

CP21

# companion<sup>plus</sup>



## **Adult & Pediatric Power Assist System**

For Rigid and Folding Manual Wheelchairs

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# **USER MANUAL**

## Companion Plus User Manual

Dear Customer,

Congratulations on your purchase of a Companion Plus!

We are confident that your Companion Plus will become an indispensable partner for your manual wheelchair and allow you to go further and do more. Be sure to register your product online at [www.cheelcare.com/go](http://www.cheelcare.com/go) for the full benefits.



**Before using your Companion Plus, please read this manual and follow the provided instructions to ensure safe use of the product.**

For more information about this and other Cheelcare products as well as detailed installation videos, please see:

- Cheelcare website <https://cheelcare.com/>.
- Companion Plus product page at <https://cheelcare.com/companion>

In case of any questions or concerns, please contact us:

[sales@cheelcare.com](mailto:sales@cheelcare.com)

(647) 800-2680





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## Introduction


Companion Plus is an enhanced power assist system developed to extend the mobility of manual wheelchair users. This unique portable device easily converts a manual wheelchair into a powerful electric unit. Even with the Companion Plus add-on attached, the full unit remains compact enough to comfortably steer through narrow or crowded places. The Companion Plus add-on is easy to attach/detach and meets strict travelling requirements thanks to its patented, lightweight design.

## Labels and Symbols


Please take note of these symbols to better understand the information in this manual:

 Manufacturer	 Notes	 Safety warning	 Assembly instructions
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Below are replicas of the labels that are attached to your Companion Plus for your safety. Please do not remove them from your device. The battery wiring label is located on the underside of the Power Unit's top plate.

 **WEIGHT CAPACITY**  
300lbs (136kg)

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 **TURN OFF POWER**  
for Manual Override mode.

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 **BEFORE CHARGING**  
turn OFF and disengage the unit  
Lithium-ion 36V 7.5A 270Wh

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**YEAR OF MANUFACTURE** **2022**

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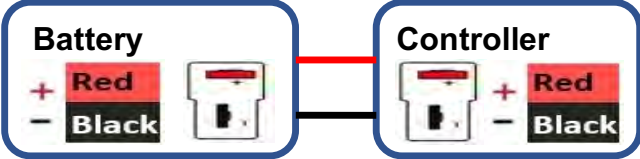
**PATENT PENDING**



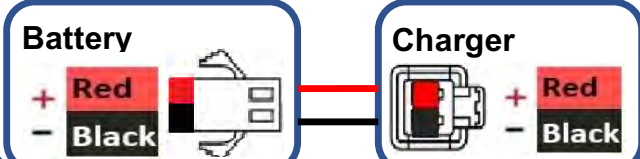
**Before charging, turn OFF your Companion Plus and remove the key.**

 **WARNING**

Battery must be connected to controller **ONLY** via provided T-connector.  
The POSITIVE (+) RED Battery Cable **MUST** connect to the POSITIVE (+) RED controller.  
The NEGATIVE (-) BLACK Battery Cable **MUST** connect to the NEGATIVE (-) BLACK controller.



Battery must be connected to charger port **ONLY** via provided connector.  
The POSITIVE (+) RED Battery charging Cable **MUST** connect to the POSITIVE (+) RED charger.  
The NEGATIVE (-) BLACK Battery charging Cable **MUST** connect to the NEGATIVE (-) BLACK



## Intended Use of Companion Plus

Companion Plus is intended to increase the mobility of its user, either adult or pediatric, by increasing the range and distance of their mobility with the assistance of electric-powered propulsion, in instances when manual pushing alone does not meet their basic and essential mobility needs. The intended user should possess the physical and cognitive abilities to operate and maneuver both a powerchair and a manual wheelchair. Companion Plus is engineered for indoor and outdoor operating environments.

## Safety Measures and Precautions

 **Please read this User Manual carefully and familiarize yourself with your Companion Plus in a safe environment free from hazards. When ready, take your first drive in an open area and always start driving slowly from Speed Mode 1.**

### IMPORTANT


- Read this User Manual prior to using your Companion Plus power assist.
- The requirements, recommendations and guidelines contained herein are in addition to those prescribed by the manufacturer of the manual wheelchair being used.
- The use of your Companion Plus by a person unfamiliar with this user manual may result in serious injury or death.
- It is recommended to use the wheelchair anti-tippers until you are accustomed to operating your Companion Plus.
- Cheelcare is not responsible for any injuries or damages caused by using the Companion Plus in contravention of (1) this User Manual's instructions and recommendations, (2) the direction of an authorized dealer; and/or (3) the technical limitations and recommendations of your wheelchair manufacturer.
- Always abide by local rules, laws, and regulations.
- Always pay attention to your surroundings to avoid collisions with obstacles.
- When operating your Companion outdoors, keep a safe distance from bicycles and pedestrians. Sound a bell when approaching pedestrians from behind.

### MECHANICAL OPERATION

- We strongly recommend using side guards to avoid contact with moving and rotating parts as they may result in serious physical injury. Contact your wheelchair dealer if you do not have any.
- To prevent accidental activation of your Companion Plus, always power OFF the unit when parked, transferring from/to the wheelchair, or loading/unloading.
- Power OFF the Companion Plus BY KEY and remove it from the ignition. Using only the power button to power OFF is not sufficient.
- Regularly check that all mechanical parts connecting your Companion Plus to your wheelchair are fastened tightly and are free of any damage.
- Check the LCD battery status before using your Companion Plus to avoid depleting it completely while you are away from a recharging power source. Keep the battery charger with you if your planned trip might take you farther than the unit's current range.

- To avoid injury when lifting, loading, or unloading the Companion Plus, do not put your hands between the kickstand and the Power Unit.
- Do not insert anything into the charging port other than the charger that was supplied with your Companion Plus. Doing so may cause damage to the unit or injury to your person.
- In case of any malfunction, turn the Companion Plus OFF and remove the key, then contact your local dealer or Cheelcare for support.
- Any modification to your Companion Plus will void the warranty and may compromise your safety.

 **WARNINGS**

- Companion Plus is to be used only by people with the necessary physical and cognitive abilities to safely operate the device. When prescribing or recommending Companion Plus, clinicians should consider the operator's ability to:
  - ✓ Grip the handlebars, and maintain their grip the entire time the device is in use
  - ✓ Turn and maneuver the device by extending and retracting their arm(s) (push and pull to steer using handlebars like a bicycle)
  - ✓ operate the brakes by squeezing the brake lever
  - ✓ operate the throttle by gripping the handle and twisting it (rolling it) towards themselves
    - alternatively, to the twist throttle, a throttle operated by applying force forward with the thumb while gripping the handlebars can be outfitted on the device
  - ✓ estimate distance required to brake and resolve basic maneuvering situations
  - ✓ estimate, choose and select the appropriate speed
  - ✓ recognize hazards and react accordingly
- The Companion Plus should only be used by one driver at a time. Never use the Companion Plus while carrying a child.
- When operating the Companion Plus outdoors, the unit is not to be driven in poor weather conditions such as strong snow or rain, on ice, or on low-traction surfaces like wet soil, mud or wet grass.
- When driving up or down an incline, remember to:
  - \* Avoid abrupt stopping or making sharp turns at high speeds as they may cause you to lose control and tip over.
  - \* When operating the Companion Plus up an incline, applying additional weight to the front tire by leaning forward can help improve traction in circumstances where the incline is steep, or the user's wheelchair is negatively balanced.
  - \* Always maintain control of the brake lever when operating Companion Plus down an incline.
  - \*  Do not use the wheelchair's brakes when going down an incline.
- Do not drive over obstacles greater than 5cm/2in in height with the Companion Plus attached/connected to the wheelchair. To minimize the risk of tipping over, drive over obstacles perpendicularly while ensuring that both wheels of the wheelchair go over the obstacle at the same time.



## GENERAL DRIVING RECOMMENDATIONS

- \* Always start driving in Speed Mode 1 and apply the throttle gradually to avoid over spinning the tire.
- \* When turning, slow down and lean your body into the turn for better stability.
- \* Hold the handlebars firmly while operating the Companion Plus to maintain control of your steering and braking.
- \* Always use ramps when available.
- \* Never drive your Companion Plus up or down steps, stairs, on rough terrain or on slopes of greater than 10 degrees, both for your safety and due to technical limitations.
- \* Avoid answering or using your phone, or other distractions while underway using the Companion Plus.
- \* Do not sit or stand on the Companion Adapter.
- \* It is strictly forbidden to operate the Companion Plus in a drowsy, intoxicated state or while otherwise impaired.
- \* Stay within the recommended driving speed when using the Companion Plus: 3km/h indoors, 6km/h or 4mph on the street, pavement, and pedestrian areas, 10 km/h or 6 mph on bicycle lane and 2 km/h or 1 mph in reverse. It is recommended to use Speed Mode 1 around the house.
- \* Slow down when turning. The recommended speed when turning is below 3km/h or 1.86mph. It is encouraged to reduce the speed mode to 1 when turning.
- \* Companion raises the wheelchair's casters. This however reduces the lateral stability as it reduces the number of points of contact. For this reason, you should exercise caution and slow down when turning. Turning at higher speeds requires a greater radius. Lower speeds allow for sharper turns. You should never attempt a sharp turn (greater than 30 degrees) at speeds greater than 3km/h or 1.86 mph (speed mode 1).
- \* When driving over a curb, ensure Companion is perpendicular to it. Never drive over a curb greater than 2 inches or at an angle. Ensuring the height of the Docking Port is properly adjusted to ensure your casters are lifted 2 inches off the ground is critical. See *Installing the Docking Port* (page 22). It is always safer to go around obstacles when possible.

## Indoor Driving Recommendations

Your Companion Plus was designed with a sleek profile to make navigating narrow indoor spaces around the house easy. Maneuvering around beds, tables, home furniture, compact bathrooms, elevators and hallways is made possible by Companion Plus's tight turning radius and its high degree of maneuverability. Companion Plus is ideal for use in condo buildings, hospitals, offices, workplaces, and transit systems. The non-marking tire provides traction on tile, wood, linoleum, vinyl, and epoxy-coated floors without leaving residual rubber markings.

### **SPEED**

Always start on Speed 1 and gradually apply the throttle. It is recommended that you use Speed 1 in indoor environments, including around the home.

### **TRANSFERS**

Always detach your Companion Plus before attempting to transfer into or out of your manual wheelchair. Its spring-loaded kickstand will automatically deploy so you can easily stand your device within reach until you are ready to re-attach it.

### **HOUSEHOLD APPLIANCES & TASKS**

We recommend approaching household appliances at a 45-degree angle so that you can easily reach them while Companion Plus is attached. If for any reason, the task you are performing requires your reach immediately in front of you, you can detach the Companion Plus. Its spring-loaded kickstand will automatically deploy so you can easily stand your device within reach until you are ready to re-attach it.



### **DOORWAYS**

When attached, Companion Plus does not increase the width of the wheelchair. This makes it easy to pass through doorways or hallways. Always approach doorways perpendicularly to ensure that both Companion Plus and the wheelchair are square with the threshold. This will reduce wear and tear on both the Companion Plus and your wheelchair.

### **HAZARDS AROUND THE HOME**

As with any power assist system, it is important to pay close attention to potential hazards around the home that could affect the safe operation of the device. This is not an exhaustive list but is intended to act as a guide to help you consider potential hazards that may exist within your own surroundings.

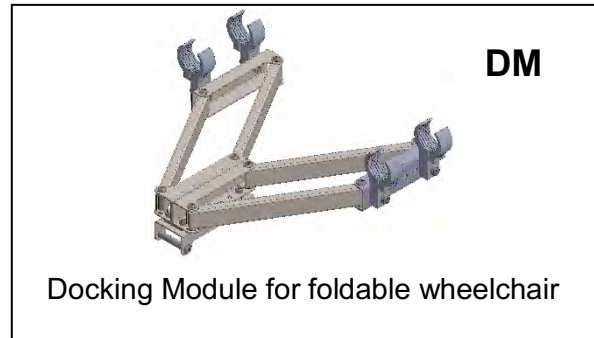
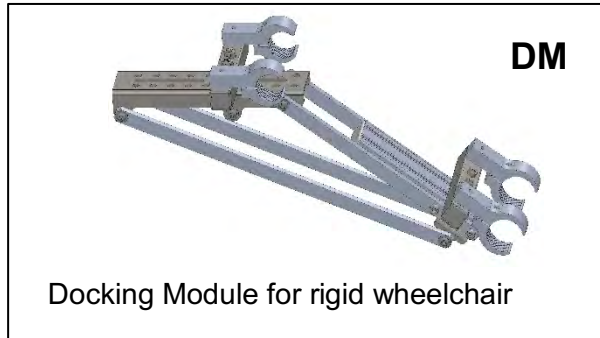
- \* Beware of wet floors, unsecured area rugs, or shaggy carpet as they could reduce the tire's traction.
- \* Use extreme caution when operating your powered device near hazards within the home such as staircases. Never attempt to ascend or descend a staircase while using Companion Plus.
- \* Always reverse slowly and observe your surroundings when reversing to prevent collisions with walls, foreign objects, household obstacles, pets, or children.
- \* Remember to use your brake.



## Overview of Major Components

Your Companion Plus has three major components:

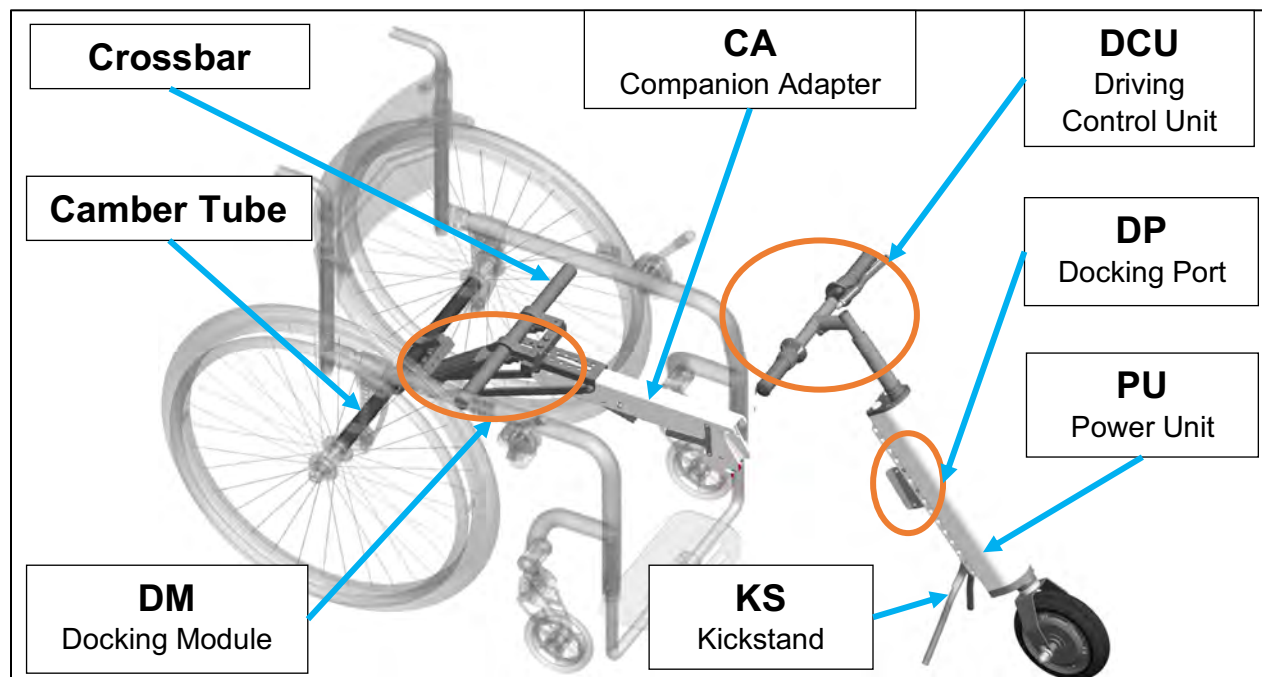
1. The Docking Module (**DM**)




2. The Companion Adapter (**CA**)
3. The Companion Unit (**CU**)

The following components together make up the Companion Unit:

- The Driving Control Unit (**DCU**)
- The Docking Port (**DP**)
- The Power Unit (**PU**)
- The Kickstand (**KS**)



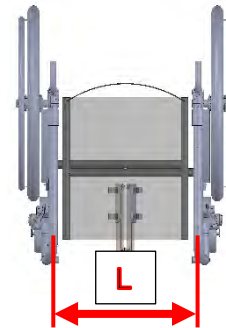
The standard clamps included with your Companion Plus accommodate mounting tubes with a Diameter of either 25.4mm/1in or 31.75mm/1.25in. All other diameters require a special order.

 Pictures and drawings may differ slightly from the actual product.

## Technical Specifications

- Hub motor (350W) with 20cm/8in non-marking solid tire
- Powerful drum brakes
- Lithium battery 36V 7.5Ah
- Range up to 30km/18.6mi per full battery charge
- Power On/Off switch with two keys
- Five-speed control
- LCD display showing battery charge status, trip distance and speed
- Companion Unit weight 9.4kg/20lbs
- Companion Adapter weight 0.8kg/1.8lbs
- Recommended combined wheelchair and user weight must be less than 110kg/240lbs
- The Docking Module for rigid or foldable wheelchairs. The Docking Module for foldable wheelchairs has four different dimensions. Order one depending on the length “L” between centers of the mounting frame tubes:
  - ✓ 28 – 33cm/11 – 13 in
  - ✓ 35 – 40cm/14 – 16 in
  - ✓ 43 – 48cm/17 – 19 in
  - ✓ 50 – 56cm/20 – 22 in
  - ✓ Clamps for the Docking Module have a mounting diameter of 25.4mm/1in or 31.75mm/1.25in.

A special order is required for clamps with different dimensions.




## Companion Plus Delivery Checklist

- Make sure that the shipping box has not been damaged during transportation.
- If you see any external damage, do not open the box, and immediately contact us at [sales@cheelcare.com](mailto:sales@cheelcare.com) or the authorised dealer where the unit was purchased.
- If the shipping box is free of damage, remove all parts of the Companion Plus from the cardboard protective boxes and verify that the following items are included:
  - ✓ Companion unit (CU)
  - ✓ Companion adapter (CA)
  - ✓ Docking module with fasteners attached
  - ✓ Docking port (DP) with fasteners attached
  - ✓ Four clamps (with 25.4mm/1in or/and 31.75mm/1.25in diameter, according to the wheelchair)
  - ✓ Toolset includes open end wrench 8 or 8 and 10mm, and Allen keys 3, 4 and 5 mm.
- Check that no parts have any damage, deformation, or other defects.
- Fasteners have been placed into bags and/or attached to the corresponding parts for assembling.
- In case there are missing parts, stop further assembly and contact the authorised dealer or Cheelcare.



Do not use damaged parts. In case of a damaged part(s), contact Cheelcare or any Companion Plus authorized dealer in your area.

## Companion Plus Installation Instructions

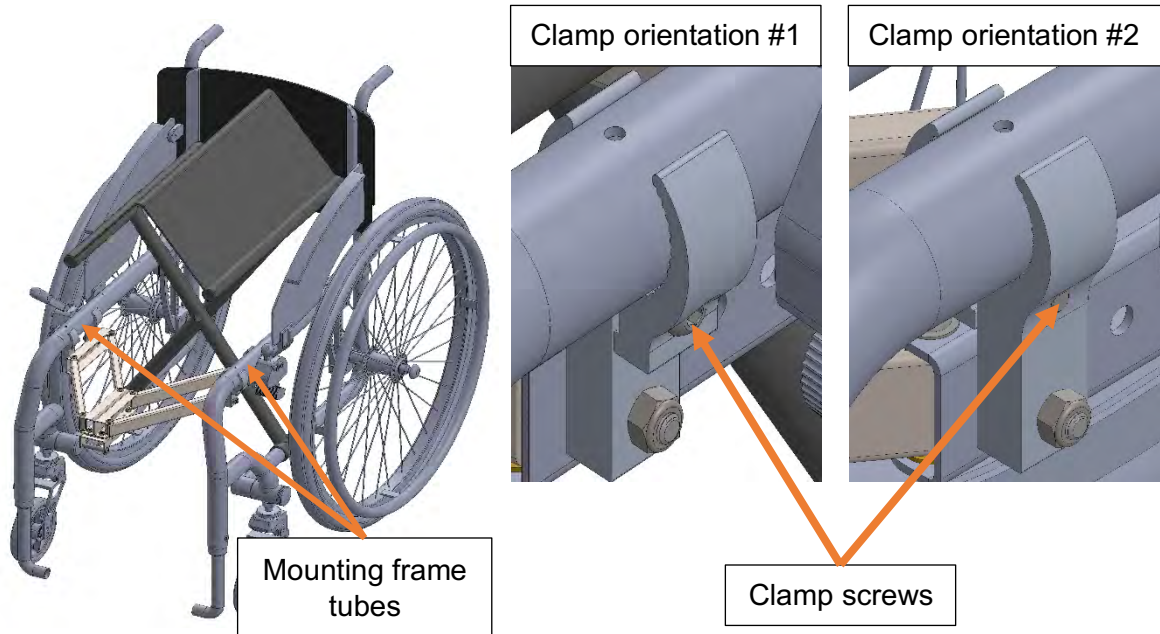
 The initial installation requires a certain degree of manual dexterity and physical strength. If anything is unclear or if you are not confident installing the Companion Plus, call a friend or your service provider to guide to assist you. Your local dealer may also help with the installation and initial set-up or refer you to a service provider.

### Assembling the Docking Module (DM)

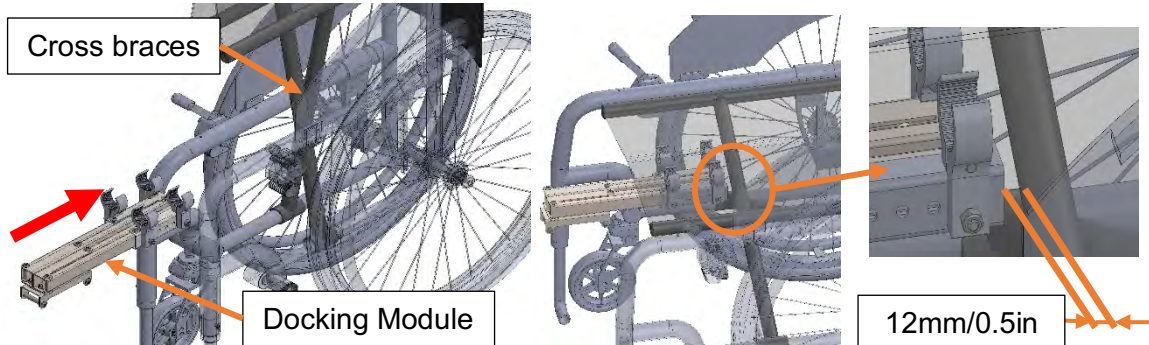
If your wheelchair is rigid, skip to *Assembling the Docking Module for Rigid Manual Wheelchairs* instructions (page 12). Otherwise, follow the instructions below.

#### Assembling the Docking Module for Foldable Manual Wheelchairs

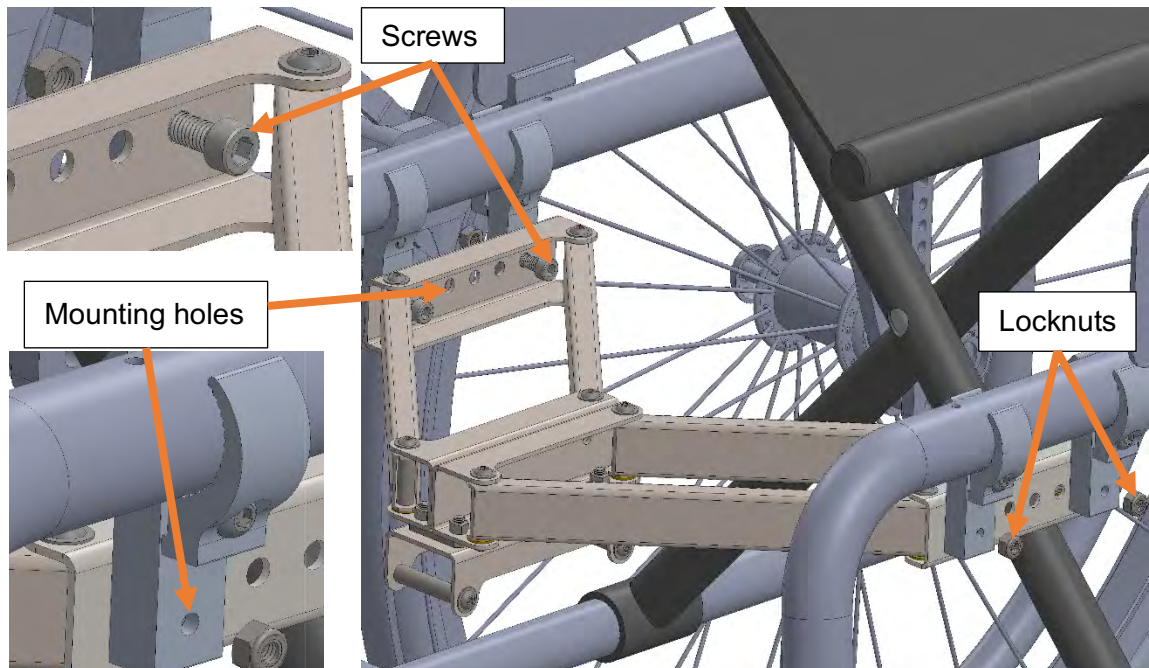
1. Slightly fold your wheelchair to access the frame tubes. Locate the package with the set of clamps and rubber strips. Check that your chair can accommodate clamps in orientation #1, otherwise, use orientation #2. Position both halves of the clamps on the side of the frame tubes in the chosen orientation. If the clamps do not fit tightly around the frame tubes, add the rubber strips between the clamp and tube ensuring a tight fit. Secure the clamps in place with the screws by using an Allen key, but do not tighten them completely. You will need to adjust the position of these parts later.



2. Insert the folded Docking Module between the mounted clamps. Keep approximately 12mm/0.5in space between the crossbraces of the chair and the edge of the Docking Module.



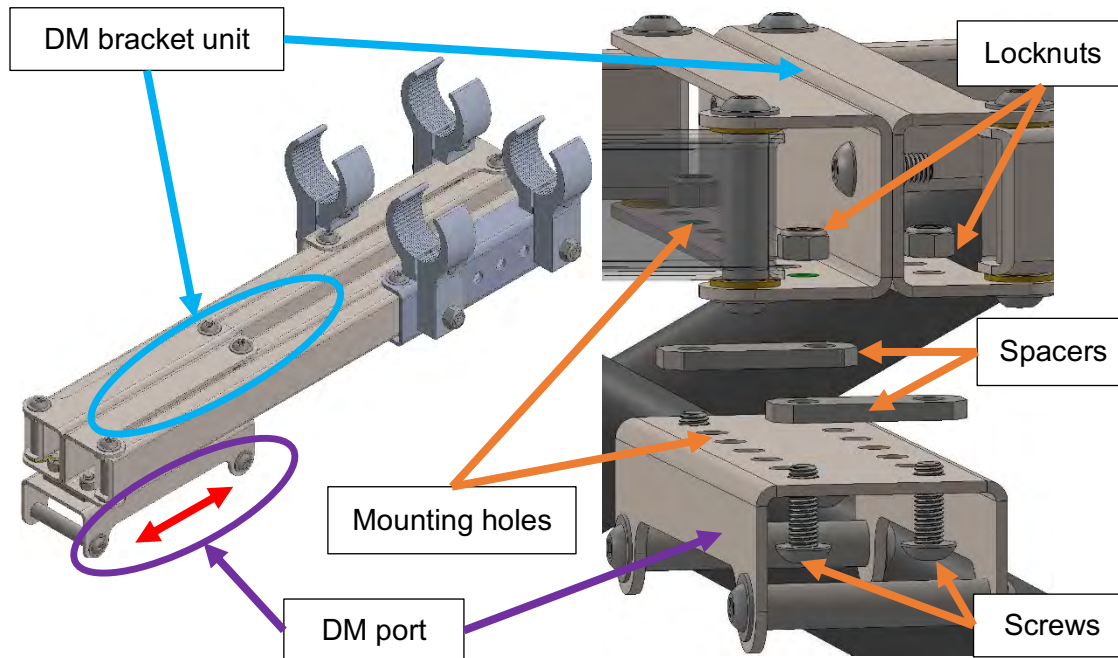
3. Remove the screws (3/8-16x1-1/8) and locknuts (3/8-16) from the bag attached to the Docking Module. Insert the screws from inside the Docking Module into the mounting holes of the clamps. Place a locknut onto the screw from the opposite side. Tighten the locknuts onto the screws to secure the connection of the Docking Module to the clamps.



4. Tighten the screws of the clamps with the Allen key to secure them to the frame of the wheelchair.

## Adjusting the Docking Module for Foldable Manual Wheelchairs

The Docking Module comes with a preassembled Docking Module Port (DM port). To adjust it to a comfortable distance from your shoulders to the handlebar or to accommodate space for the footrest, follow this procedure starting from step #1, otherwise skip to step #4.:



1. Unscrew the locknuts from the screws to disassemble the DM port from the bracket.
2. Move the DM port forward (to move the Power Unit away from the user) or backward (to move the Power Unit closer to the user).
3. Locate the matching mounting holes and insert the screws to connect the DM port, spacers, and DM bracket.
4. Secure the connection of the DM port to the bracket by tightening the screws with an Allen key as you hold the locknuts in place with the supplied wrench.

Your chair is now equipped with the lightweight universal Docking Module developed for you by Cheelcare.

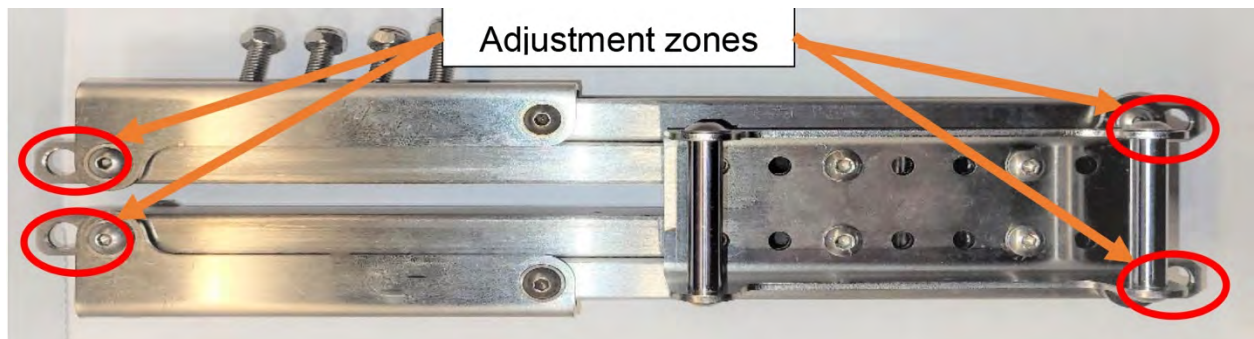
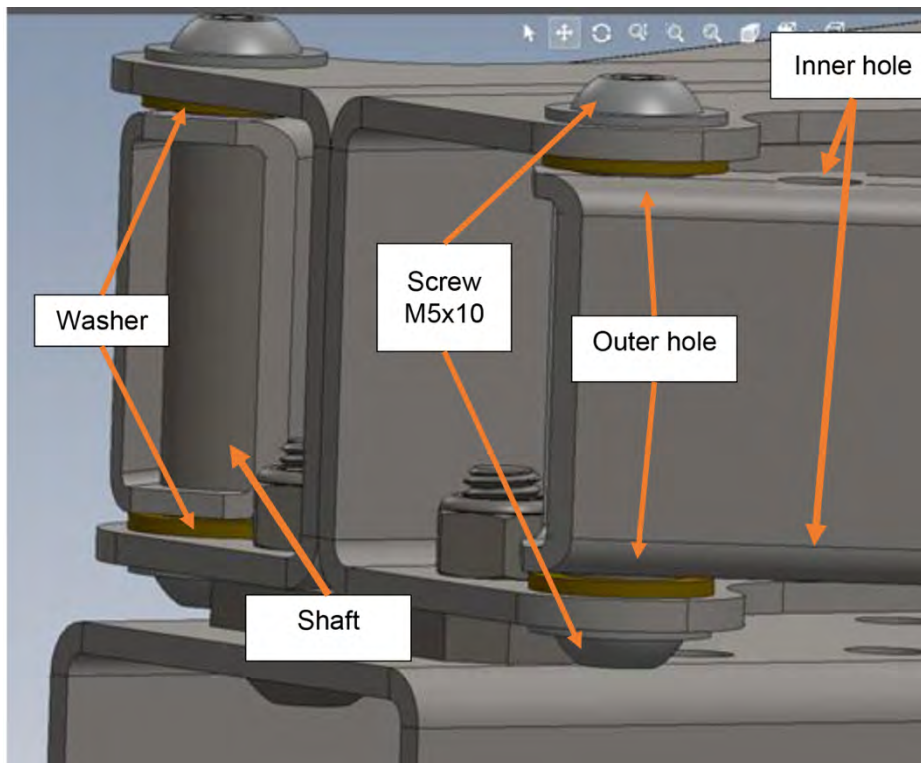
## Adjusting the size of the Folding Docking Module

The Folding Docking Module is manufactured with alternative holes to adjust its size in cases where the depth of the wheelchair's seat is excessively shallow. Completing the adjustment as outlined below will reduce how far the Folding Docking Module protrudes beyond the edge of the seat cushion.

1. Locate the edge of the bars with two holes. These holes allow you to adjust the positioning of the shaft, as shown below. Use the inner holes to reduce the size of your docking module. Use the outer holes to increase the size of your docking module.

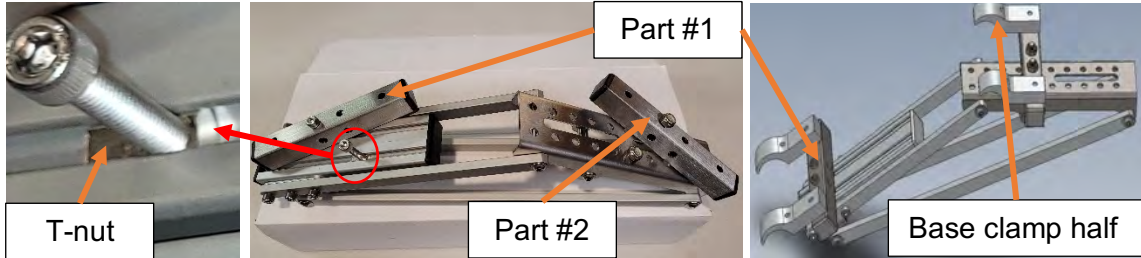
## Companion Plus User Manual

2. Unscrew the M5 x 10 screw from the shaft using two 3mm Allen keys. Carefully remove the shaft. NOTE: do not lose the washers.
3. Slide the bar so that the hole of the bracket is aligned with the inner (if reducing size) or outer (if increasing size) hole of the bar.
4. Mount the shaft, screw and washer in the inner hole as shown on the picture. Do not forget to place the washers as in figure below.
5. Place thread locker on the screws and tighten them using two 3mm Allen keys.
6. Repeat these steps for all alignment zones indicated on the illustration below.

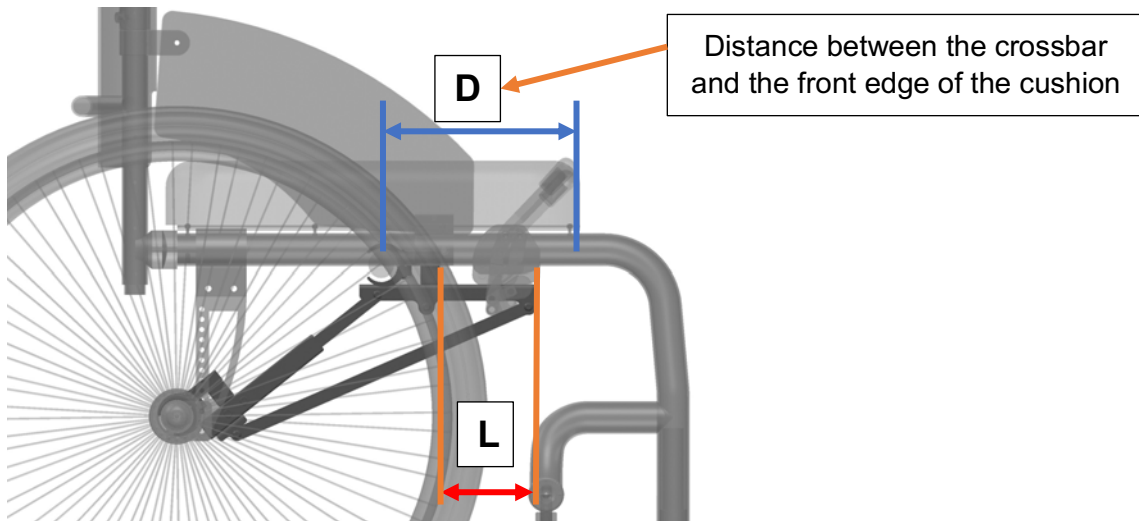


### Assembling the Docking Module for Rigid Manual Wheelchairs

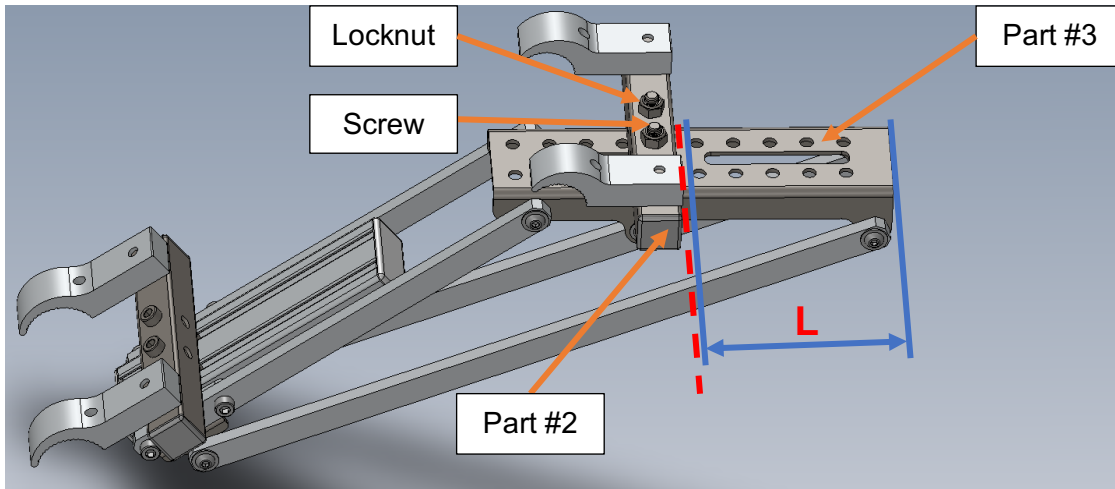
1. Unscrew the bolt from the T-nut and position part #1 as shown on the picture. Slide the T-nut under part #1 and screw that bolt into it. Leave it slightly loose as you will adjust its position later.



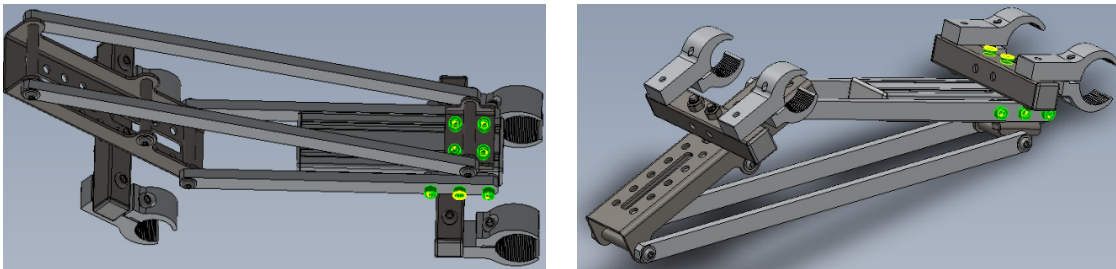
2. Locate the box of clamps and select the pair that corresponds to the diameter of the camber tube of your wheelchair. Insert the screws from the bottom of part #1 and secure the base clamp halves to part #1 as shown on the picture above.
3. Disassemble part #2 from the Docking Module. Insert the screws from the bottom of part #2 and secure the base clamp halves to part #2 as shown.
4. Measure the distance (**D**) from the front edge of the seat cushion to the crossbar. Subtract 9m/3.5in from this distance. This will give you the proper length (**L**) at which to position Part #2 in the next steps.



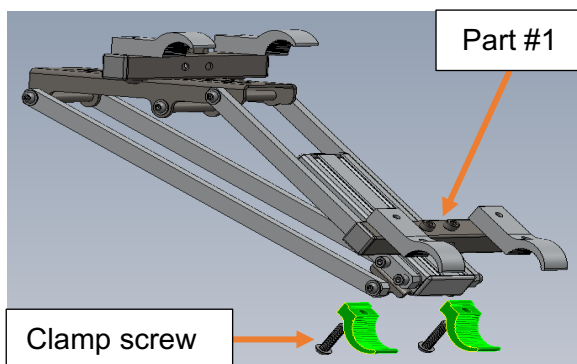
5. Position part #2 on top of part #3 at length **L** from the edge. Insert the screws into part #2 from beneath part #3 using the holes that match the closest. Tighten the screws with an Allen key as you hold the locknuts in place using the open-ended wrench.



6. Slightly loosen the screws that are highlighted in the illustration below.



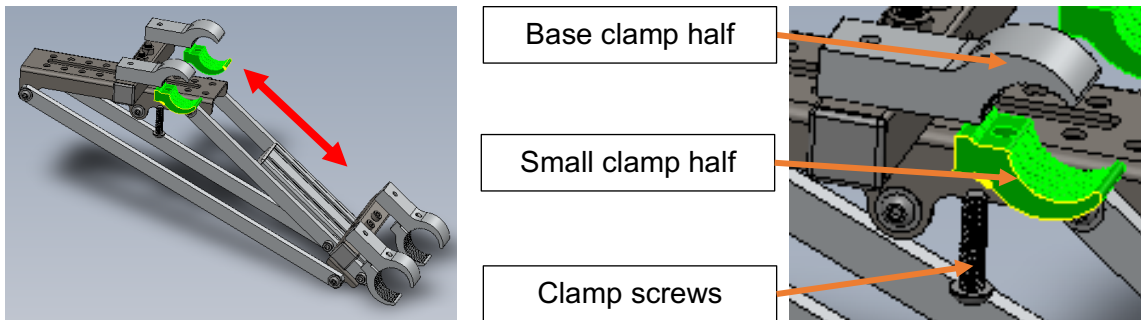
7. Position the base clamps of part #1 over the camber tube of your wheelchair. Place the small clamp halves (highlighted) over the camber tube. If the clamps do not fit tightly around the camber tube, add rubber strips between the clamp and the tube to ensure a tight fit. Center part #1 on the camber tube. Loosely secure the clamps in place using the clamp screws and an Allen key. You will need to adjust their position later.



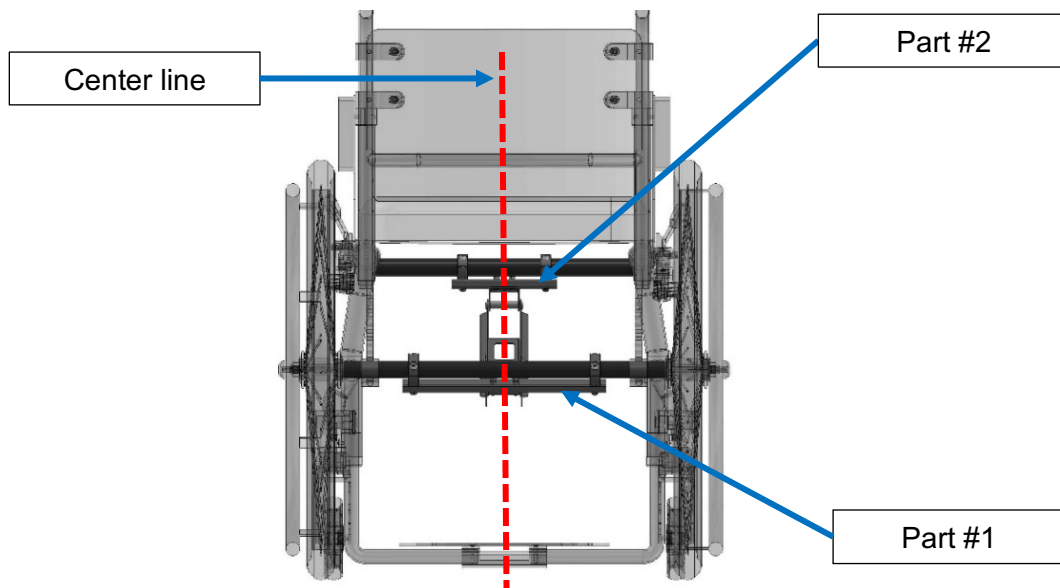


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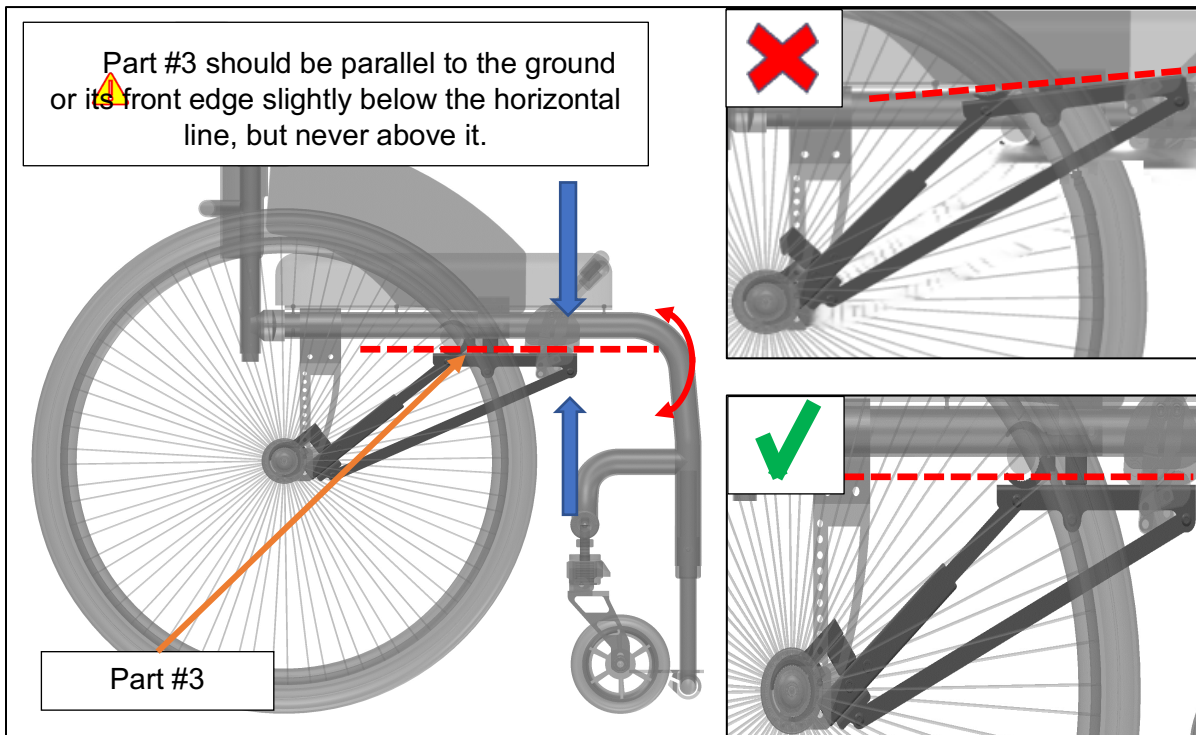
- Position the base clamps of part #2 over the crossbar of your wheelchair. You may need to push or pull part #1 in order to do that. The Docking Module will adjust itself to the required distance. Place the highlighted small clamp halves over the crossbar. If the clamps do not fit tightly around the crossbar, add rubber strips between the clamp and the tube to ensure a tight fit. Center part #2 on the crossbar. Again, loosely secure the clamps in place using the clamp screws and an Allen key. You will need to adjust their position later.



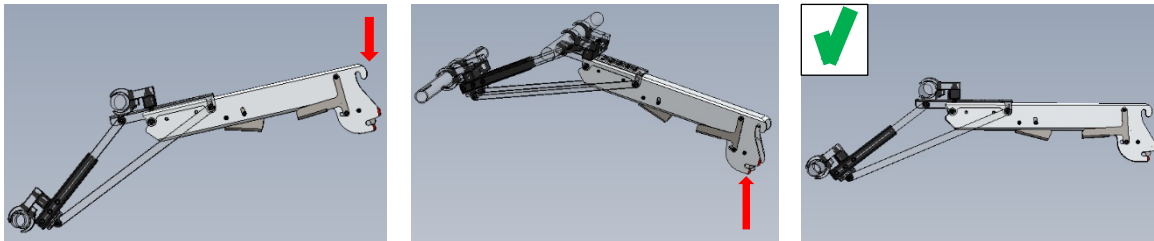
- Center part #2 on the crossbar tube. Do not tighten the clamp screws yet.



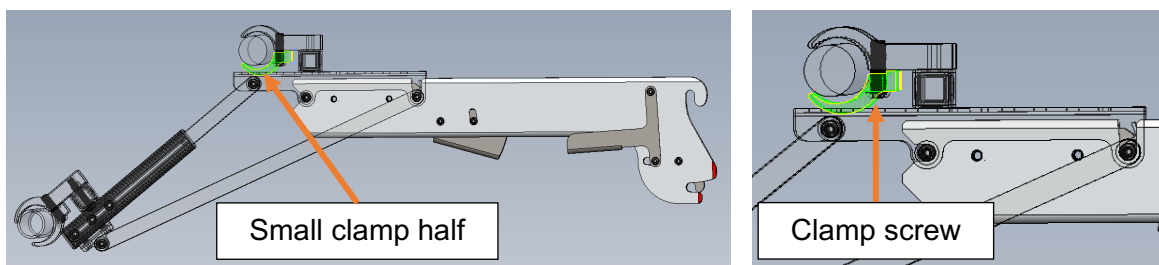
10. Move the front edge of the Docking Module up or down so that part #3 is parallel to the ground. The front edge may need to pitch slightly below the horizontal line, but should never be above it.



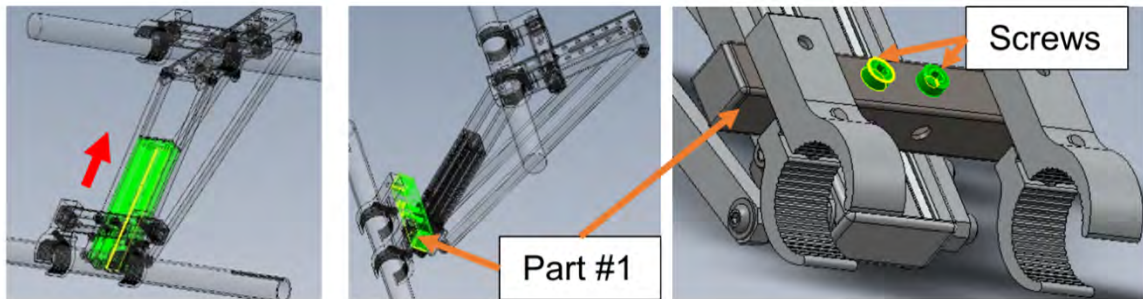
Setting a lever by connecting the Companion Adapter to the Docking Port (see *Attaching/Detaching the Companion Adapter* on page 15) makes horizontal adjustment of the Docking Module significantly easier.



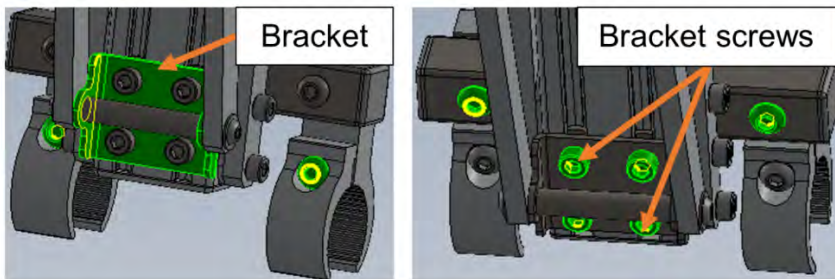
Once the correct position is achieved, hold the Companion Adapter in place with one hand and tighten the clamp screws with an Allen key using your other.



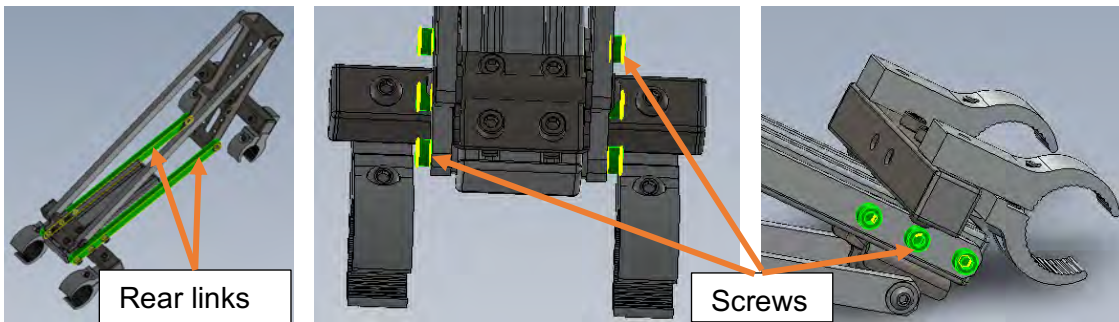
11. Slide the highlighted part inside and tighten the screws of part #1 with an Allen key.



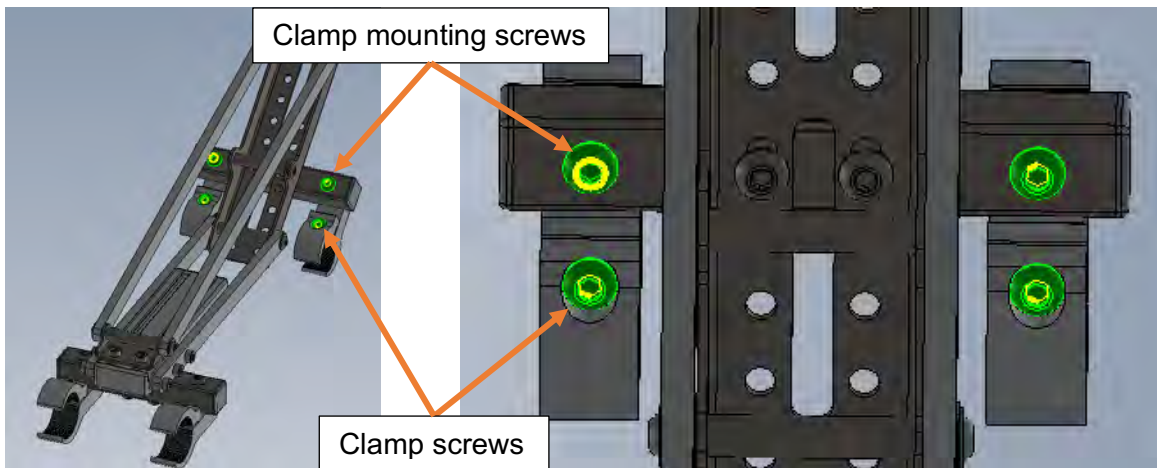
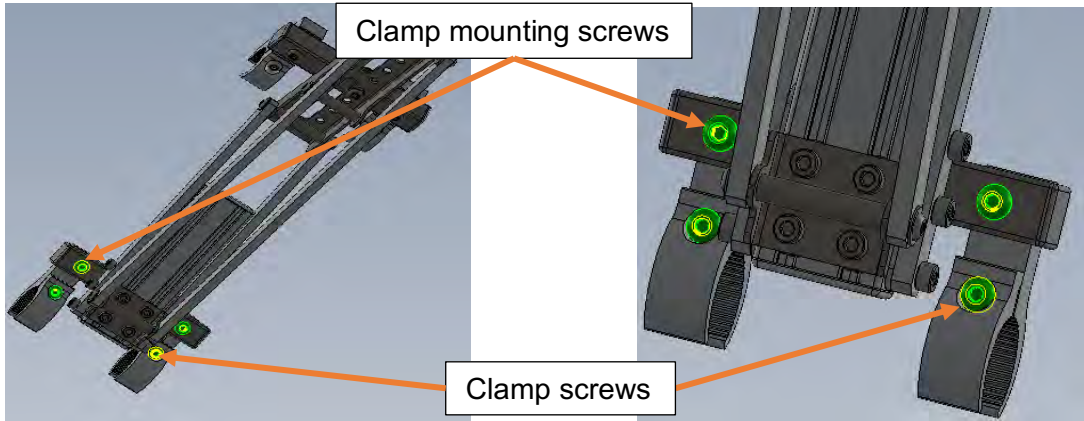
12. Disconnect the Companion Adapter and flip the chair upside down. Tighten the bracket screws with an Allen key.



13. Tighten the rear link screws with an Allen key.




14. Secure both sets of clamps in place by tightening the highlighted screws.



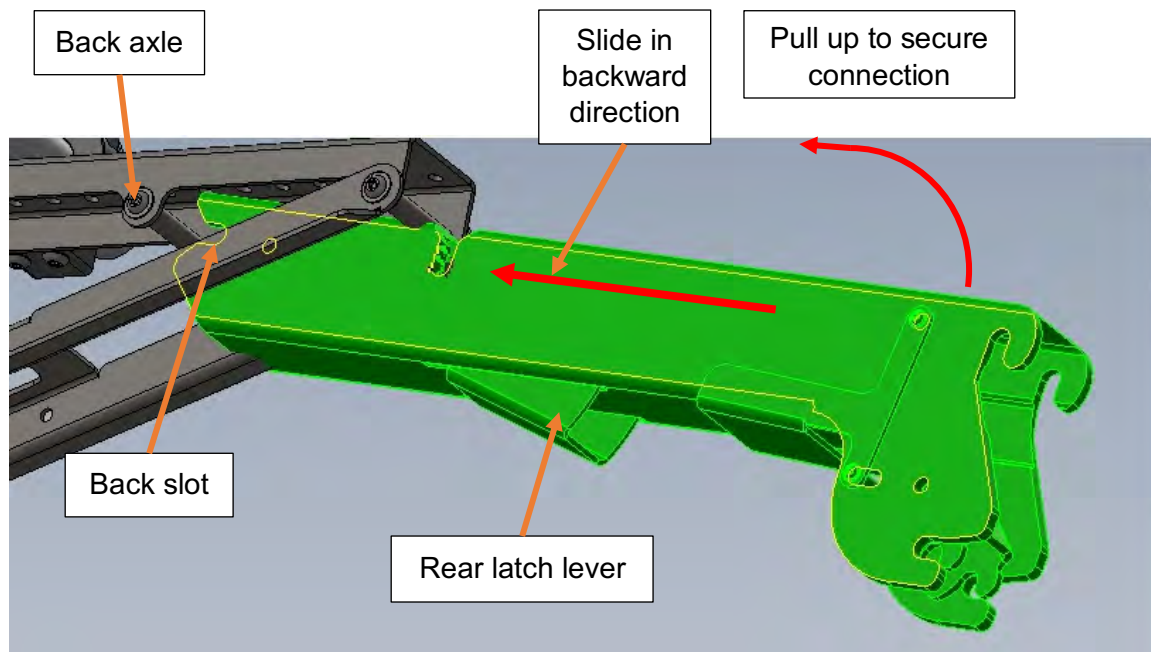
Congratulations! Your chair is now equipped with the lightweight universal Docking Module developed for you by Cheelcare.

## Attaching/Detaching the Companion Adapter (CA)

The Companion Adapter is shipped to you fully assembled.

 Do not try disassembling the Companion Adapter. Doing so could result in injury and void your warranty.


1. To attach the Companion Adapter to the Docking Module, insert it into the Docking Module as shown in the drawing below.
2. Slide the Companion Adapter backward and up at an angle so that the back slot aligns with the back axle of the Docking Module.
3. Pull the front of the Companion Adapter up until you hear a click which indicates that the mechanism is securely locked in place.



4. To detach the Companion Adapter from the Docking Module, press the rear latch lever, then push the Companion Adapter down and pull it out.

## Assembling the Companion Power Unit (PU)

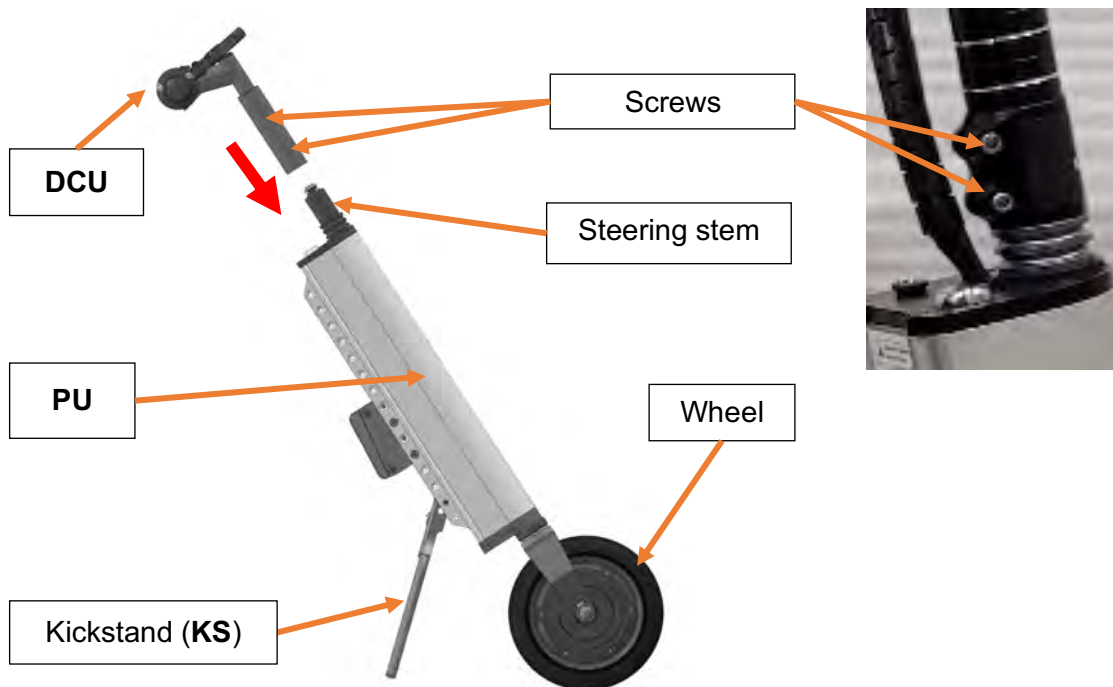
### Installing the Driving Control Unit

 Failure to properly align the parts, tighten the screws, and/or position and secure the stem extender and adjustable stem may result in personal injury.


1. Fully slide the Driving Control Unit (DCU) into the steering stem of the Power Unit (PU).



2. Visually align the handlebars perpendicular to the wheel.



3. Tighten the clamp screws on the stem using the supplied 4mm Allen key.

 To avoid risk of injury and unit damage, do not power ON the Companion Plus without securing the DCU connection to the steering stem of the Power Unit.

## Adjusting the Handlebar Angle and Height

You can adjust Companion Plus to comfortably fit the user by changing the angle and/or the height of the handlebars. These adjustments are reversible and allow Companion Plus to grow with pediatric users.

### To adjust the angle of the handlebars

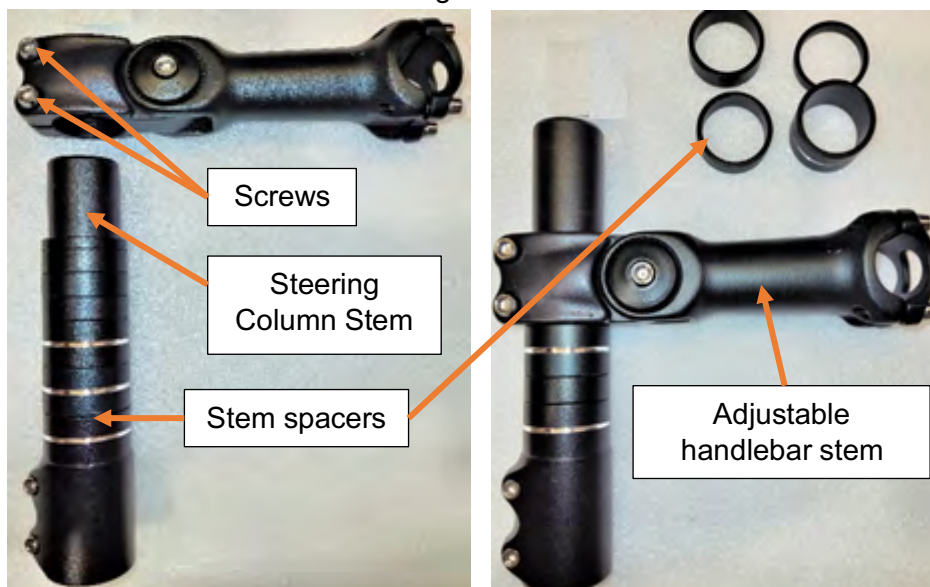


1. First, locate the screw at the intersection where the steering column stem meets the adjustable handlebar stem.
2. Loosen the screw using the supplied 5mm Allen key.
3. Adjust the angle to a comfortable position.
4. Re-tighten the screw to secure the handlebar stem into place. It should be hand-tight.

**i** If your Companion Plus is equipped with Alternative Controls, the handlebar angle is not adjustable.

### To adjust the height of the handlebars

1. Loosen the two clamp screws that secure the adjustable handlebar stem to the steering column stem using the supplied 5mm Allen key and remove the adjustable handlebar stem as shown on the picture below.
2. Add or remove stem spacers to achieve the desired height.
3. Return the adjustable handlebar stem to the steering column stem and visually align the handlebars perpendicular to the wheel.
4. Re-tighten the clamp screws to secure the adjustable handlebar stem to the steering column stem. It should be hand-tight.



Note: replacement stem spacers are available for order if lost.

## Driving Control Unit Components

**i** If Your Companion Plus is equipped with Alternative Controls see page 30.



**Note:** Your Companion Plus can be manufactured with the Throttle, Brake lever, LCD display and Drive Mode Selector mounted on the left-hand side of the handlebars, right-hand side of the handlebars, or in any combination thereof.

By default, the Throttle, Brake lever, and LCD display are mounted to the right-hand side of the handlebars, and the Drive Mode Selector is mounted to the left-hand side of the handlebars unless otherwise specified at the time of order.



## Installing the Docking Port

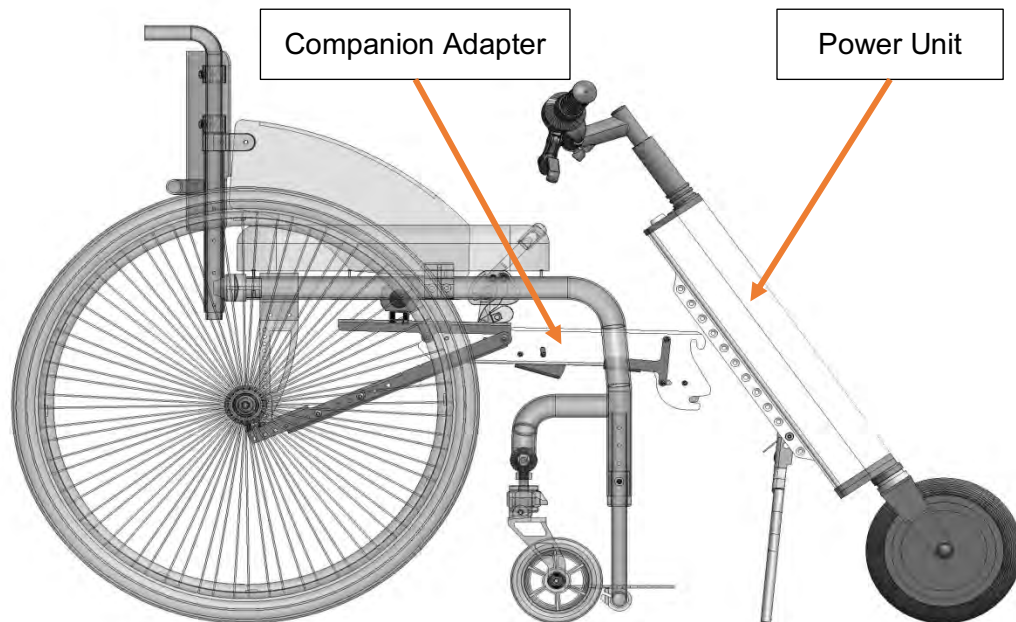
The Docking Port is the metal hitch mounted to the Power Unit and allows the assembled Companion Unit to connect to the Docking Module using the Companion Adaptor.

**⚠** Before installing the Docking Port, please attach the Companion Adapter into the Docking Module of your chair. You will need it to assess the proper position of the Docking Port (see picture below).

- To install the Docking Port, you will need the port as well as the screws and locknuts from the bag attached to it.
- The Docking Port consists of two plates with two pre-assembled axles. The plates are separated by packaging material to make the installation easier.

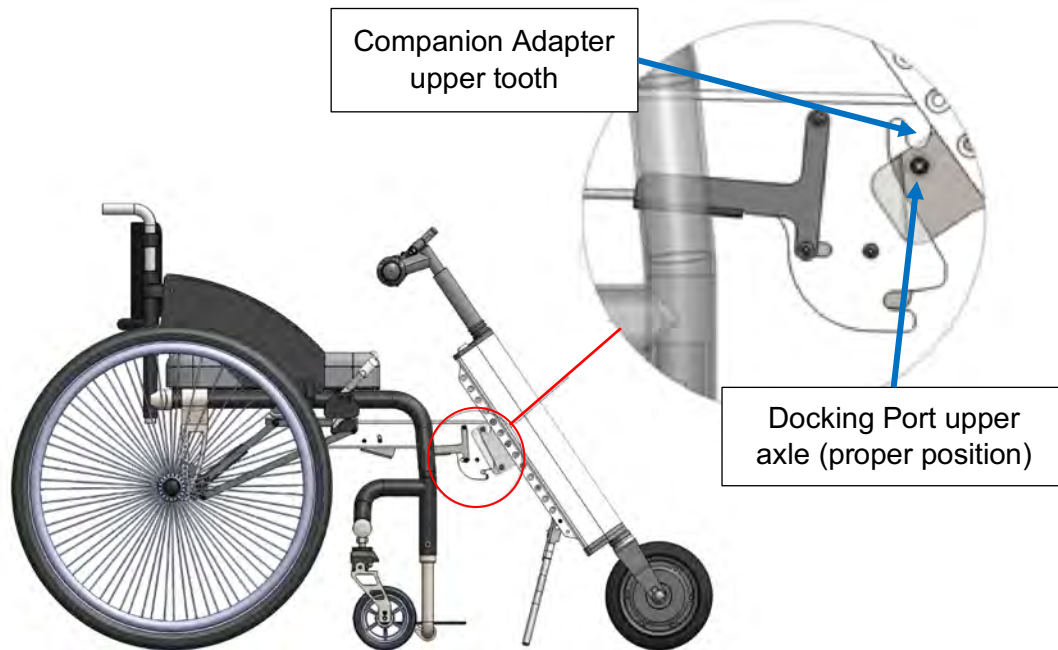
**⚠** Do not remove the packaging material separating the two plates of the Docking Port until after you have completed the installation.

1. Let the Power Unit stand freely on its kickstand.
2. Move the wheelchair so that the Companion Adapter slightly touches the Power Unit as shown in the picture below.

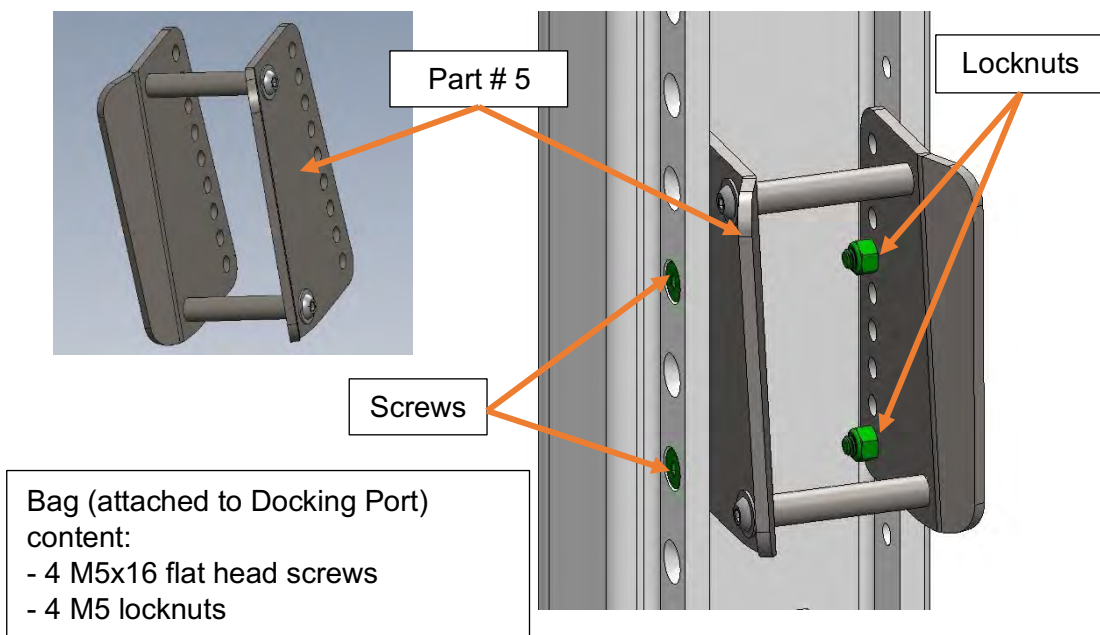


## Companion Plus User Manual

- Place the Docking Port on the back of the Power Unit with the arrow pointing up. Slide the Docking Port up or down so that its upper axle touches the upper tooth of the Companion Adapter and mark its position.

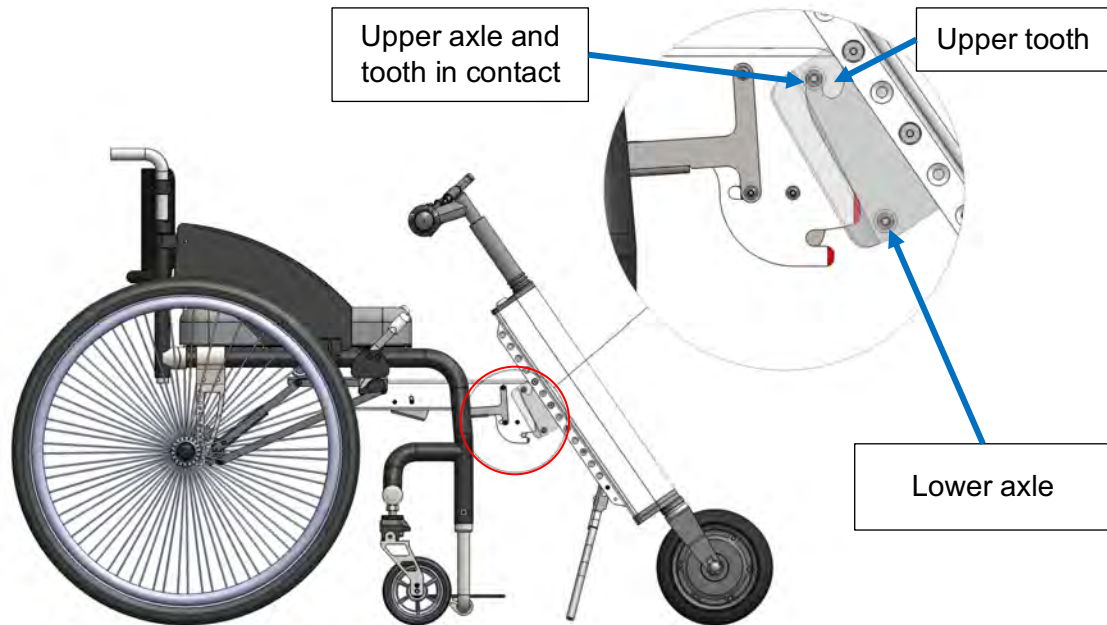


- Insert the screws through the holes on the Power Unit that align closest with the holes of the Docking Port's plates. Loosely secure them with locknuts. You will need to adjust the position of these parts later before tightening it completely.

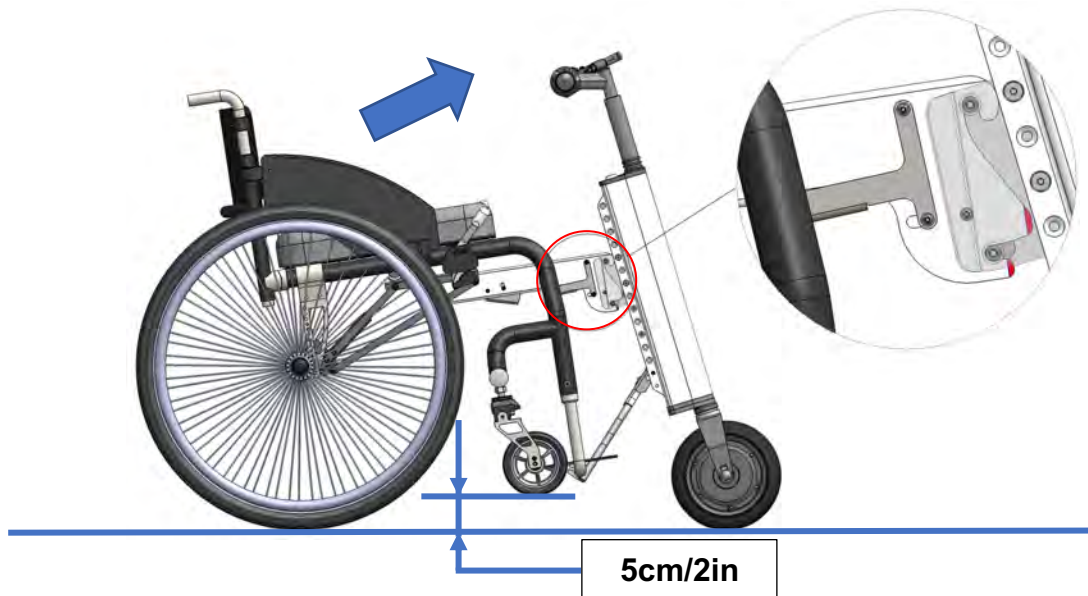


## Attaching the Companion Unit to the Companion Adapter

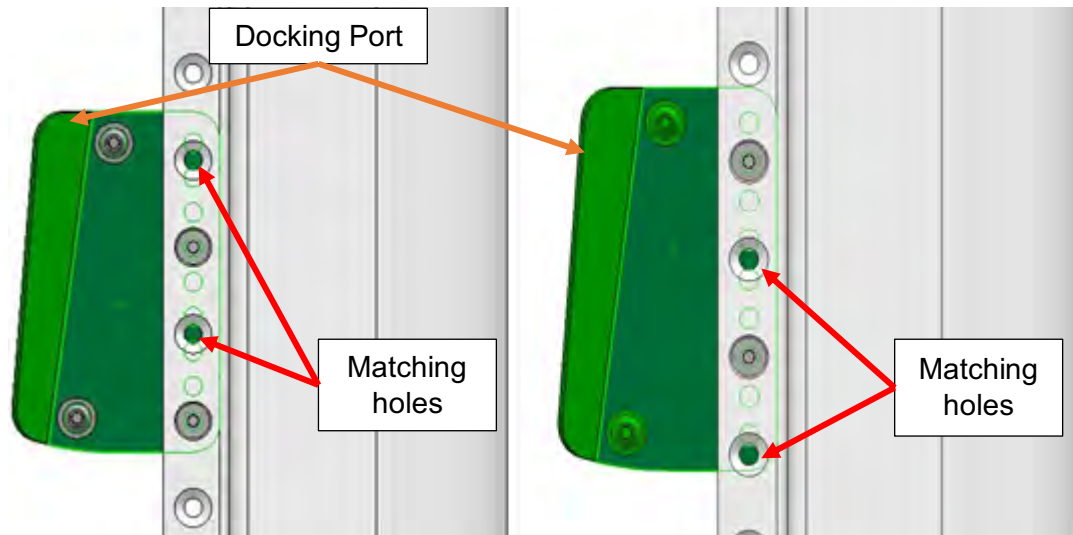
1. Bring the Companion Adapter's upper tooth in contact with the upper axle of the Docking Port.



2. Use both hands to push the handlebar forward and slightly upward from the wheelchair as shown (the Companion Unit will pivot on the upper axle) until you hear a click. This indicates that the locking mechanism is engaged and that the Companion Adapter and Companion Unit are connected. The casters of your wheelchair should lift off the ground. The recommended gap between the casters and the ground is about 5cm/2in.



- If the recommended gap of 5cm/2in is not achieved, slide the Docking Port up or down on the Power Unit to the next set of matching holes until the gap is achieved.



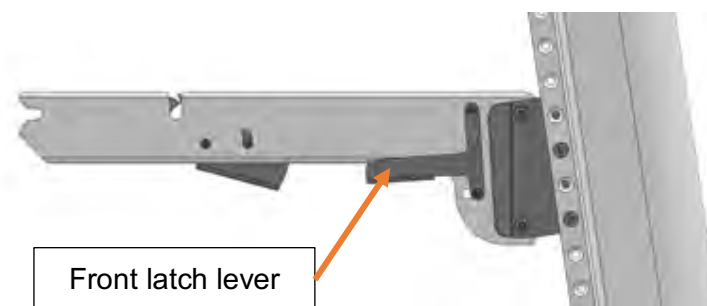
- Once you have achieved optimal position of the Docking Port, tighten the screws with an Allen key while holding the locknuts in place with the open-end wrench.

### Detaching the Companion Unit from the Companion Adapter


**⚠** The wheelchair casters are lifted off the ground. When detaching the Companion Unit, the front of your wheelchair will fall from 5cm/2in in height. To avoid injury while detaching the Companion Unit from the Companion Adapter, firmly hold the steering stem with one hand while squeezing the release front latch lever with the other hand.

**⚠** Power OFF your Companion Plus using the key before detachment or attachment. Take the key out of the switch to ensure that it cannot accidentally be powered ON. Failure to power OFF during attaching/detaching may result in injury.

- To detach the Companion Unit from the Companion Adapter, first firmly hold the steering stem with one hand.
- With the other hand, press the front latch lever. The Companion Unit will remain standing as the kickstand deploys.



## Companion Plus Operating Instructions


 Before operating/driving your Companion Plus, please carefully read the **Safety Measures and Precautions** section of the Companion Plus User Manual (page 2).

Your Companion Plus is shipped with two keys. We recommend you store the spare key in a safe place.

### Powering On/Off

1. To turn your Companion Plus ON, insert the key into the keylock on the Power Module and turn it clockwise, then hold down the orange Power button located on the top of the display until the display turns on. The LCD display will show the status of the battery. If the Companion Plus is not operated within 5 minutes, the display will automatically power down.
2. To turn your Companion Plus OFF, hold down the power button until the display turns off. When the display turns off, turn the key counterclockwise and remove the key from the keylock.



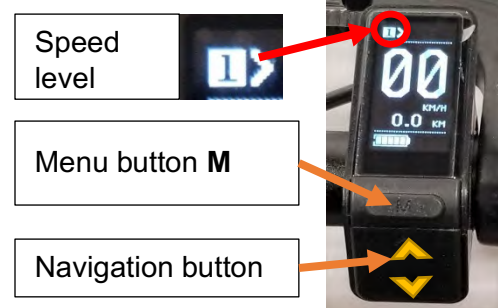
 When transporting your Companion Plus, always turn the unit **OFF** and **remove the key** from the keylock to prevent accidentally powering the unit.

### Speed Limits

The Companion Plus comes with five preprogrammed speed limits. Press the navigation button ▲ or ▼ to switch between speed limits.

### Display Information

Press the Menu button “M” to explore your trip, riding time, average (**AVG**) and maximum (**MAX**) speed. The display shows the speed and trip information by default.



## Driving

**i** If Your Companion Plus is equipped with Alternative Controls see page 30.

**⚠** Always hold onto the handlebars in order to maintain control.

**⚠** Disengage wheelchair brakes before driving Companion Plus.

1. Hold onto the handlebars.
2. To start driving, slowly twist the throttle. Always start on Speed Mode 1 and slightly increase the throttle by twisting it to achieve your desired speed.
3. To slow down and/or stop, release the throttle and squeeze the brake handle.
4. You can keep track of your speed on the LCD display. Always follow our guidelines and follow local rules and regulations when using your Companion Plus outside the home.

**⚠** Safety Tips:

- Always drive in a safe manner to avoid collisions.
- Maintain a safe speed and keep a reasonable distance from obstacles around you.
- Slow down before changing direction and while turning to avoid falling and/or losing control.
- When operating the Companion Plus outdoors, it is recommended to install reflectors and/or a bright light onto the unit. You can purchase a handlebar-mounted light compatible with your Companion Plus from your local vendor or from Cheelcare. For safety reasons, wear light or reflective clothing while riding at night or during poor visibility conditions.

## Reverse

Your Companion Plus is equipped with reverse. To switch between forward and reverse, press the green R push button switch. You must come to a complete stop when changing drive modes. Release the throttle completely before engaging the throttle again to move.

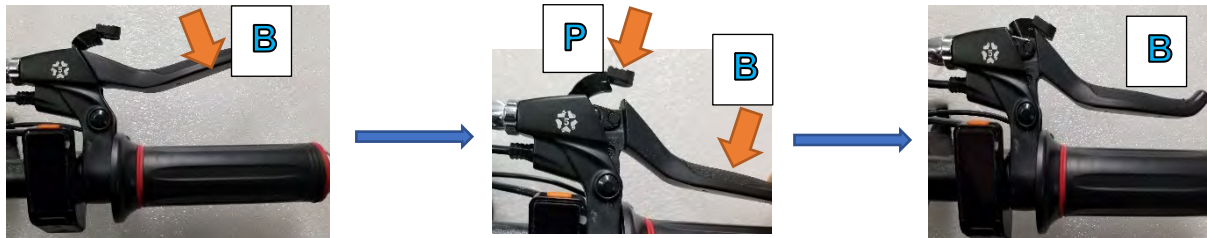


**⚠** Always pay attention to your surroundings and watch for any hazards when operating Companion Plus in reverse. Slowly increase the throttle from a stopped position. Your Companion's speed is limited when in reverse – the speed selector will not affect the device's operation in reverse.

## Braking

**i** If Your Companion Plus is equipped with Alternative Controls see page 30.

- To brake, pull on the brake lever (**B**) located in front of the right handlebar.

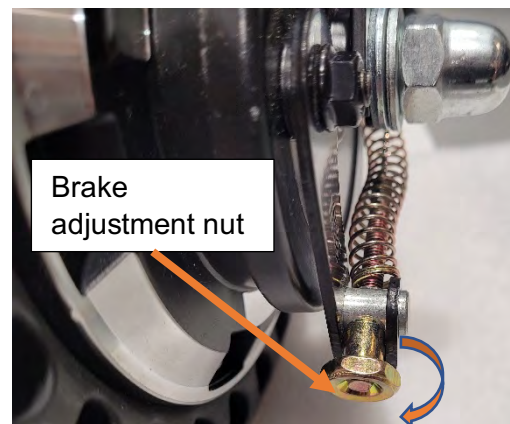


- To engage the parking brake: squeeze the brake lever (**B**), pull on the parking brake lever (**P**), and then release the brake lever while holding the parking brake lever. The brake lever should be held in position by the parking brake when engaged. Some parking brakes may have more than one lock position. Pull on the parking brake lever (**P**) to a fully locked position. Use one hand to squeeze the brake lever and the other to press the parking brake if you find it difficult to use the index finger on the same hand. It is recommended to engage the Parking Brake when stopped on a slope.
- To release the parking brake, squeeze the brake lever (**B**) again. It will release the brake.

**⚠** Avoid hard braking when turning to prevent falling or losing control.  
Do not use wheelchair brakes when going downhill as they may lock up.

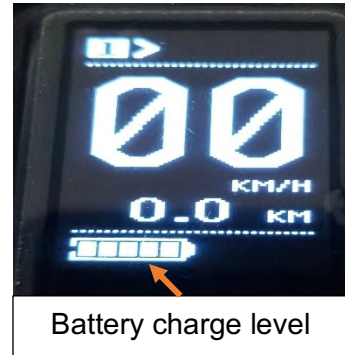
## Adjusting the Brakes

If the brake lever touches the handlebars when you squeeze it, or if the Companion is slow to stop when the brakes are applied, the brake cable is too loose. To adjust the loose brakes, tighten the brake adjustment nut located on the brake actuator that is mounted to the tire hub. Turning it clockwise will increase the tension on the brake cable. If you've tightened it successfully, you will immediately feel greater resistance when squeezing the brake lever. Tighten the nut until the braking is comfortable for the user. Turn the nut counter-clockwise to release an overtightened brake cable. Brakes can be serviced by an authorized Companion service technician if they can no longer be adjusted.



## Battery Charge Indicator

The LCD display shows five levels of the battery charge and will flash when the charge is low. Always plan your ride so that you have enough charge for your whole trip or ensure that you have your charger with you.



## To Charge the Battery:

1. Turn your Companion Plus OFF and remove the key.
2. Connect the charger to your Companion Plus's charging port and to the AC power outlet.
 

**Important: only use the charger provided to charge your Companion Plus.** You can order a replacement by contacting your vendor or Cheelcare.

  - A red light on the charger indicates that the Companion Plus battery is charging.
  - A green light indicates that the Companion Plus battery is completely charged (approximately 4 hours if completely depleted).
3. When charging is complete, disconnect the charger from the charging port and the AC power outlet.



The battery is the "heart" of your Companion Plus. Please follow the Companion Plus Maintenance recommendations to ensure its long-lasting service.



## If Your Companion Plus is equipped with Alternative Controls

Companion Plus can be equipped with Alternative Controls that allow the unit to be operated by people with limited hand dexterity. Alternative Controls replace the twist throttle and hand brake with controls that accelerate when a downward force is applied to the handlebars, brakes when the force is released, and brakes hard when pushing forward/up. Alternative Controls must be installed at the time of manufacturing.

When equipped, Alternative Controls Affect the following:

- Driving Control Unit Components
- Driving
- Braking

### Driving Control Unit Components



## Driving with Alternative Controls



Always hold onto the handlebar in order to maintain control.



Disengage your wheelchair's brakes before driving Companion Plus.

5. Hold onto the handlebars.
6. To start driving, slowly press down on the handlebar. Always start on Speed Mode 1 and slightly increase the throttle by pushing down to achieve your desired speed.
7. To slow down and/or stop, release the handlebar. Brake hard by pushing up/away on the handlebar.
8. You can keep track of your speed on the LCD display. Always follow our guidelines and follow local rules and regulations when using your Companion Plus outside the home.



### Safety Tips:

- Always drive in a safe manner to avoid collisions.
- Maintain a safe speed and keep a reasonable distance from obstacles around you.
- Slow down before changing direction and while turning to avoid falling and/or losing control.
- When operating the Companion Plus outdoors, it is recommended to install reflectors and/or a bright light onto the unit. You can purchase a handlebar-mounted light compatible with your Companion Plus from your local vendor or from Cheelcare. For safety reasons, wear light or reflective clothing while riding at night or during poor visibility conditions.

## Braking with Alternative Controls

- As you stop pressing down on the handlebar, Companion Plus will come to a gentle stop.
- To brake, push up/forward on the handlebars.



Avoid hard braking when turning to prevent falling or losing control.  
Do not use wheelchair brakes when going downhill as they may lock up.



Unless otherwise specified, all other sections of the User Manual apply.




## Companion Plus Maintenance

Your Companion Plus has been carefully designed for optimal performance. To ensure its long-lasting service and to prolong its lifespan, the following maintenance tasks and general precautions must be followed. It is strongly recommended to perform periodic maintenance and safety checks on your Companion Plus by following these steps. Improper maintenance may cause failure and void the product warranty.

### Battery and Charging

1. Do not let the battery discharge completely. When the system indicates a low battery, charge the battery as soon as possible.
2. Only use the charger that was provided with your Companion Plus.
3. Do not insert anything but the included charger into the charging port of your Companion Plus as this may cause damage to the unit and/or injury to your person.
4. When not in use, your Companion Plus should be kept in a dry environment at a room temperature in a range of 10°C to 25°C/50°F - 77°F. Using or storing your Companion Plus beyond the recommended temperature range may shorten the battery life.
5. If your Companion Plus is not going to be used for a long period of time, make sure it is still being fully charged every two months in order to avoid damage due to “deep discharge”.

### Cleaning and Overall Care

1.  Always ensure your Companion Plus is powered OFF and the charger is unplugged before cleaning to prevent damage and the risk of electric shock.
2. The exterior body and wheel can be cleaned using a soft cloth dipped in non-abrasive soap and water.
3.  Do not use high pressure washers like a hose or water gun. Never submerge the entire Companion Plus under water.
4. Store the device indoors in dry conditions. Storing your Companion Plus in an outdoor environment with exposure to sunlight may cause the finish to fade more quickly or cause other deterioration.
5. It is recommended that you regularly perform basic maintenance tasks such as tightening screws and re-aligning the handlebars to keep your Companion Plus safe and maintain its optimal performance. Please contact Cheelcare with any significant maintenance issues or problems.
6.  Do not disassemble the Power Unit. The device's internal structure is very precise and can be easily damaged unless handled by authorized service professionals. The manufacturer is not responsible for any personal injury or property damage caused by total or partial disassembly of the Power Unit.

Your Companion Plus contains a built-in lithium-ion battery. Daily use and proper care will help to maximize its lifetime. At the end of its life, once the battery no longer takes or maintains its charge, it should be replaced and properly disposed. This may only be done by an authorized service technician who is trained and certified by Cheelcare. Please contact Cheelcare should your battery require servicing or replacement.

## Maintenance Schedule

Task	How Often?	How?
Check wheel	Weekly	Clean any debris from the wheel and inspect the tire tread for wear.
Check fastening screws	Weekly	Inspect fasteners visually for any damage. Ensure that all connections are tightened properly.
Clean Companion Plus exterior	Monthly	Clean using a soft cloth dipped in soap and water; do not use hoses and/or pressure washers.
Check brake pad wear	Every 6 Months	Check for effective braking by squeezing the brake lever. Have an authorised service provider inspect or replace brake pads.
Professional Companion Plus inspection	Yearly	Have an authorised professional service provider inspect the device.
Replace tire	As necessary	Have an authorised professional service provider replace the tire.

## Troubleshooting Guide

### The device is not powering ON:

- Make sure that you turned ON the power with your key and pressed the orange power button on top of the digital display.
- Ensure that the battery is fully charged (charger indicates a GREEN light).

### The front wheel slips – spins in place:

- The front wheel is too far from your wheelchair. Adjust the Companion Unit so that the front wheel is as close as possible to the footrest. The Power Unit should be almost vertical when the Companion Plus is attached to your wheelchair.
- When driving up an incline, lean forward in your wheelchair to shift your center of gravity forward.
- Inspect the tire tread for wear and replace it if it is too worn. Contact your local vendor or Cheelcare for service.
- Always start slow in Speed Mode 1.

## Warranty Terms and Conditions

- Unit warranty starts from the day of delivery unless specified otherwise.
- This warranty does not include shipping or transportation costs required for repairing the device.
- Cheelcare reserves the right to charge the owner for any costs incurred from parts damaged by reasons that are not covered by this warranty.
- When calling your service provider or Cheelcare with service or warranty issues, please provide the serial number (**S/N**) and date of purchase of your Companion Plus.



The **S/N** of your unit is on the back of the Power Unit, just above the kickstand.

### Warranty Exclusions (except for factory defects):

- Tires
- Brake pads and cables
- Handgrips
- Any other normal wear-and-tear item

## Warranty Period

The warranty period for all structural parts is two (2) years, and one (1) year for the battery, motor, and electronics, beginning from the date of delivery. Please register your Companion Plus online at [www.cheelcare.com/go](http://www.cheelcare.com/go).

Replacements or repairs completed within the original warranty period by an authorized service provider will have an additional one-year warranty from the repair date.

## Warranty Conditions

Cheelcare will not be responsible for any damage that may arise as a result of improper use or storage. The warranty may be invalidated if Cheelcare believes any of the following is true:

- The user has not followed the recommended Companion Plus Maintenance outlined in this manual.
- The internal structures of your Companion Plus have been disassembled, installed or repaired by anyone other than someone authorized to do so by Cheelcare.
- Your Companion Plus has been damaged as a result of accidents caused by disregarding the Safety Measures and Precautions prescribed in this manual, such as, but not limited to, speeding or driving over obstacles.
- The device has undergone any modifications or repairs that were not done by a registered service provider.
- Your Companion Plus has been damaged due to negligence or improper use.
- Your Companion Plus displays any faults that may have been caused by poor storage conditions.
- The device was damaged while undergoing transportation or improper handling.
- Your Companion Plus displays any faults not caused by Cheelcare's own design or technology.

## Warranty Process

If you have an issue with your Companion Plus, contact your Authorized Dealer or email Cheelcare directly at [support@cheelcare.com](mailto:support@cheelcare.com) with your Companion Plus serial number and a detailed description of the problem. If possible, please attach photos/videos. Our support team will diagnose the issue, advise you of a solution and, if necessary, coordinate factory service or service through an authorized service provider.

### Warranty Registration Form

Please fill out the information below.



Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State / Province: \_\_\_\_\_

Zip / Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Companion Plus S/N: \_\_\_\_\_

Purchased From(vendor): \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Please keep a copy of this registration form for your records and send the completed form within 30 days of receipt of your unit (by mail or email) to:



**Cheelcare**  
16 Sims Crescent, Unit 20  
Richmond Hill, ON L4B 2P1  
Canada

[sales@cheelcare.com](mailto:sales@cheelcare.com)