

Any electromechanical device requires occasional troubleshooting. However, most problems that arise can usually be solved with a bit of thought and common sense. Many of these problems occur because the batteries are not fully charged or because the batteries are worn down and can no longer hold a charge. Below are a series of basic troubleshooting instructions for the Jazzy 1107 Power Chair. This information is to be used as a supplement to the troubleshooting instructions provided in the owner's manual. If you have any questions about this information, contact your authorized Pride Provider.

**What if the systems on my Jazzy 1107 seem to be "dead" (controller does not light up when on/off key is pressed)?**

- Make sure the batteries are wired properly—refer to the battery wiring diagram located on the power base.
- Make sure the connections on the battery terminals are tight and secure.
- Make sure the battery boxes are fully connected to one another and to the power chair.
- Make sure the main circuit breaker has not tripped—push in the main circuit breaker reset button.
- Make sure the controller is completely connected to the power base.

**What if the range per charge of my Jazzy 1107 diminishes over time?**

- **Determine if the batteries have ever been replaced.** Batteries over a year old may be defective.
- **Determine how frequently you charge the batteries in comparison to how often you use the power chair.** If you use your power chair on a daily basis, you should charge the batteries every day for 8-14 hours.
- **Determine when the batteries were last charged.** Even if the power chair has not been in use, the batteries should be charged once a week for 12-14 hours.
- **Determine how long you let the batteries charge.** It takes 8-14 hours to fully charge a depleted set of batteries; continual undercharging reduces the overall life of the batteries.
- **Observe the battery charger lights during battery charging to determine if the batteries are receiving a charge.** If neither battery charger light is lit when the charger is plugged into an electrical outlet and turned on, then the batteries are not getting charged. If the power light is not lit when the charger is plugged into an electrical outlet and turned on, then make sure that the electrical outlet is good. If the charge light is not lit when the charger is plugged into an electrical outlet, but the power light is, then make sure that the battery charger is securely plugged into the power base.
- **Determine if a wall switch controls the electrical outlet used for battery charging.** If a wall switch does control the outlet and the switch is turned off inadvertently, the batteries will not fully charge.
- **Is an extension cord being used to connect the battery charger to the electrical outlet?** Pride prohibits the use of an extension cord when charging the batteries. The charger should be plugged directly into a properly-wired standard electrical outlet as the length and condition of the extension cord can have an adverse affect on the battery charger.
- **Determine how far you let the battery condition meter LEDs go down before charging the batteries.** If you continually allow the battery condition meter LEDs to fall into the red area, the overall life of the batteries will be reduced.

**What if my Jazzy 1107 is operating slower than it has in the past?**

- **Determine when the batteries were last charged.** When the battery charge gets low, the batteries supply less power to the motors, which causes the motors to spin slower.
- **Determine the temperature of the power chair at the time the problem occurred.** The Jazzy 1107 electrical system will protect itself from overheating when its internal temperature gets too high by reducing the amount of power sent to the motors. When this happens, the power chair will gradually slow to a stop. Allow the power chair to cool down and it will resume normal operation.

**What if my Jazzy 1107 begins pulling to one side?**

- **Determine if the joystick is being deflected straight or at a slight angle.** Even a small amount of deflection right or left will cause the chair to veer over a long distance.
- **Determine if both manual freewheel levers are in the drive position.** If only one manual freewheel lever is in the drive position, the other motor will not operate and the Jazzy 1107 will veer severely.
- **Determine if both tires are inflated to the proper psi if the power chair is equipped with pneumatic tires.** Pneumatic tires should be inflated to **35 psi (2.4 bar)**. If one tire is inflated more than the other, the power chair will pull to the side that is underinflated.
- **Determine if the caster wheels are pivoting freely.** If either caster wheel is not pivoting freely, the unit will veer to the side.

**What if the Jazzy 1107 powers up, but will not move?**

- **Determine if both manual freewheel levers are in the freewheel position.** If the power chair is in freewheel mode, then the electronics will function but the motors will not spin the wheels.
- **Determine if the battery condition meter LEDs are flashing a fault code.** The Jazzy 1107 comes equipped with either a VSI or FLIGHT controller. Each controller will flash a code via the battery condition meter LEDs if a system fault is detected.

**VSI DIAGNOSTIC FLASH CODES**

| # OF LEDs  | CODE | CAUSE                    | POSSIBLE SOLUTION                                  |
|--|------|--------------------------|--|
| One red LED  | 1    | Low battery voltage      | Charge batteries                                   |
| Two red LEDs   | 2    | Left motor open          | Make sure left motor is plugged into controller.   |
| Three red LEDs   | 3    | Left motor wiring fault  | Contact your authorized Pride Provider.            |
| Three red LEDs<br>One yellow LED                       | 4    | Right motor open         | Make sure right motor is plugged into controller.  |
| Three red LEDs<br>Two yellow LEDs                      | 5    | Right motor wiring fault | Contact your authorized Pride Provider.            |
| Three red LEDs<br>Three yellow LEDs                    | 6    | Inhibit active           | Contact your authorized Pride Provider.            |
| Three red LEDs<br>Four yellow LEDs                     | 7    | Joystick error           | Contact your authorized Pride Provider.            |
| Three red LEDs<br>Four yellow LEDs<br>One green LED    | 8    | Controller error         | Contact your authorized Pride Provider.            |
| Three red LEDs<br>Four yellow LEDs<br>Two green LEDs   | 9    | Brake fault              | Make sure both motors are plugged into controller. |
| Three red LEDs<br>Four yellow LEDs<br>Three green LEDs | 10   | High battery voltage     | Contact your authorized Pride Provider.            |

**What if the speed LEDs on the VSI begin to flash?**

- **Determine if the battery charger is connected to the controller.** When the battery charger is connected to the controller, an internal charger inhibit feature keeps the power chair from driving. This is indicated by the VSI speed LED(s) flashing.

**What if the speed LEDs on the VSI begin to scroll?**

- **Determine if the VSI has been placed in lock mode.** The VSI is equipped with a lock mode feature that prevent unintended use of the power chair. If the VSI is in lock mode, deflect the joystick full forward until it beeps, then deflect the joystick full rearward until it beeps, and finally return the joystick to the neutral position. The joystick should go back to the drive function.

**FLIGHT DIAGNOSTIC FLASH CODES**

The battery condition meter will flash fault codes when the FLIGHT controller detects an abnormal condition in the electrical system. The battery condition meter consists of ten lights arranged in an arc over the on/off key. When the batteries are at full charge, all ten LEDs will be lit in a steady display. As the battery voltage drops, the number of lights reduces from right to left. When a fault is detected by the controller, the battery condition meter LEDs will flash in a numbered sequence followed by a 2-second pause.

| CODE SEQUENCE       | CODE | CAUSE                  | POSSIBLE SOLUTION                       |
|---------------------|------|------------------------|---|
| One pause One       | 1    | Possible Stall Timeout | Turn joystick off then on.              |
| Two pause Two       | 2    | Battery Fault          | Charge batteries.                       |
| Three pause Three   | 3    | Left Motor Fault       | Make sure left motor is plugged in.     |
| Four pause Four     | 4    | Right Motor Fault      | Make sure right motor is plugged in.    |
| Five pause Five     | 5    | Left Park Brake Fault  | Contact your authorized Pride Provider. |
| Six pause Six       | 6    | Right Park Brake Fault | Contact your authorized Pride Provider. |
| Seven pause Seven   | 7    | Joystick Fault         | Contact your authorized Pride Provider. |
| Eight pause Eight   | 8    | Controller Fault       | Contact your authorized Pride Provider. |
| Nine pause Nine     | 9    | Controller Fault       | Contact your authorized Pride Provider. |
| Ten pause Ten       | 10   | Controller Fault       | Contact your authorized Pride Provider. |
| Eleven pause Eleven | 11   | Controller Fault       | Contact your authorized Pride Provider. |

**What if the left red battery condition meter LED on the FLIGHT is flashing?**

- This indicates that the battery voltage is very low and the batteries should be charged immediately.

**What if the power chair does not drive and the battery condition meter LEDs are scrolling from right to left?**

- This indicates that the FLIGHT is in lock mode. To unlock, press the horn button twice.

**What if the battery condition meter LEDs are scrolling left to right, alternating with a steady display?**

- This indicates that the FLIGHT is plugged in for charging. The steady display indicates the current state of battery charge.

**What if the power chair will not drive and all battery condition meter LEDs are flashing rapidly nonstop?**

- The FLIGHT has detected an Out Of Neutral A Power Up (OONAPU) condition. This means that the joystick was not in the neutral (center) position when the controller was turned on. To clear the fault, release the joystick to the neutral (center) position and restart the power chair.