ELOFLEX C3

INSTRUCTION MANUAL
BRUKSANVISNING
BRUGSANVISNING
OHJEKIRJA
MANUALE DI ISTRUZIONI
HANDLEIDING VOOR GEBRUIK
GEBRAUCHSANWEISUNG
INSTRUKCJA OBSŁUGI
HASZNÁLATI UTASÍTÁS
MANUEL DE L'UTILISATEUR



ELOFLEX

ENGLISH

WELCOME TO YOUR ELOFLEX

Thank you for choosing Eloflex as your power wheelchair. We are delighted that you have chosen Eloflex. Our mission is to simplify everyday life and enhance freedom for people with mobility challenges. We hope your Eloflex allows you to enjoy both benefits.

Using your new power wheelchair should be a rewarding experience. This manual contains crucial information on safety, usage, and maintenance. We strongly recommend reading through the entire document before using your Eloflex for the first time. It is also advisable to practise operating your Eloflex in a quiet, open, and level space before venturing into other environments.

We are here to support you as you start using your Eloflex. If you have any questions or need assistance, please feel free to contact us.

Good luck and much joy with your Eloflex. Drive carefully!





CONTENTS

Intended Use	3
Unfolding / Folding	4
Charging	5
Installing the Joystick / Folding Down the Joystick	6
Using the Joystick	7
Additional Functions	8
Footrest	9
Armrests	10
Locking Mechanism / Anti-Tip Device / Manual Driving	11
Seat Belt / Transport and Storage	12
Driving	13
Safety Instructions When Driving / Safety	14
General Safety Instructions	15
Technical Specifications	16

INTENDED USE

Type classification and intended use
Eloflex power wheelchairs have been developed for people who have difficulty walking or cannot walk at all, but who have the vision, physical, and cognitive ability to control a power wheelchair.

The Eloflex power wheelchair is sufficiently compact and flexible for indoor use, but it is also suitable for outdoor use. The chapter ”Technical Data” at the back of this document contains information on speed, turning radius, range, maximum load capacity, maximum user weight, etc.

This power wheelchair is tested according to EN12184:2022 and classified as Class B (indoor and outdoor use). Eloflex is also approved according to ISO 7176, IEC 60601, and the batteries are approved according to UN38.3.

Eloflex power wheelchairs meet the applicable requirements of MDR 2017/745.

Eloflex power wheelchairs are classified as Class I medical devices under Regulation (EU) 2017/745 (MDR). The products are CE marked based on the manufacturer´s conformity assessment and technical documentation in accordance with the applicable requirements of the MDR. Conformity assessment procedure: Annex II and Annex III of MDR 2017/745. The manufacturer cannot guarantee continued conformity with applicable requirements if non-approved parts or accessories are used.

Indications for use
The purpose of an Eloflex power wheelchair is to compensate for an injury or disability, and it is recommended in the following circumstances:

- If the user is unable to walk or has very limited ability to walk, making it difficult to move within their own home.
- If there is a need to leave home for routine outings or regular activities.
- When the user has difficulty accessing work, education, social activities, or daily activities due to reduced mobility.
- It is advisable to use Eloflex power wheelchairs both indoors and outdoors if it is not possible to use manual wheelchairs due to mobility problems, but it is still possible to properly handle power wheelchairs.

Supplied accessories
The charger, reflectors, and a bag with simple tools are provided in the storage bag upon delivery.

Before use
Only use the Eloflex power wheelchair when it is fully functional; otherwise, you put yourself and others at risk. The following list does not include all possible situations but describes certain conditions that may affect the usability of the power wheelchair:

- Do not use the power wheelchair if the batteries are defective or deformed.
- Do not use the power wheelchair if the motor is jerky or makes abnormal noises.
- Do not use the power wheelchair if the brake function appears to be faulty.
- Do not use the wheelchair if the tyres are excessively worn or damaged. Contact your dealer or authorised service provider.
- If you notice any damage to the seat belt, armrest, seat, backrest, joystick, or other parts of the chair, contact your assistance centre or dealer.
- If you notice any damage to the electrical system (cables, batteries, chargers, etc.), please contact your assistance centre or dealer.

Manufacturer’s warranty
The Eloflex warranty covers the replacement of parts that are broken, provided the damage is not caused by the user. The warranty does not cover damage resulting from external circumstances such as theft, abuse, misuse, lightning, or modification.

Expected service life
The estimated lifetime of an Eloflex is 5 years. However, the lifespan of the product is greatly influenced by how it is used and maintained. An Eloflex can last much longer if it is well cared for and used in accordance with the information provided in this document.

Safety regulations and risks
Warning: Read and understand all safety and operating instructions in this manual before using the wheelchair for the first time.

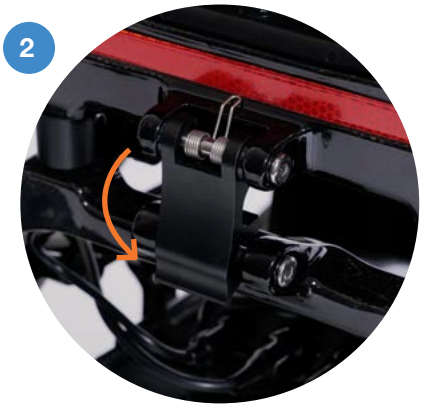
UNFOLDING

1. Place the folded chair on the ground as shown below. Hold the backrest and pull it upwards to open the chair. With your other hand, push the seat downwards until you hear a clear “click”.

2. **Important!** Ensure the locking latch is fully closed to secure the chair in its unfolded position.





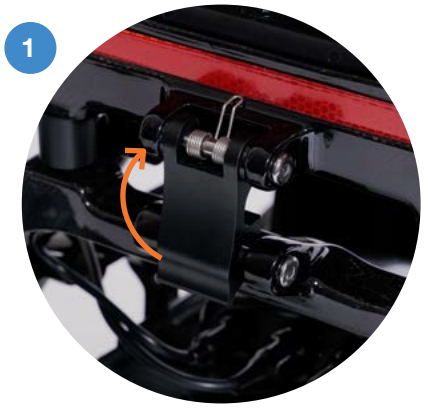


Check the lock before use.

FOLDING

1. Open the locking latch as shown in the picture.

2. Place one hand on the front of the seat cushion. With your other hand, grasp the top of the backrest and fold it forward. Push the chair together as shown in the picture. Be careful of pinch points when folding.







CHARGING

Before You Begin

- Fully charge your Eloflex before first use.
- Only use an original Eloflex charger approved for this model.
- The charger is designed to connect to the joystick only, not directly to the batteries.
- If the wheelchair is not used for a longer period, recharge the batteries at least every 3 months to prevent deep discharge and permanent battery damage.

How to Charge

We recommend charging the batteries regularly, preferably after use or when the battery indicator shows a low charge level.

Start by turning off your Eloflex (all lights on the joystick should be off).

Connect the charger to the socket on the front of the joystick. Ensure the contacts match up.

Plug the charger's power cable into a wall outlet. Charging is indicated by a lamp on the charger. A red light means charging is in progress.

After roughly three hours, the batteries will be 90 percent charged, and the chair can be used.

Charging time depends on the battery level, battery capacity, charger type and temperature. As a general guideline, the batteries are normally sufficiently charged for use after approximately 3 hours and fully charged after approximately 5-8 hours. During charging, the charger will become warm, which is normal.

Always disconnect the charger from both the wall outlet and the wheelchair when charging is completed. Do not charge the wheelchair in a place where a charging fault cannot be noticed. Do not charge the batteries at temperatures lower than 0° C. If the wheelchair has been stored in a cold environment, allow the batteries to reach room temperature before charging.

If your Eloflex is used in sub-zero temperatures, the range is affected. For example, at -10°C, the range can be reduced by up to 50%.

Long-term Storage

The batteries may be permanently damaged if the voltage drops too low.

We recommend disconnecting the batteries to minimise discharge and recharging them regularly (at least once every 3 months).

Never leave the charger permanently connected.



Not charging the batteries regularly will cause permanent damage.

INSTALLING THE JOYSTICK

1. Mount the joystick by assembling the quick lock onto the armrest with the latch **(A)** facing outwards. Adjust the nut **(B)** so that the latch can be fully closed and securely hold the joystick in place. The joystick can be mounted on the right or left side using an adapter available for purchase separately.

2. Connect the cable connectors together and carefully twist them until the pins fit into the holes and the grooves in both connectors align. Then, securely screw the sleeves onto each connection point.







Please take care to avoid damaging or bending the pins in the connector.

FOLDING DOWN THE JOYSTICK

The smart joystick mount allows the user to quickly lower the joystick without removing it. This means that you get closer to the edge of the table, which gives a better sitting position.

1. Lift the lock lever to release the joystick.

2. Gently pull the joystick forward. Then let the joystick hang straight down.







USING THE JOYSTICK

1. **LCD**
2. **Multi functional buttons**
3. **USB connector**
   TIP: Use the USB connector underneath the joystick to charge your mobile phone.
4. **Charger input**
5. **Light**
6. **Speedometer**
   Displays your current speed level.
7. **Speed setting**
   Shows the distance you've travelled and your current speed.
8. **Trip/ODO meter**
   This displays the distance driven since the last power-on (trip) or the total distance for the vehicle (ODO).
9. **Battery level**
   Indicates the remaining power in the batteries. When fully charged, all bars are white. It's recommended to recharge once three bars have been used.









Joystick
Controls the chair's speed and direction.



Horn
Press to sound.



Reduce speed
Press to make the chair go slower.



Power on and off
Press to switch your Eloflex on or off.



Increase speed
Press to make the chair go faster.

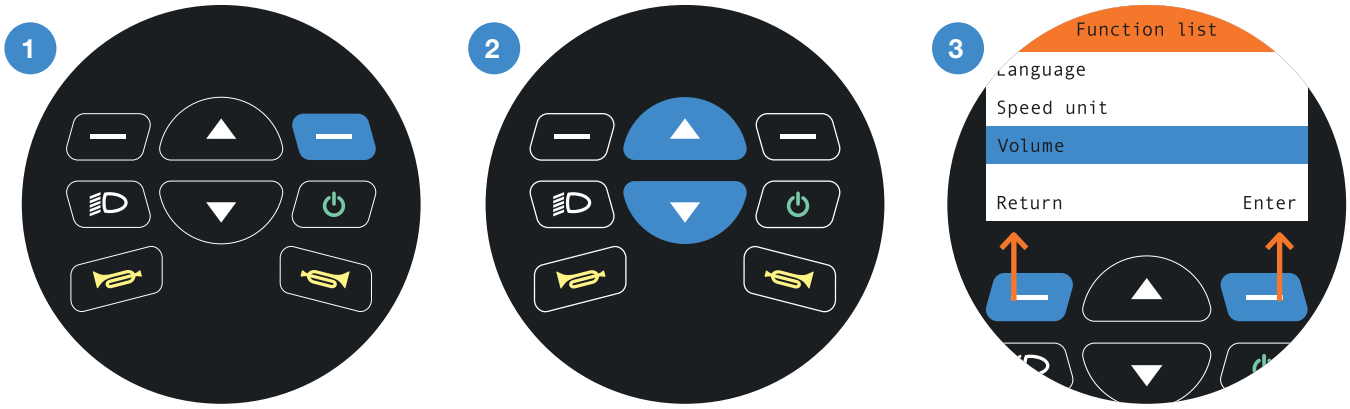


On/off light
Press to turn the light on or off.

ADDITIONAL FUNCTIONS

Adjusting Settings
You can modify the chair's settings, including language, horn volume, and measurement units.

1. To access the settings, press the right multifunction button. This will display a list of options.
2. Use the speed buttons to scroll up and down through the list of options.
3. Select a function by pressing the right multifunction button (Enter), or go back one step by pressing the left multifunction button (Return).



Lock / Child Safety
You can electronically lock your Eloflex by pressing the up and down arrows simultaneously for 3 seconds. A small symbol at the top of the display will indicate that the lock is activated. (The joystick must be powered on to lock/unlock.)

USB Charging Port
The USB port can charge mobile phones, iPads, and other portable devices. It supplies 5V power with the charging current determined by the connected device, up to a maximum of 2.1A.

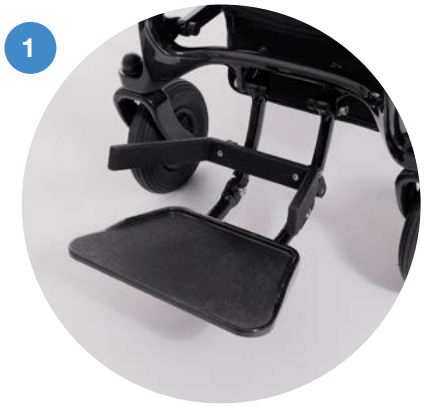
Warnings
The display is capable of showing fault codes to indicate errors. Fault codes 1 and 2 indicate that the magnetic brakes are active.

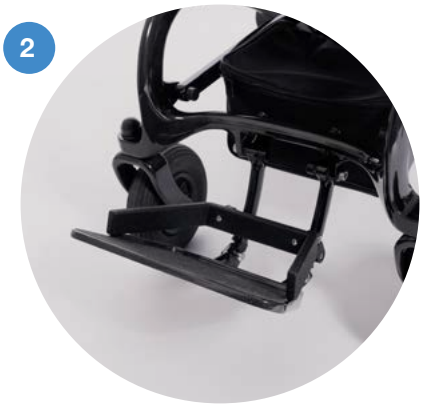
Remote Control via App
The Eloflex wheelchair can be controlled via an app. Use the QR codes below to download it. Contact your dealership for detailed instructions if needed. **Note!** App control should not be used as an assistant control device (e.g., when a person is sitting in the chair).

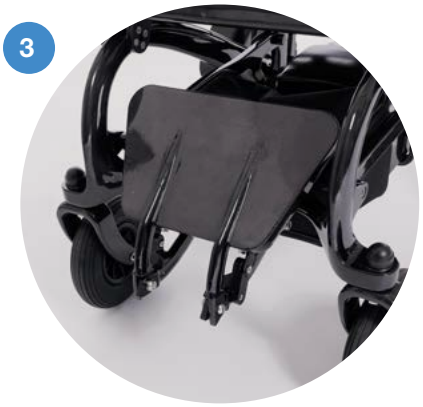


FOOTREST

Fold up the footrest
For easier entry and exit, the footrest can be folded up and away as shown below.







Adjust the footrest
You can adjust the height of the footrest to two fixed positions.

1. Tighten the retaining screws **(A)** while holding the nut.
2. Remove the black plastic cover from the nuts.
3. Reattach the footrest in the alternate mounting hole. If the footrest does not stay in the raised position, you can adjust the tension by tightening the fixing screws **(B)**.







ARMRESTS

Lift the armrests
To lift the armrest, simply push the small red release handle under the armrest. The armrest will automatically lock again when folded down.

1. Push to open.



2. Close.



LOCKING MECHANISM

It is essential that the locking mechanism on your Eloflex chair moves with noticeable resistance when adjusted up or down. The resistance should be strong enough to hold the mechanism securely in the upright position on its own. This is critical to ensure the lock stays firmly engaged, even when the springs are under compression. To increase the resistance, simply tighten the two hex screws on the fastener that secures the locking mechanism.



It's important that the locking mechanism moves with resistance up and down to prevent it from opening when using the chair.

ANTI-TIP DEVICE

The anti-tip device does not need adjustment but can be retracted for transport on some models. The wheelchair must not be used without the anti-tip device active, as this poses a risk of serious injury. Check it before each use.



RISK OF INJURY!
Always ensure the anti-tip devices are active.

MANUAL DRIVING

Turn off the power wheelchair using the joystick. Then push the red levers on the motors (see picture) to disconnect the magnetic brakes. In this position, the chair can be rolled manually.

Note! If the user uses the chair without assistance, the magnetic lock of the chair must always be switched on.



Do not push the red levers with your foot – use your hands only.

SEAT BELT

For safe driving, we recommend always using the seat belt when operating the chair.

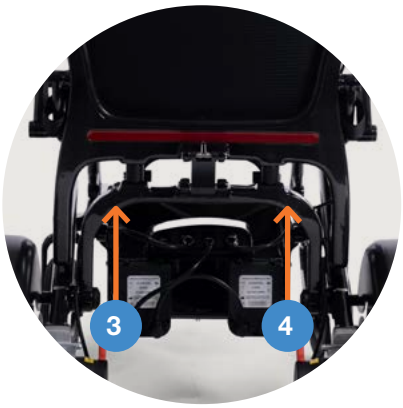


TRANSPORT AND STORAGE

- To lift the chair, it is recommended that it's first folded lying flat, then raised into an upright position before finally being lifted.
- A folded chair can be put in the luggage compartment of a car or in a smaller storage space.
- Fold down or remove the joystick during transport.
- If the chair is not to be used for a while, make sure its stored correctly and the batteries are periodically charged according the chapter "How to charge". Otherwise, the chair may become unusable.
- The chair should be stored indoors in frost-free, dry and ventilated area. Storage temperature should be between 0–30° C.
- Cushion covers are removable and washable at 40° C.
- When transporting by bus or handicap transportation, the Eloflex must be attached to the fastening points **(1–4)** shown in the pictures below. **Note!** Eloflex is not tested or approved as a car seat. Therefore its not allowed to be seated in the Eloflex during car transportation.
- When transporting by air, please confirm with your airline prior to both booking and check-in. Eloflex follows the recommendation of IATA.







DRIVING

Read
The user must read these safety and driving instructions before using the Eloflex power wheelchair.

Practice
Practice makes perfect. Train to drive your Eloflex together with an assistant by starting on an open plan, flat surface, preferably outdoors, before using your power wheelchair among other people, in stores or restaurants etc. Move forward by moving the joystick slowly forward. Stop by releasing the joystick.

Reverse
Reverse by moving the joystick slowly backwards. To stop, release the joystick. Remember to always look backwards before you start reversing to be sure that no person or thing is in the way.

Spin
Spin by moving the joystick gently sideways. Take care so nothing is in the way of the sides when you spin.

Turn
Turn as you drive by gently moving the joystick sideways in the same direction you want to turn. Always lower the speed when turning.

Obstacles
Practice avoiding and passing obstacles. Move the joystick sideways while driving forward to avoid obstacles. Remember to lower the speed as you approach obstacles.

Fast driving
Fast driving: Press the joystick in the forward position if you want to drive fast. Remember to retract the joystick and lower the speed as soon as you feel uncertain, whether you are turning or approaching an obstacle.

Run over obstacles
Drive slowly to the obstacle and make sure the front wheels are in the direction of travel. Then move the joystick slowly forward while leaning backwards to drive over the obstacle. Eloflex is tested and approved for obstacles up to a maximum height of 5 cm.

Sloping surfaces
Try driving straight up or down on an inclined surface. Lean slightly forward as you drive up, and backwards as you drive down, to maintain the centre of gravity. Avoid driving sideways if possible and compensate for any side slope by leaning in the opposite direction. Always drive slowly on slopes and please note that stopping distance can be significantly greater than on level ground. Maximum allowed slope angle of this wheelchairs is 9 degrees static and 6 degrees dynamic. Even if your Eloflex is able to do so, avoid driving on slopes greater than the required test angle due to risk of serious injury in case of tipping.

Elevators
Remember to check the width of the elevator door and how quickly the door closes prior to entry.

Keep in mind that you may have to reverse out of the lift if it is not large enough to allow you to turn around.

Driving on the road
Drive primarily on sidewalks, walkways and cycle paths.

Cross the roadway
When possible, always choose to cross the road at a pedestrian crossing. Pay attention to intersecting cars. Avoid curbs higher than 5 cm.

Tyres
If the wheelchair is equipped with air-filled tyres, regularly check the pressure is at 2,5 bar. In case of puncture please refrain from driving further and contact your reseller or suitable repair shop for repair.

During long-term parking or storage, the tires may - in rare cases - leave marks on sensitive flooring surfaces.

This can depend on the flooring material, surface finish, cleaning agents, temperature, humidity, or prolonged contact in the same position.

For long-term storage, we recommend using a protective mat or moving the wheelchair occasionally.

Eloflex cannot guarantee compatibility with all floor types or surface finishes.

SAFETY INSTRUCTIONS WHEN DRIVING

There is a risk of serious injury by tipping the wheelchair.

- Only drive in inclines that do not exceed the maximum specified angle.
- Always use anti-tippers when traveling with Eloflex.
- Driving downhill should always be done at a lower speed.
- Avoid areas where there is a risk of icy or slippery surfaces.
- Never try to drive up or down stairs with your power wheelchair.
- Never drive over obstacles higher than the recommended maximum height.
- Avoid rapid movements with the joystick and sudden changes in driving direction while driving.

Risk of being stuck in remote places.

- A user with greatly reduced mobility should not drive longer distances outdoors alone.

Risk of injury if one foot slips off the footrest and falls under the powered wheelchair while driving.

- Always place your feet in the middle of the footrest while driving.

Risk of injury if you collide with other objects.

- Drive through narrow passages with the lowest speed and greatest attention.
- Pay extra attention when approaching or driving close to tables due to pinching risk between the tabletop and the joystick and/or armrest.

There is a risk that the wheelchair will tip over if the anti-tip devices are removed, damaged or mounted at a position that deviates from the standard mounting.

- The anti-tip devices must always be mounted when the power wheelchair is used.
- The anti-tip devices only work on a solid surface. On soft surfaces such as lawns and snow, the anti-tip device can lose its effect. Therefore, drive extremely carefully on soft surfaces.

Carbon fibre

For our carbon fiber models, note the following: This material has excellent strength to weight ratio which allows for the overall low weight. However, the material is also more brittle than other materials such as aluminum and are more prone to crack or/ and get punctured. Therefore, in general a carbon fiber product must be treated more carefully than others and this also applies to your Eloflex wheelchair.



SAFETY

Crossing railway tracks

Always cross the railway track straight ahead from the front, never obliquely from the side. Never cross the railway tracks alone, always have someone with you who can help you.

Keen edges

Be careful when driving over steep slopes, as the chair is likely to break. Eloflex is tested and approved for gradient with a maximum of 9 degrees. Always have someone with you who can help you.

High edges

Be careful when driving up or down an edge. Eloflex is tested and approved for edges up to a maximum of 5 cm. Always have someone with you who can help you.

Transfer

We recommend that you always have someone who can help you with transfers to and from your Eloflex. Always turn off the power before starting the movement. Always lift up the armrests and footrest before moving to make getting in and out of the chair easier.

Don't repair on your own

Never try to repair a broken power wheelchair on your own. If you try to repair the chair yourself, the warranty does not apply. Always turn to Eloflex or to the shop or assistant centre that sold / prescribed the chair. Never modify your power wheelchair on your own.

No toy

Never allow children who do not normally use a power wheelchair to sit on or use your Eloflex

Cleaning

Never clean your Eloflex with running water. Only wipe it with a damp cloth. If your Eloflex is difficult to fold or unfold, you can lubricate the joints with oil or silicone spray.

Beware of heat

Never leave your Eloflex in direct sunlight, near a heat source or open fire. The batteries may become damaged, and some surfaces may become so hot there is a risk of injury. You can use your Eloflex from -10 degrees up to +45 degrees. At low temperatures the driving range will be affected. The wheelchair is ignition resistant according to EN 12184.

Storage

Keep your Eloflex out of the reach of children when not in use. The chair should be stored indoors in frost-free, dry and ventilated areas. Store between 0-30°C.

The charger

The charger must never be covered when used to charge your Eloflex. The charger becomes hot and there is a risk of accident or injury.

Batteries

Never store the batteries in direct sunlight or in a location that can reach below zero temperatures. The batteries should be stored in a dry and ventilated place. In case of disposal, the batteries must be recycled according to national/local requirements. Please note that, like all battery-powered products, the driving range will decrease over time, including during the warranty period and the product's lifetime.

Usage

The Eloflex power wheelchair is designed to meet a variety of needs. The decision regarding its suitability for the user is made jointly by the coordinator or reseller and the user. Eloflex cannot accept responsibility if the power wheelchair is not appropriately adapted to the user's needs.

Modifications

Your Eloflex should primarily be used in its standard configuration. Any modifications or adjustments must only be performed by your authorised service centre or by Eloflex. Please be aware that damages or malfunctions caused by modifications not in accordance with the operating instructions or due to inadequate maintenance are not covered by the warranty.

GENERAL SAFETY INSTRUCTIONS

There is a risk of personal injury if the power wheelchair is used for purposes other than those described in this document.

- Use the power wheelchair only according to the instructions in this manual (see above, chapter ”Type classification and intended use”)
- Never use (be seated in) the wheelchair while its in transport in another vehicle car/bus.

There is a risk of personal injury if the power wheelchair is used for reduced driving ability.

- Do not use the wheelchair whilst your driving skills are impaired due to, for example, illness, medication or alcohol.

There is a risk of injury if the power wheelchair is involuntarily moved.

- Switch off the wheelchair before boarding and exiting or if there is a risk that you, another person or an object could come in contact with the joystick.
- When the motors are disengaged, the brakes do not work. Therefore, the wheelchair must only be pushed on flat ground, never on slopes. Never leave the wheelchair on or near slopes with disengaged motors.

There is a risk of personal injury if the power wheelchair is switched off during travel with, for example, the on / off button or by tearing off a cable, as it stops abruptly.

- Release the joystick when braking in an emergency. The wheelchair will stop automatically.

There is a risk of injury due to falls from the wheelchair

- Do not move forward, do not bend forward between the knees and do not lean over the wheelchair edge, for example to reach objects.
- It is recommended to always use the seat belt and re-adjust it before each trip.
- When transferring between seats/vehicles, drive as close to the new position as possible to minimize the gap and risk of tipping the wheelchair.

There is risk of personal injury if the maximum permissible load is exceeded.

- Observe the maximum permissible load (see chapter ”Technical data” at the back of this document).
- The power wheelchair may only be used by a single person. Never use the wheelchair to transport more than one person at a time.

There is risk of personal injury and damage to the wheelchair if the lock is released when folding and is not properly clamped when the power wheelchair is being used.

- If the power wheelchair’s lock has not clicked into place properly, the chair can suddenly collapse when used, which can cause you to fall out of the wheelchair.
- Always ensure that the locking hook is in a correct position before using the power wheelchair.

There is a risk of personal injury and crushing damage when folding the wheelchair.

- Always fold and raise the power wheelchair as described in the operating instructions.
- Pay attention so that nothing is squeezed or caught when folding or unfolding. There is risk of personal injury if e.g. fingers are caught in squeeze points when folding or unfolding.

Water Resistance and Use in Wet Environments (IPX4).

- The Eloflex wheelchair meets the IPX4 water ingress protection requirements under specified test conditions. IPX4 provides protection against splashing water but does not mean the wheelchair is waterproof.

Important precautions:

- Do not use the wheelchair while showering or bathing.
- Do not expose the wheelchair to direct shower spray, water jets or immersion in water.
- Avoid prolonged exposure to heavy rain, steam or excessive condensation.
- Never clean the wheelchair using running water or a pressure washer. Use a damp cloth instead.
- Ensure the charging port and connectors are completely dry before charging.
- If the joystick or other electrical components become excessively wet, stop using the wheelchair and switch it off when safe to do so. If any abnormal behavior occurs, contact Eloflex or an authorized service provider before using the wheelchair again.

EMC

- There is a risk that the wheelchair might disturb, or be disturbed by, equipment due to electromagnetic fields. This may affect the controls of the wheelchair.
- This device is equipped with Bluetooth transmitter. For more information please contact your reseller.

TECHNICAL SPECIFICATIONS C3

NET WEIGHT Without batteries	20 kg	**MAX. INCLINATION** Static / dynamic	9° / 6°
TOTAL WEIGHT Including batteries	24 kg	**MAX. OBSTACLE**	5 cm
SPEED	6,5 km/h	**WHEELS** 2,5 bar	8" front (solid) 12" rear (air)
RANGE	30 km*	**SEAT** H x W x D	55 x 43 x 44 cm
DURATION Per charge	5 h	**MAX. USER WEIGHT**	160 kg
MOTOR	x 2 brushless high power motor	**JOYSTICK**	Left or right mounted
MOTOR EFFECT	2 x 250 W	**CUSHION**	Detachable, removable cover
BATTERY +1 extra slot	2 x lithium-ion 10 Ah / 24 V (240 Wh)	**BACKREST**	Fixed angle 10°
BATTERY WEIGHT	1.8 kg	**SIZE** H x W x D	99 x 63 x 105 cm
CHARGING TIME	3 h	**SIZE FOLDED** H x W x D	42 x 63 x 78,5 cm
TURNING RADIUS	87 cm	**WARRANTY**	Refer to the warranty certificate provided by the retailer

* Distance during optimal conditions, and will effected by temperature, driving style, elevation and battery condition etc. For extended range and/or increased user weight capacity, we recommend using three batteries.

© Copyright Eloflex
This document contains copyrighted information and may not be copied or reproduced in whole or in part without the written permission of Eloflex. Eloflex accepts no responsibility for any typographical errors in this document and reserves the right to make product changes.

Contact Eloflex
Contact Eloflex If you have any questions, require assistance, or need information about product recalls or safety notices, please contact your help centre or local dealership. If necessary, you can find the product's serial number on a sticker located on the underside of the chassis.

CE

ELOFLEX