

# FREQUENTLY ASKED QUESTIONS

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## About Magic Mobility wheelchairs

### Where are Magic Mobility wheelchairs made?



Magic Mobility has proud Australian made heritage since 1994. The heritage speaks to the passion for outdoors, adventure and rugged design. The company is owned by Sunrise Medical but maintains and nurtures its identity as Australian made, earning the Australian made accreditation.

Australia remains the home of the brand with a full design team dedicated to designing our wheelchair products for global consumption. Our headquarters in Melbourne, Australia, has full sales, service, design, manufacturing and assembly facilities to service the AU market and beyond.

Our site in Melbourne hand builds wheelchairs employing approx. 80 highly skilled workers and supports many jobs in Victoria in local supply chain and retail businesses associated with supplying or selling wheelchairs and their parts.

Over the years, we are delighted to serve our regional markets with the expansion of operational hubs located in Malsch, Germany and Nashville, Tennessee, so that final personalised build configurations can be assembled as close to the customer as possible.

### I would like some more information on Magic Mobility wheelchairs, what should I do?

Please [contact your local dealer](#) or [contact us](#) for further information.

## Getting help with your wheelchair in Australia

### Emergency assistance

If you require emergency services, please call 000.

If you require emergency repairs, please visit the [NDIS Urgent AT repairs](#) or contact Magic Mobility via our [Contact us](#) webpage.

### Can I get roadside assistance?

Yes, many Australian Automobile Associations offer roadside assistance for your wheelchair.

Please contact the most suitable Automobile Association for you.

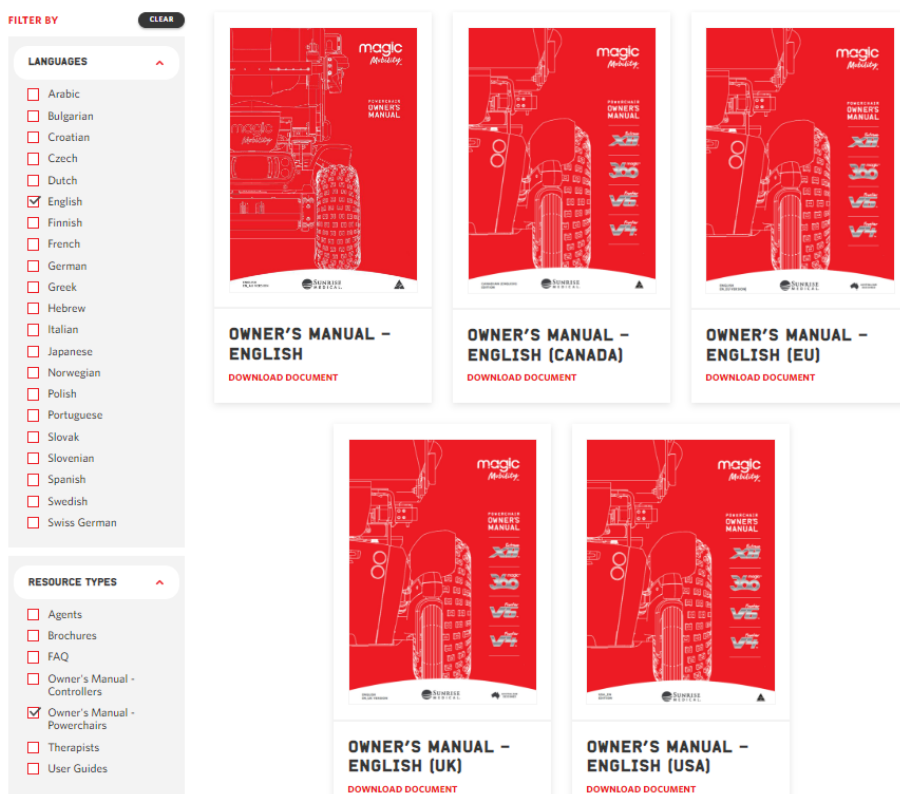
- [New South Wales NRMA](#)
- [Northern Territory AANT](#)
- [Queensland RACQ](#)
- [South Australia RAA](#)
- [Tasmania RACT](#)
- [Victoria RACV](#)
- [Western Australia RAC](#)

## Powerchair owner's manual

### I've lost my owner's manual. How can I get another copy?

All our current powerchair owner's manuals are available to download on the [Resources page](#) of our website.

Use the filters on the left-hand side of the page to locate the correct language and resource type.



## Using a powered wheelchair

### Safety is paramount

- A powered wheelchair is a motorised vehicle, and you must **ALWAYS FOLLOW THE DIRECTIONS FOR USE**
- Never travel alone when going off the grid
- Always tell someone your plans
- Take your phone and use location apps
- Consider a set of puncture resistant tyre liners for your knobby tyres and a spares kit for emergencies (jack, wheel and tools)
- Refer to Section 3 of the [owner's manual](#) to learn more.

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

No.

### **At what age can I drive a powered wheelchair?**

We provide wheelchairs for all age groups.

Our youngest wheelchair user was two and a half years old when they received their first powered wheelchair.

Our electric wheelchairs are perfect for children as the seat pan can adjust as your child grows. Due to this flexibility, our chairs can be fitted with a variety of seating including Magic Mobility manufactured seating or aftermarket solutions such as Spex, Jay and R82, to name a few.

### **Are there weight limits for Magic Mobility wheelchairs?**

Yes. All standard Magic Mobility wheelchairs are registered as medical devices and are rated and tested, including crash tested up to certain weight limits. Please refer to the [owner's manual](#) for further information.

### **What is the range (how far will it go) of Magic Mobility wheelchairs?**

The range of our models differs depending on usage and build factors including the battery option selected, weather, frequent stops/starts or long straight drives. Different terrains will also have an impact on power consumption. Our advice is to familiarise yourself during your daily routine and read the battery section in the [owner's manual](#).

### **How fast will a Magic Mobility wheelchair go?**

In Australia all Magic Mobility wheelchairs are designed to be operated up to the Australian legal limit of 10kph.

### **Can it go faster? What's the maximum speed?**

In Australia all Magic Mobility wheelchairs are designed to be operated up to the Australian legal limit of 10kph. Any modification to a Magic Mobility wheelchair's maximum speed will result in voiding the warranty.

### **I have a lift on my wheelchair, will the wheelchair go slower when my seat is raised?**

Magic Mobility wheelchairs are designed to restrict the maximum speed when the seat is raised.

### **Can your electric wheelchairs be driven through water?**

- Never drive through water, into rivers, creeks or the sea (that goes for showers and saunas too!)
- Your powerchair and joystick are not waterproof
- If your powerchair meets water, snow or mist, allow to dry in a warm room
- Carry a plastic sleeve to cover your joystick
- Refer to Section 7 of the [owner's manual](#) to learn more.

## **Spare parts, modifications and repairs**

### **Know your serial number**

- You'll find it on the base
- Make a note of it for future reference; a serial number card is attached to your new chair for your wallet or purse
- Quote your serial number when booking a repair, service or reporting problems
- More information is in Section 2 of your [owner's manual](#).

**Is it easy to get spare parts for Magic Mobility wheelchairs?**

Yes, we have a comprehensive stock of spare parts for recent and current Magic Mobility models and many of our dealers carry stocks of spare parts. In the case your wheelchair model is no longer current, or a part is obsolete, we will do our best to make you a suitable replacement part.

**Does Magic Mobility complete repairs and services for Magic Mobility wheelchairs?**

Yes, we repair and service all models of Magic Mobility wheelchairs at our manufacturing site in Melbourne.

**What can I do if I need my Magic Mobility wheelchair upgraded or modified due to changes in my needs?**

We can review your wheelchair and complete the upgrades you need at our manufacturing site in Melbourne.

Our [dealer network and authorised agents](#) can also provide repairs and services and undertake some upgrades.

## 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.

A high-pressure cleaner or hose is not recommended. Any surface which has been in contact with salt or salt water should be wiped down and dried as soon as possible to minimise damage.

Any wheelchair used outdoors is prone to rust over time. Beach driving can accelerate the rusting process due to the salty air. Almost all Magic Mobility ferrous components are protected with a form of rust protection, however damaging this protection may affect the life of the wheelchair.

Despite this, it is recommended that the wheelchair's moving parts are regularly oiled and cleaned with a suitable lubricant like WD40 Multipurpose.

Raise the seat elevator and liberally spray the mechanism. Also, spray underneath the body work of the powerchair, paying special attention to moving parts such as axles and castor bolts.

- Check your joystick daily
- Maintain weekly and monthly checks which are outlined in Section 7.17-7.18 of the [owner's manual](#)
- Have your agent give your chair an annual check-up.

**What set of tools does Magic Mobility recommend for basic adjustments to my wheelchair?**

A set of metric allen keys (2 to 6mm) and a small adjustable wrench (to 13mm) will allow a user to tighten and adjust most features including armrests, calf pads, joystick mounts, headrests, locking collars and footplate angles.

Changing wheels will require a torque wrench and may require our Wheel Removal Tool, depending on your model. Please [contact your local dealer](#) or [contact us](#) if you require assistance.

## Batteries

### How do I care for my batteries?

Your batteries are precious and expensive to replace. We encourage you to take proper care of your batteries and ensure you 'run them in' during their initial care period when you first receive your chair.

- Follow the run-in procedure
- Fully charge them everyday
- If you need to store your chair for an extended period, ensure that it's fully charged and then recharged every month
- Only use the supplied charger
- Refer to Section 6 of the [owner's manual](#) to learn more.

### How long will the batteries last?

With proper care, all the batteries we supply may last up to 3 years for normal or moderate wheelchair users. For heavy users who drive long distances or on challenging terrain each day, the batteries will not last as long. Please see the [owner's manual](#) for further details on batteries and battery care.

### Can I put lithium-ion batteries in the wheelchair?

Current Magic Mobility models are not designed to use lithium-ion batteries. Customers, users and dealers should only fit recommended batteries in a Magic Mobility wheelchair.

Incorrectly rated batteries are a fire risk and fitting lithium-ion batteries to your Magic Mobility wheelchair may void your warranty.

## Tyre care

### Maintain the right pressure

The right tyre pressure will help you achieve top performance.

- Under inflated tyres result in more punctures, less stability and range
- Over inflated tyres make for a rugged ride and increase tyre wear and tear
- Lower tyre pressure provides better traction when travelling off-road
- Refer to Sections 7.1-7.7 of your [owner's manual](#) to learn more. Many people are surprised by the low pressures required for great off-road performance.

We recommend checking your tyre pressure weekly on your Magic Mobility powerchair. If you're concerned about flat tyres, we recommend Magic Mobility's puncture-resistant tyre liners to give you more confidence when going off-road. Our tyre liners are available for all our wheel types.

You should also be checking for signs of wear on your tyres; bald tyres can lose traction and are more prone to punctures.

All pneumatic tyres are fitted with automotive-type valves and can be inflated using most typical automotive hand and foot pumps as well as service station air outlets.

### **What tyre pressure should I use?**

Lower tyre pressures provide more traction in mud, sand, and snow. For use on firmer surfaces, tyre pressures may be increased depending upon the weight of the user, their preferences and driving capability. The range of the wheelchair improves with firmer tyres.

### **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 reinflate the tyres. We strongly recommend you refer to the [owner's manual](#) and don't exceed the pressure ratings in the graphs.

### **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 are charts in section 7 of 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.

## **Electronics**

### **Who is best to program the controller?**

Magic Mobility or an authorised repairer or dealer including Sunrise Medical Australia, are recommended for all your programming needs.

If you think there is an issue with your controller program, please [contact us](#) for assistance.

### **How do I lock/unlock my wheelchair controller?**

The control system can be locked in one of two ways. Either using a button sequence on the keypad or with a physical key. How the control system is locked depends on how the system has been programmed.

Please refer to our Information Sheet for step-by-step instructions:

[Controller lock/unlock procedure](#)

For a visual demonstration, please refer to our video:

[How to lock your JSM controller](#)



## Options

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

Yes, you can add lights, indicators, cup holders, phone interfaces, tables, luggage racks, storage accessories, sunshades - almost anything you can imagine. Refer to our website to see our range of [upgrades](#).

### **Is a tilting forward mechanism available on Magic Mobility wheelchairs?**

Yes, the Transfer Tilt underseat option with anterior tilt, allows the front of the seat to tilt forward, enabling the wheelchair user to step in more easily and out of the wheelchair independently. The transfer tilt can be fitted to Frontier V6 mid wheel drive and Frontier V4 front wheel drive wheelchairs fitted with lift and tilt or tilt only options. Please note that transfer tilt is not available in conjunction with the retractable docking pin or as an option on the Extreme X8, XT2, XT4, Magic 360 or Frontier V4 RWD.

Please [contact us](#) for further information.

### **Can the lift actuator raise the seat more quickly?**

No, the speed is set for the safety of the wheelchair user and everyone around them.

### **Could there be a cover over the seat elevator mechanism?**

No, this is not part of our approved design.

### **Does Magic Mobility supply docking systems for its wheelchairs?**

Magic Mobility has solutions that we supply and fit to our current models of Frontier V6, Frontier V4 and Magic 360. Please find more information on our [website](#).

### **Are the Extreme X8, XT2 and XT4 compatible with a wheelchair docking system?**

Magic Mobility currently does not supply or fit a wheelchair docking system for the Extreme X8, XT2 or XT4.

### **Can I tow a trailer?**

Magic Mobility wheelchairs are not specifically designed or tested for towing. We don't encourage towing of any description. Fitting of tow-balls or the towing of a trailer will void the warranty on your Magic Mobility wheelchair motors and power components. This is because the load on the motors is unknown, and it becomes impossible to provide any kind of warranty.

Any modifications to a Magic Mobility wheelchair are made at the owner's risk and/or using the wheelchair to tow would invalidate the warranty.

Furthermore, Magic Mobility do not conduct wheelchair testing with additional loads and don't have any data regarding the implications to the life of the batteries and motors.

## Special adaptations

If you have specific wheelchair requirements, you may be able to apply for a 'Designed for Me' wheelchair. Please [contact us](#) for further information.

## Standards testing

Our power wheelchairs undergo rigorous in-house testing as part of every development process, after which they are independently tested to internationally recognised standards.

### A note on stability

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

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.

### Can Magic Mobility supply details of the Powerchair Testing Standards?

Yes, please refer to the downloadable document **Powerchair Testing Standards** found on our [website](#).

## Flying with your Magic Mobility wheelchair

To assist you, we've produced a **Flying with your Powerchair** information sheet on our powered wheelchairs that you can provide to your airline. You can download the information sheet from our [website](#).