

FREQUENTLY ASKED QUESTIONS

September, 2019

Getting help with your wheelchair in Australia

Emergency assistance

We currently do not have a 24-hour service.

Magic Mobility hours are:

- Monday -Thursday 9am - 5pm
- Fridays 9am - 4pm

In Victoria, contact SWEP: 1300 747 937

Around Melbourne contact Wan and Sung Repairs (cash not funded): 0411 268 921

As a car member of RACV, you can add a wheelchair OR you can join the RACV as a wheelchair user.

<http://www.racv.com.au/wps/wcm/connect/racv/internet/primary/roadside-assistance/wheelchair-assist>

Is it easy to get any spare parts/repairs for Magic Mobility wheelchairs?

Yes, we keep everything in stock at our head office in Melbourne. Even if your wheelchair is over 10 years old we may have the right spare part. If not, we can make you one.

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About Magic Mobility wheelchairs

Are Magic Mobility wheelchairs imported or Australian made?

The chairs are designed in Australia and over 90% of the parts are manufactured in Australia. The entire chair is hand built in Australia, a fact that we are very proud of.

Are there accessories available to enhance the wheelchair just like adding things to a car?

You can add lights indicators, cup holders, iPhone interfaces, tables, luggage racks, dog lead clips - almost anything you can imagine.

Using a powered wheelchair

Do I need to have a special licence to drive a powered wheelchair?

No

At what age can I drive a powered wheelchair?

We have a client in New Zealand who was two and a half years old when he bought his first powered wheelchair.

Where can I seek information on this chair and other items you stock?

You can look at our website www.magicmobility.com.au, visit us at our head office in Melbourne or contact your local dealer.

Is the Extreme X8 compatible with a wheelchair docking system (e.g. EZ-Lock)?

We believe there are people who have had EZ-Lock Systems fitted to an X8, but it is currently not something we have done here.

Are the Frontier V6 and V4 compatible with a wheelchair docking system (e.g. EZ-Lock)?

Magic Mobility have a retractable docking pin available that has been fully crash tested. It is compatible with most wheelchair docks, but for more information, please contact us.

Can I adapt the V6 All Terrain to be narrower for more indoor use?

Yes, we can supply 14 x 3" hybrid wheels which can be easily swapped over.

How far does it go?

It depends on your usage. The power consumption from the batteries varies if you stop/start frequently, or go on a long straight. Different terrains will also have varied battery consumption. Our advice is to try the chair depending on your daily routine.

No, I really want to know, how far can it go?

Ok, you are pushing us now and we really don't want to give you an answer because it really does depend...however, here are the results of an endurance test on the V6. Please note the test conditions and how that might relate to you....

FRONTIER ALL TERRAIN DISTANCE COVERED ON ONE CHARGE

Test Conditions

- 73Ahr Batteries, Lift, Tilt, Power Back, Power Legs, MPS Seating
- Demo Chair approximately 2 years old – batteries have been deep cycled and irregularly charged
- User weight for test 70Kgs
- Chair charged overnight before test

2 stage test undertaken

Stage 1: 19kms continuous drive (2hrs 12 mins) – at this point the battery gauge hit one red bar and the controller was emitting a warning beep

Pause: Rest chair for 1 hour (battery gauge returned to yellow)

Stage 2: 5kms continuous drive (30 mins) – until the battery gauge hit one red bar and the controller was emitting a warning beep

Total distance covered **24kms**

How long will the batteries last?

Generally, batteries will last approximately 12-18 months for a heavy user. Someone who doesn't drive large distances each day may be able to get 2-3 years from their batteries.

How fast does it go?

At the legal limit of 10km/hr.

Can it go faster/What is the maximum speed?

We are bound by regulations not to exceed 10km/hr. Also, we can't and won't increase the speed as our motors are already going as fast as they can for both V6/4 and X8.

Even if the program is changed we cannot get the speed to exceed 10kph. The motors run at full speed at 24V and the gearbox reduces the speed to the wheels to give the 10kph.

The only way to increase the top speed would be:

- Use larger diameter drive wheels
- Manufacture a custom gearbox with less reduction

We do not recommend or support any of these changes, plus they would completely void the warranty.

Can it slow down when the seat is up high?

The speed is restricted when the seat is raised.

Can I tow a trailer?

Generally, Magic Mobility don't encourage towing of any description. This is because the load on the motors is unknown and it becomes impossible to provide any kind of warranty.

Any additions to the wheelchair are made at the owner's risk and using the wheelchair to tow or mow would invalidate the warranty.

Magic Mobility cannot provide specific advice due to the enormous range of variables for example the weight of the user, the size, gradient and condition of the grassed area and the size of the mower.

Furthermore, Magic Mobility conduct no wheelchair testing with additional loads and do not have extensive data regarding the implications to the life of the batteries and motors.

Can your electric wheelchairs be driven through water?

No, due to the electric motors and electronics they cannot be driven through water.

	CRITICAL! Your wheelchair has <u>electric motors</u> and must NEVER be driven through water, into rivers, creeks and the sea.
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Tyre pressure

What tyre pressure should I be using?

Lower tyre pressures provide more traction in mud, sand and snow. For use on firmer surfaces, tyre pressures may be increased up to a maximum of 8 psi depending upon the weight of the user, their preferences and driving capability. The range of the wheelchair improves with firmer tyres. There is a chart in the owner's manual to assist.

My local mechanic thinks my tyres should be harder so I can move easily from on to off-road

Tyre pressures should be adjusted according to the terrain you are driving on and there is no such thing as the right tyre pressure for either on or off-road. When on pavements, a higher tyre pressure is better as the chair will get improved range, and similar comfort. If the tyre pressure is too high for off-road it may cause damage to the steering, bearings, and the off-road capability will be significantly reduced. If possible, set the pressure according to the conditions and before you go off-road, let the tyres down. This way you won't cause any harm if you drive it on the road until you re-inflate the tyres. We strongly recommend you refer to the owner's manual and don't exceed the psi ratings in the table.

How can I reduce tyre marks?

There are a few things you can try to alleviate the problem. The easiest is to put a little more air in the tyres: there is a chart in the owner's manual that could help. Anytime a tyre breaks traction, it skids and most black or grey tyres will leave a mark. If possible, watch one of the wheels as you turn, which you may be able to do without skidding the tyres. You may need to change your driving style slightly, however if this is still unsuccessful the program can be changed, but you may find the chair less responsive.

Caring for your wheelchair

All wheelchairs benefit from the right care. Protecting your wheelchair against the elements while at home is usually straightforward, however when using your wheelchair on the beach, extra measures must be taken to minimise damage.

Once you have returned from the beach, a thorough clean is recommended. A high pressure cleaner is not recommended but any surface which has been in contact with salt or salt water should be wiped down and dried as soon as possible in order to minimise damage.

Any wheelchair used outdoors will be prone to rust due to the typical outdoor conditions in which they are used. Beach driving is one of the worst terrains because salt accelerates the rusting process. Almost all Magic Mobility steel components are protected with e-coat beneath the powder coat – the best rust protection currently available.

Despite this, it is recommended that the wheelchair's moving parts are regularly oiled with WD40. Raise the seat elevator and liberally spray the mechanism. Also, spray underneath the body work of the X8 paying special attention to moving parts such as axles and caster bolts.

Weight limits

The owner's manual and product brochures state clearly that Magic Mobility power wheelchairs are rated to 182KG with a fixed frame, or 155KG if it is a wheelchair with lift or tilt.

If, we know the customer weighs over 155KG we simply CANNOT supply the LIFT. It just won't lift and will FAIL the stability test.

If we know the customer weighs over 155KG we CAN supply a REINFORCED TILT ONLY for an additional upcharge. Other reinforcements such as leg-rests, back canes, arm-rests etc. should also be considered.

Underseat options

Do you have forward tilting mechanism?

We have a transfer tilt that allows the front of the seat to drop down for assistance when transferring. It is only available with a lift and tilt positioning unit.

Can the lift actuator raise the seat more quickly?

No.

Could there be a cover over the seat elevator mechanism?

Like most other manufacturers, we do not cover the seat elevating mechanism. It is something that is quite difficult to accomplish with all the different variants. Also, the seat elevator is only one of many potential areas fingers can get caught: elevating leg rests, seat tilt, reclining backrests, castor wheels and forks, between the bogie arms and the frame and simply running over them with the wheels. To date we have not heard of any issues and sincerely hope it never happens.

Seating

How do I measure an MPS seat correctly?

Please refer to the order form measurement guide.

Is it possible to have the MPS backrest recline wheels on a modular seat?

Yes.

Are longer head-rest stems available on an MPS headrest?

Custom Stems could be manufactured but it is inadvisable as the headrest tends to twist around. A better option is a fully adjustable headrest which mounts on the push handle.

Electronics

Who is best to program the controller?

Generally, Magic Mobility or a dealer adjust the program. There are many variables and it does require an understanding of their interaction with each other in order to change them correctly. We have on occasion loaned out hand held programmers - this is usually to someone in a remote location however.

We keep a copy of every non-standard program we write. The files are small and can be emailed.

Can I put Lithium batteries in the wheelchair?

- Unsafe for air transportation. Regulations prevent transportation of lithium batteries (sized large enough to power the chair) in the cargo due to the risk of fire.
- Unsafe for clients until battery metering with back up battery is more accurate. The nature of lithium batteries are that they will run out of charge without notice and there is no "extra" and no warning. This is particularly hazardous and until the technology is there to resolve this, we would deem lithium as a highly hazardous choice as you sole power source. Some manual wheelchairs have lithium batteries (such as the smart drive, push assist) but these are not the sole means of moving the chair by the occupant.

Standards testing

Our power wheelchairs undergo rigorous in-house testing as part of every development process, after which they are independently tested to a range of recognised standards including Australian, European, American and International. Our power wheelchairs also undergo extensive crash testing.

A note on stability

For standards testing, the test slope is set to different angles and the wheelchair has to remain stable facing up, down and going across the slope with the seating in the most compromised (unstable) position.

In reality, identifying the real life stability performance of any wheelchair is a tough question to answer as it depends on a variety of factors including:

- the persons driving ability
- how the chair is programmed
- their user weight, position in the chair (including power functions)
- solid or pneumatic front castors
- the terrain
- weather conditions

With caution, some users can negotiate quite steep slopes. The best approach is to progressively try different slopes with assistance close by until you are comfortable and confident. If you are alone, please ensure that you have a phone.

Contact Magic Mobility if you require further information

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