



Manuals.plus /

› TopMate /

› TopMate EW11 Electric Wheelchair User Manual

## TopMate EW11

# TopMate EW11 Electric Wheelchair

## USER MANUAL

Model: EW11

### Important Safety Information

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Before operating the TopMate EW11 Electric Wheelchair, please read this manual thoroughly. Adherence to these instructions is crucial for your safety and the longevity of the product.

- Always use the safety belt provided.
- The electromagnetic braking system automatically engages when the joystick is released. Ensure it functions correctly before each use.
- The wheelchair is equipped with anti-tip wheels for enhanced stability. Do not remove or modify them.
- Avoid operating the wheelchair on inclines exceeding 12 degrees.
- Keep hands and clothing clear of moving parts.

# SMART ELECTROMAGNETIC BRAKING SYSTEM

The wheelchair will automatically stop when you release the controller



Image: The TopMate EW11 Electric Wheelchair demonstrating its electromagnetic braking system and anti-tip wheels for safety.

## 1. Setup and Assembly

The TopMate EW11 is designed for quick and easy setup. Follow these steps to prepare your wheelchair for use.

### 1.1 Unfolding the Wheelchair

1. Place the folded wheelchair on a flat, stable surface.
2. Grasp the frame and gently pull the two sides apart until the wheelchair fully unfolds and locks into place.
3. Ensure all locking mechanisms are securely engaged before sitting in the wheelchair.



**EASY TO FOLD, CONVENIENT TO CARRY**



Image: A visual guide demonstrating the one-step folding process of the TopMate EW11 Electric Wheelchair, showing its compact size for transport.

## 1.2 Joystick Installation

- The joystick can be installed on either the left or right armrest.
- Slide the joystick mounting bracket onto the desired armrest until it clicks into place.
- Connect the joystick cable securely to the corresponding port on the wheelchair.



Image: The flexible joystick installation, allowing users to choose between left or right armrest mounting.

### 1.3 Battery Installation and Initial Charge

- Locate the battery compartment, typically under the seat.
- Insert the 24V 12.5Ah lithium battery, ensuring it is properly seated and connected.
- For the first use, fully charge the battery. Connect the 2A charger to the battery (either separately or while connected to the wheelchair) and plug it into a standard power outlet.
- A full charge takes approximately 6.5 hours. The battery indicator on the joystick will show charging status.



Image: Two flexible charging methods for the removable lithium battery: directly or while installed in the wheelchair.

## 2. Operating the Wheelchair

### 2.1 Joystick Controls

The 360° directional joystick provides precise control over the wheelchair's movement.

- **Power Button:** Press to turn the wheelchair on or off.
- **Speed Adjustment:** Use the acceleration and deceleration buttons to select your desired speed (0-4 mph).
- **Horn Button:** Press to activate the horn for safety.
- **Battery Indicator:** Displays the current battery level.
- **Directional Control:** Gently push the joystick in the desired direction to move. Release the joystick to engage the

electromagnetic brakes and stop.



Image: Detailed view of the intuitive 360° directional control joystick with all its functions clearly labeled.

## 2.2 Driving Tips

- Start at a low speed setting until you are comfortable with the controls.
- Always maintain a safe distance from obstacles and other people.
- The dual motors provide strong power for inclines up to 12°. Approach inclines slowly and steadily.
- The six-wheel design and shock absorption system are designed for smooth riding on various terrains. Exercise caution on uneven or slippery surfaces.



Image: The wheelchair demonstrating its stability and braking capability on a 12-degree incline.

### 2.3 Engaging the Safety Belt

For your safety, always fasten the safety belt before operating the wheelchair.

- Sit comfortably in the wheelchair.
- Pull the safety belt across your lap and securely fasten the buckle.
- Adjust the belt for a snug, comfortable fit.



Image: A user demonstrating the proper use of the safety belt for secure travel.

## 3. Maintenance

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Regular maintenance ensures the longevity and reliable performance of your TopMate EW11 Electric Wheelchair.

### 3.1 Battery Care

- Charge the battery fully after each use, even if only partially discharged.
- If storing the wheelchair for an extended period, charge the battery at least once a month to maintain its health.
- Avoid completely draining the battery, as this can reduce its lifespan.
- Only use the provided 2A charger.



Image: Information on the battery's range and charging specifications, crucial for proper battery care.

### 3.2 Cleaning

- Wipe down the frame and seat with a damp cloth and mild detergent.
- Do not use abrasive cleaners or immerse any electrical components in water.
- Keep the joystick and motor areas free from dust and debris.

### 3.3 General Checks

- Regularly inspect tires for wear and tear.
- Check all bolts and fasteners for tightness.
- Ensure the electromagnetic brakes engage smoothly and effectively.
- Verify that the anti-tip wheels are intact and functioning.

## 4. Troubleshooting

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This section addresses common issues you might encounter with your TopMate EW11 Electric Wheelchair.

Problem	Possible Cause	Solution
Wheelchair does not power on.	Battery not connected or discharged.	Ensure battery is properly installed and fully charged. Check power button.
Wheelchair moves slowly or lacks power.	Low battery charge; motor issue.	Recharge battery. If problem persists, contact support.
Joystick unresponsive.	Loose cable connection; joystick malfunction.	Check joystick cable connection. Restart wheelchair. If issue continues, contact support.
Brakes not engaging.	Electromagnetic brake system malfunction.	Immediately cease use and contact support.

For issues not listed here or if solutions do not resolve the problem, please contact TopMate customer support.

## 5. Specifications

Key technical specifications for the TopMate EW11 Electric Wheelchair.

Feature	Detail
Model	EW11
Net Weight (without battery)	40.1 lbs (18.2 kg)
Weight Capacity	220.4 lbs (100 kg)
Motors	2 x 24V 200W Brushless Motors (Total 400W)
Motor Torque	17.5 NM
Battery	24V 12.5Ah Removable Lithium Battery
Max Range	Up to 11 miles (17.7 km)
Charging Time	Approx. 6.5 hours (with 2A charger)
Max Speed	0-4 mph (0-6.4 km/h) adjustable
Max Incline	12°
Wheel Configuration	Six-wheel design (11-inch rear, 7-inch front, two anti-tip wheels)
Braking System	Electromagnetic
Material	Aluminum
Seat Height	18.7 Inches



Image: Detailed dimensions and weight specifications of the TopMate EW11 Electric Wheelchair.

## 6. Warranty and Support

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The TopMate EW11 Electric Wheelchair comes with a **2-Year Guarantee**, ensuring peace of mind regarding your purchase.

- For warranty claims or technical assistance, please refer to the contact information provided with your purchase documentation.
- Keep your proof of purchase for warranty validation.
- For general inquiries or further support, visit the official TopMate website or contact their customer service department.