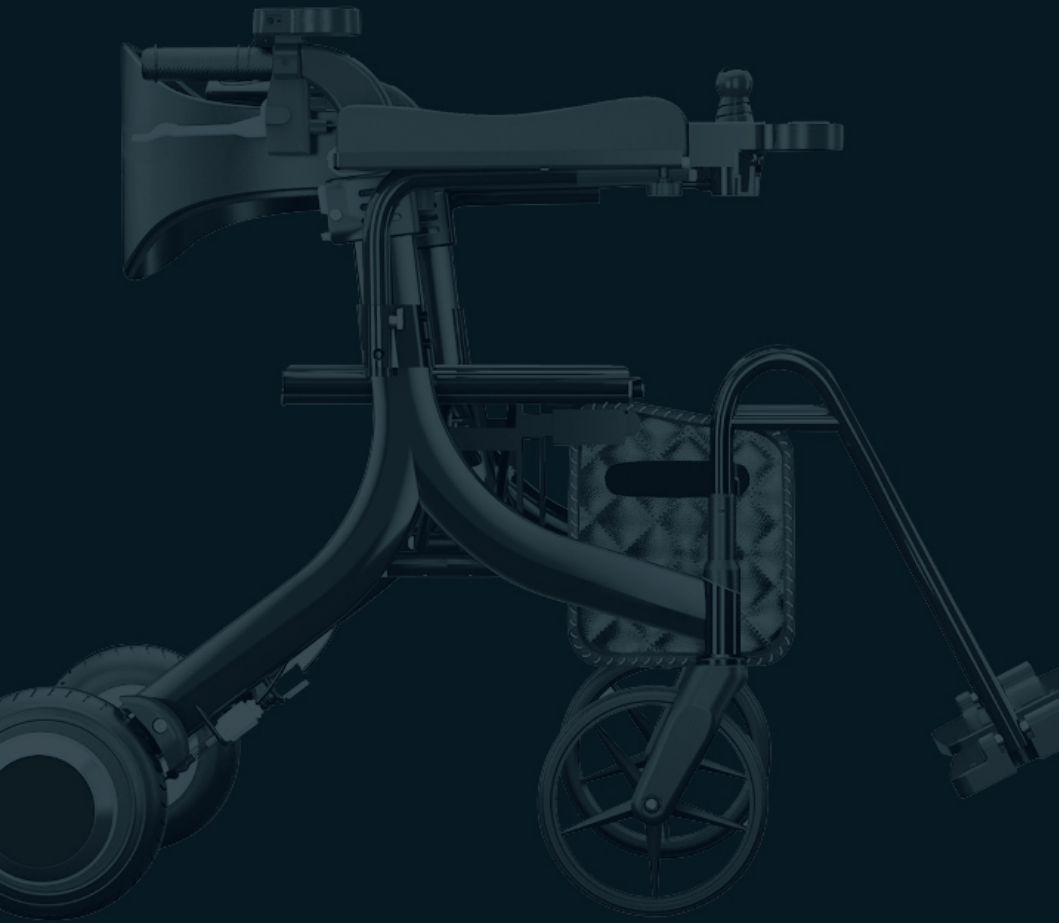


# USER MANUAL



**The rollator and electric  
wheelchair in one Multi-function**

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# BEFORE YOU START

---



Congratulations on purchasing your new multifunctional 3N1 Electric rollator.

User Manual for you to use your multifunctional 3N1 Electric rollator in the safest and most convenient way.

We hope you enjoy using your multifunctional 3N1 Electric rollator.



## IMPORTANT INFORMATION

- Read these directions carefully before you start using the product and keep them for future reference.
- This manual is written for the multifunctional 3N1 Electric rollator (introduced in 2022)
- Do not risk your safety and the safety of others around you by using the product in the wrong way.
- The colors of the multifunctional 3N1 Electric rollator parts may slightly fade when exposed to sunlight.
- Do not expose the product to extreme temperatures as this may cause damage to some components, which could result in improper function.
- Use original multifunctional 3N1 Electric rollator accessories only.
- The use of non-approved accessories can be unsafe and will void the warranty.
- Use only original multifunctional 3N1 Electric rollator BV-approved parts for repairs or replacements made by an authorized dealer. Use of any other parts that are not original can be unsafe and will void the warranty.
- Damages due to overloading the product or incorrect folding and unfolding void the warranty and create unsafe situations. You will find the warranty provisions in this manual.
- The multifunctional 3N1 Electric rollator is patented, and the brand name and model are protected.

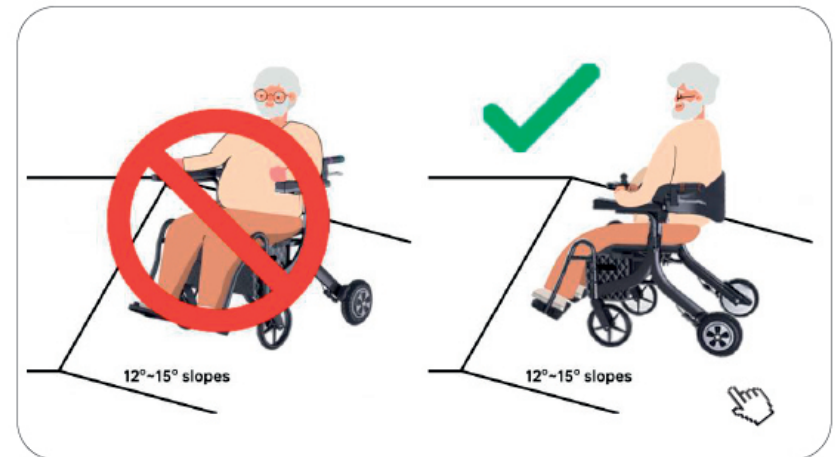


# Warnings

## PLEASE DO NOT

- The user must have the physical and mental ability to independently perform all the operations in this manual. If not, there should be someone near who can assist.
- Do not use the multifunctional 3N1 Electric rollator if any part has been damaged, broken, or cracked, or if it is missing.
- Make sure all components are locked in their place before use.
- Keep the multifunctional 3N1 Electric rollator away from open flames and other heat sources, such as electrical or gas heaters.
- The user cannot remain seated in the multifunctional 3N1 Electric rollator transport chair during transport in a taxi, bus or car because it is not developed for this type of usage.
- Do not use on ramps that exceed 10 ° .
- Do not use it in bad weather. (typhoon, rainstorm, etc.)
- Do not stand on the pedal, so as not to damage the pedal and affect safety.
- If users fall more than 8cm, the impact will damage the structure.
- Keep ventilation and heat dissipation while charging.
- Prohibit private modification of products, the consequences are not responsible.
- It is forbidden to lean out of the vehicle when carrying people to avoid safety risks.

- Do not operate on stairs or escalators.
- Do not exceed the weight capacity of 254 lbs or use it to transport cargo.
- Do not carry additional passengers it is for a single-use passenger.
- Do not drive parallel with a slope. (Figure1)
- Do not attempt to turn on a slope.
- Do not attempt to climb slopes greater than 10 degrees and lean forward to improve the center of gravity. (Figure 0)
- Do not allow children to play with this device.
- Do not exceed the guidelines and applicable limits without responsibility for the consequences.



(FIGURE1)

(FIGURE0)





## Please Do

- ✓ Please turn off the multifunctional 3N1 Electric rollator before exiting the chair.
- ✓ Please practice driving the multifunctional 3N1 Electric rollator in a controlled environment.
- ✓ Please note that please follow local laws when using the multifunctional 3N1 Electric rollator on public roads.
- ✓ It is recommended to always use sidewalks and always allow enough stopping distance.
- ✓ Please note modifying the multifunctional 3N1 Electric rollator may void all warranties.
- ✓ Always keep your feet on the footrests while driving.
- ✓ Do come to a complete stop before turning off the joystick.
- ✓ Turning off the joystick while in operation can cause damage to the controller.



## Always

- ✓ Always engage the slowest speed setting when going downhill
- ✓ Always make sure the batteries are fully charged before setting out on a journey
- ✓ Always charge the power wheelchair in well-ventilated areas to prevent possible risk
- ✓ Always avoid Temperature Extremes (hot and cold)
- ✓ Always check to make sure there are no obstacles behind you when backing up
- ✓ Always keep the speed at the slowest setting in reverse
- ✓ Always avoid irregular shaking or emergency turning
- ✓ Always drive in a safe and predictable manner
- ✓ Always keep arms on the armrests and feet on the footrest for an object.  
Leaning over the armrest could cause the chair to tip.



## Who may benefit from this product

The multifunctional 3N1 Electric rollator fits people weighing up to 125 kg / 275 lbs, who are 160-180 cm / 5 ft 3" to 5 ft 11" tall. (see Product specifications)

## Who should not use the multifunctional 3N1 Electric rollator (contraindication)

The multifunctional 3N1 Electric rollator is not suitable for people:

- With perception disorders that make it difficult to see obstacles ahead;
- With severe balance disorders that prevent them to walk with a rollator
- Who gets disorientated or dizzy while walking;
- Who cannot remain standing for at least five minutes behind a walker
- With seating problems, that make it difficult to sit comfortably on the seat or in the transport chair

### Reuse

- The multifunctional 3N1 Electric rollator is suitable for reuse.
- For safe reuse, pass all technical documentation on to the new user.
- When lending your multifunctional 3N1 Electric rollator, make sure the user reads the manual before using the product.
- Before passing the multifunctional 3N1 Electric rollator on to a new user, it should be cleaned, disinfected, and checked by the dealer for damage to make sure the multifunctional 3N1 Electric rollator can be safely used.



## UNPACKING

CHECK YOUR PACKAGE FOR COMPLETENESS, THERE ARE THREE ITEMS IN THE PACKAGE. IT CONTAINS THE FOLLOWING ITEMS:

THE MULTIFUNCTIONAL 3N1 ELECTRIC ROLLATOR COMES PACKED AND READY FOR USE. CHECK IF ALL THE PARTS LISTED BELOW HAVE BEEN SUPPLIED:



FIGURE 1

Rollator walker



FIGURE 2

Charger



FIGURE 3

10Ah battery  
In the storage bag  
on the left



FIGURE 4

Driver  
In the storage bag  
on the right



FIGURE 5

Tool kit



FIGURE 6

User manual



FIGURE 7

Front joystick  
controller



FIGURE 8

Rear controller



FIGURE 9

Storage bag



## How To Unfold

a. On the top of the seat is a safety release handle. (Figure 10)

⚠ (Note: The buckle above the seat is only available on the carbon fiber version of the rollator, and the normal version of the rollator has no buckle)

b. Lift the safety release handle up and the multifunctional 3N1 Electric rollator will release the safety lock located under the seat allowing you to unfold the multifunctional 3N1 Electric rollator. (Figure 11)

c. Once the safety release handle is lifted the chair should separate slightly. You can let go of the safety release handle and unfold the chair press down on either side of the seat bars. (Figure 12) You can ensure the safety lock is secure by lifting the chair and it does not fold.

d. The backrest can be flipped to face forward or flipped to face in reverse. (Figure 13)

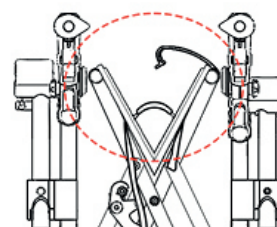


FIGURE 10

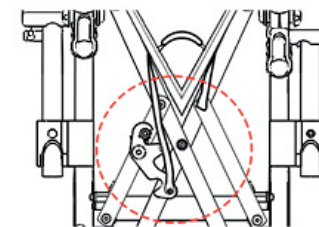


FIGURE 11

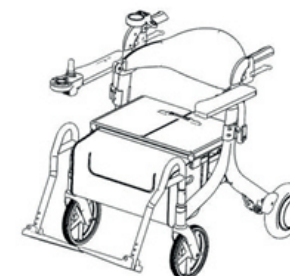
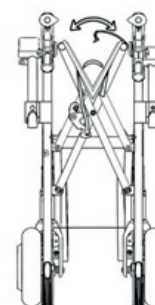


FIGURE 12

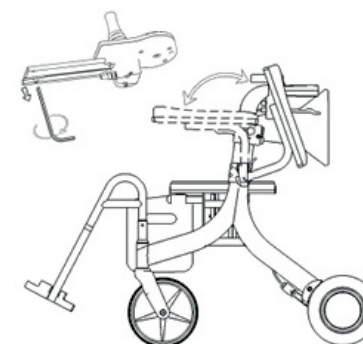


FIGURE 13



## How To Fold

e. To fold the multifunctional 3N1 Electric rollator grasp the safety release handle on the seat and lift. This will release the safety lock located under the seat. (Figure 14)

f. Once lifted the chair arms can be pushed together to the folded position. (Figure 15)

g. You will hear the safety clip lock in place when the chair is folded correctly and completely. (Figure 16)

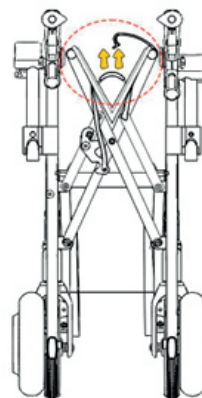


FIGURE 14

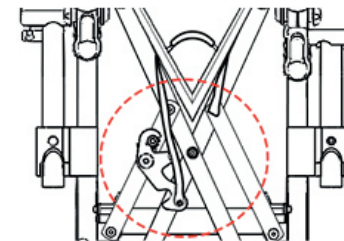


FIGURE 15

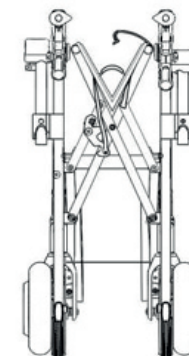


FIGURE 16

# How to assemble

## Installing Front Joystick Controller

1. Adjust the armrest to the normal state..First find the front joystick controller and remove the screws ① from the joystick with the tool kit. (Figure 17)

2. Install the joystick controller on the armrest.(Figure 18)

3. Reinstall the screws ① on the joystick. Tighten the screws ①.(Figure 19)

4. The joystick can be the telescopic length, adjust the appropriate length after. Tighten the screws ② to fix the length.(Figure 20)

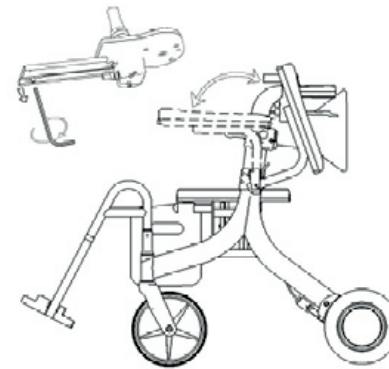


FIGURE 17

Remove the screws ①

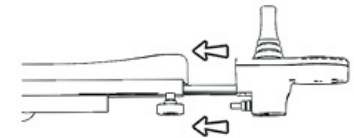


FIGURE 18

Install the joystick controller on the armrest

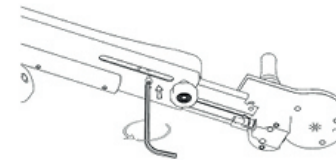


FIGURE 19

Tighten the screws ① in the armrest

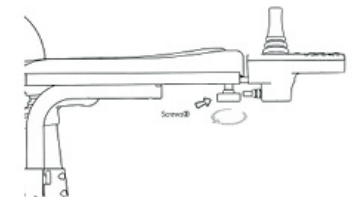


FIGURE 20

Screws ② in the adjustment joystick length



## Installing rear controller

1. Install the rear controller on the right handlebar. (Figure 21)
2. You will notice a sliding notch under the rear controller. (Figure 22)
3. Slide the controller notch into the handlebar and glide with the thumb pad placed on the inside mount as shown. (Figure 23)

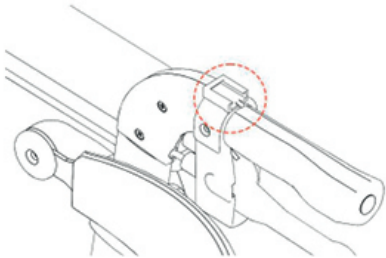


FIGURE 21

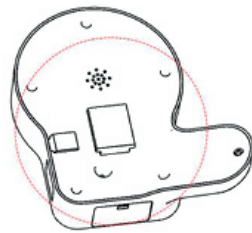


FIGURE 22

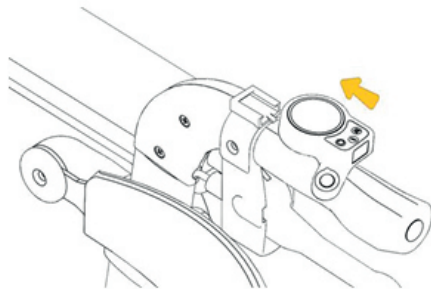


FIGURE 23



## Make The Electrical Connections

1. To connect the front joystick controller to the driver, find the connection sockets located on the joystick as shown in the picture and screw them in place. (Figure 24)
2. To connect the rear controller to the driver, look for the connection receptacle located on the rear controller and the power cord under the seat. There should be a yellow tab on the power cord of the rear controller, connect the male and female sockets and hold them together. (Figure 25)
3. The controller connector is an M12 six-core waterproof connector, see the legend in the figure below, align the arrows on the connectors at both ends, insert it, and tighten the nut. (Figure 26)



FIGURE 24



FIGURE 25

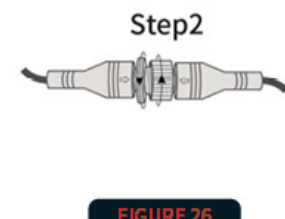
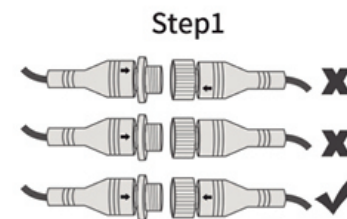


FIGURE 26



## Driver connection

The driver is a device used to cooperate with the controller to drive your wheelchair. It is connected with the battery, motor, front control and rear control through connectors.

💡 There are arrows on both ends of the wire, which must be aligned with the arrows at both ends before insertion. Forcible insertion will damage the connector.

### A. Power cord connection

The power cable connector on the driver is a three-pin Canon connector. Align the arrows on the connectors at both ends, insert them, and then tighten the nuts.

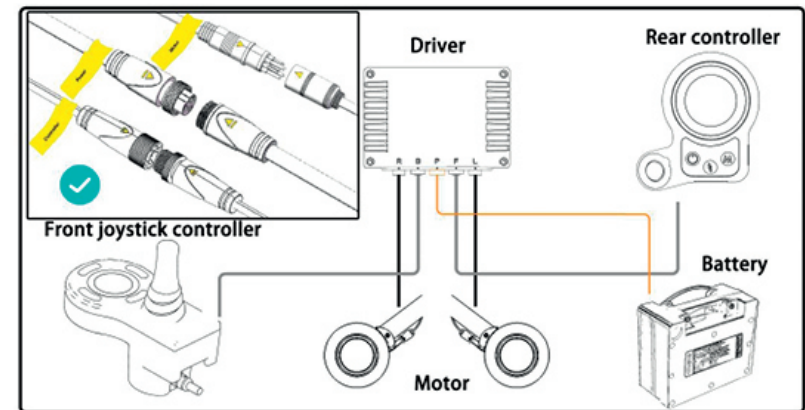
⚠ The manufacturer of multifunctional 3N1 Electric rollator has completed the connection when the vehicle is produced, and non-professionals should not change the connection method.

### B. Motor Wire Connections

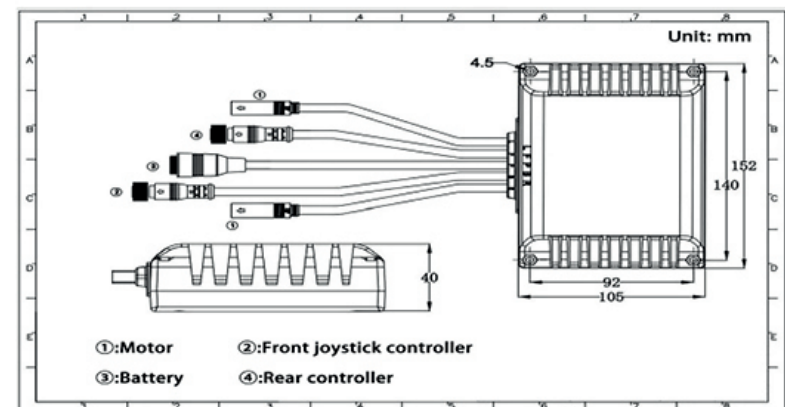
The left and right motor connectors on the driver are waterproof quick-release plugs. When connecting, pay attention to the arrows at both ends of the wire, and then insert the plug to the end;

⚠ Although the plugs configured on the driver are designed to prevent mis-insertion, if the plug is forcibly inserted when the notch does not match, there may still be a wrong connection of the cable, resulting in unpredictable damage to the electronic control system. There is no warranty for any damage caused by forcing the plug.

### C.Driver connection diagram connection



### D.Driver Schematic



## E.Driver parameters

### Electrical performance:

Operating voltage range 20V—29.4V DCt

Maximum output current 40A

### Protection:

Parking protection The battery power is insufficient to drive the motor and then park to ensure safety

Reverse polarity protection Power reverse polarity protection

Charging protection Anti-wheelchair movement while charging

Short circuit protection Short circuit after the line is damaged, protect the circuit board from being burned

Overcurrent protection Protection when the current is too large

Overvoltage protection Overpressure triggers decompression or overpressure protection

### Features and Tips:

Control method FOC (Field Oriented Control)

Automatic shut-down After 30 minutes of inactivity

Brake quickly Automatic braking when the controller lever is released

Error message After the wheelchair car breaks down, the fault is displayed through the controller

Low battery intelligent brake Automatically decelerate when the battery is lower than 10%, and park when it is lower than 2%

### Using environment:

Operating temperature -25°C ~+50°C

Storage temperature -40°C ~+60°C

Degree of protection IPX4

### Adaptation parameters:

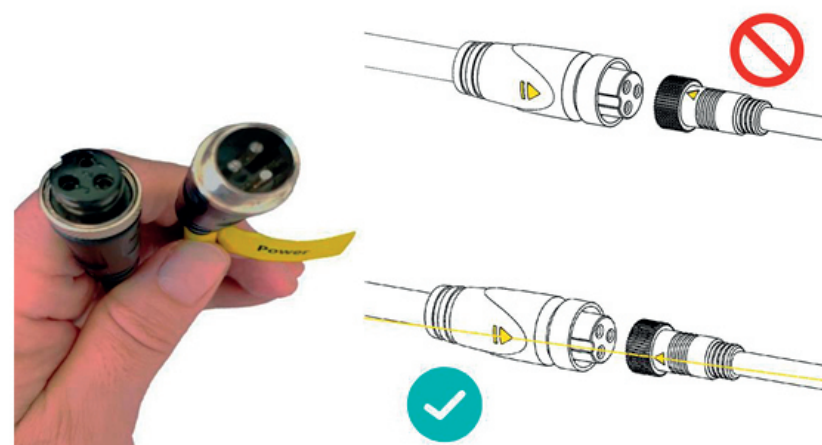
Applicable battery 24V DC lead-acid/ternary lithium battery/iron lithium

Applicable motor Brushless hub motor



## Charging the Battery

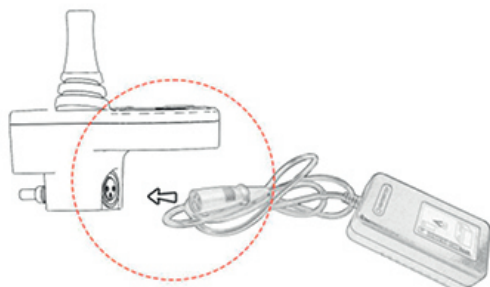
1. Make sure the battery is installed in the storage bag and the electrical connection is made between the battery and the connection cable of the joystick. Make sure all cables are connected tightly and properly. With arrows on the male and female connectors aligned. (Figure 27)



2. If the battery is installed incorrectly or if the connections are not correct it will affect the function of the multifunctional 3N1 Electric rollator and give an error alert.

3. Two different chargers with different charging methods. (Please confirm the model of the charger first)

4.The first charging method (front joystick controller charging) (Figure 28)

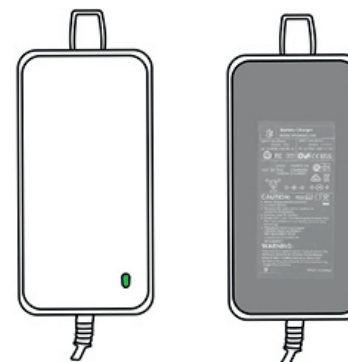


5.The second charging method (rear controller charging)(Figure 29)



Do not force male and female connections together. Bending prongs will cause the multifunctional 3N1 Electric rollator to malfunction or not work at all.

6. The multifunctional 3N1 Electric rollator uses 24V 10Ah Lithium Ion Battery.
7. The battery should allow you to drive for a distance of up to 10 miles under normal operating conditions.
8. Allow your wheelchair to charge for 4-6 hours or until the light on the charger turns green (Figure30)



9. Continue to charge the wheelchair 1 hour after the light turns green to fully charge the battery.
10. Once fully charged you can remove the charging cable.
11. If the wheelchair is unused for two months, you should charge the battery to keep it fully before use.

Keep the charger and joystick away from moisture and check the battery connections to ensure they are not corroded.

Do Not allow your battery to freeze. If frozen it will shorten the life of the battery and never charge a frozen battery.

Storage should be in a clean room with less than 80% humidity and temperatures between 40 degrees and 105 degrees.

The battery can be damaged if exposed to high or low temperatures.

Do Not allow the Charger to freeze or drop below 40 degrees. This will damage your charger and your battery.

#### Charger Light

**RED** ---- battery is full drained      **ORANGE** ---- battery is charging

**GREEN** ---- battery is fully charged

## More Battery Information

1. This battery fully complies with FAA standards for passenger airline travel
2. The battery will need to be removed from the multifunctional 3N1 Electric rollator and carried inside your carry-on luggage.
3. You are required to inform the airline in advance of your battery.
4. The chair is equipped with over current protection. This added safety system is included in the wheelchair and will shut off the electrical current from the batteries if triggered, thus shutting the motor down. This will ensure that the motor and battery do not experience damage.
5. The life cycle of a lithium battery is measured in charging cycles with an average of 400 charge cycles.
6. Check the battery indicator light before each use to ensure you have the power you need.
7. Do not use a battery charger that has not been certified by multifunctional 3N1 Electric rollator.
8. If the battery is damaged, do not handle the battery without protective gloves and eyewear.
9. If the battery needs to be disposed of, locate the nearest hazardous materials disposal facility, and call for instructions.

## Storing the Battery

If storing your wheelchair for an extended period, take these steps to maintain the battery:

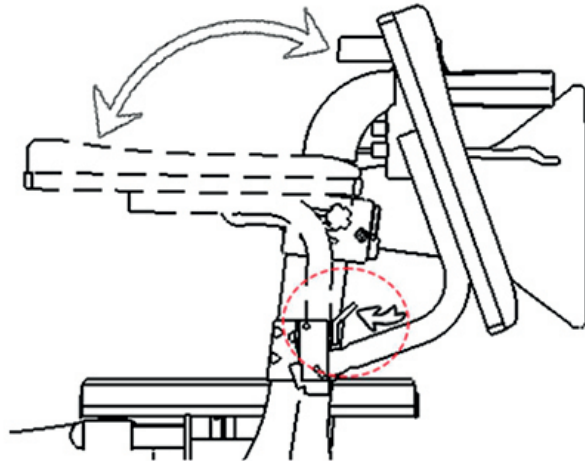
- ✓ Fully charge the battery before storing.
- ✓ Remove the battery from the wheelchair.
- ✓ Store the battery at room temperature in a dry environment.
- ✓ Avoid temperature extremes and do not allow the battery or charger to freeze.
- ✓ Do not attempt to charge your battery if it is frozen from extreme weather conditions, instead first allow it to thaw for several hours.





## Lifting The Armrest

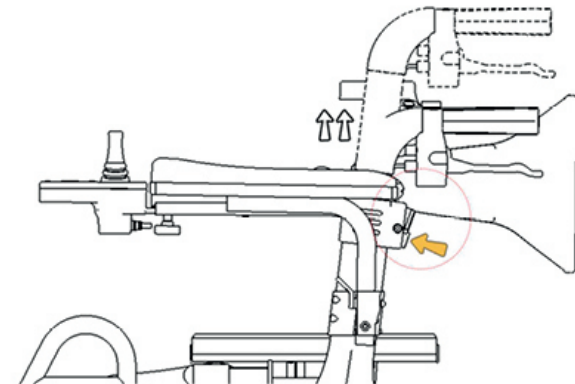
1. Notice the armrest release button on the outside of each armrest. (Figure 31)



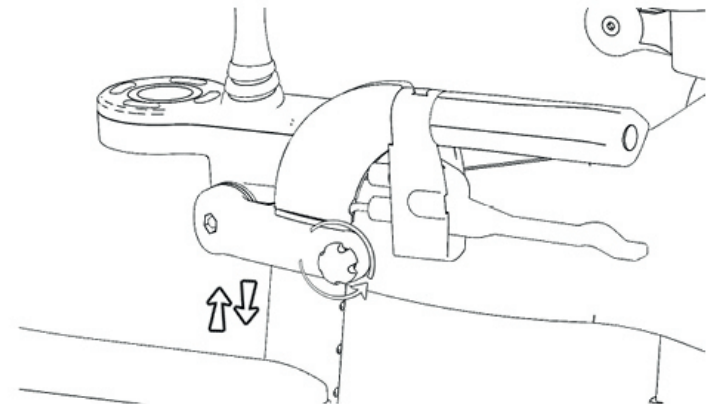
2. This lever is in the locked position when the armrests are down. You will not be able to lift the armrest when the armrest lever is in the locked position.
3. Press the armrest release lever and then lift the armrest vertically. (Figure 31)
4. The armrest will lift out of the way and allow you to get close to a table.

## Lifting The Handlebars & Back Rest

1. The handlebar grip release button is on the back of each armrest. Press the release button and you will be able to lift each handlebar grip independently. (Figure 32-33)



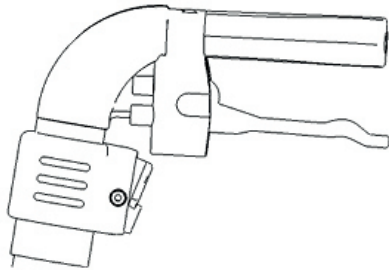
2. The handlebar/backrest can raise 5 notches. It adjusts up or down and locks in place
3. You can also adjust the backrest band up or down to your preference by using the adjustment knobs located on the side of the handlebar grip. Allowing you to slide the backrest band up or down. (Figure 34)



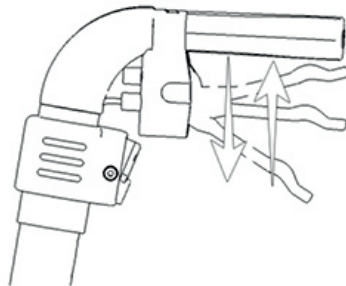


## Hand Brakes

1.The multifunctional 3N1 Electric rollator is equipped with hand brakes that can be used while using the multifunctional 3N1 Electric rollator as a walker or manual wheelchair. (Figure 35)



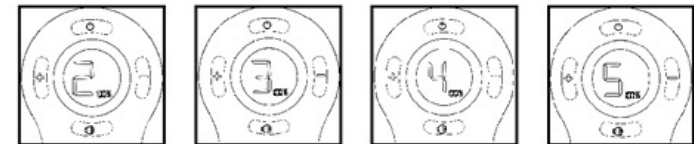
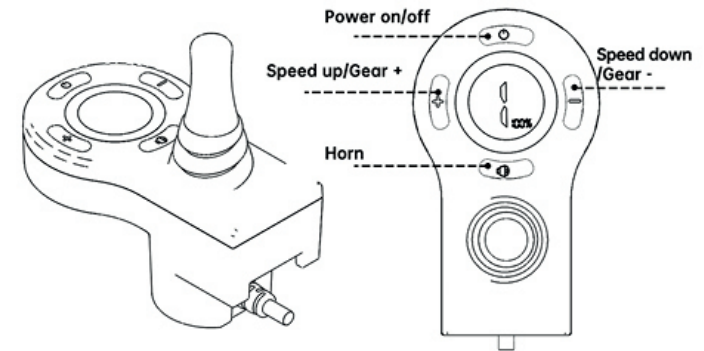
2.Handbrakes will be located just below the left and right handlebar grips and can be used while walking to help maintain balance.(Figure 36-37)



3. The brakes can also be locked in place by pressing down on the handbrake lever until it locks in place. This is recommended for transferring on and off of the multifunctional 3N1 Electric rollator. (Figure 36-37)It is strongly recommended to lock the handbrake when the electric rollator is moving up and down.

## Front Joystick Controller

The front joystick is designed to provide all the information you need to safely operate your 3N1 in electric wheelchair mode. (Figure 38)



The multifunctional 3N1 Electric rollator is designed to be steered with a 360 degree front joystick controller.

To come to a stop, simply release the joystick and the multifunctional 3N1 Electric rollator will stop under control.

Practice using the joystick to move forward and in reverse. Practice making left and right turns.

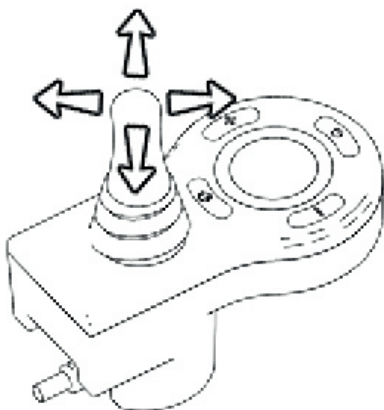


Always use slow smooth movements and avoid jerky movements with the joystick.

The front joystick controller has 5-speed settings and will travel at a speed of up to 3.75 mph.

The Liquid Crystal Display (LCD) will let you know what speed setting you are in and let you know how much battery life is remaining.

1. It takes about a day to get used to the joystick operations to become proficient. You will need to get a "feel" for the joystick's responsiveness and drive accordingly.
2. Practice operation in a safe and controlled environment to learn the operation of your 360-degree joystick along with the different speeds and the maneuverability of the multifunctional 3N1 Electric rollator. (Figure 39)



3. When turning, reduce your speed, which will help you avoid any potential tilting or tipping of the wheelchair, and adjust the speed depending on your needs.

#### Recommendations:

Operate the rollator slowly and at an even controlled speed.

Avoid sharp jerky movements of the Joystick. Make smooth movements for better responsiveness of the joystick.

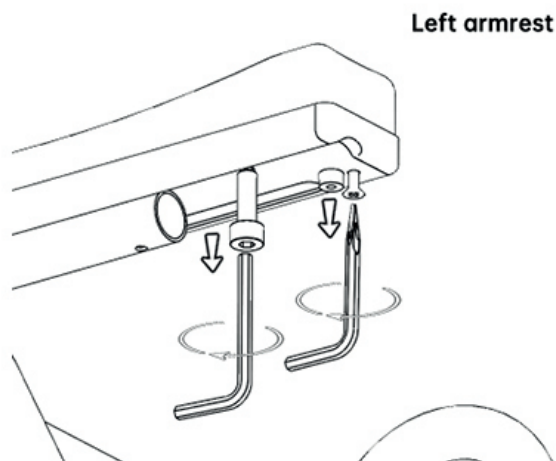
Avoid turning on slopes or driving parallel with slopes. The multifunctional 3N1 Electric rollator is designed for flat terrains. The wheels could spin if attempting to navigate on slopes.

## Front controller adjustable left and right armrest

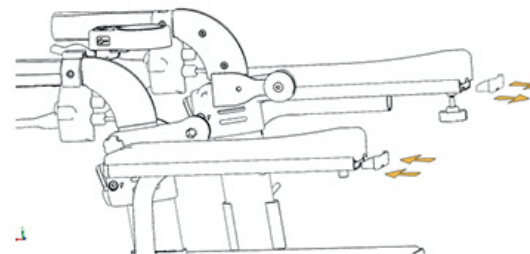
### installation

Adjust the controller to use on the left armrest or the right armrest according to your preference. If the right armrest uses the front controller, you do not need to operate the following tutorial, please refer to (Installing Front Joystick Controller). If using the front controller on the left armrest, please follow the steps below.

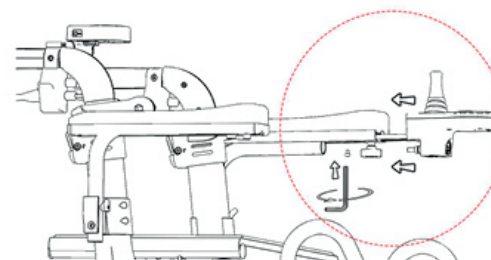
1.First find the screwdriver in the tool bag and lift the armrest. Unscrew the screws on the armrest. Using the second screwdriver, unscrew the second screw. (Figure 40)



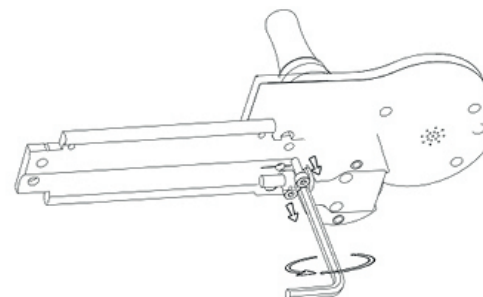
2.Remove the cover on the left armrest and install it on the right armrest. (Figure 41)



3.Install the unscrewed two screws to the right armrest. (Figure 42)

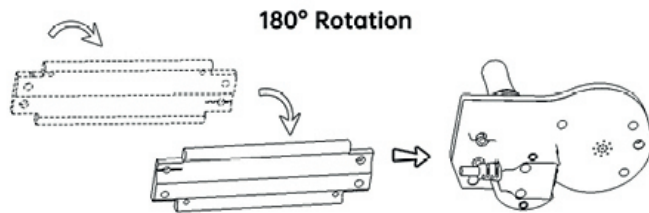


4.Use a screwdriver to remove the two screws on the bottom of the front controller. (Figure 43)

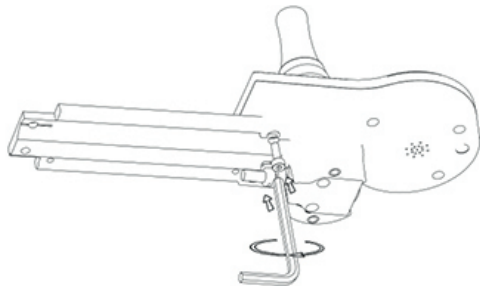


5.Remove the iron plate on the front controller and rotate the iron plate 180°.

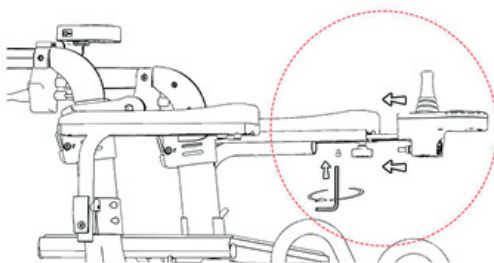
(Figure 44)



6.Reinstall the screws on the front controller. (Figure 45)



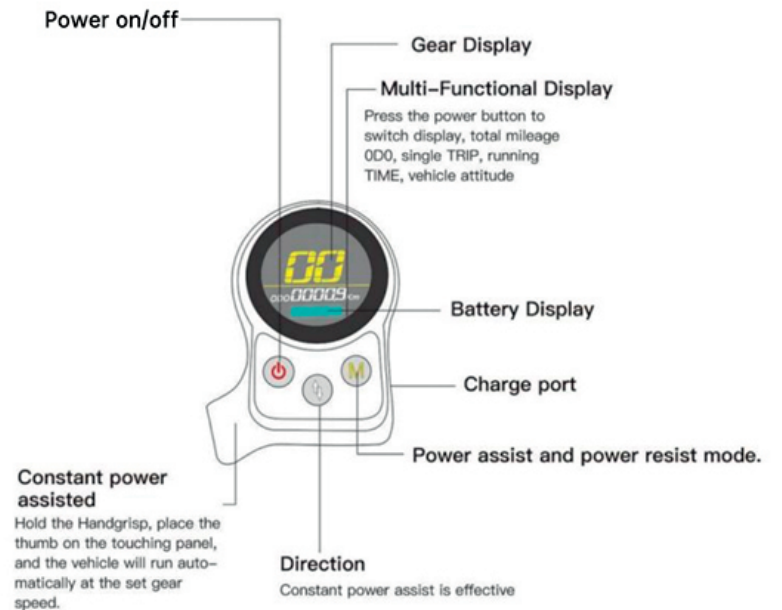
7.Install the front controller to the left armrest. (Figure 46)



8. Please refer to (Installing Front Joystick Controller).

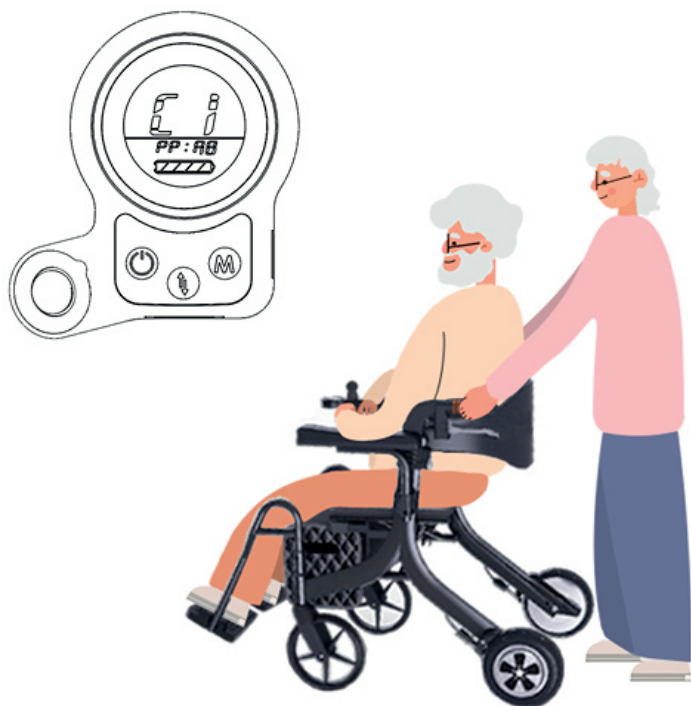
## Rear Controller

The rear controller is designed to provide additional information a caregiver would need to safely operate your multifunctional 3N1 Electric rollator from the walking position. (Figure 47)



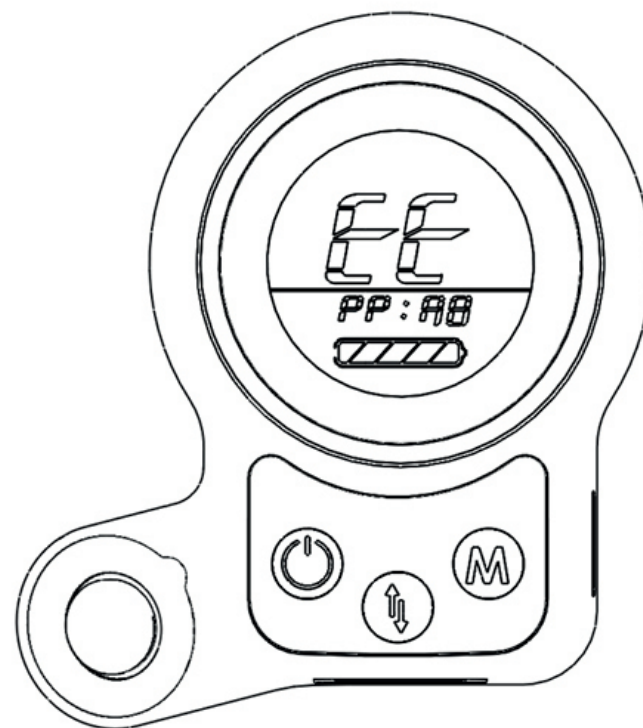
### Power-assistance mode

Gear: C1~C3, power assistance gradually increases, moving speed increases, maximum speed 5.2km /h. This feature is used when assistance is needed to carry objects or help transport individuals with a caregiver pushing from behind the multifunctional 3N1 Electric rollator. The multifunctional 3N1 Electric rollator provides automatic power assistance to ease the burden of pushing for caregivers. (Figure 48)



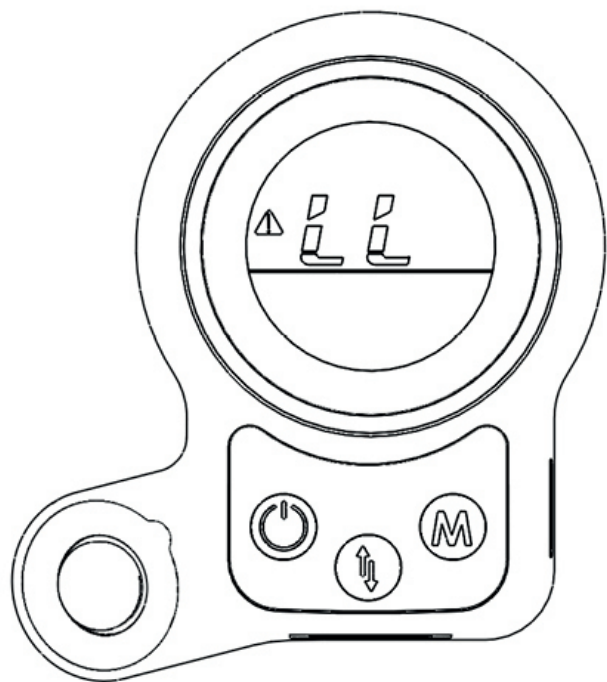
### Resistance mode

Gear: 01~03, the resistance gradually decreases, and the supporting force gradually weakened. Anti-fall: when pushing, If the speed of the rollator is too fast, the emergency auto brake, the liquid crystal display screen displays "EE", release the grip, the rear anti-fall is relieved, and "EE" disappears. (Figure 49)



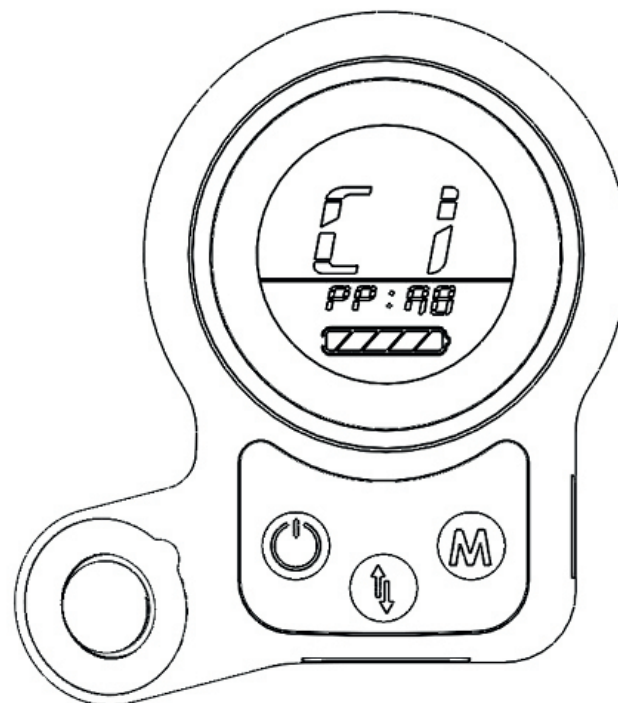
#### Automatic Lock Mode:

The system will automatically lock within 5 seconds of releasing the handgrip and cannot be moved. The LCD screen will display "LL". To release the locking feature, hold the handgrip and press any button on the rear display and the "LL" will disappear and the SINCEBORN 3N1 Electric Rollator is unlocked and ready for use. (Figure 50)



#### Power-assisted switch


thumb-touch the step aid button (Constant power assisted), the power generated by the motor will increase, the power-assisted effect is more obvious, and the speed of movement will be accelerated according to the different gear. (Figure 51)





## How To Calibrate

If an error code appears after powering on the 3N1 and the error code reads "E-024", the rollator needs to be recalibrated by doing the following:

- 1) Begin by placing the multifunctional 3N1 Electric rollator horizontally with the rear controller properly installed.
- 2) Hold the "Power" button  down on the rear controller for 10 seconds until the LCD display reads "F4" and a voice prop lets you know the chair is ready to be calibrated.
- 3) Release the power button and the attitude calibration will automatically begin.
- 4) Wait for the process to complete then return to the main menu, the calibration should be completed.

## Introduction and use of functions

### 1. Drive mode

- (1) Driving speed 6km/h
- (2) There are 5 speed-driving modes
- (3) The driving range is about 20-25km

With the function of power assist mode and driving mode, we break through the range limitation of traditional rollators.

### 2. Cross obstacle

Select C1-C3 gear, hold the handgrip to stop the multifunctional 3N1 Electric rollator, thumb-touch the step aid button (Constant power assisted), and the front part raised, it will stop at a certain Angle to ensure the safety of the user.

### 3. Power-assistance mode and resistance mode

Power-assistance mode: C1-C3 are used for carrying people or objects.

Resistance mode: 01-03 for rehabilitation training on walking. If the speed is too fast during use, emergency automatic braking will occur.

### 4. Anti-slip and anti-fall

when pushing, If the speed of the rollator is too fast, the emergency auto brake, the liquid crystal display screen displays "EE", release the grip, the rear anti-fall is relieved, and "EE" disappears.



## Front Controller Set Mode Operation

Press and hold the combination button to enter the corresponding setting mode. After entering the setting mode, if there is no operation within ten seconds, it will automatically exit the setting mode;

### Setting access

User setting mode: Press "Gear +" and "Power" at the same time, and the setting content refers to A. User setting interface.

### Setting item confirmation

After entering the setting mode, find the corresponding setting item by short pressing the button "Gear+" or "Gear-";

After finding the corresponding setting, press the "horn" button shortly. At this time, the setting content starts to flash.

When the setting content starts to flash, short press the button "Gear+" or "Gear-" to change the setting parameters;

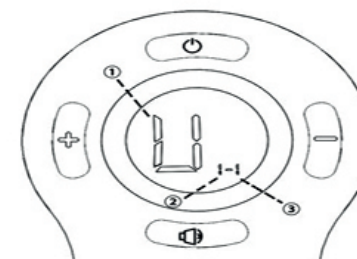
After the setting parameters are adjusted, short press the "horn" button to confirm and exit the setting, and the setting content will no longer flash.

Long press the button "Power" to exit the setting mode. After exiting the setting mode, restart the controller, and the settings will take effect and remain.

## Setup mode display

(1) Displaying 'U' means User, indicating that it is currently in user setting mode.

(2)The numbers on the left side of the horizontal bar represent the setting items, and the numbers on the right side represent the setting contents. The specific content is as follows:



- ① :User setting mode
- ② :Setting item
- ③ :Set content

Speed Sensitivity Settings	1-1		1-2		1-3	
	Low Speed Sensitivity		Medium Speed Sensitivity		High Speed Sensitivity	
Steering Sensitivity Settings	2-1		2-2		2-3	
	Low Steering Sensitivity		Medium Steering Sensitivity		High Steering Sensitivity	
Left wheel deviation compensation setting	3-0	3-1	3-2	3-3	3-4	3-5
	No left wheel deviation compensation	Level 1 left wheel deflection compensation	Level 2 left wheel deflection compensation	Level 3 left wheel deflection compensation	Level 4 left wheel deflection compensation	Level 5 left wheel deflection compensation
Right wheel deviation compensation setting	4-0	4-1	4-2	4-3	4-4	4-5
	No right wheel deviation compensation	Level 1 right wheel deflection compensation	Level 2 right wheel deflection compensation	Level 3 right wheel deflection compensation	Level 4 right wheel deflection compensation	Level 5 right wheel deflection compensation
Reversing beep setting			5-0		5-1	
			Reversing beep sound off		Reversing beep sound on	

## Product Specifications

PRODUCT SPECIFICATIONS	
Model	DBC-01
Color Options	Black
Battery Capacity	24V/10AhV
Batteries Per Unit	1 Battery
Battery Type	Lithium Battery
Charger	Class 2 AC110-240V 50-60Hz 24V/2A
Motor Type	Magnetic Brushless DC Motor
Motor Power Rating	250 Watts x 2(500 Watts Total)
Range	12.43 miles
Speed Settings	5 Speeds
Incline Grade Capacity	15 degrees
Brakes	Intelligent Electromagnetic
charge Time	4-6 hours
Frame Construction	Aluminum Alloy
Dual Controllers	(2) LCD Multifunctional
Tire Material	Solid Polyurethane & Rubber
Maximum Speed	2.5 MPH

PRODUCT MEASUREMENTS	
Unfolded Dimensions	39"L x 30.5~34.5"H x 23.5" W
Folded Dimensions	28"L x 30.5~34.5"H x 11"W
Seat Size	18" W x 12"D
Weight Capacity	254 LBS
Chair Weight w/o Battery	38 LBS
Chair Weight w/Battery	41 LBS
Front Tire Size	8"
Rear Tire Size	8"
Gross Shipping Weight	51 lbs
Carton Dimensions	32"x 13" x 28"

## DIMENSION



## Product Maintenance

The electric wheelchairs produced by our company are active, non-sterile, reusable products and do not contain chemicals. Rollator in the use of safety, validity period of use not only depends on the product's structural strength, but also depends on the use of the user and the use of the product environment, user habits, whether by the cycle maintenance, maintenance, and other factors are closely related.

The replacement method for the wearing parts is as follows(if it is difficult to replace the parts, please contact the manufacturer in time for a replacement):

**Replace the front wheel:** remove the front wheel; unscrew the front wheel using a socket wrench and replace it with a new front wheel or contact the manufacturer.

**Cushion and backrest cushion:** unscrew the cushions with a wrench, remove them to cover new items, and tighten the screw with the wrench.

**Handrail replacement method:** Use the wrench to unscrew the screw, remove the handrail, buckle the new handrail, and use the wrench to lock the screw.

**Battery:** Mainly check the remaining battery power. If the battery life has expired and you need to replace the battery, contact the manufacturer to purchase a battery with the same specifications. **electric wire:** Electrical parts and wiring, check for damage or breakage, and if so, contact the manufacturer or find a specialist Do not attempt to repair by yourself.

**frame:** Please use a soft cloth to scrub the surface coating of the frame, often keeping it clean; Do not use lubricants to maintain wheelchairs. If the frame is cracked, please contact the manufacturer.

**Maintenance of controller:** Clean the controller and joystick with a cloth stained with a neutral dilution cleaner. The joystick should be cleaned carefully and never with abrasive materials or alcohol-based cleaners. When transporting wheelchairs, please protect the controller from damage. Before checking, ensure that the controller is powered off. Check the rocker for deformation or damage. Try to operate the rocker, and after releasing the rocker, verify that the rocker can return to the center point. If you find any problems during the process, please contact your dealer.

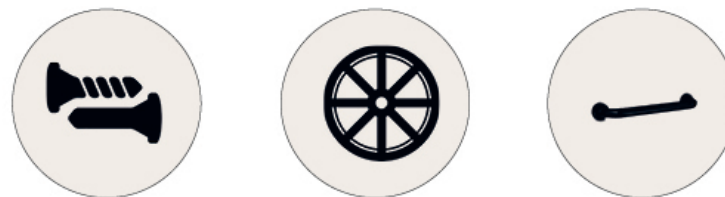
**Motor:** Check for oil leakage or increased noise. If so, contact the supplier or manufacturer.

**Connector reliability maintenance:** Always check whether the screws and nuts on the frame are tightened. If there is any problem, please deal with it in time to ensure driving safety.

**cushions:** Wash cushions and backsides with warm water and diluted soapy water, and avoid storing them in damp areas.

**electromagnetic braking:** Running brake. To check this, run the wheelchair at maximum speed forward in a straight line on a flat asphalt surface, then release the joystick of the controller, Make it automatically return to its original position, and Measure the distance from releasing the joystick to stopping. If the distance is larger than the original, the braking effect has decreased, and if the distance exceeds 1.5m, contact the dealer or manufacturer for repair.

- ✓ It is important to perform regular maintenance of your wheelchair for longevity and warranty eligibility. Even a little cleaning now and again will go a long way to keep your device looking and functioning like new. Certified repair shops with trained professionals who specialize in electric wheelchairs and scooters will be qualified to perform the service and maintenance on your Wheelchair should a technician be required.
- ✓ We recommend you inspect your Wheelchair two or three times per year
- ✓ **Frame:** Tighten loose screws, as necessary.
- ✓ **Wheels:** Make sure they rotate easily. Significant resistance may require new bearings.
- ✓ **Armrest:** Look for excessive wear or if they are loose.



- ✓ Replacement parts and major maintenance issues should be done by a professional.



## Error Codes

Please read the operation guide and precautions carefully. Each multifunctional 3N1 Electric rollator passes strict product testing and quality assurance protocols before shipping. If the LCD screen error code illuminates due to a malfunction, please refer to the error code table below. Make the recommended changes. Contact dealer if you have questions. When the symbol is flashing, enter the error code interface and the corresponding number in the interface represents the corresponding fault. (see below table)

Error Code	Failure Cause	Solution
E0001	Front Controller Joystick Malfunction	When starting the wheelchair, please release the joystick. If the failure is still displayed, please contact SINCEBORN maintenance personnel to replace the front controller.
E0002	Left Motor Malfunction	Check if the left motor outlet is damaged. If damaged, replace the motor. Check if the connection port of the left motor is securely inserted and the connection is tight and secure. If neither of the above is the issue, the motor will need to be replaced.
E0003	Left and Right Motor Malfunction	Check if the left and right motor outlet is damaged. If damaged, replace the motor. Check if the connection port of the left and right motor is securely inserted and the connection is tight and secure. If neither of the above is the issue, the motor will need to be replaced.
E0004	Right Motor Malfunction	Check if the right motor outlet is damaged. If damaged, replace the motor. Check if the connection port of the right motor is securely inserted and the connection is tight and secure. If neither of the above is the issue, the motor will need to be replaced.
E0008	Left Motor Current detection error	Contact to replace the driver
E0010	Right Motor Current detection error	Contact to replace the driver
E0020	Battery power detection is incorrect	Contact to replace the driver
E0040	15V Malfunction	Contact to replace the driver
E0800	Fruit control commutation Failure	Contact to replace the front controller
E-013	Left Motor Malfunction	Contact to replace the left meter
E-014	Right Motor Malfunction	Contact to replace the right meter
E-015	Left and Right Meter Malfunction	Contact to replace the left and right motor
E-016	Left Motor MOS Malfunction	Contact to replace the driver
E-017	Right Motor MOS Malfunction	Contact to replace the driver
E-018	Left and Right Motor MOS Malfunction	Contact to replace the driver
E-021	Rear control commutation Failure	Contact to replace the rear controller
EE	Tumble Alarm	Return to normal after the shute alarm
E-023	Attitude sensor abnormal	Contact to replace the intelligent rear controller
E-024	Vehicle attitude calibration	Please read the USER MANUAL (How To Calibrate)
E-025	The grip detection sensor abnormal	Contact to replace the intelligent rear controller
E-026	The grip detection sensor uncalibrated	Contact to replace the intelligent rear controller
E027	The touch panel is abnormal	Contact to replace the intelligent rear controller

## Electromagnetic Interference

- ✓ Electric vehicles such as the multifunctional 3N1 Electric rollator Mobility Aid may be susceptible to electromagnetic interference from sources such as radio stations, television stations, amateur (two-way) radio transmitters, two-way radios and cellular.
- ✓ Interference (from radio wave sources) can cause the wheelchair to release the brakes and move in an unexpected direction.
- ✓ If your wheelchair moves suddenly due to electromagnetic interference, please switch off the power to the electric wheelchair until it is safe to resume use.
- ✓ It is recommended that you switch off your mobile device while driving your wheelchair to limit changes in electromagnetic interference.



## Contact

- ✓ The purchaser of this product is entitled to a limited warranty as offered by multifunctional 3N1 Electric rollator, and its affiliates on the following components and time frames:
- ✓ Chair frame: 2 years, Motors: 1 year, Controller and CPU system: 1 year, Battery: 1 year.
- ✓ Wearable parts not included: Includes tires, seat and backrest, armrests, and support straps are not included in the warranty.

✓ This warranty is valid for the replacement of dysfunctional parts only. Any parts under warranty will be replaced and shipped to your door. If applicable, any service and labor fees to replace parts under warranty must be paid by the user.

✓ Due to its straightforward design, most parts can be easily exchanged by the end user without a professional service tech required. However, it is always recommended that you seek professional help for maintenance and service to ensure the work is done properly.

✓ Please note modifying the wheelchair will void all warranties

#### **The warranty does not cover:**

- ✓ Products damaged by user negligence or abuse.
- ✓ Products damaged accidentally or intentionally.
- ✓ Products that have been improperly stored or mishandled.
- ✓ Products that have been improperly operated or have experienced general misuse.
- ✓ Products that have been modified in an unauthorized, unapproved way.
- ✓ Warranty is non-transferable and only valid for the original wheelchair purchaser.

## CONTACT

multifunctional 3N1 Electric rollator is always keen to further improve its products, so, therefore, we are interested in your opinion This could be about the use of the product, the manuals or any other aspects.



## Warranty card

Relevant information (filled in by the user)			
User name		Phone number	
Product model		Batch number	
Date of manufacture		Date of purchase	
Name of store		Invoice number	
Mailing address			
Zip code			
Maintenance Record (to be completed by the maintenance unit)			
Fault Description			
Processing Details			
Name of maintenance Unit		phone number of maintenance unit	
Signature of repairman		Date of repair	

Please fill out this warranty card immediately when purchasing our products

- Please keep the warranty card properly. Consumers do not have to send it back to us
- Please bring the original warranty card and valid invoice when repairing