



# Model Ci

Intelligent Personal EV



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# 1. Assembly

This product comes shipped with the five components as shown below:



## 1 Connecting the Rear Drive Base to the Front Drive Base



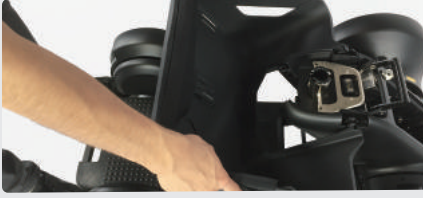
Grasp the handle A and align handle B with the hook on the rear drive base.

Slowly tilt the rear 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.

## 2 Attaching the Storage Basket



Align the storage basket with the rear drive base and then secure it to the rear drive base with the velcro at the bottom.

## 3 Attaching the Seat Assembly

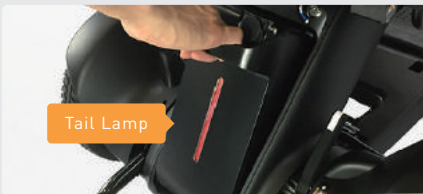


Remove the cushion and lift up the seat assembly by the armrests.



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



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

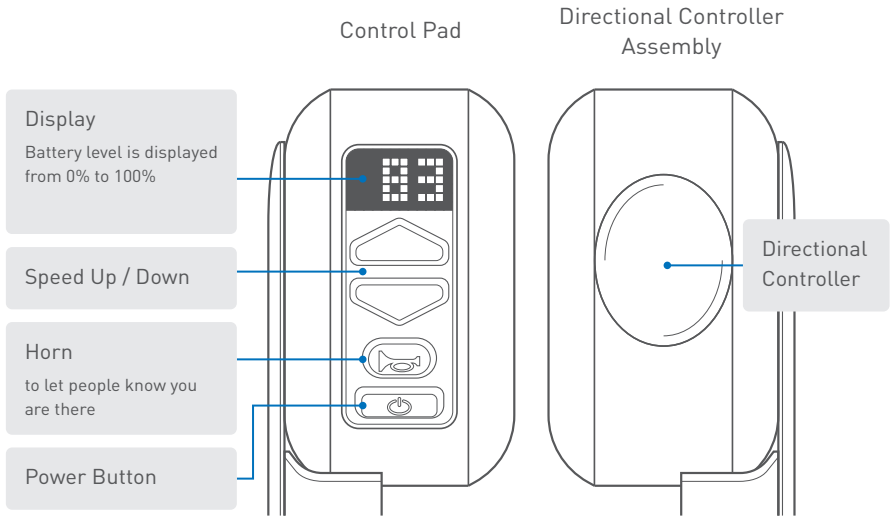


Be sure to fully charge the battery before initial use.

# 2. Basic Operations



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



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

Assembly

Basics

!Phone App

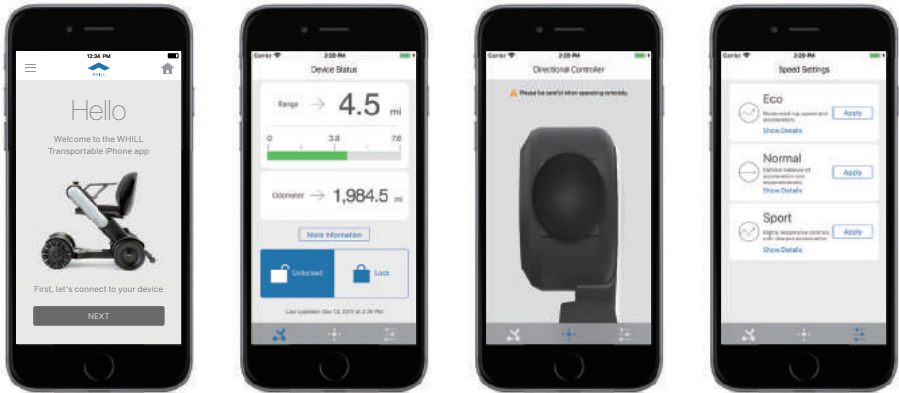
Freewheel Mode

Charging

Disassembly

Trouble shooting

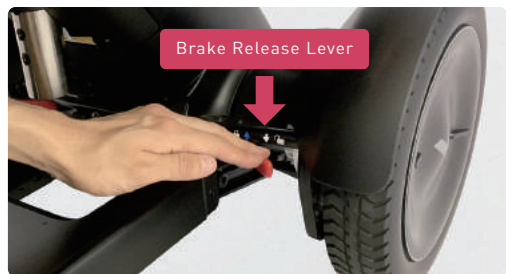
# 3. iPhone App




1. Download the WHILL Ci app from the Apple app store
2. Make sure Bluetooth is turned “ON” on the iPhone  
(This is how the iPhone connects to the Model Ci)
3. Open the app, and enter the App login ID and password  
(The login ID and password can be found on the back cover of the User Manual)
4. Press connect, then start driving remotely, or configure the speed settings

# 4. Freewheel Mode

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



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

# 5. Charging

## 1 Charging battery while mounted on the device

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

Plug the charger into a standard wall outlet.  
Check to make sure that the charger lamp has turned red.



Open the lid and plug the connector into the charger port.  
Charging starts when the charger lamp flashes green.

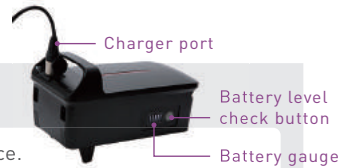


The battery is fully charged when the green light stops blinking and remains on.

Unplug the charging connector and close the lid of the charger port.

## 2 Charging battery detached from the device

Detach the battery from the device.



Plug the charger into a standard wall outlet.  
Check to make sure that the charger lamp has turned red.



Open the lid and plug the connector into the charger port. Charging starts when the charger lamp flashes green. At this time, the gauge on the side of the battery will also flash to indicate the charging status.



The battery is fully charged when the green light stops blinking and remains on. The battery gauge will turn off. To check the remaining battery charge, push the [battery level check] button.

Unplug the charging connector and close the lid of the charger port.  
Mount the battery back on the device.

# 6. Disassembling for storage or transport

## 1 Removing the Battery

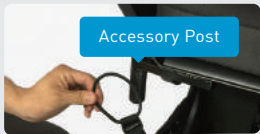


Remove the battery by grasping its handle and pulling it towards you.



Check that the battery is not locked.

## 2 Removing the Seat



Remove the storage basket hooks from the accessory post.



Pull the seat release lever towards you.



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

## 3 Removing the Storage Basket

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

## 4 Removing the Front Drive Base



Pull the base release lever towards you.



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

Handles for transportation



Front drive base assembly: handle at the tip of the footplate and handle A



Rear drive base assembly: a 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.

# 7. Troubleshooting

## Error Messages

If a failure or malfunction occurs, an error message will be displayed on the control pad screen. The following is a list of display icons and voice messages, as well as possible causes and solutions.

Display Icon	Voice Message	Cause	Solution
	Lower Arms and restart	The directional controller was operated with the arm lifted up	Lower the arm.
	Restart without touching the directional controller	The power was turned ON while moving the directional controller	Power back ON without touching the directional Controller.
	Pull up the red brake release levers and restart	The brake was released	Lock the brakes.
	-	The charger was connected while the power was ON, or the device was turned ON while charging	Disconnect the charger.
	-	Low battery	Recharge battery.
	Caution: Battery temperature low. Speed restricted	The Battery is in low temperature mode (below 32° F)	Move to a location where the temperature is higher than 32° F.
	Battery temperature normal. Speed restriction removed	Low temperature mode is off (battery temperature has reached above 32°F)	-
	Caution: Slope angle exceeds 10°	The device is on a steep slope	Move to a surface at no more than 10° incline.

Should you encounter any other technical issues, please contact [support@whill.us](mailto:support@whill.us) or call us at (844)699-4455