

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 600/Jazzy 600XL 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 600/Jazzy 600XL seem to be “dead” (controller does not light up when the 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 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.

What if the range per charge of my Jazzy 600/Jazzy 600XL 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 ammeter during battery charging to determine if the batteries are receiving a charge.** If the ammeter does not go up when the battery charger is plugged into the charger power cord receptacle and an electrical outlet, the batteries are not getting charged. Check the charger fuse and ensure the electrical outlet is good.
- **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 600/Jazzy 600XL 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 600/Jazzy 600XL 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 the Jazzy 600/Jazzy 600XL 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 600/Jazzy 600XL comes equipped with either a VR2, VSI, or FLIGHT controller. Each controller will flash a code via the battery condition meter LEDs if a system fault is detected.

VR2/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 One yellow LED	4	Right motor open	Make sure right motor is plugged into controller.
Three red LEDs Two yellow LEDs	5	Right motor wiring fault	Contact your authorized Pride Provider.
Three red LEDs Three yellow LEDs	6	Inhibit active	Contact your authorized Pride Provider.
Three red LEDs Four yellow LEDs	7	Joystick error	Contact your authorized Pride Provider.
Three red LEDs Four yellow LEDs One green LED	8	Controller error	Contact your authorized Pride Provider.
Three red LEDs Four yellow LEDs Two green LEDs	9	Brake fault	Make sure both motors are plugged into controller.
Three red LEDs Four yellow LEDs Three green LEDs	10	High battery voltage	Contact your authorized Pride Provider.

What if the speed LEDs on the VR2/VSI begin to flash?

- **Determine if the battery charger is connected to the power base.** When the battery charger is connected to the power base, a charger inhibit feature keeps the power chair from driving. This is indicated by the VR2/VSI speed LED(s) flashing.
- **Determine if the charger harness fuse has blown.** A blown charger fuse can cause the charger inhibit to activate.
- **Determine if all controller connections are plugged into the power base properly.** If the 3-pin charger inhibit connector is not plugged in properly, then the charger inhibit feature will activate.

What if the speed LEDs on the VR2/VSI begin to scroll?

- **Determine if the VR2/VSI has been placed in lock mode.** The VR2/VSI is equipped with a lock mode feature that prevents unintended use of the power chair. If the VR2/VSI is in lock mode, deflect the joystick full forward until it beeps, and then deflect the joystick full rearward until it beeps. 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.