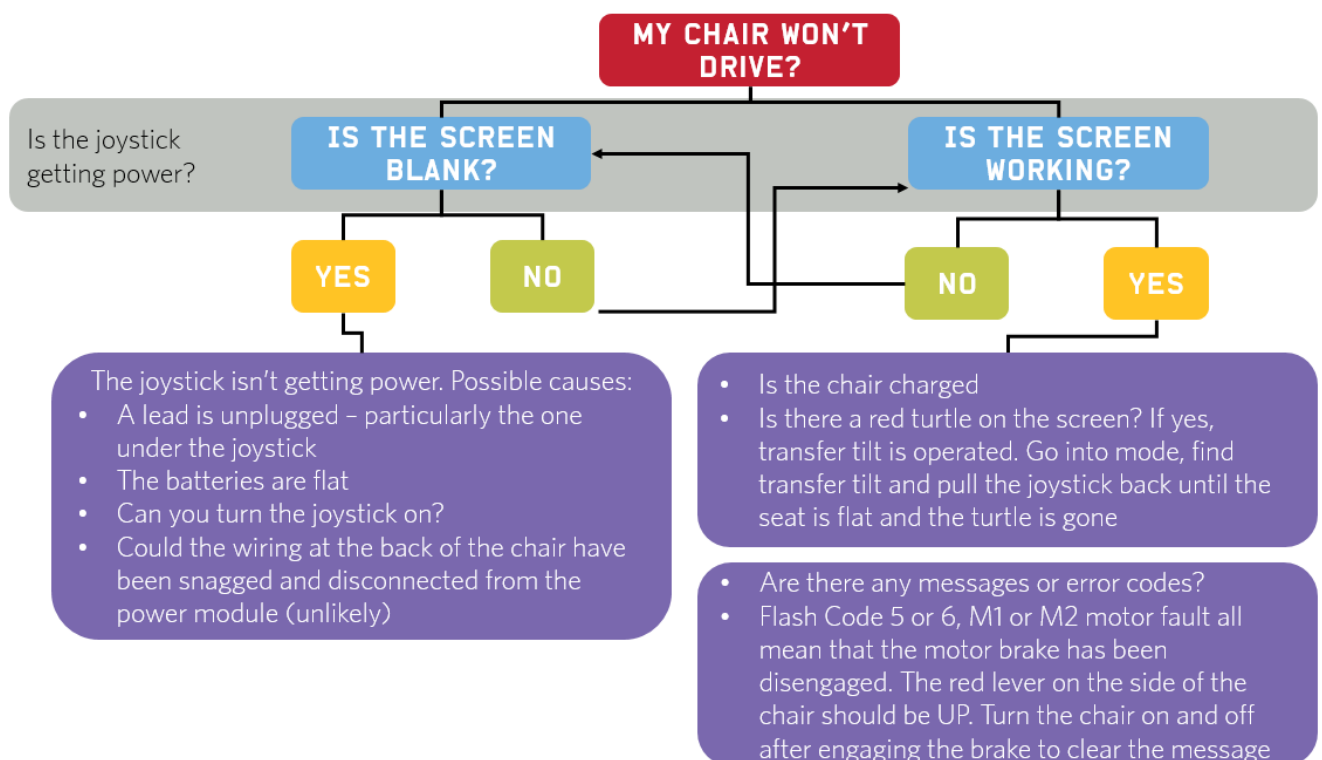
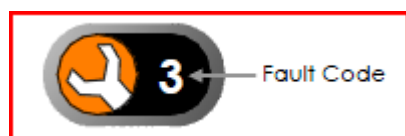


WHAT TO DO IF MY CHAIR WON'T DRIVE

July 2017



Dynamic systems fault codes



In the case of a fault; the DX2 controller may display a flash code like the one pictured. The number indicates where the problem is in the system. The following information may help diagnose some faults.

| | |
|-----------|--|
| 1 | Turn the DX system off the back on again Check the lead to the joystick module - has it been damaged or dislodged If the above do not clear the fault, please contact your Magic Mobility dealer |
| 2 | This may not be a fault. If you have a seat elevator, the wheelchair is programmed to drive slowly when the seat is elevated. The flash code is indicating that the chair's speed has been reduced while elevated. Ensure the seat is in its lowest position before driving If the above do not clear the fault, please contact your Magic Mobility dealer |
| 3 | Left Motor Fault - usually indicates a poor connection. Check that the motor cables are not loose or disconnected. If the above do not clear the fault, please contact your Magic Mobility dealer |
| 4 | Right Motor Fault - usually indicates a poor connection. Check that the motor cables are not loose or disconnected. If the above do not clear the fault, please contact your Magic Mobility dealer |
| 5 | Left Electromagnetic Brake Check that the electromagnetic brake release levers are fully engaged (section 5.3) Check that the motor cables are not loose or disconnected. If the above do not clear the fault, please contact your Magic Mobility dealer |
| 6 | Right Electromagnetic Brake Check that the electromagnetic brake release levers are fully engaged (section 5.3) Check that the motor cables are not loose or disconnected. If the above do not clear the fault, please contact your Magic Mobility dealer |
| 7 | Low Batteries Charge the batteries Check the battery leads and connections. Also check the fuse has not blown (section 5.4). If the above do not clear the fault, please contact your Magic Mobility dealer |
| 8 | Battery Over Voltage Slow your driving speed down Check the leads and connectors. If the above do not clear the fault, please contact your Magic Mobility dealer |
| 9 | Check the all electronic leads for damage If the above do not clear the fault, please contact your Magic Mobility dealer |
| 10 | Check the all electronic leads for damage Make sure the hazard lights (if fitted) are turned off then turn the DX2 power off then back on again. If the above do not clear the fault, please contact your Magic Mobility dealer |
| 11 | The motors have been at their current limit for too long. Turn the DX2 system off and let the motors cool down. If you are attempting a steep incline; seek an alternate route. If the above do not clear the fault, please contact your Magic Mobility dealer |
| 12 | Please contact your Magic Mobility dealer |

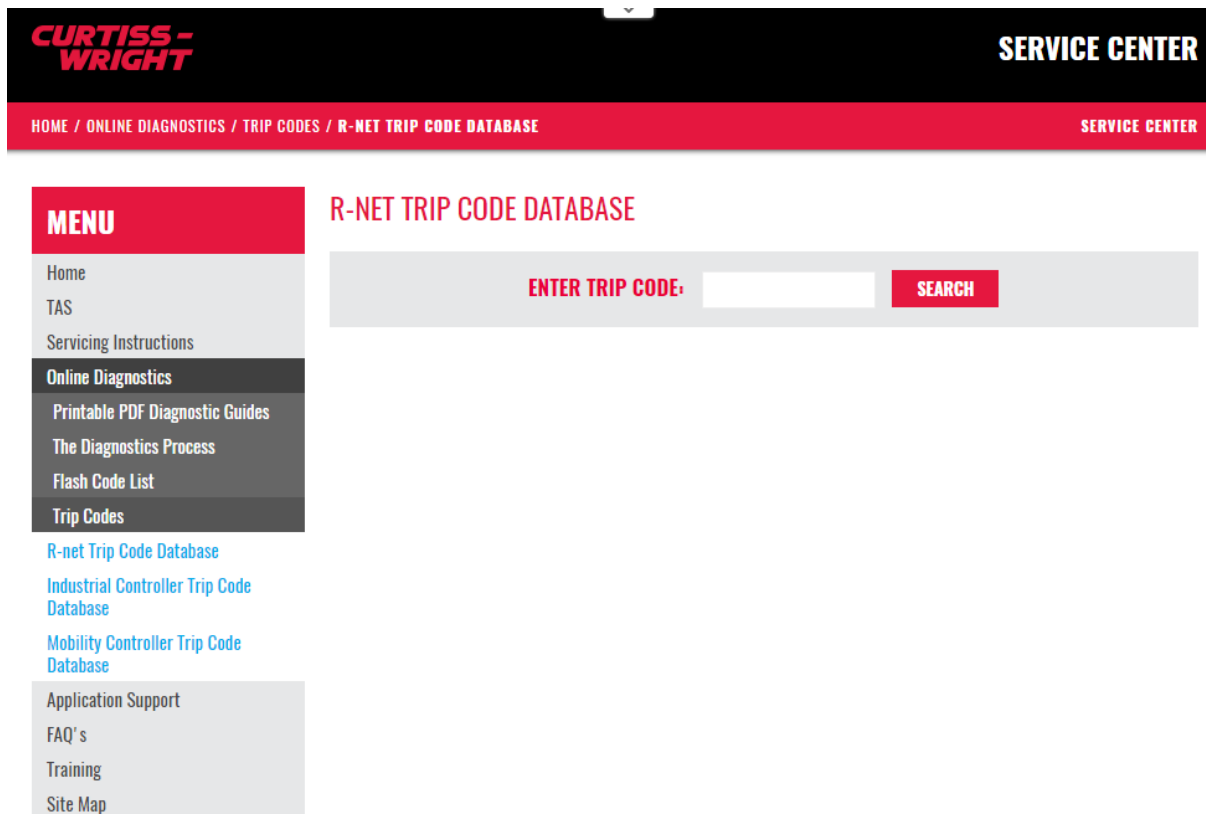
R-Net SYSTEMS trip codes

Trip Code Displayed

When the control system safety circuits have operated and the system has prevented the wheelchair from moving, either a diagnostics screen will be displayed or an LED will Flash.

Penny and Giles have a comprehensive website that helps you to look up trip codes. If you have access to a PC, it may help you to find and rectify simple issues by yourself.

<http://support.pgdt.com/Online-Diagnostics/Trip-Codes/R-net-Trip-Code-Database.aspx>



The screenshot shows the Curtiss-Wright Service Center website. The header includes the Curtiss-Wright logo and 'SERVICE CENTER'. A navigation bar contains 'HOME / ONLINE DIAGNOSTICS / TRIP CODES / R-NET TRIP CODE DATABASE' and 'SERVICE CENTER'. A left-hand menu lists various categories, with 'R-net Trip Code Database' highlighted. The main content area is titled 'R-NET TRIP CODE DATABASE' and features a search bar with the text 'ENTER TRIP CODE:' and a 'SEARCH' button.

Contact your Magic Mobility Dealer and give them the information from the Diagnostic screen. This will help them to identify how to fix the problem

Additionally, the following items should be checked if possible

- Switch off the CJSM2
- Make sure that all connectors are mated securely and no wires have been pinched
- Check the motor brakes are engaged
- Switch on the CJSM2 again and try to drive the wheelchair. If the safety circuits operate again, switch off and do not try to use the wheelchair

No trip code displayed

If the wheelchair will not drive or drives slowly and you do not have a trip code on your screen, then the cause is likely to be related to drive inhibits that are in place for safety.

Inhibit switches include; seat lift, transfer tilt, backrest recline and slope sensor.

If any of these switches are activated, driving performance is affected. Return the seat to its full upright position, ensure the transfer tilt is not activated, lower the seat elevator and check for improvement.

The backrest recline inhibit is located on the back of the chair on the part with Magic logo. Check for any items that could interfere with the switch such as a coat or bag.

Common troubleshooting

- Centre Joystick - The most common cause of this trip is if the joystick is deflected away from centre before and during the time it is switched on
 - Ensure that the joystick is centred and turn the CJSM2 on and off
- Low Battery - This occurs when the CJSM2 detects that the battery voltage has fallen below 16V
 - Charge the batteries
- High Battery Voltage - This occurs when the CJSM2 detects that the battery voltage has risen above 35V
 - Check the condition of the batteries and the connections to the CJSM2
- Brake Error - This occurs when the CJSM2 detects a problem in the motor brakes or the connections to them
 - Check the motor brakes are not dis-engaged (see the 'Free Wheel' section of your Power Wheelchair Owner's Manual)
- Motor Error - This occurs when the CJSM2 detects that a motor has become disconnected
 - Check the motors, cables and connections to the CJSM2
- Inhibit Active - This occurs when any of the inhibit inputs are active and in a latched state
 - Cycle the power. This will drop out of latched mode and might clear the trip
 - Check all wiring and switches connected to the inhibits
- Gone to Sleep - This occurs when the CJSM2 has been left inactive for a time greater than set in sleep timer
- Charging - This occurs when the CJSM2 detects that a charger is connected to either inhibit 1 or inhibit 3. The battery charging screen will be displayed during charger connection
 - Disconnect the charger from the wheelchair
- Bad Cable - This occurs when the CJSM2 detects a fault in the wiring between any of the modules
 - Check all cables and connections for continuity and any possible pinch points
 - If there is any visible damage to cables, contact your service agent to replace

Locking the control system

The Control System can be locked by either using a button sequence on the keypad or with a physical key. This will be set up at the factory.

Keypad locking

- While the control system is switched on, depress and hold the On/Off button
- After 1 second the control system will beep. Now release the On/Off button
- Deflect the joystick forwards until the control system beeps
- Deflect the joystick in reverse until the control system beeps
- Release the joystick, there will be a long beep
- The wheelchair is now locked
- The following screen will be displayed, the next time the Control System is switched on



TO UNLOCK THE WHEELCHAIR

- If the control system has switched off, press the On/Off button
- Deflect the joystick forwards until the control system beeps
- Deflect the joystick in reverse until the control system beeps
- Release the joystick, there will be a long beep
- The wheelchair is now unlocked

Please refer to our video 'How to lock your CJSJ controller': <https://youtu.be/oxoXu9AhGMQ>

Key locking

- With the Control System switched on, insert and remove a PGDT supplied key into the Charger Socket on the Joystick Module. A short beep will be heard
- The wheelchair is now locked
- The following screen will be displayed, the next time the Control System is switched on



TO UNLOCK THE WHEELCHAIR

- If the control system has switched off, press the On/Off button
- Insert and remove a PGDT supplied key into the Charger Socket on the Joystick Module. A short beep will be heard
- The wheelchair is now unlocked

Contact Magic Mobility if you require further information

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<http://www.magicmobility.com.au>