

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 614 and Jazzy 614 HD power chairs equipped with Dynamic controllers. 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 614/Jazzy 614HD seem to be “dead” (no lights when the on/off key is pressed)?**

- Make sure the batteries are installed and wired properly.
- Make sure the connections on the battery terminals are tight and secure.
- Make sure the battery quick-disconnect harness connections are fully joined.
- 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.

**Why does my Jazzy 614/Jazzy 614HD travel less distance than it used to on a full charge?**

- **Determine if the batteries have ever been replaced.** Batteries over a year old might be worn down and less effective.
- **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 overnight 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 at least 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.
- **Determine if a wall switch controls the electrical outlet used for battery charging.** If so, the batteries will not fully charge if the wall switch is turned off inadvertently.
- **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 an extension cord could 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 too low (into the red), the overall life of the batteries will be reduced.
- **Determine if the connections on the battery terminals are tight and secure.** A loose connection at the battery terminals can cause a loss of voltage in the system.
- **Determine if the connections on the circuit breaker are tight and secure.** A loose connection at the circuit breaker can prevent the Jazzy 614/Jazzy 614HD from operating.
- **Determine if the motor brushes are properly installed and not overly worn (if you have access to the motor brushes).** Missing or worn motor brushes can cause an increased use of voltage while driving.

**What if my Jazzy 614/Jazzy 614HD is operating slower than it has in the past?**

- **Determine the speed at which the chair is set.** Check the speed settings.
- **Determine when the batteries were last charged.** When the batteries are low, they supply less power to the motors; this causes the motors and the wheels to spin at a slower rate.
- **Determine the temperature of the power chair at the time the problem occurred. What kind of terrain was the end user driving over? If used outside, how long has it been outside?** The Jazzy 614/Jazzy 614HD electrical system will protect itself from overheating when its internal temperature gets too high by reducing the amount of power that goes to the motors. When this happens, the Jazzy 614/Jazzy 614HD will gradually slow down to a stop if the internal temperature is too high. Allow the Jazzy 614/Jazzy 614HD to cool down and it will resume normal speeds. Try to maintain an even speed and avoid stop-and-go driving, also limit baggage weight to essential items.

**What if my Jazzy 614/Jazzy 614HD begins pulling to one side?**

- **Determine if the joystick is being deflected straight.** Even a small amount of deflection right or left will cause the chair to veer over a long distance.
- **Determine if the Jazzy 614/Jazzy 614HD has pneumatic tires. If so, are both tires inflated to the proper pressure?** Maintain but do not exceed the psi/bar/kPa air pressure rating indicated on each tire if equipped with pneumatic tires. If one tire is inflated more than the other, the power chair will pull to the side that is underinflated.

*NOTE: If the tires on your power chair list the psi rating only, use the following conversion formulas to find the bar or kPa rating:  $bar = psi \times 0.06895$ ;  $kPa = psi \times 6.89476$ .*

- **Determine if the caster wheels are pivoting freely.** If either caster is not pivoting freely, the unit will veer to the side.

**What if my Jazzy 614/614HD makes clicking noises?**

- **Determine if the click happens just one time after the joystick is pressed forward, backward, or side-to-side.** If so, the click is the sound of the brake releasing to allow the motors to turn.
- **Determine if the click continues while driving the unit.** If the unit is new, the customer should continue to use the unit for a month, then call back if the problem persists.
- **Determine at what time the noise began.** If the unit is new, the customer should continue to use the unit for a month, then call back if the problem persists.

**DYNAMIC CONTROLLER FLASH CODES**

Under normal conditions and with the batteries fully charged, the battery LEDs will all be steadily on. Fewer LEDs imply a reduction to battery charge.

When a fault is detected by the Dynamic controller, the service indicator wrench icon will flash in a numbered sequence, followed by a 2-second pause. In addition, the battery LEDs will chase from left to right, alternating with a steady flash.

FLASH CODES	CODE #	CAUSE	POSSIBLE SOLUTION
One, pause, one	1	Possible Stall Timeout	Turn joystick off, then on.
Two, pause, two	2	Battery Fault	Charge batteries, check battery connections and fuses.
Three, pause, three	3	Left Motor Fault	Make sure the left motor is plugged in.
Four, pause, four	4	Right Motor Fault	Make sure the right motor is plugged in.
Five, pause, five	5	Left Park Brake Fault	Make sure the left brake is not in freewheel mode.
Six, pause, six	6	Right Park Brake Fault	Make sure the right brake is not in freewheel mode.
Seven, pause, seven	7	Joystick Fault	Check the joystick connection.
Eight, pause, eight	8	Power Module Fault	Check connections to the power module and batteries.
Nine, pause, nine	9	Controller Communication Fault	Check bus connections from the joystick to the power module.
Ten, pause, ten	10	Controller Fault	Contact Technical Service for assistance.
Eleven, pause, eleven	11	Incompatible Device Fault	Contact Technical Service for assistance.

**The Jazzy 614/Jazzy 614HD does not drive and the battery LEDs are chasing from right to left.**

- The Dynamic controller is in lockout mode. To unlock the controller, press the horn button twice.

**The battery LEDs are chasing left to right, alternating with a steady display. When the joystick is moved, the speed gauge will also flash.**

- The Dynamic controller is plugged in for charging. The steady display indicates the status of the charge.
- Determine if the 4-pin plug is properly plugged into the power module. If not, then the charger inhibit feature will activate.

**The Jazzy 614/Jazzy 614HD does not drive and the battery LEDs are flashing rapidly non-stop.**

- The Dynamic controller has detected an “Out of Neutral at Power Up” condition. Release the joystick back to the neutral position.