

- | | | | | | |
|---|--------------------------------|---|-----------------------|----|-----------------|
| 1 | REMOTE PLUS JOYSTICK | 5 | BATTERY CABLE | 9 | LEFT MOTOR |
| 2 | POWER MODULE | 6 | FRONT BATTERY HARNESS | 10 | CIRCUIT BREAKER |
| 3 | REDEL CABLE | 7 | REAR BATTERY HARNESS | 11 | RUN PLUG |
| 4 | POWER TAKE-OFF/INHIBIT HARNESS | 8 | RIGHT MOTOR | 12 | REDEL RUN PLUG |

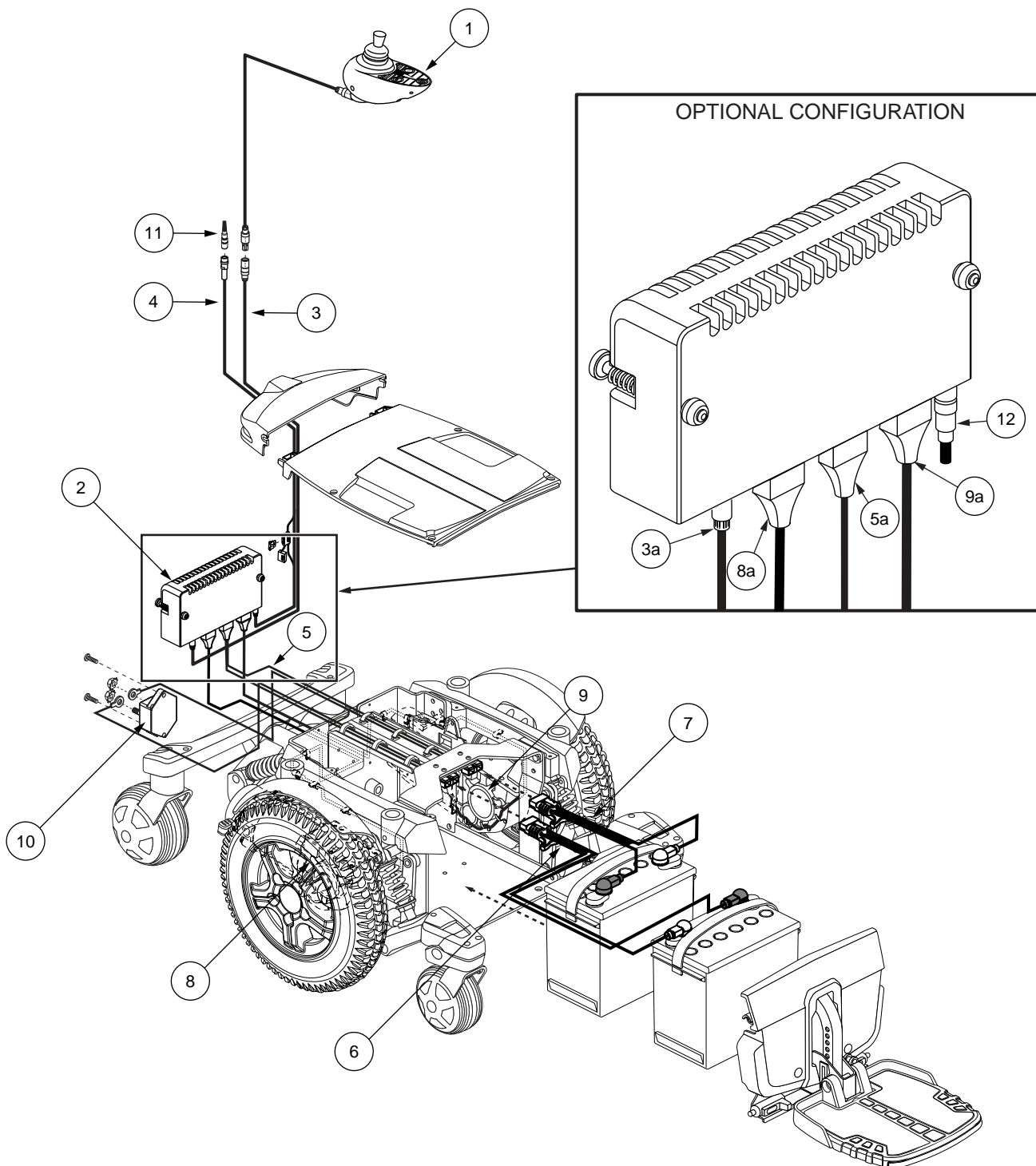


Diagram 1. Quantum 6000 Troubleshooting Key

3. Remove the motor brushes from the right motor and inspect them for wear or damage. **See figure 33.**
 - *If the motor brushes are worn below 0.25 in. or they are physically damaged, then replace the brushes and retest the system.*
 - *If the motor brushes are not worn below 0.25 in. and are not physically damaged, then replace the right motor (8) and retest the system.*

Flash Code #5 - Right Motor Wiring Fault

Symptoms:

There is a steady flash of five battery condition meter LEDs (three red, two yellow).

Diagnosis:

There is a wiring fault between the right motor (8) and the brake.

Solution:

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

1. Unplug connector 8a from connector 2d. **See diagram 3.**
2. Measure resistance from pin 1 to pin 3, then pin 1 to pin 4 on connector 8a. **See figure 36.**
 - *If your multimeter indicates an open for both tests, then replace the power module (2) and retest the system.*
 - *If your multimeter indicates less than 1 ohm for either test, then replace the right motor (8) and retest the system.*

Flash Code #6 - Inhibit Active

Symptoms:

There is a steady flash of six battery condition meter LEDs (three red, three yellow).

Diagnosis:

- An off-board charger is connected to the off-board charger socket (1a).
- There is a short between pin 2 and pin 3 on the off-board charger socket (1a).

Solution:

If the Remote Plus joystick (1) indicates an inhibit active fault and there is no off-board charger plugged into the off-board charger socket (1a), then replace the Remote Plus joystick (1) and retest the system.

Flash Code #7 - Possible Joystick Fault

Symptoms:

There is a steady flash of seven battery condition meter LEDs (three red, four yellow).

Diagnosis:

The Remote Plus joystick (1) has a problem with the joystick (gimble).

NOTE: *If the joystick was out of the neutral (center) position when powered up, then the battery condition meter will scroll up and down twice, then display seven flashing LEDs.*

NOTE: *If the speed/profile LEDs are flashing along with the seven battery condition meter LEDs, then there is a communications fault between the power module (2) and the joystick (1). Check for physical damage to the Redel cable (3) and repair as necessary.*

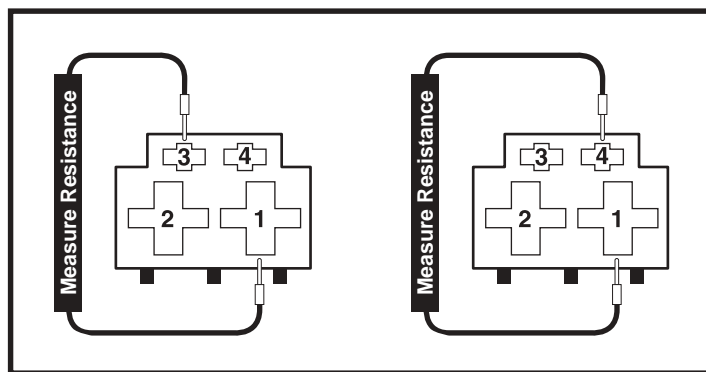


Figure 36. Connector 8a

Solution:

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

1. Make sure there is no physical damage to the joystick.
 2. Turn the Remote Plus off. Make sure the joystick is not being depressed in any direction.
 3. Turn the Remote Plus back on.
- *If the Remote Plus still indicates this fault, then replace the joystick and retest the system.*

Flash Code #8 - Possible Controller Fault**Symptoms:**

There is a steady flash of eight battery condition meter LEDs (three red, four yellow, one green).

Diagnosis:

There may be two causes for this fault:

1. The power module (2) has a problem with the joystick (1).
2. The battery voltage is 18–19VDC when the system is powered on. This is a rare occurrence.

Solution:

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

1. Replace the power module (2) and retest the system.
- *If this fault occurs again, then recharge the batteries and retest the system.*
- *If this fault occurs after system retest, then contact Quantum Technical Service.*

Flash Code #9 - Solenoid Brake Fault**Symptoms:**

There is a steady flash of nine battery condition meter LEDs (three red, four yellow, two green).

Diagnosis:

There is an open on the motor brakes.

Solution:

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

1. Place the power chair in drive mode. Refer to the power base owner's manual.
2. Remove the rear shroud cover. Refer to the power base owner's manual.
3. Disconnect the power module (2) from the module mounting bracket. **See figure 37.**
4. Unplug connector 9a from connector 2b. **See diagram 3.**

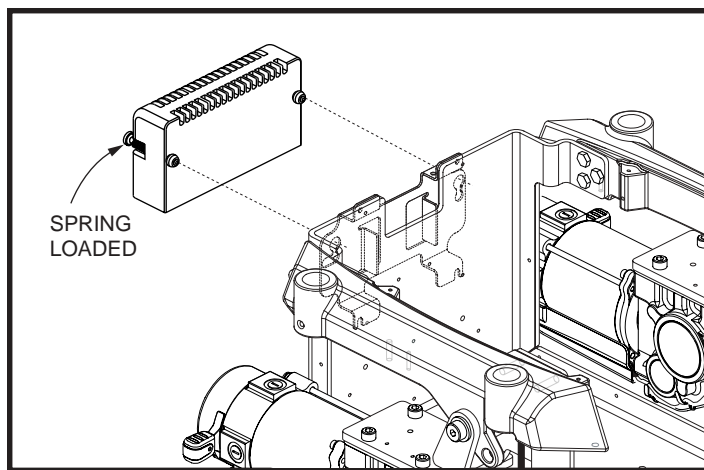


Figure 37. Power Module Removal

5. Measure resistance from pin 3 to pin 4 on connector 9a. See **figure 38**.
 - If your multimeter indicates about 45 ohms, then go to the next step.
 - If your multimeter indicates an open, then replace the left brake assembly and retest the system.
6. Unplug connector 8a from connector 2d. See **diagram 3**.
7. Measure resistance from pin 3 to pin 4 on connector 8a. See **figure 39**.
 - If your multimeter indicates about 45 ohms, then replace the power module (2) and retest the system.
 - If your multimeter indicates an open, then replace the right brake assembly and retest the system.

Flash Code #10 - High Battery Voltage

Symptoms:

All battery condition meter LEDs flash ten times, then pause. This sequence is repeated until the fault is cleared.

Diagnosis:

The total battery voltage is over 32VDC. This only appears if the output of the charger is over 32VDC.

NOTE: Make sure the only chargers used on the Quantum 6000 are Pride Mobility approved chargers. All of Pride's chargers are "smart chargers." This means when the batteries are fully charged, the charger stops charging them. If a non-Pride approved charger was used, the batteries may be overcharged.

Solution:

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

1. Remove the foot platform and front cover. Refer to the power base owner's manual.
2. Plug the off-board charger power cord into a standard electrical outlet and the off-board charger socket (connector 1a).
3. Measure voltage across connectors 6c and 7b. See **figure 40**. (If your multimeter indicates 0VDC, then measure voltage across connectors 6b and 7c. See **figure 41**.)
 - If your multimeter indicates greater than 30VDC for either test, then replace the off-board charger and retest the system.
 - If your multimeter indicates less than 30VDC for either test, then replace the power module and retest the system.

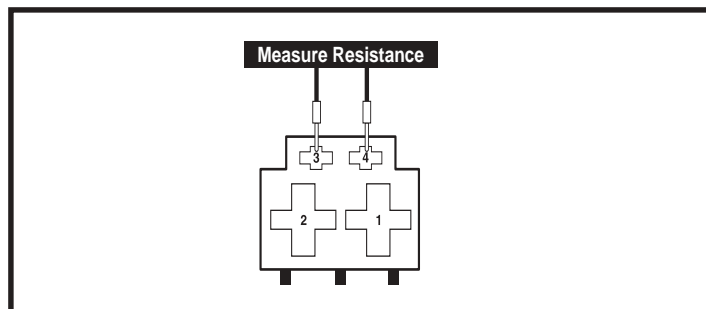


Figure 38. Connector 9a

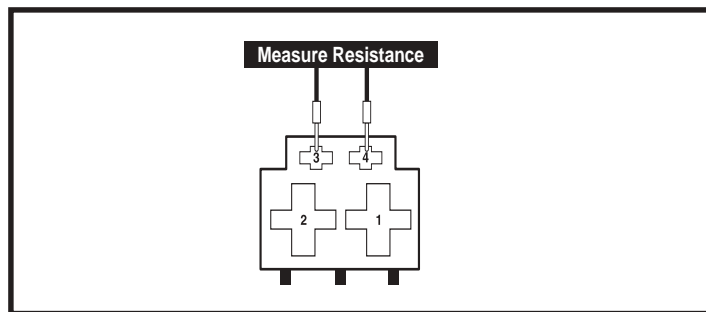


Figure 39. Connector 8a

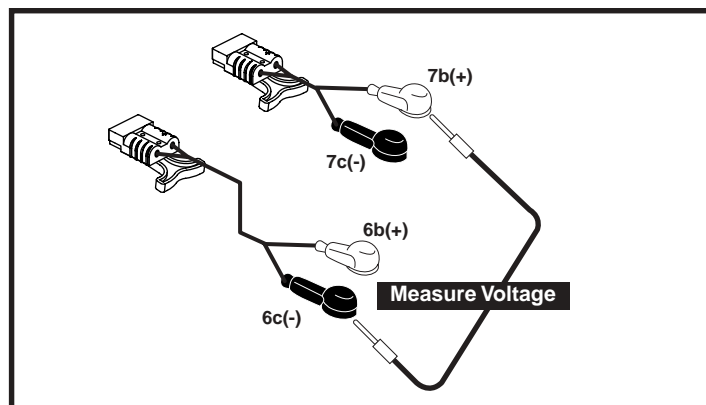


Figure 40. Connectors 6c and 7b

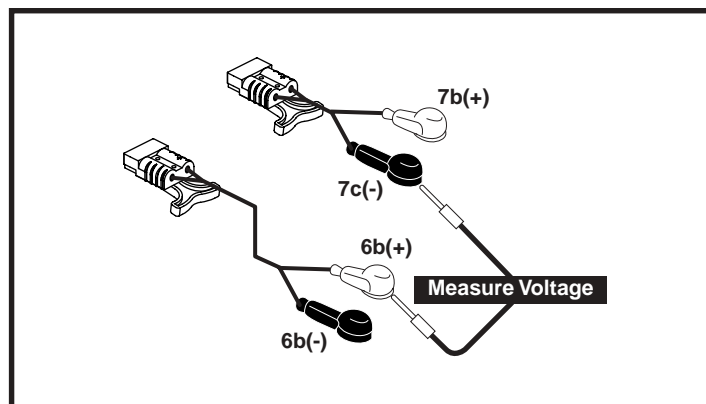


Figure 41. Connectors 6b and 7c

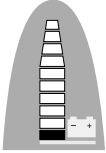
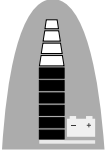
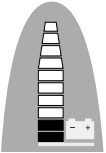
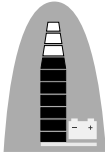
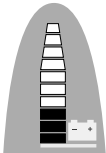
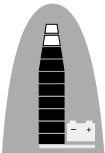
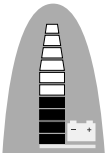
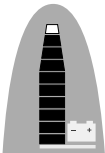
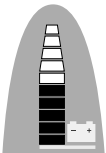
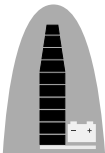
<p>1 FLASHING BATTERY CONDITION METER LED</p>  <p>DIAGNOSIS Low Battery Voltage.</p> <p>SOLUTION See Flash Code #1</p>	<p>6 FLASHING BATTERY CONDITION METER LEDs</p>  <p>DIAGNOSIS Inhibit Active.</p> <p>SOLUTION See Flash Code #6</p>
<p>2 FLASHING BATTERY CONDITION METER LEDs</p>  <p>DIAGNOSIS Left Motor Disconnected.</p> <p>SOLUTION See Flash Code #2</p>	<p>7 FLASHING BATTERY CONDITION METER LEDs</p>  <p>DIAGNOSIS Possible Joystick Fault.</p> <p>SOLUTION See Flash Code #7</p>
<p>3 FLASHING BATTERY CONDITION METER LEDs</p>  <p>DIAGNOSIS Left Motor Wiring Fault.</p> <p>SOLUTION See Flash Code #3</p>	<p>8 FLASHING BATTERY CONDITION METER LEDs</p>  <p>DIAGNOSIS Possible Controller Fault.</p> <p>SOLUTION See Flash Code #8</p>
<p>4 FLASHING BATTERY CONDITION METER LEDs</p>  <p>DIAGNOSIS Right Motor Disconnected.</p> <p>SOLUTION See Flash Code #4</p>	<p>9 FLASHING BATTERY CONDITION METER LEDs</p>  <p>DIAGNOSIS Solenoid Brake Fault.</p> <p>SOLUTION See Flash Code #9</p>
<p>5 FLASHING BATTERY CONDITION METER LEDs</p>  <p>DIAGNOSIS Right Motor Wiring Fault.</p> <p>SOLUTION See Flash Code #5</p>	<p>10 FLASHING BATTERY CONDITION METER LEDs</p>  <p>DIAGNOSIS High Battery Voltage.</p> <p>SOLUTION See Flash Code #10</p>

Table 1. Quantum 6000 Remote Plus Flash Codes

- | | | | | | |
|---|--------------------------------|---|-----------------------|----|-----------------|
| 1 | REMOTE PLUS JOYSTICK | 5 | BATTERY CABLE | 9 | LEFT MOTOR |
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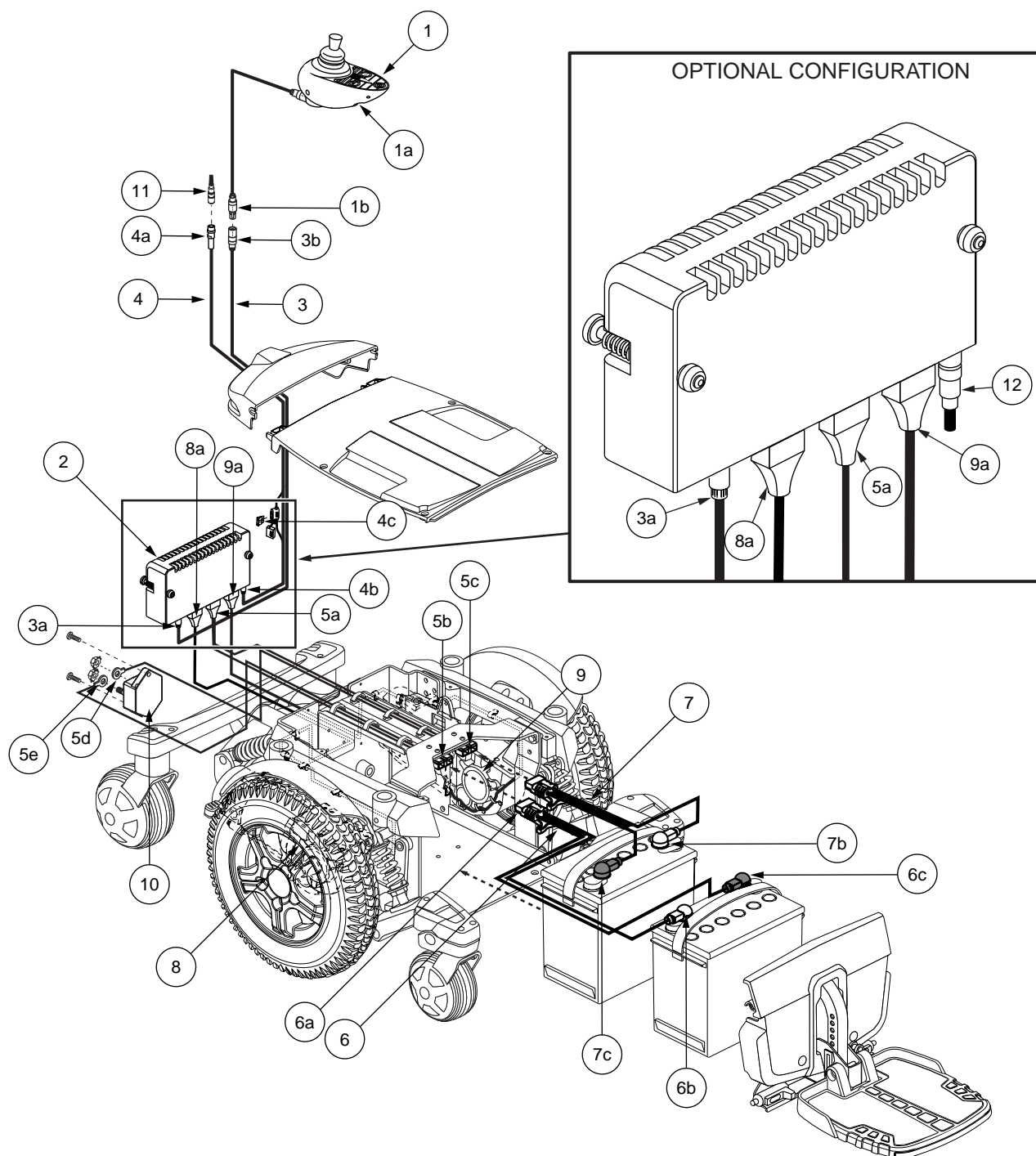


Diagram 2. Quantum 6000 Electrical Components

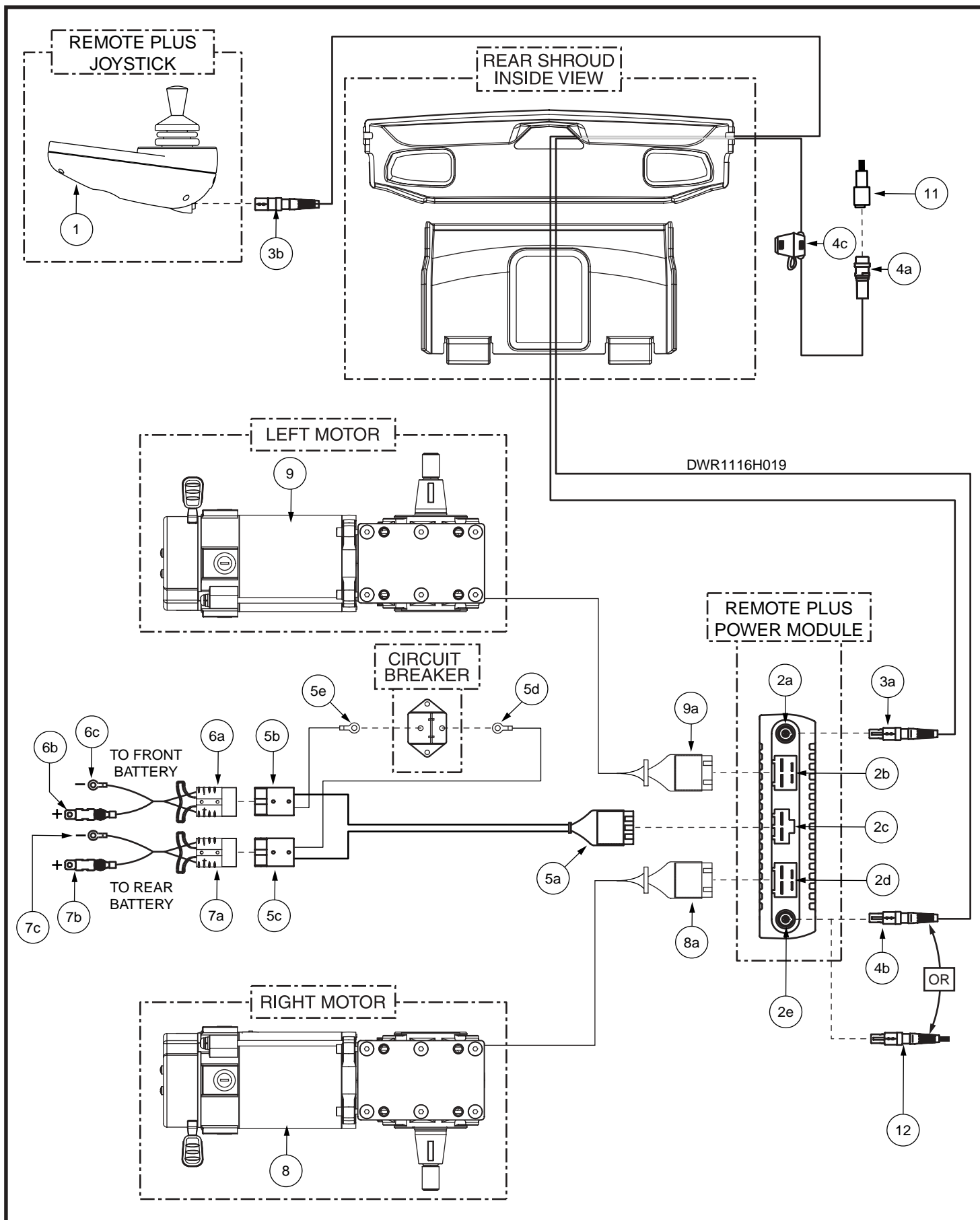


Diagram 3. Quantum 6000 Electrical Wiring Diagram



WITH REMOTE PLUS QUANTUM READY ELECTRONICS

Pride®

Pride Mobility Products Corporation
182 Susquehanna Ave.
Exeter, PA 18643

Contact Information

Main Toll Free Number	800.800.8586
Local Phone Number	570.655.5574

Internet Address for Product Information	www.pridemobility.com
Internet Address for Service Information	www.prideservice.com
“Live Chat” available 8:30 — 5:00 EST	

Toll Free Service Hotline	877.800.1248 (Dealers Only)
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Press 7 for Technical Service, then
Press 1 for Help Desk or
Press 2 for Quantum Rehab Tech or
Press 3 for Power Chair Tech or
Press 4 for Scooter Tech or
Press 5 for Lift Chair Tech

Parts Order Fax	866.800.1011
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Technical Assistance is available Monday — Friday 8:30 a.m. — 7:00 p.m. EST*

*Skeleton Staff from 5:30 p.m. — 7:00 p.m.

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