

How to pair your smartphone app

App allows users to check total mileage, distance traveled, battery level, full charge cycles and to use the remote control function. Users can also lock and unlock the unit.

1. You need to install the app beforehand. To install, go to the App Store and search for "WHILL". Click the blue WHILL logo icon for the WHILL Model C2/Ci2 app.
(The grey logo icon is for WHILL Model C.)



2. To pair your device, launch the WHILL Model C2 app and enter the following codes* on the screen.

- 🔑 11-digit alphanumeric code
- 🔑 password

*The two codes are printed on the paper slip placed in the indent of the seat of the device.
Note: Depending on your region and smartphone type, the app may not be offered, or some functions may not be available.

The distributor from whom the device was purchased will handle requests for repair, maintenance and parts replacement.

Distributor _____

Manufacturer WHILL Inc.

2-1-11 Higashishinagawa, Shinagawa-ku, Tokyo 140-0002, Japan

Operating Guide

WHILL Model C2/Ci2



This Operating Guide is intended to provide instructions on basic usage of the device. To operate the device safely, please ensure to carefully read this guide before use. It is recommended to keep this guide on hand at all time for your reference.

1. Major precautions for use

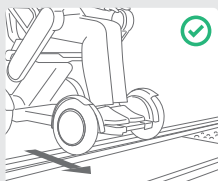
The WHILL Model C2/Ci2 is a mobility vehicle. Persons who find it difficult to use a powered wheelchair should refrain from using the device.

- The maximum load weight for this device is 300 lb (approx. 136 kg). It includes both the occupant and any luggage. Ensure the the load weight does not exceed the maximum during use.
- Turn off the device power when getting in and out of the device.
- Keep your feet on the foot rest while driving to avoid feet or clothing getting caught in moving components.
- Avoid traffic and narrow space, and follow the traffic rules to drive safely.

Dress appropriately for driving.

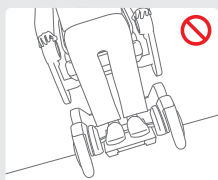
- There is a risk that clothing such as long scarves, loose pants, skirts and rain coats may be caught in tires or other parts of the device, resulting in injury.
- When wearing gloves, be careful to avoid getting them caught in the device, such as in the control components.

Drive carefully in the following areas.



When crossing railroad crossings or tram tracks, approach and cross perpendicular to the tracks.

Ensure the device does not get stuck in the groove of the tracks.

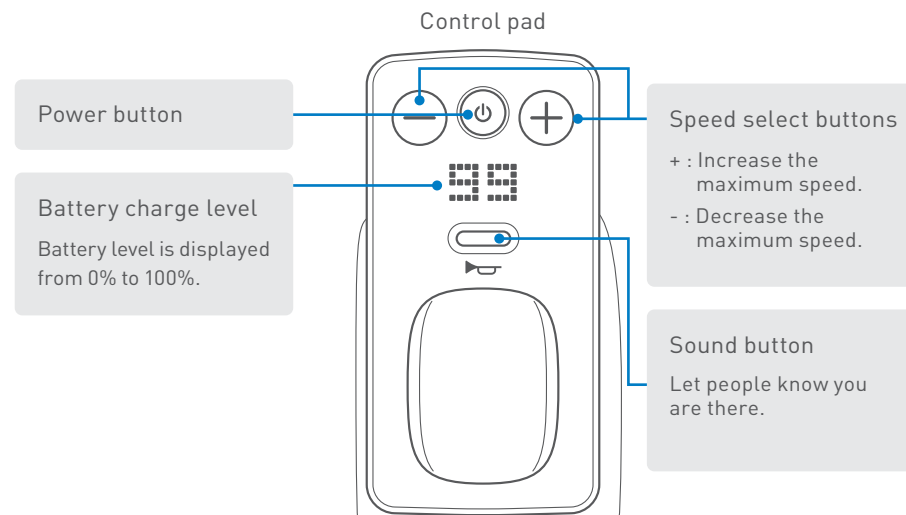


Do not drive at places where the device may lean significantly.



Avoid rail road crossings and take a safer route whenever possible. If you must pass a rail road crossing, ensure you understand how to manually release the brakes (p4) and ask a caretaker to accompany you. Do not drive the device in areas with soft surfaces such as sand, mud, snow or frozen paths. There is a risk that accidents may occur.

2. Basic operations



- 1 Get in the device** Confirm the device power is off before getting into the device.
- 2 Turn on the power** Press the power button and confirm the display turns on.
- 3 Set speed** Adjust the speed setting from 1 to 4 by using speed select buttons.
- 4 Move and turn around** Move the joystick slowly in the desired direction.
- 5 Stop** Release the joystick.
- 6 Turn off the power** Press the power button and confirm the display turns off.
- 7 Get out of the device** Confirm the display is off, and then get out of the device.



Ensure to turn off the device power when getting in and out of the device.

2. Driving tips Basic operations

1 How to stop

Release the joystick to stop. Releasing the joystick automatically applies the brakes and stops the device even on an uphill or downhill slope.

2 How to hold the joystick

Place fingers on the joystick.



3 How to move the joystick

Adjusting the speed

The device speed can be controlled by the tilting degree of movement of the joystick.

In the beginning, ensure to operate the joystick gently and drive slowly.

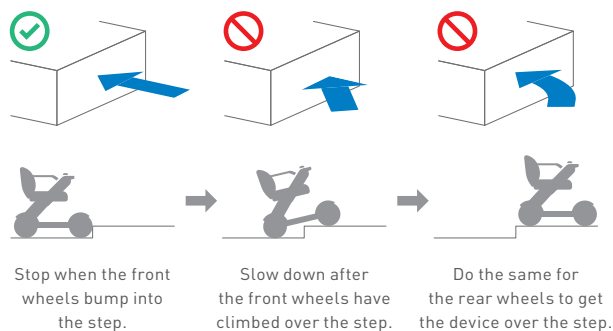


Tilting a little = slow

Tilting more = fast

Climbing over a step

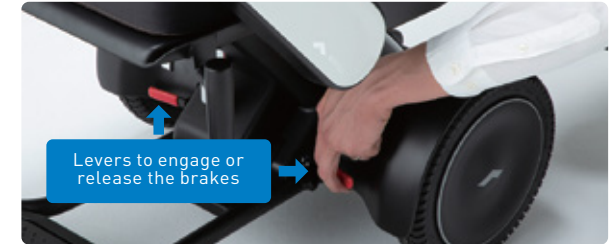
When climbing over a step, approach at a right angle to the step.



3. Releasing the brakes

Certain situations may require control of the device without powering on and using the joystick—known as freewheel mode. This can be accomplished using the two red brake release levers.

Turn off the device power. Push down both of the two brake release levers below the seat.



Raise both brake release levers to re-engage the brakes afterwards.



Do not release the brakes on a slope. Be sure to release the brakes only when on a flat surface and in emergencies after turning off the power. After moving the device manually with the brakes released, be sure to raise the two brake release levers to re-engage the brakes.

4. Using the smart key

The smart key can be used to lock and unlock the device.



Press the smart key lock button. The icon indicating the locked status will appear on the controller's display and make a locking sound. When attempting to turn on the device when the device is locked, the icon indicating the locked status will appear on the display. The device cannot be turned on.

Press the smart key unlock button. The smart key LED will illuminate, and the icon indicating unlocked status will appear on the display and make an unlocking sound. The device will be unlocked.

Sold separately. Equipped with standard items depending on the areas/countries.

5. Disassembly procedure

! When assembling or disassembling the device, grab only the handles and parts as described in the instructions, and do not hold the device by any other areas.

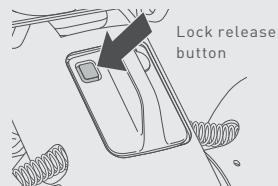
This device can be disassembled into the following five components.
 ※ Remove the battery before disassembling.



1 Removing the battery



Press the battery's lock release button. Grasp the handle and pull to remove the battery.



2 Removing the seat assembly



Pull up the seat release lever toward you.

Lift up the seat assembly by the arm rests.

※Lift the seat assembly slowly so that it does not damage other parts.

※When placing the seat assembly on the floor, place it with the cushion facing up.

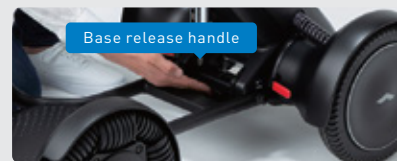


When lifting the seat assembly, the magnetism of the magnetic connectors located at the connection between the seat assembly and rear drive base may have an adverse effect on electrical medical devices. Persons who have an implanted pacemaker, implanted defibrillator, or other electrical medical devices in their bodies, must leave a minimum of 8 inches (20 cm) between themselves and the magnetic connectors.

3 Removing the storage basket

Remove items from storage basket, then lift the storage basket straight up by holding its handles and remove it from the front drive base.

4 Disconnecting the front drive base



Raise the base release handle.

Grab the handle near the center of the front drive base and disconnect Bar B on one end of the front drive base from the hook of the rear drive base.



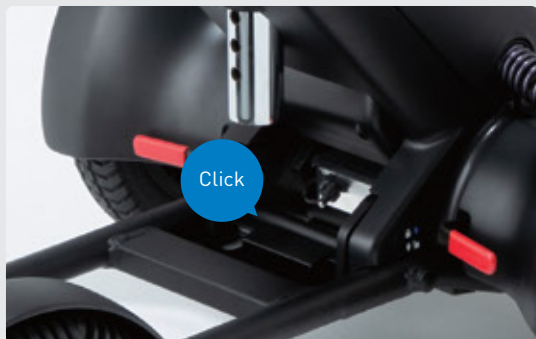
* When disassembling, support the rear drive base with your hand to prevent it from falling over.

6. Assembly procedure

1 Assembling the front drive base and rear drive base



Grab the handle near the center of the front drive base while tilting up the rear drive base. Then align Bar B with the hook on the rear drive base.

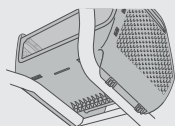


Slowly tilt the rear drive base forward and connect it to the front drive base. The base release handle of the rear drive base latches onto Bar A of the front drive base. A click will be heard when the two parts are connected properly.

2 Installing the storage basket



Align the hooks on the bottom of the storage basket with the frame of the front drive base, then push the storage basket straight down. Push the flat part at the bottom of the basket until it clicks.

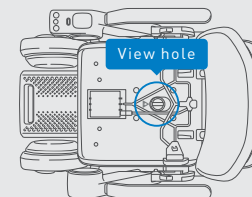


! If the device does not start properly even though a charged battery is inserted to the device and the device is turned on, remove the battery, then re-insert the battery after 10 seconds.

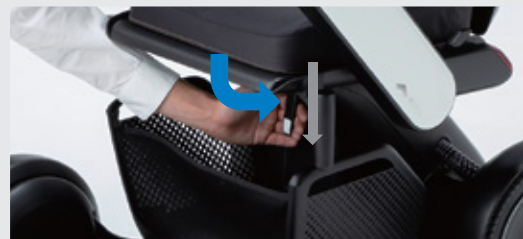
3 Installing the seat assembly



Remove the seat cushion, grab the arm rests, and lift the seat assembly.

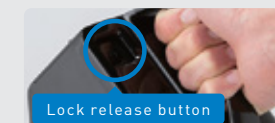


Use the view hole to align and position the seat assembly onto the seat post.



Push down the seat release lever into the vertical position, and attach the cushion back to a seat base.

4 Installing the battery



Ensure that the battery lock release button is not pressed. Grab the battery handle and insert the battery into the battery compartment. If experiencing difficulty, push the battery with more force.

7. Charging the battery

1 Charging with the battery installed in the device

Move the device close to the outlet and turn off the device power.
Connect the charger and AC connector cord.

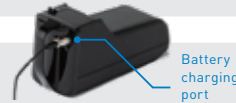
Plug the charger into the power outlet. The charger indicator illuminates red.

Remove the battery charging port cap and connect the DC connector to the battery charging port. The charger indicator begins flashing green and charging starts.

Charging is completed when the charger indicator turns solid green.

Disconnect the DC connector from the battery, then disconnect the plug from the power outlet. Close the cap of the battery charging port.

2 Charging with the battery removed



Check the device power is off and press the battery lock release button.
Grasp the handle and pull to remove the battery.

Connect the charger and AC connector cord. Plug the charger into the power outlet.

Remove the cap of the battery charging port and connect the DC connector to it.
The charger indicator begins flashing green, and charging starts.

Charging is completed when the charger indicator and battery LED turns solid green.

Disconnect the DC connector from the battery, and then the plug from the power outlet.



- Do not touch the battery and charger during charging to prevent burns.
- Ensure charging the battery indoors.
- The battery and charger are for the WHILL Model C2 only.
- Only use the designated battery and charger for the device.

8. Troubleshooting

In the event of certain issues with the device, an error code will appear on the display. If an unlisted error is displayed or the issue persists even though a problem was handled in line with troubleshooting, contact your distributor or customer support.

Behavior of the device	Error code	Cause	Resolution
The icon shown on the right appears.		Operation of control pad attempted while arm is rotated upward.	Lower the arm and turn the power on again.
		The joystick was not in the neutral position when the power was turned on.	Power back on without touching the joystick.
		The brake levers are disengaged.	Lock the brakes and turn the power on again.
		The charger was connected while the power was on, or the device was turned on while being connected to the charger.	Disconnect the charger from the battery.
		The battery charge level is low.	Recharge the battery.
The maximum speed decreases.		The battery temperature dropped significantly.	Store the battery in room temperature or at least in an ambient temperature of above 0°C (32°F) until the battery temperature rises above 0°C (32°F).
The maximum speed recovers.		The battery temperature rose above 0°C (32°F).	
The icon shown on the right appears.		The smart key battery level is low.	Replace the smart key battery.
The icon shown on the right appears.		The device may be on a steep uphill slope.	The device may be on a slope unsafe to operate. Move slowly to a place where the slope is gentle while checking your safety. Once warning sound is made, it will not be made again for about 2 minutes.



- When the device does not turn on, check the battery level and if it is inserted fully into the compartment. If the device does not start properly, remove the battery, then re-insert the battery after 10 seconds and turn on the device after 5 seconds.