

SECTION 1 - NO POWER

Symptoms:

- The batteries are fully charged.
- All electrical components are connected correctly.
- The on/off key is pressed and the power does not come on.

Diagnosis:

The power has been interrupted somewhere in the system.

Solution:

Use the following procedure to find the source of the interruption:

1. Measure voltage across pin 1 (B+) and pin 2 (B-) of the off-board charger socket (1a). See diagram 2 and figure 2.
 - If your multimeter indicates 0VDC, then go to the next step.
 - If your multimeter indicates about 25VDC (with correct polarity), then replace the Remote Plus joystick module (1) and retest the system.
 - If your multimeter indicates 0VDC—18VDC, then recharge the batteries and retest the system.
2. Remove the seat and foot platform. Refer to the power base owner's manual.
3. Remove the shroud. See figure 3.
4. Measure voltage across connector 11c and connector 10b. **See diagram 2.**
 - If your multimeter indicates 0VDC, then measure voltage across connector 11b and connector 10c. See diagram 2.
 - If your multimeter indicates 0VDC, then go to the next step.
 - If your multimeter indicates 0VDC—18 VDC, then recharge the batteries and retest the system.
 - If your multimeter indicates more than 18VDC, then go to **step 12**.
5. Unplug connector 11a from connector 5b and unplug connector 10a from connector 5c. **See diagram 2.**



WARNING! Battery posts, terminals, and related accessories contain lead and lead compounds. Wash hands after handling.

WARNING! Always protect the batteries from freezing and never charge a frozen battery. Charging a frozen battery may result in personal injury and/or damage to the battery.

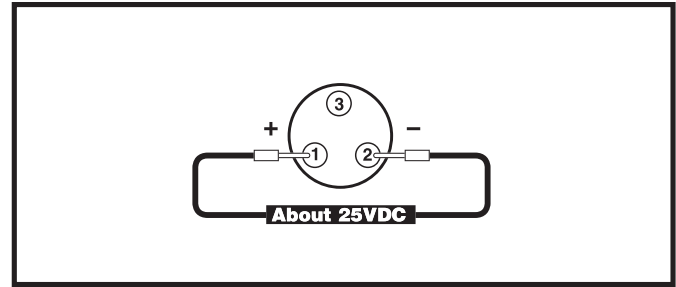


Figure 2. Connector 1a.

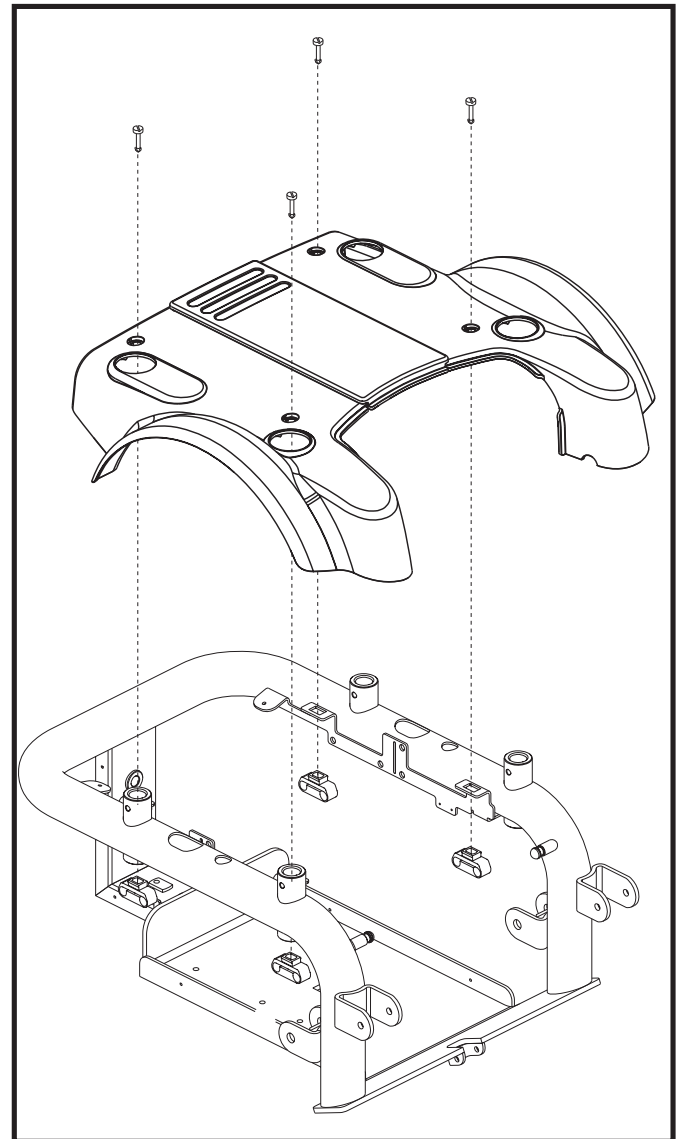


Figure 3. Jazzy 1121 Shroud Removal/Assembly

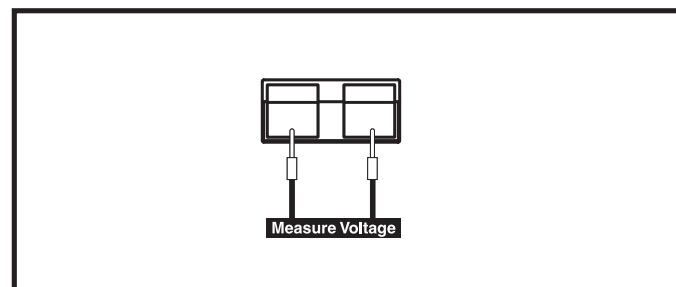


Figure 4. Connector 11a



MANDATORY! RED (+) cables must be connected to positive (+) battery terminals/posts. BLACK (-) cables must be connected to negative (-) battery terminals/posts. Failure to connect the battery cables and harnesses in the proper manner may result in personal injury and/or damage to the power chair. REPLACE cables immediately if damaged.

6. Measure voltage across connector 11b and connector 11c. **See diagram 2.**
 - If your multimeter indicates about 12VDC, then go to the next step
 - If your multimeter indicates 0VDC, then recharge the batteries and retest the system.
 - If the batteries don't appear to be taking a charge, then go to "Flash Code #1 - Low Battery Voltage," **step 13.**
7. Measure voltage across pin 1 and pin 2 of connector 11a. **See diagram 2 and figure 4.**
 - If your multimeter indicates the same voltage from step 6, then go to the next step.
 - If your multimeter indicates a different voltage (by at least 0.2VDC), then replace the rear battery harness (11) and retest the system.
8. Measure voltage across connector 10b and connector 10c. **See diagram 2.**
 - If your multimeter indicates about 12VDC, then go to the next step
 - If your multimeter indicates 0VDC, then recharge the batteries and retest the system.
 - If the batteries don't appear to be taking a charge, then go to "Flash Code #1 - Low Battery Voltage," **step 13.**
9. Measure voltage across pin 1 and pin 2 of connector 10a. **See figure 5.**
 - If your multimeter indicates the same voltage from step 8, then go to the next step.
 - If your multimeter indicates a different voltage (by at least 0.2VDC), then replace the front battery harness (10) and retest the system.
10. Unfasten the electronics tray from the frame. See figure 6.
11. Measure resistance across the two terminals on the circuit breaker (5f). See diagram 2 and figure 7.
 - If your multimeter indicates less than 1 ohm, then replace the power interface harness (5) and retest the system.
 - If your multimeter indicates an open, then replace the circuit breaker (5f) and retest the system.
12. Unfasten the electronics tray from the frame. **See figure 6.**
13. Unplug connector 5a from the power module (4). **See diagram 2.**

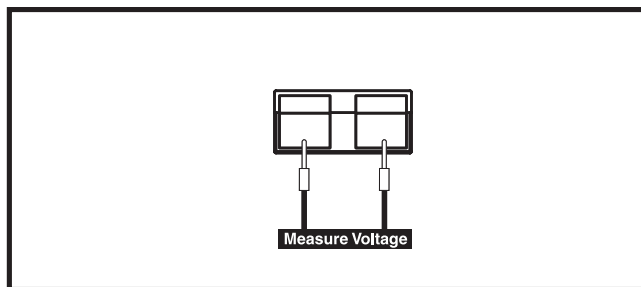


Figure 5. Connector 10a

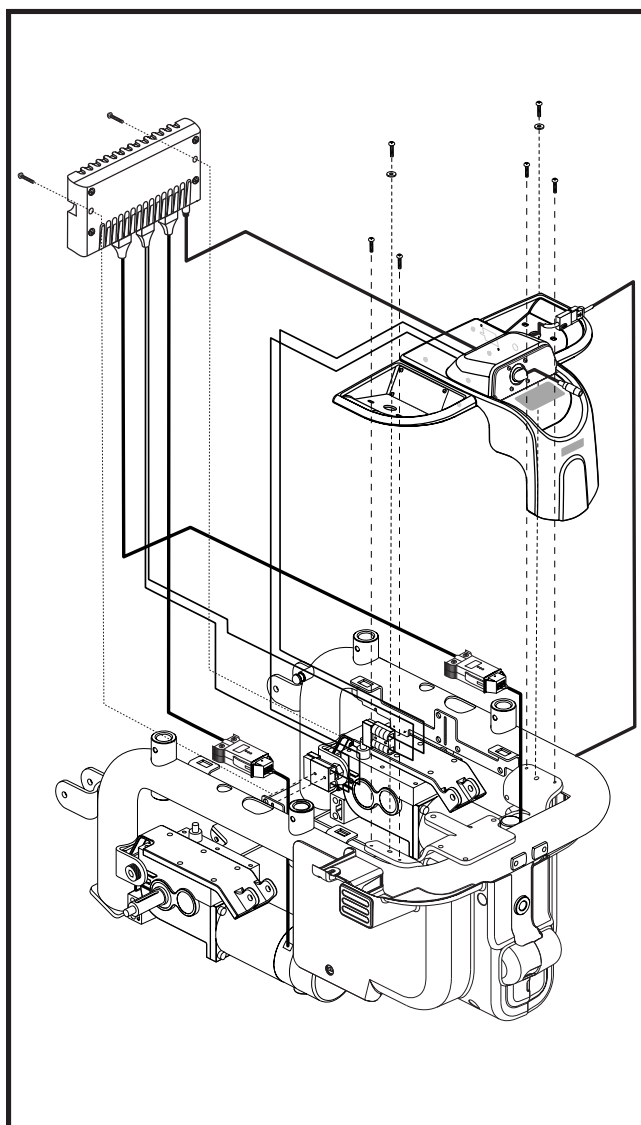


Figure 6. Electronics Tray Removal/Assembly

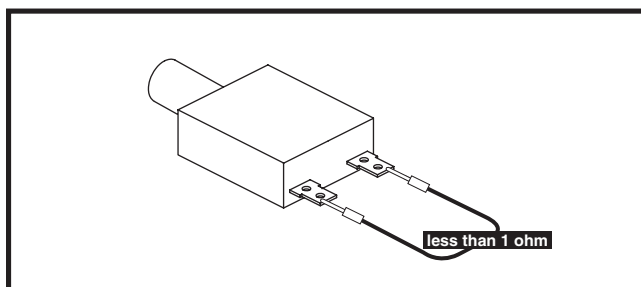


Figure 7. Circuit Breaker

14. Measure voltage across pin 1 and pin 2 on connector 5a. See figure 8.
 - If your multimeter indicates 0VDC, then go to the next step.
 - If your multimeter indicates the same voltage from step 4, then go to **step 20**.
15. Unplug connector 11a from connector 5b and unplug connector 10a from connector 5c. See diagram 2.
16. Measure voltage across connector 11b and connector 11c. See diagram 2.
 - If your multimeter indicates 0VDC, then recharge the batteries and retest the system.
 - If your multimeter indicates about 12VDC, then go to the next step.
17. Measure voltage across pin 1 and pin 2 of connector 11a. See diagram 2 and figure 4.
 - If your multimeter indicates the same voltage from step 16, then go to the next step.
 - If your multimeter indicates a different voltage (by at least 0.2VDC), then replace the rear battery harness (11) and retest the system.
18. Measure voltage across connector 10b and connector 10c. See diagram 2.
 - If your multimeter indicates 0VDC, then recharge the batteries and retest the system.
 - If your multimeter indicates about 12VDC, then go to the next step.
19. Measure voltage across pin 1 and pin 2 of connector 10a. See diagram 2 and figure 5.
 - If your multimeter indicates the same voltage from step 18, then replace the power interface harness (5) and retest the system.
 - If your multimeter indicates a different voltage (by at least 0.2VDC), then replace the front battery harness (10) and retest the system.
20. Unplug connector 3c from the power module (4). See diagram 2.
21. Plug connector 5a back into the power module (4). See diagram 2.
22. Unplug connector 2b from connector 3a. See diagram 2.
23. Plug connector 2b into the power module (4) where connector 3c was just unplugged.
24. Press the on/off key on the keypad.
 - If the power comes on, then replace the charger/joystick interface harness (3) and retest the system.
 - If the power does not come on, then go to the next step.
25. Unplug connector 2b from the power module (4).
26. Unplug connector 5a from the power module (4). See diagram 2.

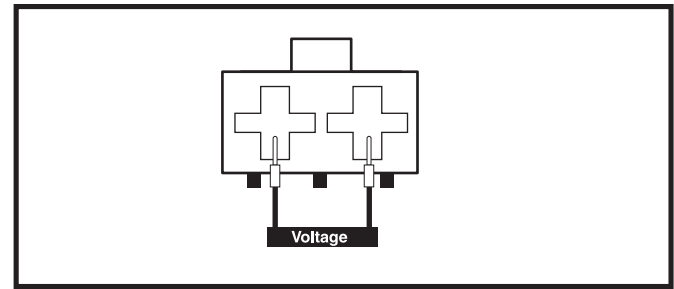


Figure 8. Connector 5a

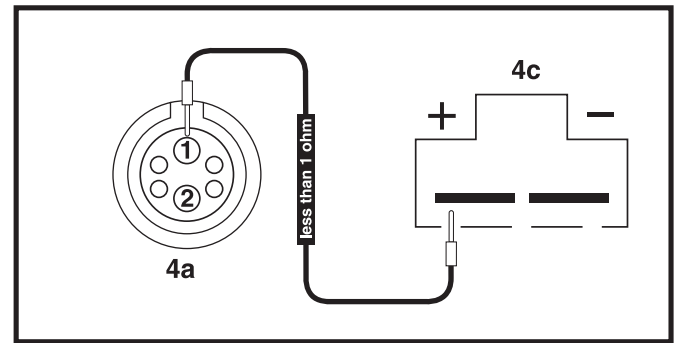


Figure 9. Connectors 4a and 4c

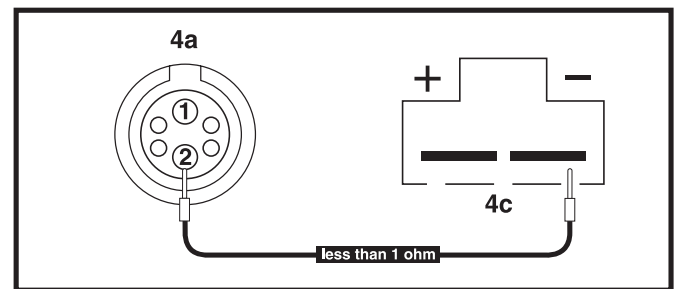


Figure 10. Connectors 4a and 4c

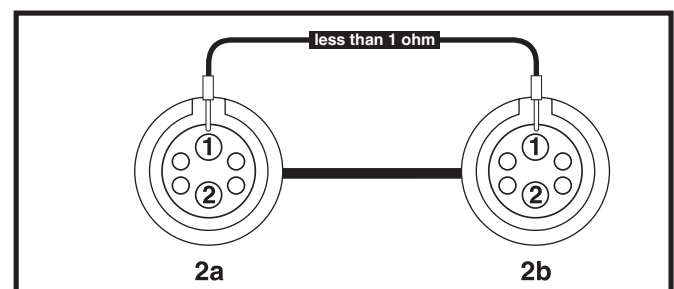


Figure 11. Connectors 2a and 2b

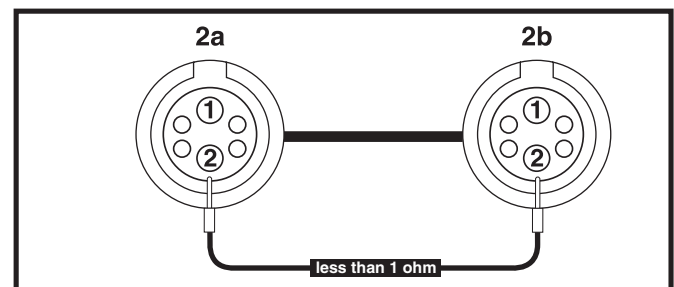


Figure 12. Connectors 2a and 2b

27. Measure resistance across pin 1 on connector 4a and pin 1 on connector 4c. **See diagram 1 and figure 9.**
28. Measure resistance across pin 2 on connector 4a and pin 2 on connector 4c. **See diagram 1 and figure 10.**
 - *If both multimeter measurements are less than 1 ohm, then go to the next step.*
 - *If either multimeter measurement indicates an open, then replace the power module (4) and retest the system.*
29. Unplug connector 2a from connector 1b. **See diagram 2.**
30. Measure resistance across pin 1 on connector 2a and pin 1 on connector 2b. **See figure 11.**
31. Measure resistance across pin 2 on connector 2a and pin 2 on connector 2b. **See figure 12.**
 - *If both multimeter measurements are less than 1 ohm, then replace the joystick module (1) and retest the system.*
 - *If either multimeter measurement indicates an open, then replace the redel cable (2) and retest the system.*

SECTION 2 - POWER IS ON BUT POWER CHAIR WILL NOT DRIVE

Symptoms:

- Battery condition meter LEDs light up.
- Power chair will not drive.
- There are no flash codes.
- The charger is not plugged into the electrical outlet.

Diagnosis:

There is an open in the charging/inhibit system.

Solution:

Use the following procedure to find the source of the fault:

1. Plug the charger into an electrical outlet and observe the ammeter.
 - *If the ammeter moves, then go to the next step.*
 - *If the ammeter does not move, then go to **step 11**.*



PROHIBITED! Never use an extension cord to plug in your battery charger. Plug the charger directly into a properly wired standard electrical outlet.



PROHIBITED! Removal of the grounding prong can create an electrical hazard. If necessary, properly install an approved 3-prong adapter to an electrical outlet having 2-pronged plug access. Failure to heed could result in personal injury and or property damage.

2. Remove the seat and the foot platform assembly. Refer to the power base owner's manual.
3. Remove the shroud. **See figure 13.**
4. Unfasten the electronics tray from the frame. **See figure 14.**
5. Unplug connector 7b from connector 6a. **See diagram 2.**
6. Place a jumper into pin 1 and pin 2 on connector 7b, then try to operate the chair. **See figure 15.**
 - *If the chair does not operate, then go to the next step.*
 - *If the chair operates, then replace the onboard battery charger (6) and retest the system.*



WARNING! Never short or jumper the two outside pins of the charger interface harness (7). This could result in personal injury and/or damage to the equipment.

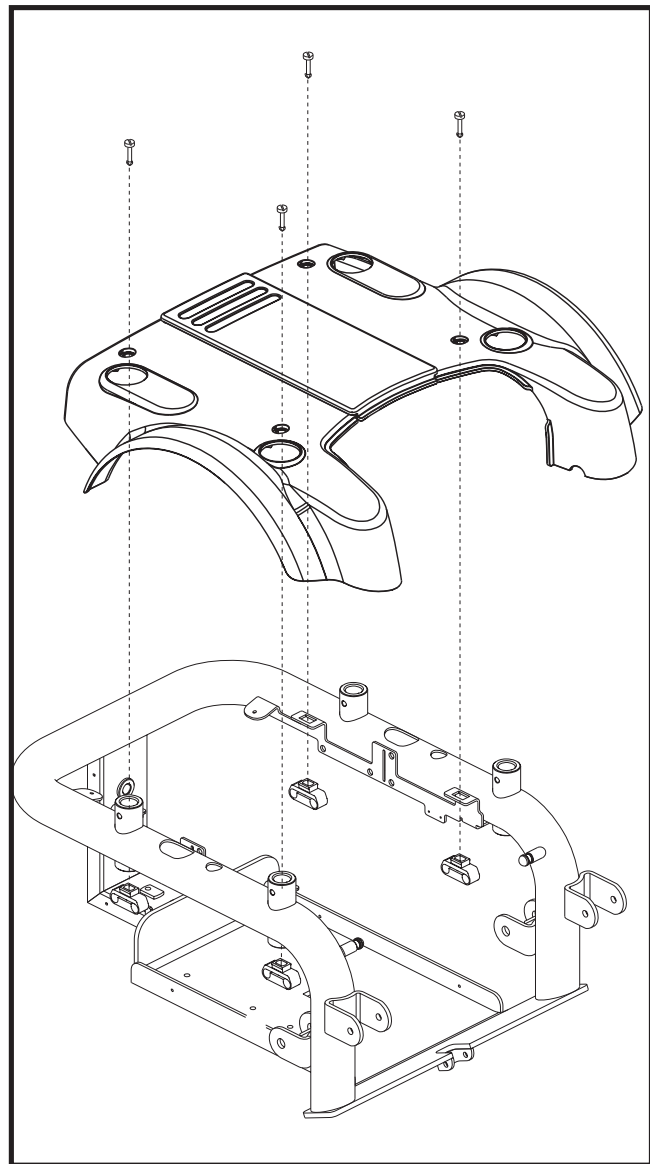


Figure 13. Jazzy 1121 Shroud Removal/Assembly

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|--------------------------------------|-----------------------------|---|
| 1 JOYSTICK MODULE | 5 POWER INTERFACE HARNESS | 9 RIGHT MOTOR |
| 2 REDEL CABLE | 6 ONBOARD BATTERY CHARGER | 10 FRONT BATTERY HARNESS |
| 3 CHARGER/JOYSTICK INTERFACE HARNESS | 7 CHARGER INTERFACE HARNESS | 11 BACK BATTERY HARNESS |
| 4 POWER MODULE | 8 LEFT MOTOR | 12 CHARGER POWER CORD INTERFACE HARNESS |
| | | 13 LEFT MOTOR INTERFACE HARNESS |
| | | 14 RIGHT MOTOR INTERFACE HARNESS |

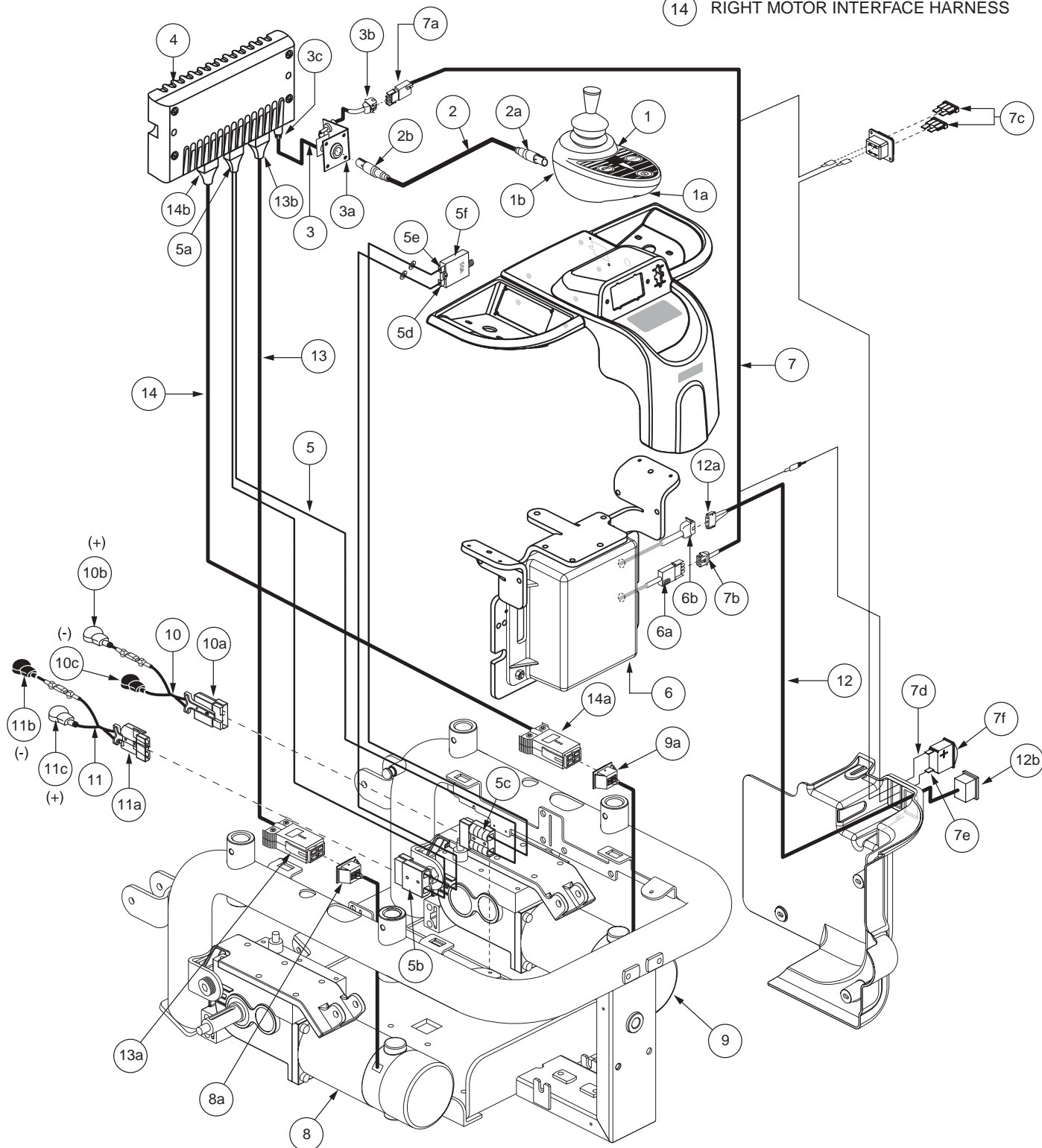


Diagram 2. Jazzy 1121 with Remote Plus Wiring Diagram 3D