



W100 iWalker

User Manual

Version 6.0
December 15 2023

CTI One Corporation

3679 Enochs St

Santa Clara, CA, 95051

www.ctione.com

COPYRIGHT © 2023 CTI One Corporation. All right reserved.





ABOUT THIS MANUAL

This manual is for W100 iWalker product. The manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to the firmware updates or other reasons.

Disclaimer of Warranties

EXCEPT AS SET FORTH IN THE WARRANTY AGREED UPON OR EXPRESS WARRANTY CONTAINED IN THE WARRANTY PAGE ENCLOSED WITH THE PRODUCT, THE PURCHASER TAKES THE PRODUCT "AS IS", AND CTI ONE CORPORATION MAKES NO EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO THE MERCHANTABILITY OF THE PRODUCT OR ITS FITNESS FOR ANY PARTICULAR PURPOSE OR USE.

REGARDING THE PRODUCT WITH INTERNET ACCESS, THE USE OF THE PRODUCT SHALL BE WHOLLY AT YOUR OWN RISK. CTI ONE CORPORATION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS.

Regulatory Information

FCC Information

Please take notice that any changes or modifications not expressly approved by CTI One Corporation could void your authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions:



- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

SAFETY INSTRUCTION

These instructions are meant to ensure that the user can use the product correctly to avoid danger or property loss.

The precaution measure is divided into “Warnings” and “Cautions”

Warnings: Serious injury or death may occur if any of the warnings are neglected.

Cautions: Injury or equipment damage may occur if any of the cautions are neglected.



Warnings: Follow these safeguards to prevent serious injury or death.

Cautions: Follow these precautions to prevent potential injury or material damage.



Warnings

- In the use of W100 iWalker, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specification for detailed information.
- Do not connect several devices to one adapter as adapter overload may cause overheating or fire hazard.
- Please make sure that the plug is firmly connected to the power socket. When the product is mounted on wall or ceiling, the device shall be firmly fixed.
- If smoke, odor, or noise rise from the device, turn off the power at once and unplug the power cable, then please contact the service center.
- Proper configuration of all password and other security settings is the responsibility of the installer and/or end-user.



Cautions

- Make sure the power supply voltage is correct before using the W100 iWalker.
- Do not drop the W100 iWalker or subject it to physical shock.
- Do not place the W100 iWalker in extremely hot, cold (The operating temperature shall be 10°C to 60°C), dusty or damp condition.
- To avoid heat accumulation, good ventilation is required for operating environment.
- Keep the W100 iWalker away from liquid while in use.
- While in delivery, the W100 iWalker shall be packed in its original packing or similar.
- Regular part replacement: a few parts of the equipment shall be replaced regularly according to their average enduring time. Therefore, regular checking is recommended for all users. Please contact with CTI One Corporation for further details.



- If the product does not work properly, please contact the CTI One Corporation for support. Never attempt to disassemble the W100 iWalker yourself.





User Manual for W-100
CTI One Corporation

2022-01-12	Create this document	YY
2023-02-12	Revision 1	HL/YY
	Internal Use Only Not Release For The General Public	
2023-12-15	Add Smartphone App	YY/XW



TABLE OF CONTENTS

ABOUT THIS MANUAL.....	3
SAFETY INSTRUCTION.....	4
TABLE OF CONTENTS.....	9
.....	10
1. PREFACE AND INTRODUCTION.....	11
2. SAFETY NOTICE.....	12
2.1 BEFORE DRIVING.....	12
2.2 WHILE DRIVING.....	13
2.3 PARTS DESCRIPTION.....	14
3. ELECTROMAGNETIC INTERFERENCE.....	14
3.1 ELECTROMAGNETIC INTERFERENCE (EMI) FROM RADIO WAVE SOURCES.....	15
3.2 ELECTROMAGNETIC INTERFERENCE.....	16
3.2 WARNINGS.....	16
3.3 IMPORTANT INFORMATION.....	17
4. OPERATION.....	18
4.1 Setup WiFi.....	19
4.2 Call W100 iWalker.....	22
4.3 Back W100 iWalker.....	23
4. ANDROID APP OPERATION.....	24
4.1 Setup WiFi.....	24
4.2 Upload a Facial Photo For Self-Driving.....	27
4.3 Call W100 iWalker.....	28
4.4 Move W100 iWalker.....	29
5. BATTERY CHARGING AND CARE.....	30
5.1 Charge the Battery.....	30
5.2 Cleaning the battery.....	31
5.3 Battery Replacement.....	32
6. INSPECTION AND MAINTENANCE.....	32
6.1 INSPECTION.....	32
7. TROUBLESHOOTING AND SPECIFICATION.....	38
8. WARRANTY.....	41







1. PREFACE AND INTRODUCTION

Please carefully read this owner's manual before using the W100 iWalker. Improper use of the W100 iWalker could result in, injury.

This owner's manual includes operating instructions for every aspect of the W100 iWalker, including assembly instructions and how to deal with possible accidents.

The symbols used in this manual are explained below:

Read carefully the notes marked with these symbols:

Warning 	Improper usage could result in serious injury or death.
Attention 	Improper usage could lead to injury and/or damage to your W100 iWalker.
Suggestion	Follow these instructions to keep your W100 iWalker in a good operating order.

1. This manual includes a copy of repair and maintenance record chart and warranty information. Please keep it in a safe place.
2. If someone else uses W100 iWalker, please make sure that you provide them with the instruction manual for his or her consideration.
3. We reserve the right to make design modifications. As designs change some illustrations and pictures in the manual may not correspond to W100 iWalker that you have purchased.

Caution: Federal law restricts this device to sale by or on the order of a practitioner licensed by the law of the State in which he/she practices.



2. SAFETY NOTICE

2.1 BEFORE DRIVING

The user should become familiar with the usage and operation of W100 iWalker before driving.

Therefore, please always keep the following safety notices in mind.

2.1.1. For your safety, please follow these guidelines.

- a. Do not drive W100 iWalker after consuming alcohol or when tired.
- b. Be sure someone accompanies you for safety when operating your W100 iWalker for the first time.
- c. W100 iWalker is only to be used by one person at a time. Do not carry passengers on your W100 iWalker. (including children)
- d. Do not use W100 iWalker to carry or haul goods. The maximum weight with occupant is 250 lbs.

2.1.2. Check package content if it is the first use

No.	Item
1.	W100 iWalker
2.	Front Wheels×2
3.	Rear Wheels×2
4.	Battery pack×1 (Inside W100 iWalker)
5.	Battery Charger×1
6.	Remote controller×1



7.	Camera×1
8.	Monitor×1 (Optional)

2.1.3. Check the parts of W100 iWalker and charge the battery

Check the parts of W100 iWalker and charge the lithium battery to 100% fully before you use. Please refer to section “5. BATTERY CHARGING AND CARE” and “6.1 INSPECTION”

2.1.4. Daily Reuse

Please refer to section “5. BATTERY CHARGING AND CARE” and “6.1 INSPECTION”

2.2 WHILE DRIVING

Carry out daily inspections. Refer to the section "6.1 INSPECTION"

2.2.1. Pay attention that your clothes do not tangle in the wheels.

2.2.2. Do not use your W100 iWalker under any of the conditions.

- a. On roads with heavy traffic or roads that are operate, snow-covered, or icy.
- b. Do not drive at night. Do not drive in rain or snow.
- c. Do not drive your W100 iWalker in an “S” pattern or make erratic turns.
- d. Do not take W100 iWalker onto escalators.
- e. Do not use the motor drive functions manually and automatically when a human is on W100 iWalker.
- f. UNDER NO CIRCUMSTANCES SHOULD W100 iWalker BE USED AS A SEAT IN ANOTHER VEHICLE (CARS, BUSES, TRAINS, ETC).

2.2.3. Ramps, inclines and drops

- a. Do not drive onto ramps that are steeper than the specified gradient.
- b. Do not drive on roads with large drops or potholes.



- c. Do not make sudden turns when driving on gravel roads or ramps

2.3 PARTS DESCRIPTION

Figure 2.3. Parts Description

3. ELECTROMAGNETIC INTERFERENCE

This section provides the user with basic information that describes the problems with electromagnetic interference (EMI), known sources of EMI, protective measure to either lessen the possibility or exposure or to minimize the degree of exposure, and suggested action should unexpected or erratic movement occur.



3.1 ELECTROMAGNETIC INTERFERENCE (EMI) FROM RADIO WAVE SOURCES

W100 iWalker may be susceptible to electromagnetic interference (EMI), which is interfering electromagnetic energy (EM) emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones. The interference (from radio wave sources) can cause W100 iWalker to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the powered wheelchair's control system. The intensity of the interfering EM energy can be measured in volts per meter (V/m). Each W100 iWalker can resist EMI up to certain intensity; this is called its "immunity level". The higher the immunity level, the greater the protection. At this time, current technology is capable of achieving at least a 20 V/m immunity level, which would provide useful protection from the more common sources of radiated EMI. W100 iWalker has as shipped as with no further modification an immunity level of 20 V/m without any accessories.

There are a number of sources of relatively intense electromagnetic fields in the everyday environment. Some of these sources are obvious and easy to avoid. Others are not apparent and exposure is unavoidable. However, we believe that by following the warning listed below, your risk to EMI will be minimized.

The sources of radiated EMI can be broadly classified into three types:

1. Hand-held portable transceivers (transmitter-receivers with the antenna mounted directly on the Transmitting unit. Examples include: citizens band (CB) radios, "walkie talkie", security, fire, and police transceivers, cellular telephones and other personal communication devices.

ATTENTION: Some cellular telephones and similar transmit signal while they are ON, even when not being used.

2. Medium-range mobile transceivers, such as those used in police cars, fire trucks, ambulances and taxis.



3. Long-range transmitters and transceivers, such as commercial broadcast transmitters (radio and TV broadcast antenna towers) and amateur (HAM) radios.

ATTENTION: Other types of hand-held devices, such as laptop computers, AM/FM radios, TV sets, CD players, cassette and small appliances such as electric shavers and hair dryers are not , likely to cause EMI problems to your W100 iWalker.

3.2 ELECTROMAGNETIC INTERFERENCE

Because EM energy rapidly becomes more intense as one moves closer to the transmitting antenna (source), the EM fields from hand-held radio wave sources (transceivers) are of special concern. It is possible to unintentionally bring high levels of EM energy very closer to the powered s control system of W100 iWalker while using these devices. This can affect W100 iWalker movement and braking. Therefore, the warnings listed below are recommended to prevent possible interference with the control system of the W100 iWalker.

3.2 WARNINGS

Electromagnetic interference (EMI) from sources such as radio and TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones can affect W100 iWalker. Following the warnings listed below should reduce the chance of unintended brake release or W100 iWalker movement which could result in serious injury.

1. Do not operate hand-held transceivers-receivers, such as citizens band (CB) radios, or turn ON personal communication devices such as cellular phones, while the powered chair is turned ON.
2. Be aware of nearby transmitters such as radio or TV stations, and try to avoid coming close to them.
3. If unintended movement or brake release occurs, turn W100 iWalker OFF as soon as it



is safe.

4. Be aware that adding accessories or components, or modifying W100 iWalker, may make it more susceptible to EMI (Note: There is no easy way to evaluate their effect on the overall immunity of W100 iWalker).

5. Report all incidents of unintended movement or brake release to the CTI One, and note whether there is a source of EMI nearby.

3.3 IMPORTANT INFORMATION

1. 20 Volts per meter (V/m) is a generally achievable and useful immunity level against EMI (the higher the level, the greater the protection);

2. This product has an immunity level of **20 V/m** without any accessories and connected to it.



4. OPERATION

Figure 4.1. Controller Functions

1. 2.2.1. Two Driving Modes, HL
2. Toggle between two different driving modes
3. Human controlled driving
4. Autonomous driving
5. 2.2.2. Driving without autonomous control HL
6. 2.2.3. Driving with autonomous control



4.1 SETUP WIFI

A smartphone, iPhone or Android, is required to to setup WiFi on W100 iWalker.

Prepare WiFi network name and password.

1. Turn on Bluetooth on your smartphone.
2. Start W100 iWalker app on your smartphone.
3. Choose “Setting” on the menu.

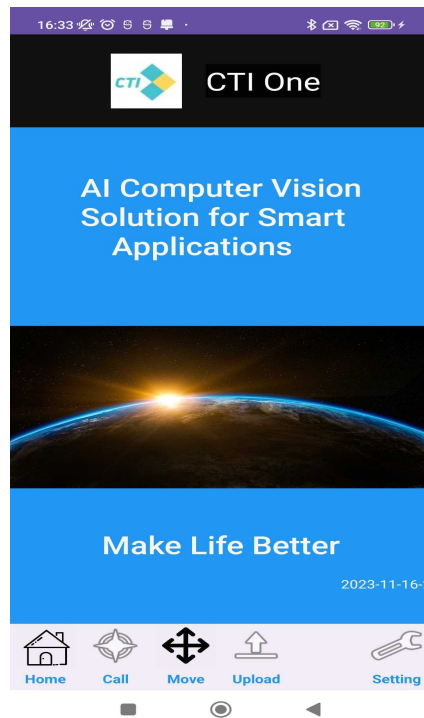


Figure 4.1.1.Android App menu

4. Tap “DISCOVER W100” on the Discover W100 page. W100 will be found and shown in the list:



Figure 4.1.2. Discover W100

5. Tap “iWalker” in the list. WiFi network list will be shown

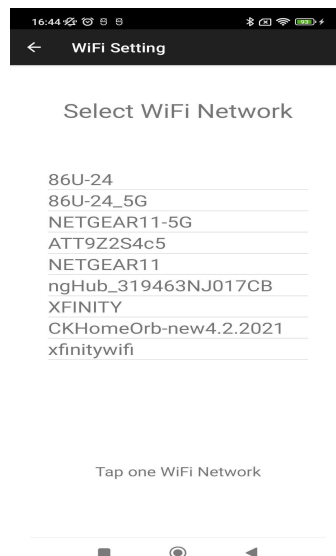


Figure 4.1.3. WiFi Network List

6. Tap one of WiFi networks in the list.

7. Input the WiFi network password, then tap the “CONNECT” button.

The message “IP Address saved xxx.xxx.xxx.xxx” will be shown.

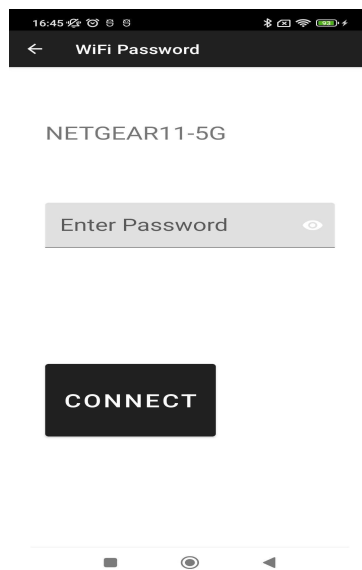


Figure 4.1.4. WiFi Password

Note: After setting WiFi, Bluetooth is not required.



4.2 CALL W100 IWALKER

1. Start W100 iWalker app on your smartphone.

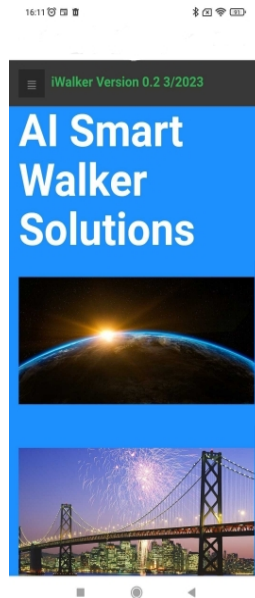


Figure 4.2.1. Call iWalker

2. Choose “Call iWalker” on menu.
3. Tap a “Call iWalker” button on Call iWalker page.

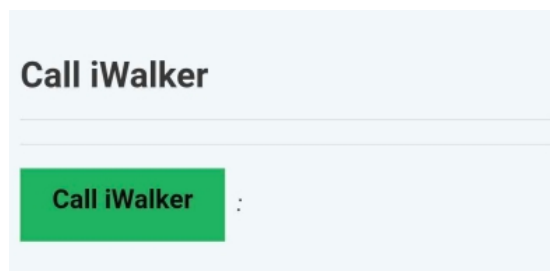


Figure 4.2.2. Call iWalker



Note: Call iWalker function works with Facial Recognition AI feature.

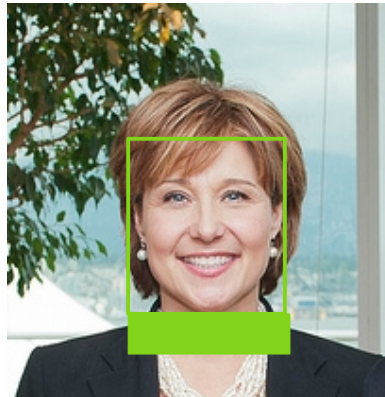


Figure 4.2.3. Facial Recognition AI Feature

4.3 BACK W100 IWALKER

1. Start W100 iWalker app on your smartphone.
2. Choose “Back iWalker” on menu.
3. Select a “Back to location” button on Back iWalker page.

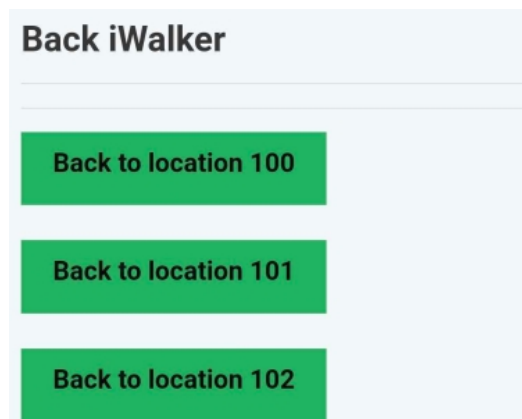


Figure 4.3.1. Back to the location



4. ANDROID APP OPERATION

4.1 SETUP WIFI

An Android smartphone is required to to setup WiFi on W100 iWalker.

Prepare WiFi network name and password.

1. Turn on Bluetooth on your smartphone.
2. Start W100 iWalker app on your smartphone.
3. Choose “Setting” on the menu.

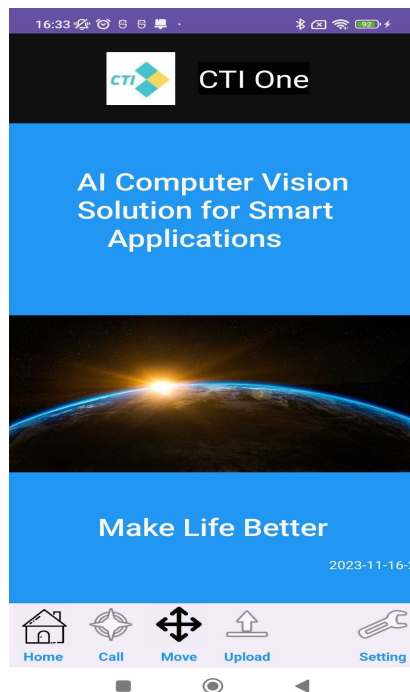


Figure 4.1.1. Android App menu

4. Tap “DISCOVER W100” on the Discover W100 page. W100 will be found and shown in the list:



Figure 4.1.2. Discover W100

5. Tap “iWalker” in the list. WiFi network list will be shown

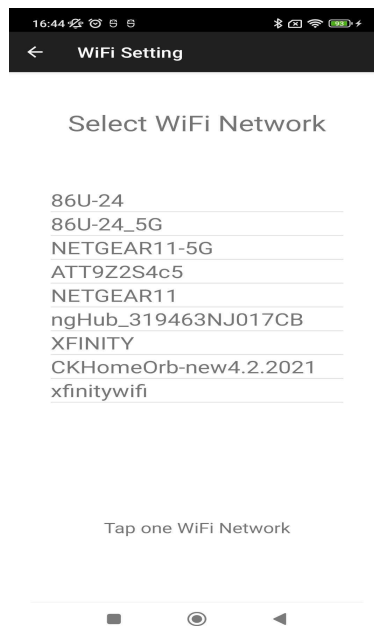


Figure 4.1.3. WiFi Network List

6. Tap one of WiFi networks in the list.

7. Input the WiFi network password, then tap the “CONNECT” button.

The message “IP Address saved xxx.xxx.xxx.xxx” will be shown.

8. Tap “←” at the top of the password page, then Tap “←” at the top of the Discover W100 page to go back to the home page

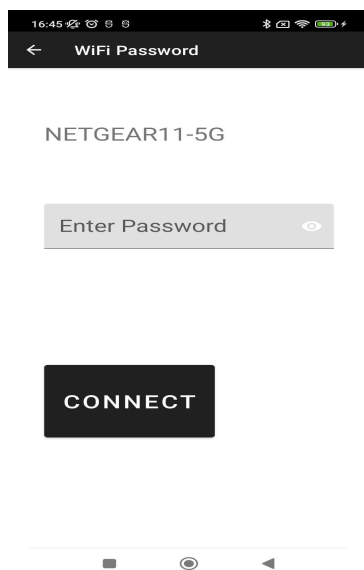


Figure 4.1.4. WiFi Password

Note: After setting WiFi, Bluetooth is not required

4.2 UPLOAD A FACIAL PHOTO FOR SELF-DRIVING

1. Tap “Upload” on the menu
2. Tap “OPEN GALLERY” button
3. Select a photo, will be back to the “Upload Face Photo” page
4. Tap “UPLOAD” button

The result will be shown at the bottom of the page

5. Tap “←” at the top of the “Upload Face Photo” page to go back to the home page

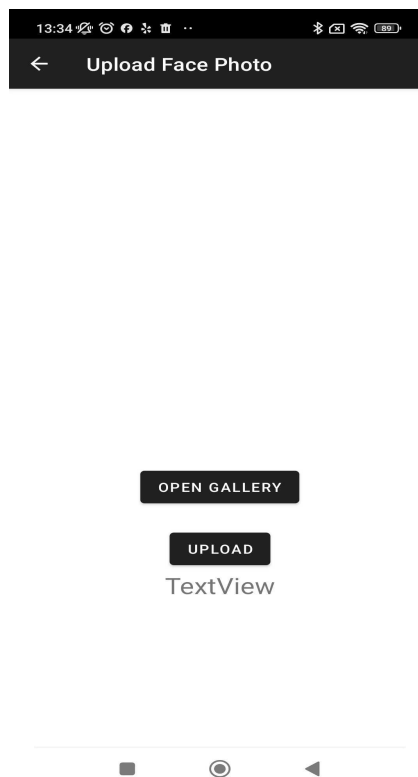


Figure 4.2.1.Upload Face Photo





4.3 CALL W100 IWALKER

1. Tap “Call” on the menu
2. Tap “CALL IWALKER” button
3. Tap “STOP” button, W100 will stop
4. Tap “←” at the top of the “Call iWalker” page to go back to the home page



Figure 4.3.1.Call W100

4.4 MOVE W100 IWALKER

1. Tap “Move” on the menu
2. Tap  Up Arrow button, W100 will move forward
 Tap  Down Arrow button, W100 will move backward
 Tap  Left Arrow button, W100 will move to the left
 Tap  Right Arrow button, W100 will move to the right
3. Tap “STOP” button, W100 will stop
4. Tap “←” at the top of the “Move iWalker” page to go back to the home page

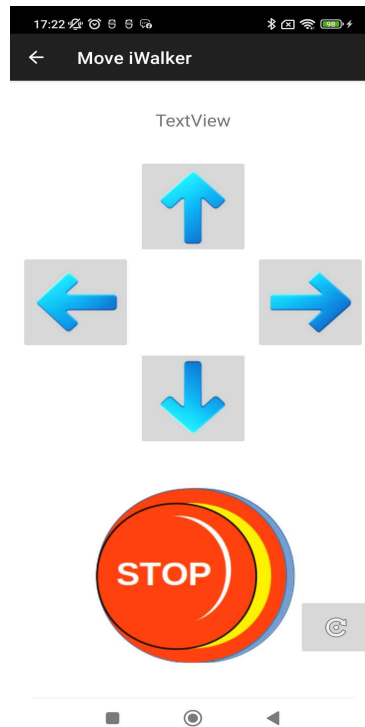


Figure 4.4.1.Move W100

5. BATTERY CHARGING AND CARE

W100 iWalker uses a long-lasting 36 volts, lithium li-ion battery. This battery is sealed, maintenance free, and 1,200 times Recharge-Cycle. Do not expose the battery to temperatures below 41°F or above 113°F when charging or storing W100 iWalker. The battery comes with a 42V / 2A charger.

5.1 CHARGE THE BATTERY

1. Position the W100 iWalker next to a standard wall outlet
2. Be certain the controller power is turned off
3. Open the charging socket cap on the battery .Then connect the charging cable into the charging socket



Figure 5.1.1. Charging socket

4. Plug the charging cable into the wall outlet
5. When the battery is fully charged, unplug the charging cable from the wall outlet.
Press and hold the button of the Power Indicate Light, check the battery power.
 - a. 1 Red 3 Green: 100% Power
 - b. 1 Red 2 Green: 75% Power
 - c. 1 Red 1 Green: 50% Power
 - d. 1 Red 0 Green: 25% or lower Power



Figure 5.1.2. Battery Level Light

6. Disconnect the charging cable from the the battery of W100 iWalker

Note: We recommend that the battery be not charged for more than 24 hours.

⚡ Warning:

1. Keep away from flammable objects while charging as it may lead to fire or explosion of battery
2. Avoid electric shock! Never connect or disconnect the plug or cord with wet hands while charging. Do not connect or disconnect the plug or cord when they are wet.
3. Use the charger coming with the battery only, and recharge the battery to its full capacity every time. You may damage the battery and W100 iWalker if you use a charger which is not correctly specified.
4. Do not charge in temperatures below 41°F or above 113°F as the charger may cause battery damage.

5.2 CLEANING THE BATTERY

If the battery are contaminated by water, dust or other substances, please follow the steps below to clean the battery.

1. Turn the W100 iWalker power switch to OFF.
2. Wipe off with a clean cloth the soiled area.



5.3 BATTERY REPLACEMENT

Do not replace the battery by yourself. Contact dealer.

6. INSPECTION AND MAINTENANCE

6.1 INSPECTION

Initial adjustments should be made to suit personal body structure and preference. Be sure to; follow these checks and maintenance procedures.

No.	Item	Initially	Weekly	Monthly	Periodically
1	General(Mechanical Troubleshooting) a. W100 iWalker rolls straight (no excessive drag or pull to one side)	<input type="radio"/>			<input type="radio"/>
2	Arms a. Secure but easy to release; adjustment levers engage properly b. Adjustable height arms operate and lock securely c. Pivot point free of wear and looseness	<input type="radio"/> <input type="radio"/> <input type="radio"/>		<input type="radio"/>	<input type="radio"/> <input type="radio"/>
3	Seat and back upholstery a. Inspect for rips or sagging	<input type="radio"/>			<input type="radio"/>
4	Seat a. Seat secured to the W100 iWalker frame	<input type="radio"/>	<input type="radio"/>		



	b. Inspect seat release latches	<input type="radio"/>			<input type="radio"/>
5	<p>Drive wheel</p> <p>a. Mounting bolts are secure</p> <p>b. No excessive side movement or binding when lifted and spun when disengaged (free-wheeling)</p>	<input type="radio"/>			
6	<p>Caster assemblies</p> <p>a. Bolts are tight</p> <p>b. Inspect caster assembly for proper tension by spinning caster assembly; caster assembly should come to a gradual stop</p> <p>Attention: The wheels and tires should be checked periodically for cracks and wear, and replaced if necessary.</p>	<input type="radio"/>		<input type="radio"/>	
7	<p>Caster assemblies/ wheel</p> <p>a. Ensure all fasteners are secure.</p>	<input type="radio"/>	<input type="radio"/>		
8	<p>Wheels/tires</p> <p>a. Inspect for flat fasteners are secure.</p> <p>Attention: The wheels and tires should be checked periodically for cracks and wear, and replaced if necessary.</p>	<input type="radio"/>	<input type="radio"/>		



9	Cleaning a. Clean upholstery and armrests.	<input type="radio"/>			<input type="radio"/>
10	Battery a. The battery is fully charged. Refer to the section “5. BATTERY CHARGING AND CARE”	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>

6.2 REGULAR CHECKING RECORD

To make sure your W100 iWalker is correctly serviced, take it to your dealer for regular maintenance checks. The initial inspection should be made after the first month’s use, thereafter every six months. Your dealer may charge a fee for this.

Year	1	2	3	4
Service Date				
Controller				
On/off switch				
Remote controller				
Braking				
Recharge point				
Battery				
Levels				
Connections				
Discharge test				



Wheels and Tires				
Wear				
Pressure				
Bearings				
Wheel nuts				
Motors				
Wiring				
Noise				
Connections				
Brake				
Brushes				
Chassis/Footrest				
Condition				
Footrest				
Upholstery				
Seat				
Back				
Armrests				
Electrics				
Connections condition				



Monitor (Optional)				
Test run				
Forwards				
Stop				
Left turn				
Right turn				
Slope test				
Other obstacles				
List Items repaired				

6.3 BATTERY, FUSE AND TIRE



6.3.1 BATTERY

Refer to the section titled “BATTERY CHARGING AND CARE”

Suggestion: Ask for help from your dealer to inspect or replace the fuse if needed.

6.3.2 TIRES

The condition of the tires depends on how you drive and use W100 iWalker.

- a. Inspecting tire tread
- b. Please check the tread depth regularly. Replace the tires when the tread depth is worn out.

ATTENTION: When tread depth is below 0.5mm it can easily lead to W100 iWalker slippage, making braking distances longer. Therefore replace the tires as early as possible when they are found to have insufficient tread depth.

ATTENTION: Before doing any maintenance, turn the power switch to OFF and remove the charger cords.

Suggestions:

- a. Do not splash water onto the W100 iWalker as this could cause the electronic system to malfunction
- b. Do not use caustic materials, solvents or aerosols as these may deform or damage the shrouds
- c. Do not use wax

6.3.3 STORAGE

Make sure W100 iWalker is stored as follows:

- a. With the charger unplugged
- b. With the power switch OFF

Suggestion: Always store W100 iWalker in a location where it is out of direct sunlight,



rain or dew. If storing for an extended period, charge the battery to full power and then disconnect the battery terminal. For details inquire to your dealer.

7. TROUBLESHOOTING AND SPECIFICATION

7.1. SPECIFICATION HL

Item	Spec
Dimension (L×W×H)	35.8×21×32.2 inches
Weight, With a battery	43.6 / 95.9 Kg/lbs
Without a battery	34.6/76.1 Kg/lbs
Battery	36V 10Ah×1
Motor	180W×2
Charger	DC42V 2A Off-board
Caster wheels	6"×2 Solid
Drive wheels	8"×2 Solid
Driving system	Direct drive the rear wheel
Brake system	Electromagnetic brakes
Top speed	5.6 km/hr /3.5mph
Climbing angle	6°



Cruising range	12-16km/8-10miles
Turning radius	500 /19.7mm/inches
Armrests	Adjustable Width, Angle, Height
Max weight	115 kg/250lbs
Controller	VR-2 60A

NOTE: SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.

7.2. TROUBLESHOOTING

Symptom	Probable cause	Solution
Limited driving distance	1a. Battery not fully charged 1b. Battery weak won't hold charge.	1a. Charge battery ensure 6 to 8 hours of charge between uses. Make sure setting on charger is correct. 1b. Replace the battery
Battery not charging	2a. Charger not working 2b. Battery connections loose 2c. No current at wall outlet 2d. Bad connection on charger, charger cable, plug or internal wiring problem	2a. Replace charger 2b. Check all connections. Secure connections 2c. Switch to another wall outlet 2d. Replace charger or internal repairs required.



		Contact dealer
Battery draw excessive current when charging	3a. Battery failure	3a. Replace the battery
Charge indicator shows low charge Level immediately after charging	4a. Battery weak won't hold charge 4b. Electrical malfunction 4c. Charger not operating	4a. Replace the battery 4b. Contact dealer 4c. Replace charger
Battery indicator flashes the charge level is low-too soon after being recharged.	5a. Have charger checked 5b. Weak battery.	5a. Service or replace charger. Contact dealer 5b. Replace the battery
W100 iWalker will not drive	6a. Motor release levers disengaged 6b. Battery require charging 6c. Charger plugged in 6d. Circuit breaker tripped	6a. Engage motor release levers 6b. Charge battery. Make sure setting on charger is correct 6c. Unplug charger from wall outlet 6d. Reset breaker. If breaker trips again, it may indicate need for internal repairs Contact dealer
Motor chatter or runs irregularly	7a. Electrical malfunction	7a. Contact dealer
Remote Controller erratic or does not respond as desired	8a. Electrical malfunction 8b. Controller programmed	8a. Contact dealer



	improperly	8b. Contact dealer
Only one rear wheel turns	9a. Electrical malfunction	9a. Contact dealer
Wheelchair does not respond to commands. Power indicator off even after recharging	10a. Poor battery terminal connection. 10b. Electrical malfunction	10a. Clean terminals 10b. Contact dealer
Monitor is not working	11a. Electrical malfunction	11a. Contact dealer

8. WARRANTY

REFERENCE FROM THE WHEELCHAIR

Life Time Warranty: W100 iWalker Frame

We will repair the frame with new or refurbished parts, free of charge, in the USA in the event of defective materials or workmanship.

One Year Limited Warranty:

1. Electronic controller
2. Drive train components

We will repair these products with new or refurbished parts, free of charge, in the USA for one year from the original date of purchase in the event of defective materials or



workmanship.

Warranty Exclusions:

1. Batteries (batteries are warranted by the battery manufacturer)
2. Tires and tubes
3. Monitor (Optional)

This warranty is extended only to the original purchaser. Your original receipt will be necessary as proof of purchase before any warranty performance is rendered. This warranty only covers failures due to defects in materials or workmanship which occur during normal use and does not cover damage that occurs in shipment or failures which are caused by products not supplied by CTI One or failures resulting from accident, misuse, neglect, mishandling, misapplication, alteration, modification, commercial use or by anyone other than authorized dealer, or damage that is attributable to acts of God.

CTI One reserves the right to alter without notices any weights, measurements or other technical data shown in this manual. All figures, measurements and capacities shown in this manual are approximate and do not constitute specifications.

AUTHORIZED SERVICE AGENT

Name	
Address	
City	
State	
Zip	
Phone	



Email	
-------	--

Warranty Registration

Serial #	
Date of purchase	
Owner Name	
Address	
City	
State	
Zip	
Phone	

Additional Required Owner Information

Please indicate your understanding of W100 iWalker by completing the following information.

	I have read and fully understand.
	Owner's Manual, especially sections on operating instructions, safety guidelines, maintenance and battery instructions.
	Battery Instructions – only the official batteries should be used. Batteries must also be sealed, deep cycle, and maintenance free or battery will hinder vehicle performance and void the warranty.
	My dealer has instructed me on how to operate W100 iWalker.



Signature:

Name:

Dealer Information

Dealer Name	
Dealer Address	
City	
State	
Zip	
Dealer Phone	
Email	



.....

Warranty Application Form

Owner Name	
Model	
Serial #	
Date of purchase	
Address	
City	
State	
Zip	
Phone	
Date of application	
Signature	
Comments	

.....



(END)