

INFORMATION ABOUT YOUR NEW EQUIPMENT

Warranty Information

Please refer to your Owner's Manual provided at the time of Delivery for details on the Manufacturer warranty.

Please note that labour is not covered by warranty.

If you have misplaced your manual, you can download a copy off the manufacturer website. If you are having trouble locating it online, feel free to contact us and we will gladly email you a copy.

Insurance: It is recommended that you insure your Equipment

You are responsible for their protection, proper use, and care of your new equipment.

Manufacturers and Vendors do not warranty equipment that is lost or stolen. Clients should refer to the Device warranty and consider buying insurance to cover these situations.

Service

At Comfort Mobility, we service what we sell. Should you require any maintenance, service or troubleshooting of your equipment, please contact us to make an in-store or at-home service appointment.

It is recommended that lifts (porch, stair, etc.) be serviced every 2 years.

Batteries

Always have your batteries installed by a properly trained wheelchair or scooter technician. They have the necessary training and tools to do the job safely and correctly. Wheelchairs and scooters typically require two batteries with 24-volt series connection. Never mix and match different battery manufacturers or technologies or use batteries that do not have similar date codes. Never mix Gel batteries with AGM batteries. Always fully charge batteries prior to use. Follow installation and start-up instructions provided by the mobility equipment manufacturer.

Break In Period

Active users of power wheelchairs significantly discharge and then recharge their batteries daily. This is a very demanding application which requires a unique battery design. Gel battery technology is best suited for wheelchair applications in terms of performance and life. However, there is a "break-in" period for gel batteries, and so you may find that for the first 15-20 cycles (one cycle = one discharge + one recharge) your run time is shorter than expected. This break-in period is necessary to fully activate the battery for maximum performance and longevity.

When Should I Charge My Batteries?

Daily. The charger supplied with your mobility device should fully charge your batteries overnight. Overcharging is not a problem with today's smart chargers as they are voltage limited and shut off automatically. Sealed Gel and AGM batteries do not exhibit a "use it or lose it" capacity robbing effect known as memory.

Batteries Continued...

Proper Charging Guidelines

Use the equipment manufacturer's automatic charger for all routine charging. Never use an automotive or wet-type charger on Sealed Gel or AGM batteries as doing so will damage your battery. Depth of discharge (i.e. the amount of power drawn from the battery) affects battery life. The deeper you discharge your battery, the shorter its life. Therefore, avoid ultra-deep discharges and never drain your batteries completely. Do not leave your batteries in a low state of charge for an extended length of time. Charge a discharged battery as soon as possible. Do not operate your batteries in a low state of charge on a regular basis. Batteries should be fully recharged after each use.

Storage and Maintenance

Always store your batteries FULLY CHARGED. Check all stored batteries once a month and recharge as needed. Fully charged Sealed Gel and AGM batteries can hold a charge for up to 6 months, however, they should always be charged before use. When storing a power chair or scooter for more than 2 weeks, charge the batteries first and then disconnect them for storage. Avoid hot and cold extremes when storing. Sealed Gel and AGM batteries require no watering. Any performance-related issues should be handled by a properly trained wheelchair or scooter technician.

Battery Safety

Batteries can be hazardous. Dropping a tool or touching a watch or bracelet across the terminals can result in an electrical shock, sparks, smoke, fire and even an explosion. Use extreme caution around exposed battery terminals. BE CAREFUL! Batteries produce explosive gasses. Keep sparks, flames and cigarettes away from batteries at all times. ALWAYS wear safety glasses and a face shield when working on or near batteries. Ventilate well. Do not install in an airtight container. DO NOT ATTEMPT TO OPEN VENTS. All batteries are considered "hazardous material" and so to protect the environment they must be recycled through an approved agency. In most areas it is illegal to discard your wheelchair battery in the trash. Please return your spent wheelchair batteries to your MK battery retailer, who will ensure they are recycled through an approved facility in a safe and environmentally friendly manner.

Batteries are Recyclable: All sealed gel and AGM batteries are 100% recyclable.

**Contact your Mobility Sales Consultant or Our Service Team at Comfort Mobility
for all your equipment inquiries and questions regarding your new equipment.**

**We appreciate your business! Thank you for choosing Comfort Mobility.
Family Owned & Operated since 2014**

My Equipment Information

Date of Purchase: _____

Name of Purchaser: _____

Equipment Make and Model: _____

Serial Number: _____

Battery Type: _____

Total Value (for insurance purposes): _____