's instructions for the disinfectant you are using.

CAUTION!

- Do not use solvents, bleaches, abrasives, synthetic detergents, wax polishes or aerosols.
- Disinfectants may be used in dilution as specified by their manufacturer.
- Ensure surfaces are rinsed with clean water and dried thoroughly.

WARNING!

- Always read the label on any commercial or domestic cleaning substances.
- Always follow the instructions carefully.

6.0 Service Instructions

6.1 Assembly, replacement and adjustment instructions

Assembly, replacement and adjustment instructions

The paragraphs 6.2 (Q50R) cover illustrated assembly and replacement instructions.

Every separate visual instruction is prefaced with:

- Preparation remarks
- Instructions
- Tools used
- Notice (if applicable): extra notes covering information you need when executing the specific task)

6.2 Assembling and replacement instructions - Q50R

Removal of castor wheel from castor fork

Preparation

Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for removing the castor wheel from the castor fork.
- Rebuild the wheelchair in reverse order once completed.

Tools used

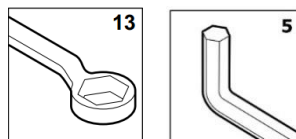
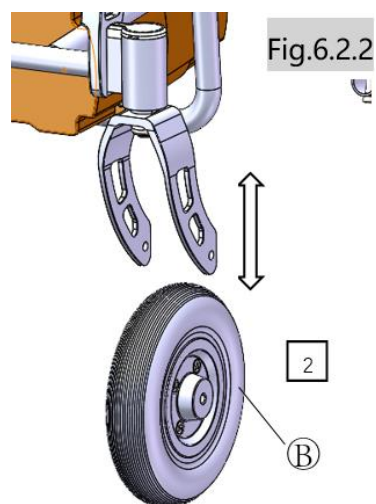
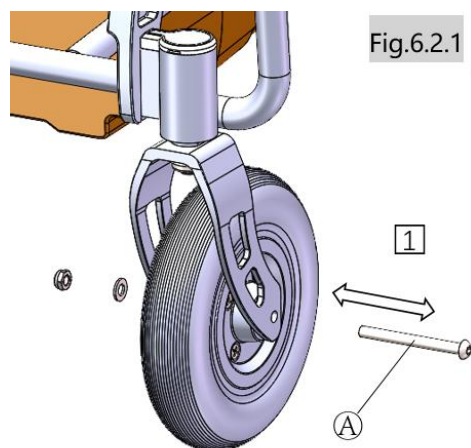


Fig. 6.2.1

1. Remove bolt (A) using 13mm spanner and 5mm hex key
Tightening torque for (A) bolt is 10 Nm.

Fig. 6.2.2

2. Wheel assembly (B) will fall from the castor fork when bolt is removed



Removal of castor fork from castor arm

Preparation

Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for removing the castor fork from the front or rear castor arm.
- Rebuild the wheelchair in reverse order once completed.

Tools used

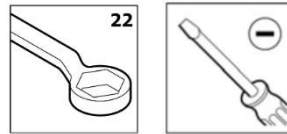


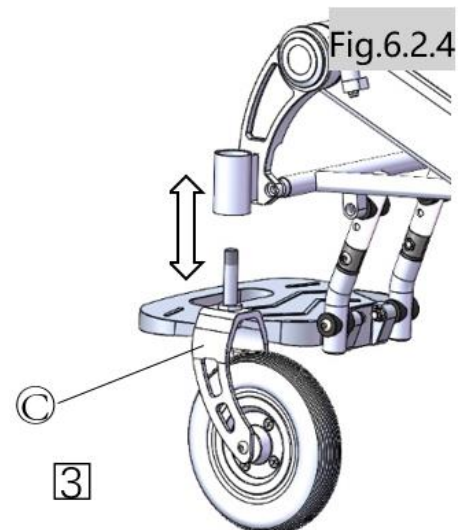
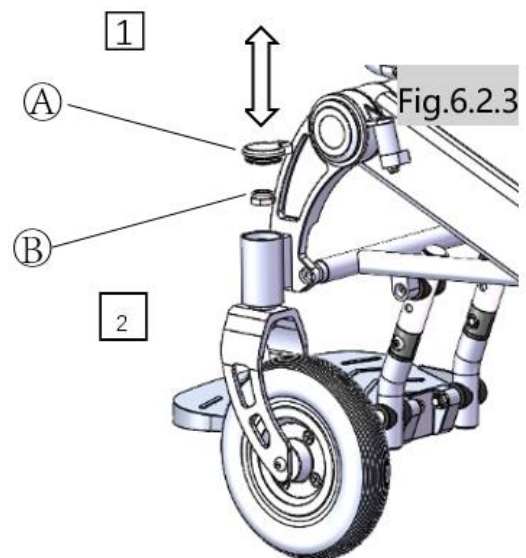
Fig. 6.2.3

1. Using the screwdriver, remove the plastic coloured cap from the castor arm
2. Unscrew and remove nut (B) using the 22mm spanner from inside the castor assembly

Tightening torque for (B) bolt is 10Nm - 15Nm.

Fig. 6.2.4

3. Remove the (C) castor fork from the castor arm



Removal of front support plate from wheelchair base

Preparation

Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for removing the front support plate from the wheelchair base.
- Rebuild the wheelchair in reverse order once completed.

Tools used

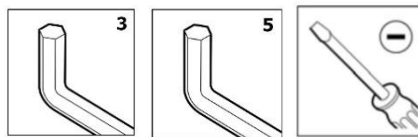


Fig. 6.2.5

1. Remove bolts (A) using 5mm hex key

Tightening torque for (A) bolt is 20 Nm.

Fig. 6.2.6

2. wheel casing (B) will fall from the front support plate when bolt is removed

Fig. 6.2.7

3. Remove bolt (C) using 5mm hex key

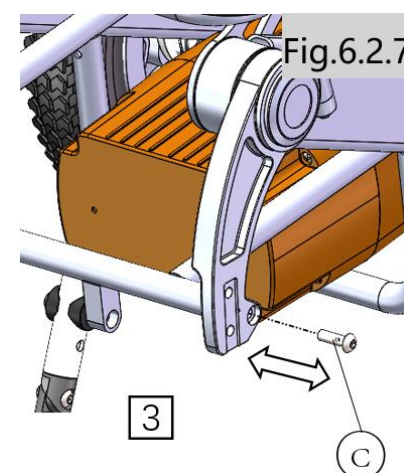
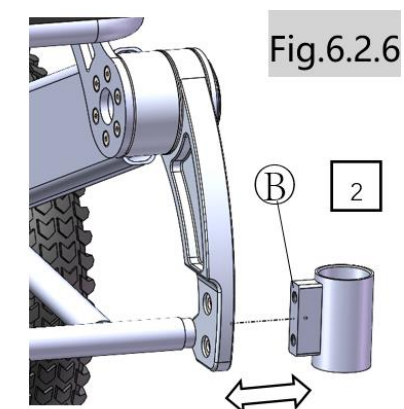
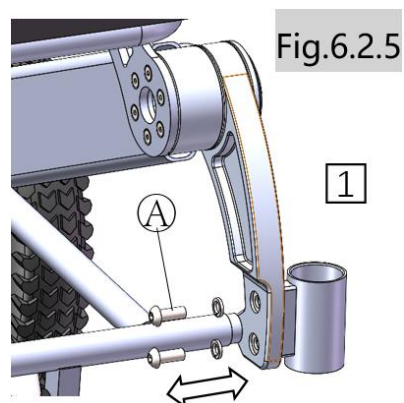


Fig. 6.2.8

1. Using the screwdriver, remove the (D)Self-lubricating bearing from the front support plate

Fig. 6.2.9

2. Using the screwdriver, remove the (E)plastic cap from the front support plate

Fig. 6.2.10

3. Remove bolts (F) using 3mm hex key

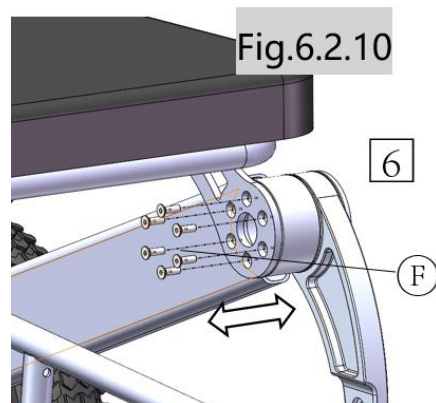
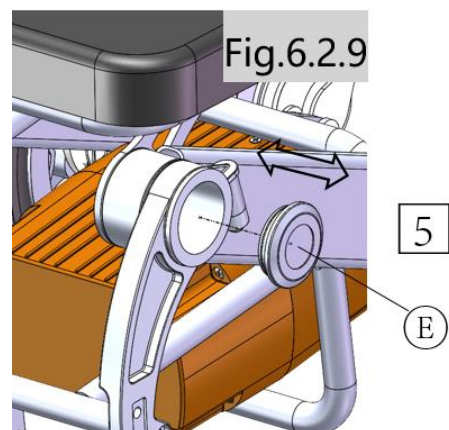
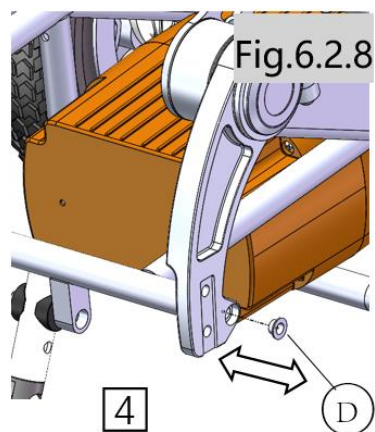


Fig. 6.2.11

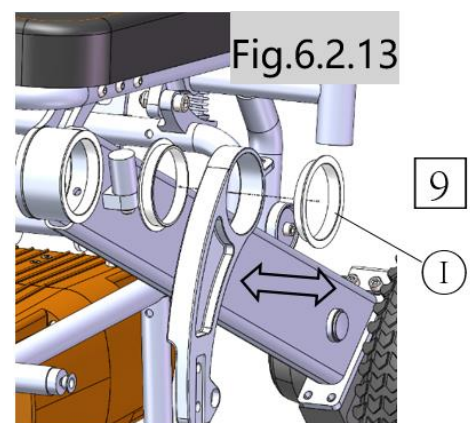
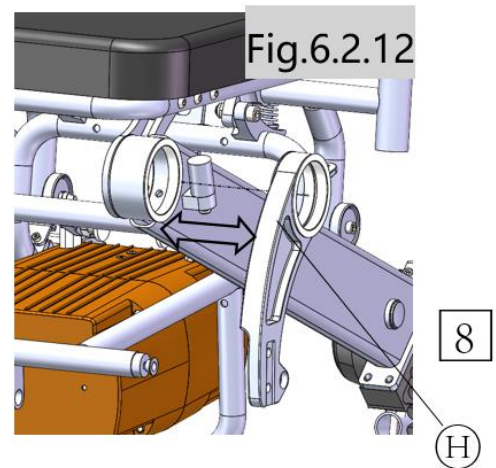
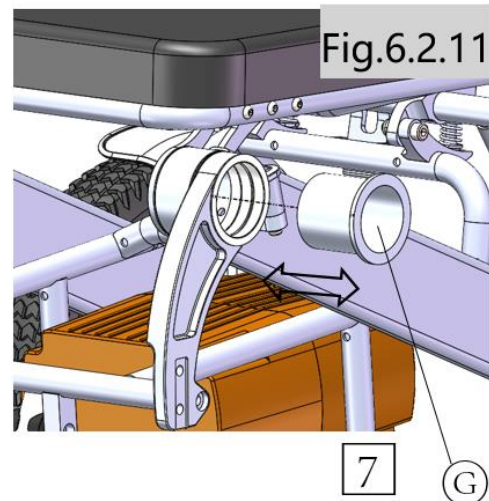
1. The (G)Shaft sleeve can be taken out when bolts are removed

Fig. 6.2.12

2. The front support plate(H) will fall when Shaft sleeve is removed

Fig. 6.2.13

3. Remove the (I)Shaft ring from the front support



Removal of drive wheel from wheelchair base

Preparation

Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for removing the drive wheel from the wheelchair base
- Rebuild the wheelchair in reverse order once completed.

Tools used

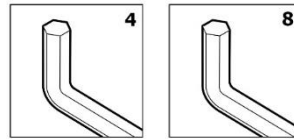


Fig. 6.2.14

1. Remove the 3 (A) screws from the centre of the drive wheel

Tightening torque for (A) bolt is 30Nm.

Fig. 6.2.15

2. Remove drive wheel (B) from base

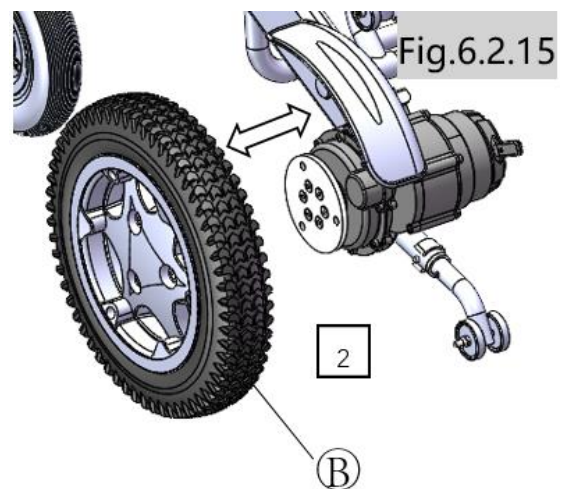
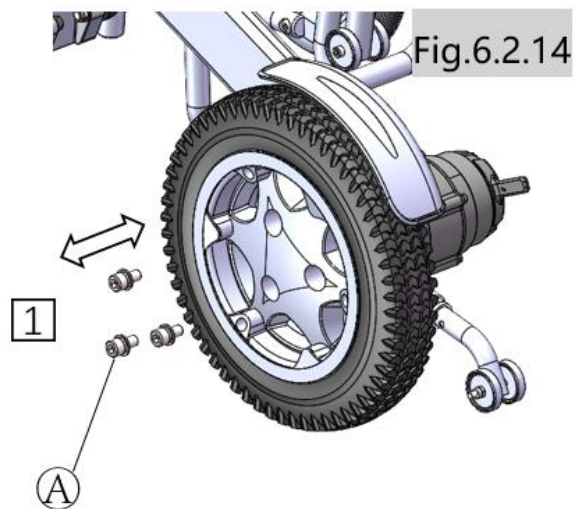


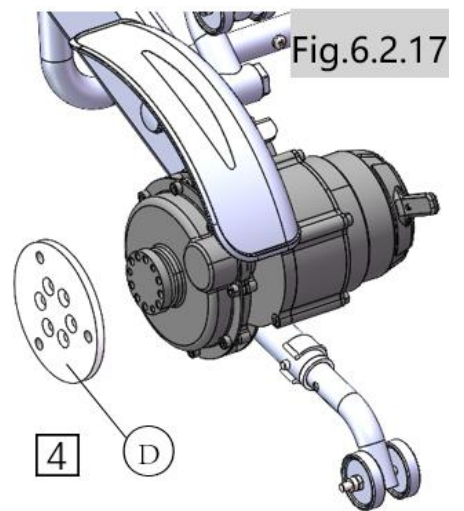
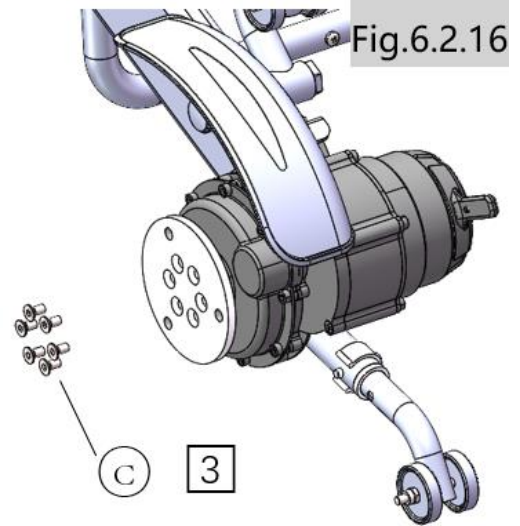
Fig. 6.2.16

1. Remove the 6 (C) screws from the centre of the drive wheel

Tightening torque for (C) bolt is 10 Nm.

Fig. 6.2.17

2. Remove motor plate (D) from motor



Removal of motor and mudguard

Preparation

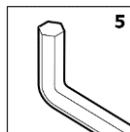
Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for removing the motor and motor mudguard from the base.
- Rebuild the wheelchair in reverse order once completed.

Tools used



Before following these instructions you should, unclip cables from the power module and disconnect left-hand or right-hand motors accordingly from the power module.

Fig. 6.2.18

1. Remove screws (A) from the top of the motor

Fig. 6.2.19

Remove mudguard (B) from motor

Fig. 6.2.20

Remove motor (C) from base

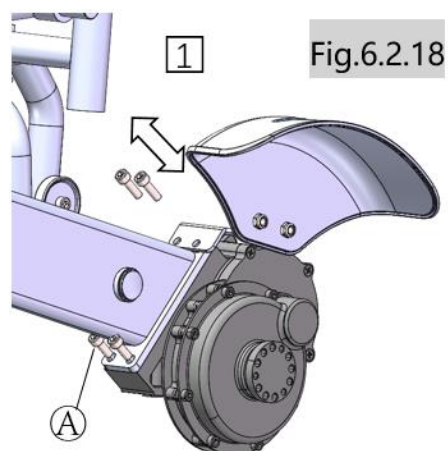


Fig.6.2.18

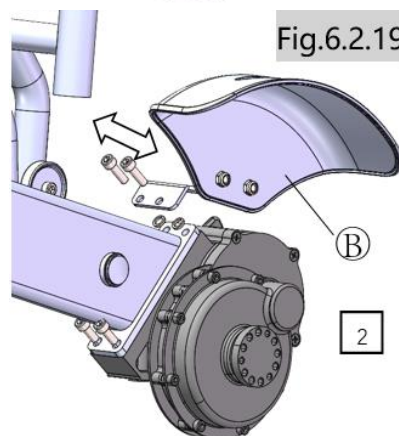


Fig.6.2.19

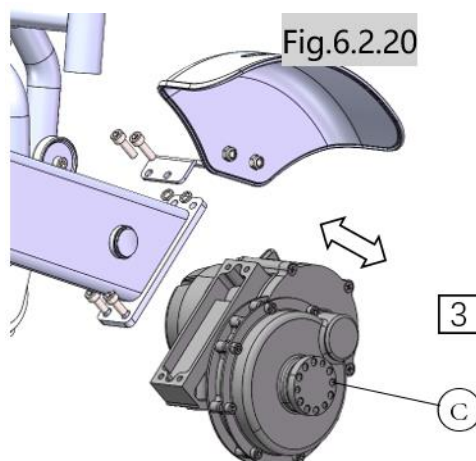


Fig.6.2.20

Removal of brake lever from motors

Preparation

Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for removing the brake lever from the motor.
- Rebuild the wheelchair in reverse order once completed.

Tools used

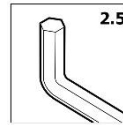
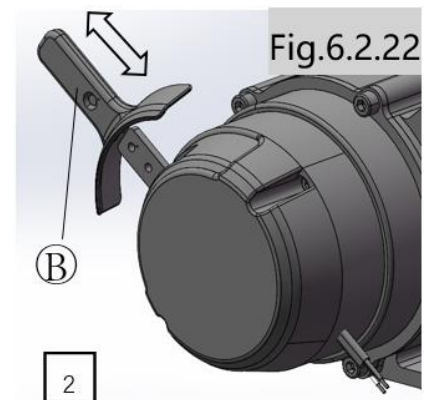
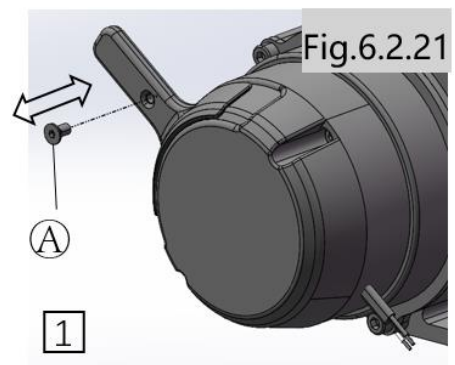


Fig. 6.2.21

1. Unscrew and remove (A) from the brake lever using 2.5mm hex key

Fig. 6.2.22

2. Remove brake lever cover (B)



Removal of brake from motor assembly

Preparation

Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for the brake from the motor assembly.
- In order to complete this, you must first disconnect the power
- Please remove brake lever first in order to remove the brake.

Tools used

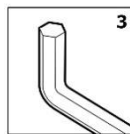


Fig. 6.2.23

1. Unscrew and remove 2 (A) screws from the main brake cover using 3mm hex key (Please re-tighten by hand)

Fig. 6.2.24

2. Remove main brake cover (B) from motor

NOTE: Disconnect electrical connector after main brake cover has been removed

Fig. 6.2.25

3. Unscrew and remove 4 (C) screws using 3mm hex key

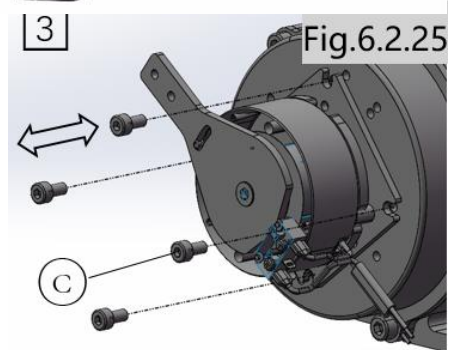
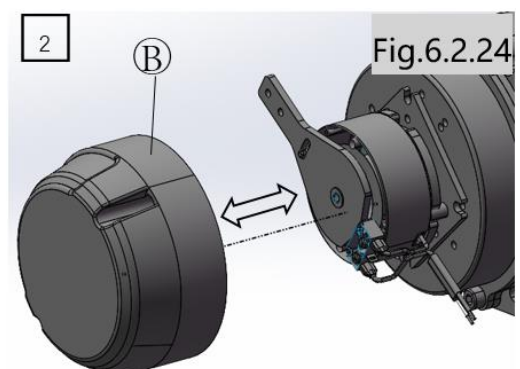
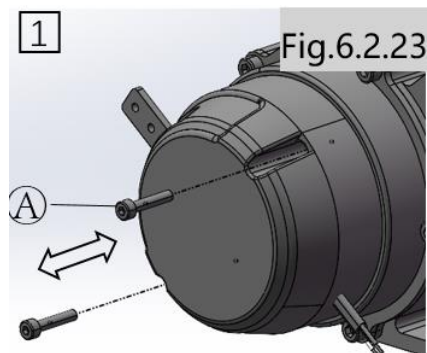
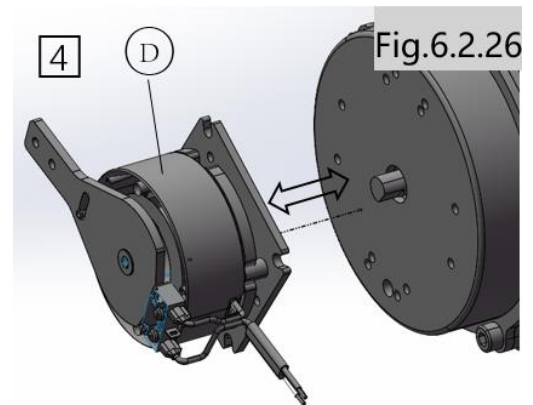


Fig. 6.2.26

4. Remove brake (D) from the motor assembly

NOTE: If finding your old brake doesn't have the connector but is hardwired then take the following steps:

1. Cut cable to remove old brake leaving enough to reconnect new brake.
2. Either add new connector to cables from existing motor or remove connector from new brake and solder wires from existing motor.
3. Cover soldered joint with heat shrink using heat gun.



Removal of controller

Preparation

Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for removing the controller.
- Rebuild the wheelchair in reverse order once completed.

Tools used

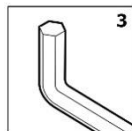
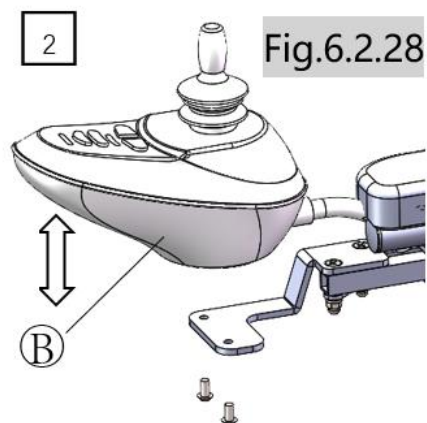
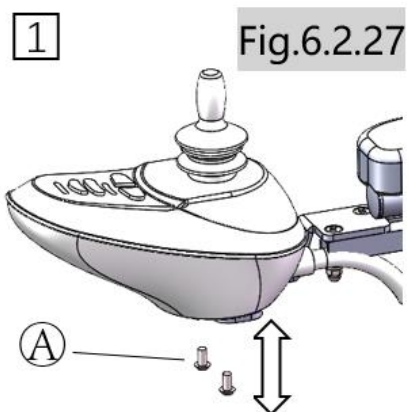


Fig. 6.2.27

1. Unscrew and remove 2(A) screws from the controller using the 3mm hex key

Fig. 6.2.28

1. Remove the controller (B)



Removal of armrest

Preparation

Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for removing the armrest
- Rebuild the wheelchair in reverse order once completed.

Tools used

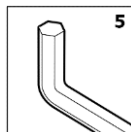


Fig. 6.2.29

1. Unscrew and remove 2(A) screws from the armrest using the 5mm hex key

Tightening torque for (A) screw is 7 Nm.

Fig. 6.2.30

1. Remove the countersunk seat tube plug (B)

Fig. 6.2.31

1. Remove the armrest (C)

Fig.6.2.29

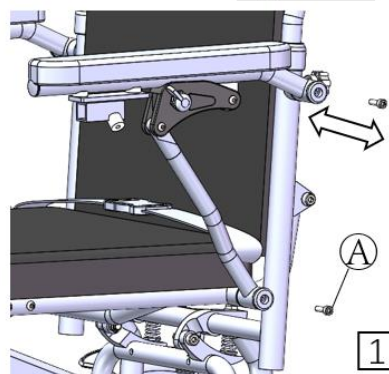


Fig.6.2.30

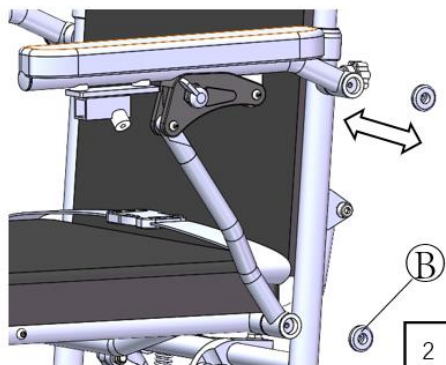
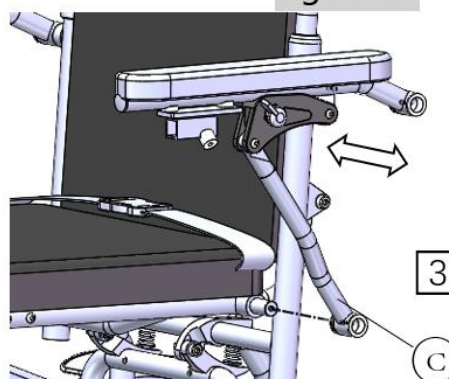


Fig.6.2.31



Removal of backrest upholstery

Preparation

Note! Switch off the wheelchair via remote control

Instructions

Note! Suitable work area required!

- Follow the illustrated instruction for removing the backrest
- Rebuild the wheelchair in reverse order once completed.

Fig. 6.2.32

1. Remove the backrest(A)

Fig. 6.2.33

1. Remove the backrest pull straps (B)

Fig.6.2.32

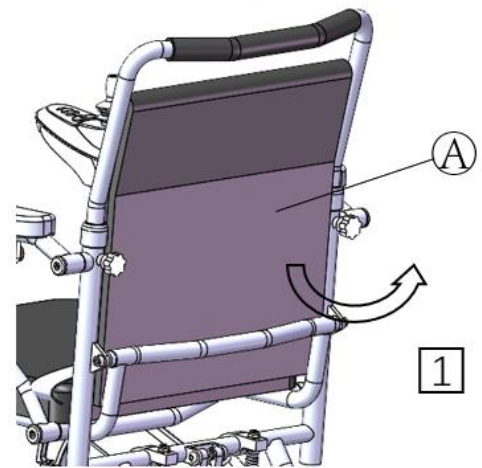
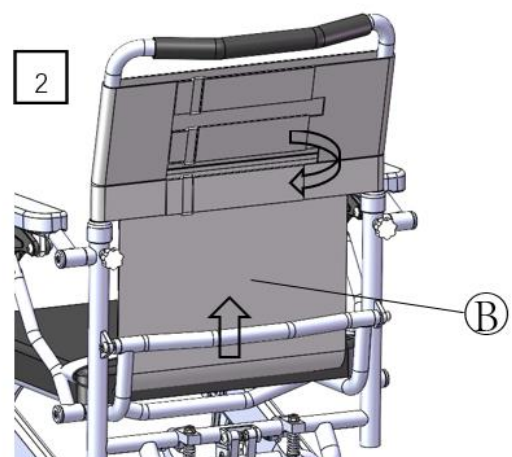


Fig.6.2.33



7.0 Trouble shooting

Phenomenon	Possible Causes	Solution	Number of replacement parts	Method of obtaining
Short driving distance	A: Battery charging time is short B: The battery is aging and the energy storage is insufficient	A: Charge the battery overnight or ensure it is charged for 8 hours. B: Replace the battery.	A:/ B: Batteryx1	Contact an authorized reseller or Intco to purchase
Battery can not be charged	A: The charger is damaged B: The battery line is loose; or the battery fuse is damaged C: Charging power outlet is dead D: Charger, charger wire, plug, or bad internal wiring	A: Replace the charger. B: Check all the wiring, connect the wiring; or replace the fuse. C: Replace with a new power outlet. D: It may be necessary to replace the charger and internal overhaul.	A: charger x1 B:/ C:/ D: charger x1	Contact an authorized reseller or Intco to purchase
Battery charging current is too large	The battery is damaged	Check the battery for a short circuit. Replace the battery if necessary.	Batteryx1	Contact an authorized reseller or Intco to purchase
The charge indicator will soon show a low battery charge after charging	A: The battery is aging and the charge cannot be saved B: circuit failure C: charger failure	A: Replace the battery. B: Please contact the dealer/manufacturer. C: Replace the charger, please contact the dealer/manufacturer	A: Batteryx1 B: / C: Charger x1	Contact an authorized reseller or Intco to purchase
The battery indicator flashes immediately after recharging, showing low battery	A: Battery aging B: circuit failure C: charger failure	A: Replace the battery. B: Please contact the dealer/manufacturer. C: Replace the charger	A: Batteryx1 B: / C: Charger x1	Contact an authorized reseller or Intco to purchase
Wheelchairs	A: power wheelchair in	A: Turn the motor wrench to the	A: /	Contact an

can't drive	manual mode B: The battery needs to be charged C: Unplugged charger D: circuit failure	power position. B: The battery is charged. C: Unplug the charger plug. D: Check and replace the battery positive fuse when necessary. Otherwise, internal inspection may be required.	B: / C: / D: /	authorized reseller or Intco to purchase
Abnormal noise or abnormal operation of the motor	circuit failure	Please contact dealer/manufacture	/	Contact an authorized reseller or Intco to purchase
Only one wheel turns	A: Circuit failure B: One of the motor wrenches is in the manual position	A: Please contact your dealer/manufacture for maintenance. B: Move the motor wrench brake to the electric gear.	A:/ B: /	Contact an authorized reseller or Intco to purchase
Controller error or no response	A: Circuit failure B: The controller program is incorrect	A: Please contact your dealer/manufacture for maintenance. B: The controller is reprogrammed.	A:/ B:/	Contact an authorized reseller or Intco to purchase
Wheelchair does not respond to instructions	A: Bad connection of battery terminal connection	Clean the battery connection terminals. If the fault cannot be rectified, contact your dealer/manufacture for maintenance.	/	Contact an authorized reseller or Intco to purchase
Wheelchair does not respond to instructions	A: Bad connection of battery terminal connection	Clean the battery connection terminals. If the fault cannot be rectified, contact your dealer/manufacture for maintenance.	/	Contact an authorized reseller or Intco to purchase
The power indicator is not displayed even after recharging	A: Circuit failure	Check if the battery is normal. Otherwise, contact your dealer/manufacture for service.	/	Contact an authorized reseller or Intco to purchase

Note: If the wheelchair needs to be replaced or disassembled, please consult the local authorized dealer or Intco for disposal. It is forbidden to dismantle and replace by yourself, so as not to cause damage to the wheelchair or personal injury.

Fault Self-Diagnosis (All 5 LEDs in the battery display are flashing)

This indicates a system trip in the new VSI has detected a problem somewhere in the wheelchair ' s electrical system. Please follow the following procedure.

1. Switch off the controller.
2. Make sure that all connectors on the wheelchair and the control system are mated securely.
3. If you can' t find the problem, try using the self-help guide.
4. Switch on the controller again and try to drive the wheelchair. If the safety circuit operate again, switch off and do not try to use the wheelchair. Contact your service agent.

Times	Diagnosis	Solution
1	The battery needs charging or there is a bad connection to the battery.	Check the connections to the battery. If the connections are good, try charging the battery.
2	The left hand motor has a bad connection.	Check the connections to the left hand motor.
3	The left hand motor has a short circuit to battery connection.	Contact your service agent.
4	The right hand motor has a bad connection.	Check the connections to the right hand motor.
5	The right hand motor has a short circuit to battery connection.	Contact your service agent.
6	Not used.	/
7	A joystick fault is indicated.	Make sure that the joystick is in the center position before switching on the controller.
8	A controller fault is indicated.	Make sure that all connections are secure.
9	The parking brakes have a bad connection.	Check the parking brake and motor connections. Make sure the controller connections are secure.
10	A excessive voltage has been applied to the controller.	This is usually caused by a poor battery connection. Check the battery connections.

Other situations where a dealer' s service is required:

- * Excessive noise from the motor
- * Severe cracks or ruptures in the joints
- * Unable to run
- * Tire wear and tear
- * Generates severe jitter

If the Q50R is not working or not working as it should, contact your supplier.

Guarantee / Warranty

THIS GUARANTEE DOES NOT AFFECT YOUR LEGAL RIGHTS IN ANY WAY.

Sunrise Medical* provides a guarantee, as set out in the warranty conditions, for wheelchairs to its customers covering the following.

Warranty conditions:

1. Should a part or parts of the wheelchair require repair or replacement as a result of a manufacturing and/or material fault within 24 months or for frame and cross-braces within 5 years after delivery to the customer, then the affected part or parts will be repaired or replaced free of charge. The warranty will only cover manufacturing defects
2. To enforce the warranty, please contact Sunrise Medical Customer Service with the exact details of the nature of the difficulty. Should you be using the wheelchair outside the area covered by the Sunrise Medical customer service agent, repairs or replacement will be carried out by another agency as designated by the manufacturer. The wheelchair must be repaired by a Sunrise Medical designated Customer Service agent, (dealer).
3. For parts, which have been repaired or exchanged within the scope of this warranty, we provide a warranty in accordance with these warranty conditions for the remaining warranty period for the wheelchair in accordance with point 1).
4. For original spare parts which have been fitted at the customer's expense, these will have a 12 months guarantee, (following the fitting), in accordance with these warranty conditions.
5. Claims from this warranty shall not arise, if a repair or replacement of a wheelchair or a part is required for the following reasons:
 - a. Normal wear and tear, which include batteries, armrest pads, upholstery, tyres, brakes shoes, etc.
 - b. Any overloading of the product, please check the EC label for maximum user weight.
 - c. The product or part has not been maintained or serviced in accordance with the manufacturer's recommendations as shown in the user instructions and/or the service instructions.
 - d. Accessories have been used which are not specified as original accessories.
 - e. The wheelchair or part has been damaged by neglect, accident or improper use.
 - f. Changes/modifications have been made to the wheelchair or parts, which deviate from the manufacturer's specifications.
 - g. Repairs have been carried out, before our Customer Service has been informed of the circumstances.
6. This guarantee is subject to the law of the country in which the product was purchased from Sunrise Medical"

* Means the Sunrise Medical facility from which the product was purchased.

Additional Notes For Australia Only:

- i. For goods provided by Sunrise medical Pty Ltd in Australia, our goods come with a guarantee by Sunrise Medical that cannot be excluded under Australian Consumer Law.
- ii. You are entitled to a replacement or refund for a major failure and for compensation for any foreseeable loss or damage.
- iii. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- iv. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the goods to which the warranty relates.







JIANGSU INTO MEDICAL PRODUCTS Co., Ltd

No. 77, Yandunshan Road, Dagang Zhenjiang,

Jiangsu Province China



SUNRISE MEDICAL GmbH

Kahlbachring 2-4

69254 Malsch

Germany

Importador / Importador/ Importer

Sunrise Medical. S.L

Polígono Bakiola 41, 48498, Arrankudiaga

Vizcaya, España

Distribuido por / Distribuído por / Distributed by

Sunrise Medical

Thorns Road, Brierley Hill

West Midlands DY5 2LD England
