7. Troubleshooting

In the event of certain issues with the device, an error code will appear on the display.
The following is an explanation of the causes and resolutions.

Error code	Cause	Resolution
01	The directional controller was deflected when the arm was rotated upward.	Lower the arm and turn the power on again.
02	The directional controller was not in neutral position when the power was turned on.	Power back on without touching the directional controller.
03	The brakes were released.	Lock the brakes.
(DC connector icon)	The DC connector was connected while the power was on, or the device was turned on while charging.	Disconnect the DC connector from the device.
(battery icon)	Low battery.	Recharge the battery.
(snowflake icon)	Speed restriction has been activated after the battery temperature dropped significantly.	Store the battery in room temperature or at least in an ambient temperature of above 0°C until the battery temperature rises above 0°C.
(snowflake icon)	Speed restriction has been deactived after the battery temperature rose above 0°C.	Speed restriction due to low battery temperature has been deactived.
(slope icon)	The device may be on a slope of 10° or greater. Please assess the actual conditions and use this error only as guidance.	Please use caution to slowly move to a location where the inclination angle is 10° or less.

Assembly

Basics

Smartphone App

Freewheel Mode

Charging

Disassembly

Troubleshooting

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Model C

Intelligent Personal EV

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⚠ This document is not a replacement of the user manual. Please read the user manual fully before use.

1. Assembly

Storage Basket (if purchased)

Seat Assembly

Rear Drive Base

Li-ion Battery

Front Drive Base

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1 Connecting the Rear Drive Base to the Front Drive Base

Handle A

Handle B

Grasp Handle A and align Handle B with the hook on the rear drive base.

Slowly tilt the reat drive base forward to join it with the front drive base. A click will be heard when the two parts are correctly connected.

Make sure that the anti-tip bar is lowered.

Anti-tip Bar

2 Attaching the Storage Basket (if purchased)

Align the storage basket with the rear drive base. Rotate the storage basket and place the basket onto the front drive base. Attach the hook fastener on the bottom of the storage basket to the front drive base.

3 Attaching the Seat Assembly

Seat Cushion

Remove the cushion and lift up the seat assembly by the arm rests.

View Hole

Seat Release Lever

Use the view hole to align and position the seat assembly onto the seat post. Pull down on the seat release lever and attach the cushion back to chair frame.
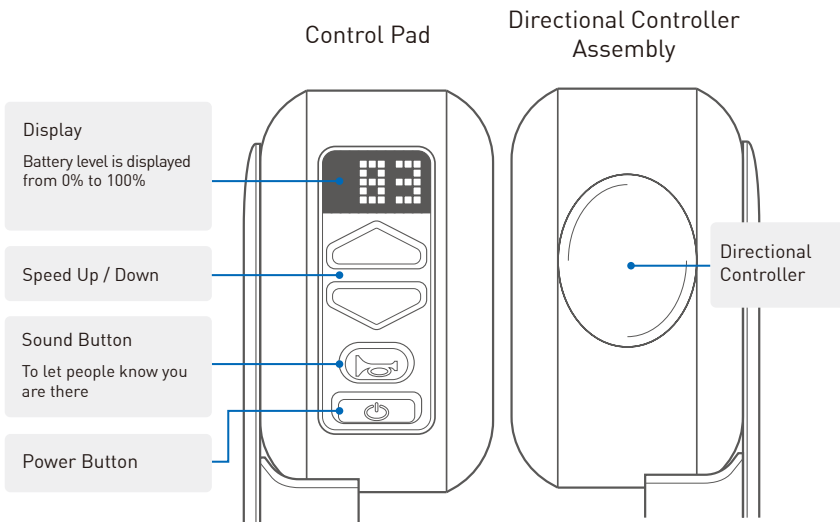
4 Attaching the Battery

Tail Light

Grasp the battery handle and align the battery with the tabs at the bottom of the battery compartment. Press on the top of the battery to insert it. The tail light will illuminate and then shut off. You're done!

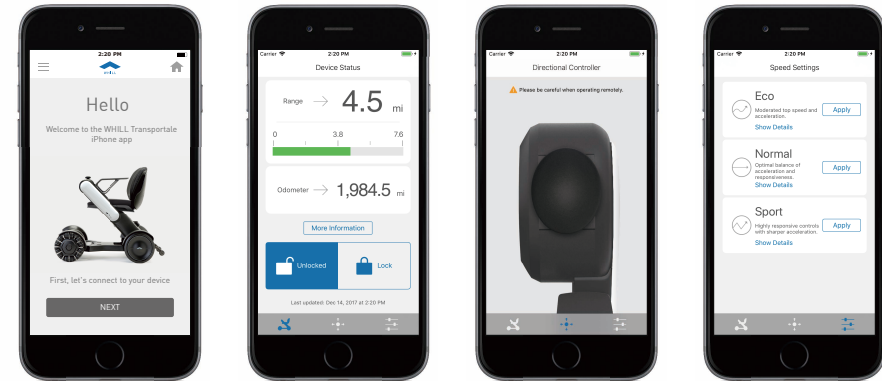⚠ Be sure to fully charge the battery before use.

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2. Basic Operations

⚠️ Be sure to turn off the power before getting in and out of the device.

Control Pad   Directional Controller Assembly

Display
Battery level is displayed from 0% to 100%

Speed Up / Down

Sound Button
To let people know you are there

Power Button

Directional Controller

1	Getting in	Make sure that display is off before sitting in the seat.
2	Powering on	Check that the display lights up when pressing the power button.
3	Driving	Slowly tilt the directional controller towards the direction you want to move.
4	Stopping	To stop the device, remove your hand from the directional controller.
5	Powering off	Check that the display turns off when pressing the power button.
6	Getting out	Make sure that power is switched off (the display is off) before getting out of the device.

3. Smartphone App

Hello
Welcome to the WHILL Transportale iPhone app

First, let's connect to your device

NEXT

Device Status
Range → 4.5 mi
0   3.8   7.6
Odometer → 1,984.5 mi
More Information
Unlocked   Lock
Last updated: Dec 14, 2017 at 2:20 PM

Directional Controller
⚠️ Please be careful when operating remotely.

Speed Settings
Eco
Moderated top speed and acceleration.   Apply
Show Details
Normal
Optimal balance of acceleration and responsiveness.   Apply
Show Details
Sport
Highly responsive controls with sharper acceleration.   Apply
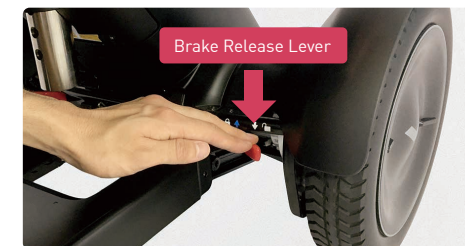Show Details

1. Download the WHILL Model C app from the Apple App Store or Google Play Store
2. Make sure Bluetooth is turned ''on'' on the smartphone
   (This is how the smartphone connects to the Model C)
3. Open the app, and enter the app login ID and password
4. Press connect, then configure the speed settings or drive remotely, if you have a compatible smartphone

Note: WHILL Model C app availability may vary depending on your regional setting.

4. Freewheel Mode

To manually move the Model C, push down on the red brake release levers on both sides.
The freewheel mode can be used when the Model C is out of charge or otherwise inoperable.

Brake Release Lever

⚠️ Never release brakes on inclines.
Make sure you are on a level surface before releasing them.

5. Charging

1 Charging battery while installed on the device

Move the vehicle close to a wall outlet and power off.

Plug the charger into a stabdard wall outlet.
Check that the charger indicator has turned red.

Open the cap and plug the DC connector into the charger port.
Charging starts when the charger indicator flashes green.

The battery is fully charged when the green light stops blinking and remains on.

Unplug the DC connector and close the cap of the charger port.

DC connector

Charge level button

Charge level indicator

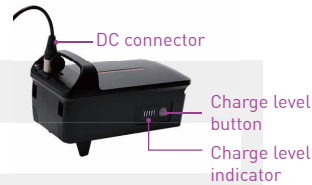## 2 Charging battery detached from the device

Detach the battery from the device.

Plug the charger into a standard wall outlet.
Check that the charger indicator has turned red.

Open the cap and plug the DC connector into the charger port. Charging starts when the charger indicator flashes green. At this time, the charge level indicator on the side of the battery will also flash to show the charging status.

The battery is fully chargered when the green light stops blinking and remains on. The charger level indicator will turn off. To check the remaining battery charge, push the charge level button.

Unplug the DC connector and close the cap of the charging port.
Mount the battery back on the device.
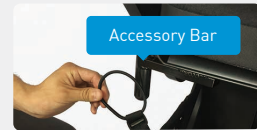
6. Disassembling for storage or transport

1 Removing the Battery

Remove the battery by grasping its handle and pulling it towards you.

⚠ Check that the battery is not locked.

2 Removing the Seat

Accessory Bar

Seat Release Lever

Remove the storage basket (if purchased) hooks from the accessory bars.

Pull the seat release lever towards you.

Hold the arm rests and lift the seat assembly straight up and off the rear drive base. Lay the seat assembly down.

3 Removing the Storage Basket (if purchased)

Lift the basket up to detach the hook fastener at the bottom that secures it to the front drive base. Pivot the basket forwards while still holding it up, and release it from the rear drive base.

4 Removing the Front Drive Base

Where to hold:

Base Release Lever

Handle A

Pull the base release lever towards you.

Grab Handle A and separate the front drive base from the rear drive base.

Front drive base: the handle at the tip of the foot rest and Handle A

Rear drive base: the handle above the battery compartment and the anti-tip bar

*Support the rear drive base with your hand when detaching to make sure it does not topple over.