

Any electromechanical device requires occasional troubleshooting. However, most problems that arise can usually be solved with a bit of thought and common sense. Many of these problems occur because the batteries are not fully charged or because the batteries are worn down and can no longer hold a charge. Below are a series of basic troubleshooting instructions for the Jet 3 Ultra Power Chair. This information is to be used as a supplement to the troubleshooting instructions provided in the owner's manual. If you have any questions about this information, contact your authorized Pride Provider.

What if the systems on my Jet 3 Ultra seem to be “dead” (controller does not light up when the on/off key is pressed)?

- Make sure the batteries are wired properly—refer to the battery wiring diagram located on the power base.
- Make sure the connections on the battery terminals are tight and secure.
- Make sure the battery quick-disconnect harness connections are fully joined.
- Make sure the main circuit breaker has not tripped—push in the main circuit breaker reset button.
- Make sure the controller is completely connected to the power base.

What if the range per charge of my Jet 3 Ultra diminishes over time?

- **Determine if the batteries have ever been replaced.** Batteries over a year old may be defective.
- **Determine how frequently you charge the batteries in comparison to how often you use the power chair.** If you use your power chair on a daily basis, you should charge the batteries every day for 8-14 hours.
- **Determine when the batteries were last charged.** Even if the power chair has not been in use, the batteries should be charged once a week for 12-14 hours.
- **Determine how long you let the batteries charge.** It takes 8-14 hours to fully charge a depleted set of batteries; continual undercharging reduces the overall life of the batteries.
- **Observe the ammeter during battery charging to determine if the batteries are receiving a charge.** If the ammeter does not go up when the battery charger is plugged into the charger power cord receptacle and an electrical outlet, the batteries are not getting charged. Check the charger fuse and ensure the electrical outlet is good.
- **Determine if a wall switch controls the electrical outlet used for battery charging.** If a wall switch does control the outlet and the switch is turned off inadvertently, the batteries will not fully charge.
- **Is an extension cord being used to connect the battery charger to the electrical outlet?** Pride prohibits the use of an extension cord when charging the batteries. The charger should be plugged directly into a properly-wired standard electrical outlet as the length and condition of the extension cord can have an adverse affect on the battery charger.
- **Determine how far you let the battery condition meter LEDs go down before charging the batteries.** If you continually allow the battery condition meter LEDs to fall into the red area, the overall life of the batteries will be reduced.

What if my Jet 3 Ultra is operating slower than it has in the past?

- **Determine when the batteries were last charged.** When the battery charge gets low, the batteries supply less power to the motors, which causes the motors to spin slower.
- **Determine the temperature of the power chair at the time the problem occurred.** The Jet 3 Ultra electrical system will protect itself from overheating when its internal temperature gets too high by reducing the amount of power sent to the motors. When this happens, the power chair will gradually slow to a stop. Allow the power chair to cool down and it will resume normal operation.

What if my Jet 3 Ultra begins pulling to one side?

- **Determine if the joystick is being deflected straight or at a slight angle.** Even a small amount of deflection right or left will cause the chair to veer over a long distance.
- **Determine if both manual freewheel levers are in the drive position.** If only one manual freewheel lever is in the drive position, the other motor will not operate and the Jet 3 Ultra will veer severely.
- **Determine if both tires are inflated to the proper psi if the power chair is equipped with pneumatic tires.** Pneumatic tires should be inflated to **35 psi (2.4 bar)**. If one tire is inflated more than the other, the power chair will pull to the side that is underinflated.

What if the Jet 3 Ultra powers up, but will not move?

- **Determine if both manual freewheel levers are in the freewheel position.** If the power chair is in freewheel mode, then the electronics will function but the motors will not spin the wheels.
- **Determine if the controller is flashing a fault code.** The Jet 3 Ultra comes equipped with either a GC or VSI controller. Each controller will flash a code via the battery condition meter LEDs if a system fault is detected.

GC DIAGNOSTIC FAULT CODES

FAULT CODE	PROBABLE CAUSE(S)	POSSIBLE SOLUTION
1 Flash	The batteries need charging. There is a bad connection to the batteries.	Check the battery connections. If the battery connections are good, then try charging the batteries.
2 Flashes	There is a bad connection on the left motor.	Check the left motor connections and wiring harnesses.
3 Flashes	The left motor has a short to a battery connection.	Contact your authorized Pride Provider.
4 Flashes	There is a bad connection on the right motor.	Check the right motor connections and wiring harnesses.
5 Flashes	The right motor has a short to a battery connection.	Contact your authorized Pride Provider.
Rippling LEDs	The charge inhibit has been activated.	Make sure that the battery charger is not connected to the power base.
7 Flashes	There is a joystick fault.	Make sure the joystick is in the center position and then power off and on again.
8 Flashes	There is a control system fault.	Check power module and joystick module connections and wiring.
9 Flashes	The park brakes have a bad connection.	Check the left and right motor connections and wiring.
10 Flashes	An excessive voltage has been applied to the control system.	Check the battery connections.

What if the left red battery condition meter LED on the GC is flashing?

- This indicates that battery voltage is very low and the batteries should be charged immediately.

What if the battery condition meter LEDs light up left-to-right one at a time in a step sequence?

- **This indicates that the GC is in lock mode.** The GC is equipped with a lock mode feature that prevents unintended use of the power chair. If the GC is in lock mode, deflect the joystick full forward until it beeps, deflect the joystick full rearward until it beeps, then release the joystick. The controller will emit one long beep indicating a return to normal operation.

What if the battery condition meter LEDs ripple left-to-right and the power chair will not drive?

- **Determine if the battery charger is connected to the power base.** When the battery charger is connected to the power base, an internal charger inhibit feature keeps the power chair from driving.
- **Determine if the charger harness fuse has blown.** A blown charger fuse can cause the charger inhibit to activate.

VSI DIAGNOSTIC FLASH CODES

# OF LEDS	CODE	CAUSE	POSSIBLE SOLUTION
One red LED	1	Low battery voltage	Charge batteries
Two red LEDs	2	Left motor open	Make sure left motor is plugged into controller.
Three red LEDs	3	Left motor wiring fault	Contact your authorized Pride Provider.
Three red LEDs One yellow LED	4	Right motor open	Make sure right motor is plugged into controller.
Three red LEDs Two yellow LEDs	5	Right motor wiring fault	Contact your authorized Pride Provider.
Three red LEDs Three yellow LEDs	6	Inhibit active	Contact your authorized Pride Provider.
Three red LEDs Four yellow LEDs	7	Joystick error	Contact your authorized Pride Provider.
Three red LEDs Four yellow LEDs One green LED	8	Controller error	Contact your authorized Pride Provider.
Three red LEDs Four yellow LEDs Two green LEDs	9	Brake fault	Make sure both motors are plugged into controller.
Three red LEDs Four yellow LEDs Three green LEDs	10	High battery voltage	Contact your authorized Pride Provider.

What if the speed LEDs on the VSI begin to flash?

- **Determine if the battery charger is connected to the power base.** When the battery charger is connected to the power base, a charger inhibit feature keeps the power chair from driving. This is indicated by the VSI speed LED(s) flashing.
- **Determine if the charger harness fuse has blown.** A blown charger fuse can cause the charger inhibit to activate.
- **Determine if all controller connections are plugged into the power base properly.** If the 3-pin charger inhibit connector is not plugged in properly, then the charger inhibit feature will activate.

What if the speed LEDs on the VSI begin to scroll?

- **Determine if the VSI has been placed in lock mode.** The VSI is equipped with a lock mode feature that prevents unintended use of the power chair. If the VSI is in lock mode, deflect the joystick full forward until it beeps, and then deflect the joystick full rearward until it beeps. The joystick should go back to the drive function.

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