

## TopMate EW10

# TopMate EW10 Electric Wheelchair Instruction Manual

Model: EW10 | ASIN: B0DWRWRD7M

## 1. INTRODUCTION

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Welcome to the TopMate EW10 Electric Wheelchair Instruction Manual. This guide provides essential information for the safe and effective operation, maintenance, and care of your new electric wheelchair. Please read this manual thoroughly before using the wheelchair to ensure proper function and to prevent injury or damage.

### Important Safety Information

Your safety is paramount. Always adhere to the following safety guidelines:

- Always wear the seatbelt provided when operating the wheelchair.
- Ensure the electromagnetic braking system is functioning correctly before each use. The brakes engage automatically when the joystick is released.
- Do not exceed the maximum weight capacity of 242.5 lbs (110 kg).
- Avoid operating the wheelchair on slopes exceeding 12 degrees.
- Keep hands and clothing clear of moving parts, especially wheels and motors.
- Do not operate the wheelchair under the influence of alcohol or medication that impairs judgment.
- Regularly inspect all components for wear, damage, or loose connections.

## 2. PRODUCT OVERVIEW

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The TopMate EW10 is a lightweight, foldable electric wheelchair designed for portability and ease of use. It features a robust aluminum alloy frame and advanced safety mechanisms.

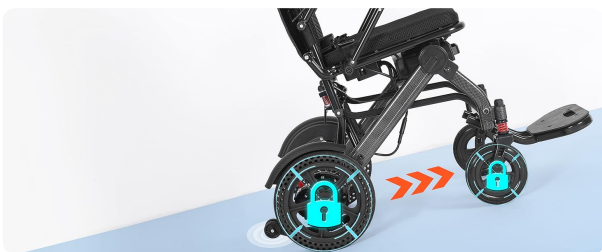
## Key Features

- **Durable Construction:** Crafted from aluminum alloy for reliability.
- **Electromagnetic Braking System:** Instant activation upon joystick release for enhanced safety.
- **Advanced Shock Absorption:** Provides a smoother ride over varied terrains.
- **Six-Wheel Setup:** Includes 11-inch rear wheels, 7-inch front wheels, and two anti-tip wheels for maximum stability.
- **Powerful Dual Motors:** Two 24V 200W motors (400W total) with 17.5NM torque for climbing slopes up to 12 degrees.
- **Lightweight and Foldable:** Weighs 41.6 lbs (without battery) and folds easily for transport and storage.
- **Precise 360° Joystick Control:** Adjustable speeds (0-4 mph) and can be mounted on either left or right side.
- **Removable Lithium Battery:** 24V 12.5Ah battery, airline compliant, offering up to 11 miles range.
- **Dual Charging Options:** Charge battery separately or directly via the joystick.

## Product Components and Safety Features



**Dual Motor System:** The wheelchair is equipped with two powerful 200W motors, providing robust propulsion and efficient climbing capabilities.



**Electromagnetic Braking:** This system automatically locks the wheels when the joystick is released, ensuring immediate stopping and preventing unintended movement.



**Advanced Shock Absorption:** Integrated springs and suspension components reduce vibrations and provide a comfortable ride over uneven surfaces.



**Anti-Tip Wheels:** Two additional wheels at the rear enhance stability and prevent the wheelchair from tipping backward on inclines or during sudden movements.



**Safety Seatbelt:** A secure seatbelt is included to ensure the user remains safely seated during operation.



**Breathable Seat:** The seat material is designed for airflow, enhancing user comfort during extended periods of use.



**Robust Frame:** The wheelchair's frame is engineered for durability and stability, featuring the TopMate EW10 model designation.



**Adjustable Footrest and Front Wheels:** The design includes a sturdy footrest and maneuverable front wheels for user comfort and control.

### 3. SETUP

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#### Unboxing and Initial Inspection

1. Carefully remove all components from the packaging.
2. Inspect the wheelchair for any signs of shipping damage. If damage is found, do not proceed with assembly and contact customer support immediately.
3. Ensure all listed components are present: main wheelchair frame, joystick controller, battery, and charger.

#### Assembly and Unfolding

The TopMate EW10 is designed for quick and easy setup.

1. **Unfolding the Wheelchair:** Place the folded wheelchair on a flat surface. Gently pull the backrest upwards and push the armrests outwards until the frame locks into place. Ensure all locking mechanisms are securely engaged.
2. **Attaching the Joystick:** Locate the mounting bracket on either the left or right armrest. Slide the joystick controller onto the bracket and secure it with the provided fastener. Connect the joystick cable to the corresponding port on the wheelchair.
3. **Installing the Battery:** Insert the 24V 12.5Ah lithium battery into its designated compartment, typically located under the seat. Ensure it clicks securely into place.
4. **Final Checks:** Before first use, verify that all wheels are properly attached, the seatbelt is functional, and there are no loose wires or components.



**Folding Mechanism:** The wheelchair features a simple one-step folding mechanism for compact storage and easy transport.

## 4. OPERATING INSTRUCTIONS

### Charging the Battery

The 24V 12.5Ah lithium battery provides a range of up to 11 miles and fully recharges in approximately 6.5 hours with the 2A charger.

- **Option 1 (Separate Charging):** Remove the battery from the wheelchair. Connect the charger to the battery's charging port, then plug the charger into a standard wall outlet.
- **Option 2 (Direct Charging):** With the battery installed in the wheelchair, connect the charger directly to the charging port on the joystick controller, then plug the charger into a wall outlet.
- The charger indicator light will typically show red during charging and turn green when fully charged.



**Dual Charging Options:** The battery can be charged either by removing it and connecting it directly to the charger, or by plugging the charger into the joystick while the battery remains in the wheelchair.

### Joystick Control

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

- **Power Button:** Press to turn the wheelchair on or off.
- **Joystick Lever:** Push forward, backward, left, or right to control direction. Releasing the joystick engages the electromagnetic brakes.
- **Speed Adjustment Buttons:** Use the '+' and '-' buttons to increase or decrease the speed. The wheelchair has adjustable speeds from 0-4 mph.
- **Horn Button:** Press to sound the horn.
- **LED Lights Button:** Activates or deactivates any integrated LED lights.



**360° Joystick Control:** The intuitive joystick allows for smooth and precise navigation in all directions, including tight spaces.

## Driving the Wheelchair

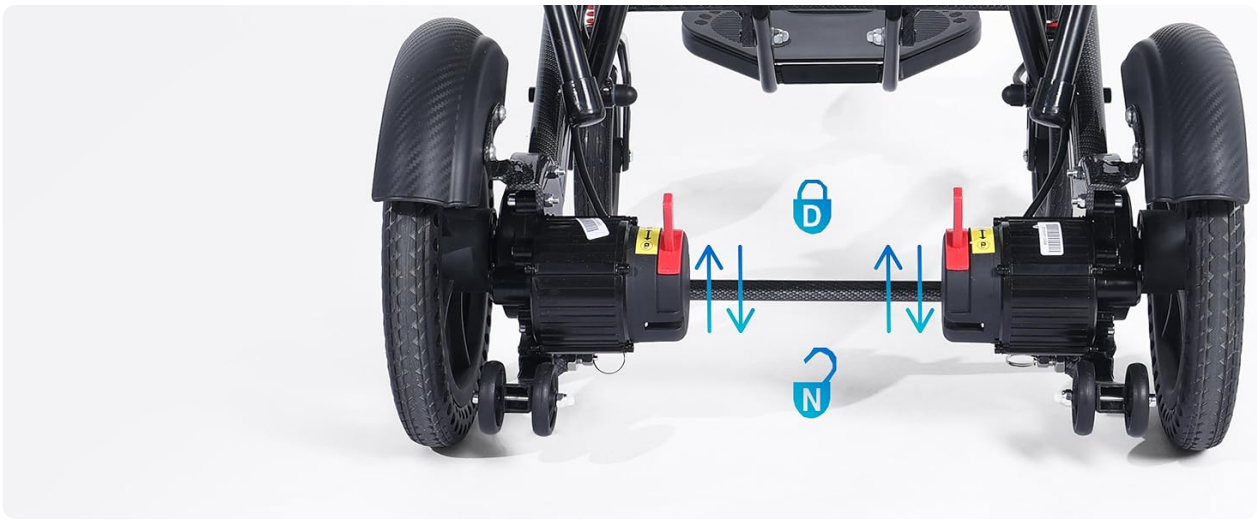
Always ensure you have a clear path and are aware of your surroundings. Start at a low speed setting until you are comfortable with the controls.

- Gently push the joystick in the desired direction. The further you push, the faster the wheelchair will move (up to the set speed limit).
- To stop, simply release the joystick. The electromagnetic brakes will engage automatically.
- The wheelchair performs efficiently on various terrains, including grass, ramps, sand, and uneven roads, but always exercise caution.

## Engaging/Disengaging Manual Mode (Freewheel)

To move the wheelchair manually without power, you must disengage the motors. This is useful for pushing the wheelchair when the battery is depleted or for storage.

- Locate the red levers near the rear wheels (one on each side).
- To disengage the motors (manual mode), pull the levers upwards to the 'N' (Neutral) position.
- To engage the motors (powered mode), push the levers downwards to the 'D' (Drive) position. Ensure both levers are fully engaged before operating the wheelchair electrically.



**Freewheel Levers:** These levers allow you to switch between powered (Drive) and manual (Neutral) modes, enabling the wheelchair to be pushed when needed.

## 5. MAINTENANCE

Regular maintenance ensures the longevity and safe operation of your TopMate EW10 electric wheelchair.

### Cleaning

- Wipe down the frame and plastic components with a damp cloth and mild detergent. Avoid abrasive cleaners.
- Do not use excessive water or spray directly onto electrical components.
- Clean the wheels regularly to remove dirt and debris that could affect performance.

### Battery Care

- Charge the battery fully before first use and after each use.
- If storing the wheelchair for an extended period, charge the battery at least once a month to maintain its health.
- Store the battery in a cool, dry place, away from direct sunlight and extreme temperatures.

### Regular Checks

- **Tires:** Check tire pressure (if applicable) and for signs of wear or punctures.
- **Brakes:** Test the electromagnetic brakes before each use to ensure they engage immediately.
- **Frame and Fasteners:** Periodically check all bolts, screws, and connections to ensure they are tight and secure.
- **Joystick and Cables:** Inspect the joystick for smooth operation and check all cables for fraying or damage.

## 6. TROUBLESHOOTING

This section addresses common issues you might encounter with your TopMate EW10 electric wheelchair.

Problem	Possible Cause	Solution
Wheelchair does not power on.	Battery not installed correctly or discharged. Joystick cable loose. Power button not pressed firmly.	Ensure battery is fully inserted and charged. Check joystick cable connection. Press power button firmly.
Wheelchair does not move when joystick is pushed.	Motors disengaged (manual mode). Battery low. Joystick malfunction.	Push freewheel levers down to 'D' (Drive) position. Charge battery. If issue persists, contact support.
Wheelchair moves slowly or struggles on inclines.	Low battery charge. Speed setting too low. Overweight load.	Charge battery fully. Increase speed setting. Ensure weight capacity is not exceeded.
Brakes do not engage or release properly.	Joystick malfunction. Electrical issue.	Ensure joystick is fully released. If problem continues, discontinue use and contact customer support.

## 7. SPECIFICATIONS

Detailed technical specifications for the TopMate EW10 Electric Wheelchair:

Specification	Value
Model	EW10
Brand	TopMate
ASIN	B0DWRWRD7M
Net Weight (without battery)	18.9 kg / 41.6 lbs
Weight Capacity	110 kg / 242.5 lbs
Motor Power	2 x 200W (400W total)
Battery Type	24V 12.5Ah Lithium Battery
Max Range per Charge	Up to 11 miles (approx. 17.7 km)
Charging Time	Approx. 6.5 hours (with 2A charger)
Max Speed	0-4 mph (approx. 0-6.4 km/h)
Max Climbing Angle	12 degrees

Specification	Value
Material	Aluminum Alloy
Color	Black
Seat Height	21.85 Inches
Folded Dimensions (approx.)	36cm (14.2in) x 75cm (29.5in)
Unfolded Dimensions (approx.)	60.5cm (23.8in) x 78.6cm (30.9in) x 95cm (37.4in)

  
 Net Weight  
 (battery not included)  
 18.9kg/41.6lb

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 Weight Capacity:  
 110kg/242.5lb



**Dimensions and Weight:** Visual representation of the wheelchair's key measurements and weight specifications for both folded and unfolded configurations.

## 8. WARRANTY AND SUPPORT

The TopMate EW10 Electric Wheelchair comes with a **2-Year Guarantee**, ensuring peace of mind regarding its quality and performance.

For technical assistance, warranty claims, or any questions not covered in this manual, please contact TopMate customer support through the retailer's platform or the official TopMate website. Please have your model number (EW10) and ASIN (B0DWRWRD7M) ready when contacting support.

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This manual is subject to change without notice.