



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 Select 14/14XL power chairs. 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 Select 14/14XL 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 Select 14/14XL 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.
- **If you have an onboard charger, 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 Select 14/14XL 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 Select 14/14XL 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 Select 14/14XL 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 Select 14/14XL will veer severely.
- **Determine if both tires are inflated to the proper psi if the power chair is equipped with pneumatic tires.** 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: $\text{bar} = \text{psi} \times 0.06895$; $\text{kPa} = \text{psi} \times 6.89476$.

What if the Jazzy Select 14/14XL 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 controller is flashing a fault code.** The Jazzy Select 14/14XL comes equipped with a VSI, VR2, or Dynamic controller. The VR2 and VSI controllers will flash a code via the battery condition meter LEDs if a system fault is detected. The Dynamic controller error codes are displayed by a flashing service indicator.

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 or VSI begin to flash?

- **Determine if the battery charger is connected to the power base.** When the onboard battery charger is connected to the power base, an internal charger inhibit feature keeps the power chair from driving. This is indicated by the VR2 or 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.** On the VSI controller, 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 or VSI begin to scroll?

Determine if the VR2 or VSI has been placed in lock mode. The VR2 or VSI is equipped with a lock mode feature that prevents unintended use of the power chair. If the VR2 or VSI is in lock mode, deflect the joystick full forward until it beeps, and then deflect the joystick full rearward until it beeps. The controller should go back to the drive function.

What if the left red battery condition meter LED on the VR2 or VSI is flashing?

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

What if all of the battery condition meter LEDs on the VR2 or VSI blink once every 2.5 seconds?

This indicates that the VR2 or VSI is in sleep mode. Turn the controller off, then back on to resume normal operation.

**DYNAMIC CONTROLLER DIAGNOSTIC FLASH CODES**

The service indicator will flash error codes when the Dynamic controller detects an abnormal condition in the electrical system. The service indicator will flash a number of times quickly, then pause, then flash again. The service indicator will continue to flash the error codes until the problem is fixed.

NOTE: *When the service indicator flashes an error, the battery condition meter LEDs will also flash an inhibit.*

ERROR CODE	PROBABLE CAUSE	POSSIBLE SOLUTION
1	Possible stall timeout or user error	Release the joystick.
2	Battery fault	Check the batteries and cables. Try to charge the batteries. The batteries may need to be replaced.
3	Left Motor Fault	Check the left motor, connections, and cabling.
4	Right Motor Fault	Check the right motor, connections, and cabling.
5	Left Park Brake Fault	Check the left park brake, connections, and cabling.
6	Right Park Brake Fault	Check the right park brake, connections, and cabling.
7	Dynamic Controller Module Fault	Check the communications connections and wiring.
8	Dynamic Controller Power Module Fault	Check the communications connections and wiring.
9	Dynamic Controller Communications Fault	Check the communications connections and wiring.
10	Unknown Fault	Contact your authorized Pride Provider.
11	Incompatible Controller Fault	Contact your authorized Pride Provider.

What if the left red battery condition meter LED on the Dynamic 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 Dynamic controller is in lock mode. To unlock, press the horn button twice.

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

This indicates that the Dynamic controller is in programming, inhibit, or charging mode. When the joystick is moved, the speed setting indicator will also flash.

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

The Dynamic controller has detected an Out of Neutral At 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, allow the joystick to return to the neutral (center) position.