



User manual

Excel Click & Go Lite



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General introduction

Before you use your Click & Go Lite, you and your attendant must fully read and understand this user manual. Also, as you have this user manual, you agree to the conditions mentioned within.

We want to thank you for the confidence in our Excel® products. The policy of Van Os Medical is to focus on continuously improving the quality and reliability of our products. We therefore reserve the right without further notice to make any changes to this user manual.

It is important you read this user manual very carefully, before you are going to use your power pack. This user manual contains important information about the safe use and maintenance of your power pack. We recommend you keep this user manual, because it is also your proof of warranty.

The safety instructions within are general guidelines, which must be seen as broad guidelines. It is possible to develop your own way to perform common movements. However, we advise you to consult a professional for assistance in developing safe and effective techniques, regarding your daily activities within your physical capabilities.

Your new power pack requires frequent maintenance, much of which you can do yourself. We advise you to take your power pack to a professional for a check at least once a year. You will find a maintenance schedule further on in this user manual.

Attention!

In this user manual you will find tips and warnings. These are clearly identified by the symbols and display of the text, like you can see below.



Tip

The tips mentioned in this user manual are meant to make even better use of your Excel Click & Go Lite power pack.



Warning

The warnings mentioned in this user manual must always be followed, in order to prevent damage to the Excel Click & Go Lite or injury to yourself.



Enter the information of your authorised dealer below:

Company:

Address:

Phone number:

Fax number:

E-mail address:

Website:



1. Identification

Your power pack is equipped with a unique serial number. You will find this number on the frame of your power pack. Below, you see an example of the frame label, where you can find the identification number. Furthermore, you will find the explanation of the various data stored on the frame label on the next page.

1.1 Frame label Excel Click & Go Lite

The frame label contains the following information:

- 1:** A barcode with the number 00/00/0000 below it.
- 2:** A unique serial number (SN) located at the top right.
- 3:** A weight limit icon (person in wheelchair) with "MAX. KG" above it and the number 135 below it.
- 4:** A warning triangle icon, an information icon (book with 'i'), and a CE mark.
- 5:** The product name "Excel Click&Go Lite".
- 6:** The Dutch text "Duwhulp voor de begelei" (Push propulsion for attendant).
- 7:** A warranty table with three columns for years, months, and months.

Garantie:	10	10 jaar	2	24 maand	7	3	6 maanden
Warranty:	10	10 years	2	24 month	7	3	6 months
Garantie:	10	10 ans	2	24 mois	7	3	6 mois

Van Os Medical B.V. Koperslagerij 3 4651 SK Steenbergem The Netherlands | www.vanosmedical.com



1.2 Explanation of the data on the frame label

1. Production date

The date which on your power pack was manufactured.

2. Serial number

Every power pack has its own unique serial number. You need this number when you have any technical questions or you want to order any parts of the power pack.

3. Maximum weight

The maximum weight allowed on the power pack.

4. Type number

This number indicates which model of power pack you have. You need this number when you have any technical questions or you want to order any parts of the power pack.

5. Model name

The model name of your power pack starts with the brand name Excel. The additional model description forms the model name of the power pack. You need the model name when you have any technical questions or you want to order any parts of the power pack, in this case the Excel Click & Go Lite.

6. Description

The intended use of your power pack is described here.

7. Warranty

Here, the warranty period of your power pack is reflected. Chapter 8 describes the warranty conditions in further detail.



2. General information

2.1 Components of your power pack

Excel Click & Go Lite

1. Battery
2. Driving wheel
3. Controller
4. Fixationbar



Your power pack is equipped with a number of components and parts. You should know these before continue reading this user manual. The design and specifications may change without further notice.

2.2 General explanation of your power pack

The Excel Click & Go Lite is a power pack, which support the attendant in propelling the wheelchair. The power pack can only be used by the attendant. The drive is easy to remove and / or place of the ground. Excel Click & Go Lite be easily placed under a wheelchair.



EXCEL CLICK & GO | PHOTO 1



3. Safety regulations

Van Os Medical B.V. specifically disclaims responsibility for any body injuries or property damage, which may occur during any use, when the recommendations and warnings described in this user manual are not followed. The Excel Click & Go Lite is, if the power pack is used correctly, a very safe and stable product. However, it is possible if you do not use your power pack correctly, dangerous situations may occur.

3.1 General safety regulations

Protect your power pack by checking it regularly. When a part of your Excel Click & Go Lite doesn't function correctly, a dangerous situation could occur. Therefore, you must keep your power pack in optimum condition, to ensure safe use. Periodical inspection, a correct adjustment and in time replacement of broken or worn parts will result in use for years without any problems. A qualified Excel dealer, who will only use Excel replacement parts, will take care of your power pack and make sure you can use your power pack for years to come.

3.2. Warnings for safe use

To prevent any damage to your property, the power pack or the user, you must observe the following warnings. Van Os Medical B.V. is not responsible for any damage, provided that the warnings be respected. After reading the warnings, you agree with the regulations, mentioned in this user manual.

- Check at the point of delivery that all components are present, and whether any damage is present, if any components are missing or damaged you must contact our dealer immediately;
- Do not use your power pack as a single component, but only in combination with a wheelchair;
- Do not use your power pack in sandy, rough areas, wet and smooth surfaces or surfaces with little grip;
- Do not lean on the back of the power pack. This can result in tipping over;
- Do not try to ascend ramps or hills without installing the anti tippers;
- Never drive across a slope or incline, only negotiate in straight lines up or down;
- Do not use the push propulsion when it rains, when it snows or when there is snow. In addition to the fact that the push propulsion has little grip, moisture can result in damage to the push propulsion;
- Do not use your power pack when it rains, or snows. In addition to the fact that the push propulsion has little grip, moisture can also result in damage;
- When operating the Click & Go always stand behind the chair using the push handles;
- Transporting your Click & Go is done so at your own risk. Van Os Medical accepts no responsibility if any damage occurs during transit;
- Transporting your Click & Go is done so at your own risk. Van Os Medical accepts no responsibility if any damage occurs during transit;
- If any parts of your power pack are broken DO NOT USE IT!;
- Never stand on your power pack;
- Never connect anything to the wheels of the Click & Go, it may cause damage to the wheelchair and could cause it to tip over and may injure the user;
- Do not attempt to use the Click & Go if the parking brake is applied;
- Do not suddenly change direction when operating the Click & Go as this will effect your balance;
- The Click & Go is designed to provide support to the attendant propelling your wheelchair and is only suitable for pushing one person at a time;
- Do not use the power pack if you are under the influence of alcohol, drugs or heavy medications;
- If you make any modifications to your power pack which are not described in this user manual, the warranty will expire completely.



Warning

The implementation of changes to the Excel Click & Go Lite, which are structural changes, is at all times at the expense of the warranty.



4. Specifications

Below, you will find the specifications of the Excel Click & Go Lite.

4.1 Specifications of the Excel Click & Go Lite

Total length:	36 cm
Total width:	25 cm
Total height:	29½ cm
Total weight:	13 kg (including battery; 19 kg)
User weight:	Max. 135 kg
Available colors:	Grey
Suitable for seat width:	40 cm to 50 cm
Speed:	Max. 5,5 km/h
Drive wheels:	200 x 50 mm
Battery:	12V / 18 Ah
Weight battery:	9 kg
Radius of action:	8 km





5. Components of the Excel Click & Go Lite

In this chapter the different components of the Excel Click & Go Lite are described. On the power pack are a number of components which are adjustable. If you want to add or remove any of its components, make any adjustments or replace components, you should always follow the instructions described in this user manual.

5.1 The control panel

The Excel Click & Go Lite is operated by a hand control system. Before you use your Click & Go Lite you must first mount the hand controller on the push handle of the respective wheelchair as per photo 2, using an Allen key. You must then attach the cable that connects the hand controller to the propulsion system photo 3.

The Click & Go is activated by an ignition key situated in hand controller (photo 4), which is attached to the push handles. To operate the Excel Click & Go you set the desired speed on the speed control dial (photo 5), engage the forward/reverse switch (photo 6) (depending on which direction you want to travel) you then pull the lever which sets Excel Click & Go Lite in motion, see photo 7.



EXCEL CLICK & GO | PHOTO 2



EXCEL CLICK & GO | PHOTO 3



EXCEL CLICK & GO | PHOTO 4



EXCEL CLICK & GO | PHOTO 5



EXCEL CLICK & GO | PHOTO 6

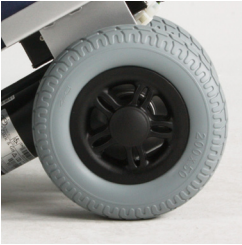


EXCEL CLICK & GO | PHOTO 7



5.2 The wheels

Check your wheels regularly for wear, if the tread is too shallow you will not achieve the required grip to propel your chair.



EXCEL CLICK & GO | PHOTO 8

5.3 The battery

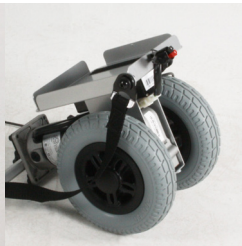
The battery of your Click & Go Lite is in a protective case and is removable. If you want to remove the battery, you must first ensure that the battery is disconnected from the hand controller. This is confirmed by both connectors being unplugged, see photos 9, 10 & 11.



EXCEL CLICK & GO | PHOTO 9



EXCEL CLICK & GO | PHOTO 10



EXCEL CLICK & GO | PHOTO 11



Warning

When you receive your Click & Go Lite you must first fully charge your battery.



5.4 The attachment belt / fastening strap

The Excel Click & Go Lite is equipped with an attachment belt / fastening strap. This belt consist of two loops. The longest loop should always be attached to the left-hand push handle of the wheelchair (photo 12); this is for safety. The shortest loop is used to lift the rear wheels off the ground when you want to disengage the power pack, see photo 13. It is also possible to adjust the length of the attachment belt / fastening strap in length.



EXCEL CLICK & GO | PHOTO 12



EXCEL CLICK & GO | PHOTO 13



EXCEL CLICK & GO | PHOTO 14

5.5 Attaching and taking off the power pack

The power pack is attached to the frame of the wheelchair. It is important that this attachment is carried out in the right way. When the power pack is not properly secured, it will not function properly and it may be dangerous.



Warning

Failure to correctly fit the power pack to your wheelchair could result in the chair being damaged or cause injury to the user.

5.6.1 Attaching the power pack

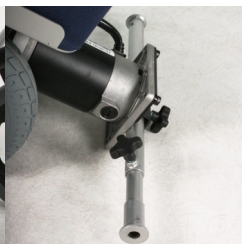
Once you have unpacked your Click & Go Lite, locate the locking mechanisms. Untighten the two Allen bolts. Place the locking mechanisms on the lower side frame, just in front of the rear axle plate, as shown in photo 15. Tighten the two bolts to hold the locking mechanism to the side frame. Ensure the locking mechanism grips on to the cylindrical tube. This will need to be very tight. Please ensure the two locking mechanisms are in line. If they are out of line, your Click & Go Lite will not drive in a straight line.

Locate the silver tube included with the Click & Go Lite. Please note that this can be extended by untightening the black star shaped knob. On the unit itself, there is a black plate that fixes the extendable silver bar tot the unit. Please loosen the 4 Allen head bolts. Place the silver tube through the black plate, see photo 16. Proceed to tighten the 4 Allen head bolts on to the black plate. It is recommended that the unit is centralised on the silver tube before fitting to the chair. Please use the black star knob to tighten the silver fixation tube in place.

To attach the unit to the locking mechanisms, please pull down on the yellow handles (photo 17). This releases the spring loaded locking mechanism enabling you to attach the silver tube (photo 18, 19 & 20).



EXCEL CLICK & GO | PHOTO 15

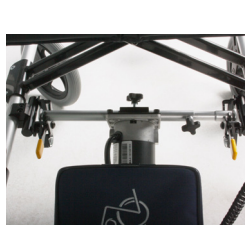


EXCEL CLICK & GO | PHOTO 16

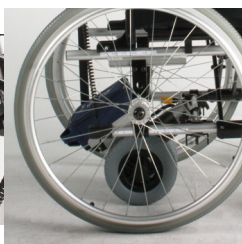


EXCEL CLICK & GO | PHOTO 17

EXCEL CLICK & GO | PHOTO 18



EXCEL CLICK & GO | PHOTO 19



EXCEL CLICK & GO | PHOTO 20

5.6.2 Taking off the power pack

To remove the power pack you need activate the quick release system. Push down on the yellow covered of the clamps, this will release the metal bar which will in turn release the power pack.



6 Maintenance

Your Click & Go power pack needs periodical maintenance. This is necessary for long and optimum comfort for the user. A badly maintained system will give you more technical problems, make it harder to steer and it will void your warranty. Preventative maintenance is very important. We advise you to have your power pack checked by a qualified Van Os Medical dealer at least once a year. This dealer will replace parts if necessary and will only use Excel parts. These annual inspections will make sure your system will function correctly for years.

There are a lot of things you can do yourself to keep your power pack in optimum condition. If you regularly check the system and perform (small) maintenance tasks, this will extend the lifetime of your chair and increase your ease of use. In the following paragraphs these maintenance steps are further described.

6.1 The tyres

You should check your tyres regularly for signs of wear. If no tread is present or there are any cracks or other defects you must have them replaced.

6.1.1 PU tyres

We use PU tyres (polyurethane or puncture-free tyres) on the Click & Go. You can easily recognise these tyres as they do not have a valve. PU tyres do not need to be inflated and cannot be punctured. The PU tyre tread can wear out just as an air tyre can. Check periodically to see if the tread is still deep enough.

6.2 Cleaning the power pack

It is important to clean your Click & Go Lite regularly. You should at least clean it by removing the dirt every time you have used the Click & Go Lite. This will extend the lifetime of the Click & Go Lite and it will influence the driving comfort when you use the Click & Go Lite the next time.

6.3 Battery

We only use PU tyres (polyurethane or puncture free) on our Click & Go Lite. You can easily recognise these tyres as they do not have a valve. PU tyres do not need to be inflated and cannot be punctured. The PU tyre tread can wear out just as an air tyre can. Check periodically to see if the tread is still deep enough.



6.4 Service checklist

To maximise the lifetime of your power pack, we recommend you to have it checked, at least once a year, by an authorised Van Os Medical dealer. The form below can be used. The intensity of your use of the system varies greatly from person to person. Therefore, it may be that your Click & Go needs a check several times a year. Furthermore, maintenance is not covered under warranty.

	Service schedule								
Service number	1	2	3	4	5	6	7	8	9
Tyres: <i>slack, wear, check the tyres</i>									
Gas springs: <i>check for wear</i>									
Mounting mechanism: <i>slack, wear</i>									
Throttle: <i>operation, battery meter, speed setting</i>									
Electrical mechanism: <i>wiring, affiliation</i>									
Brushes of the engine									
Checked by (initials)									
Date									



7. Problem analysis and solutions

It could be there are problems when using your Excel Click & Go Lite. The potential problems that may occur are described below in the table. You will also find the solutions. These solutions must be performed by an authorized Van Os Medical dealer. Only at code 1 you can do something yourself.

If you have problems with your power pack that can not be found in the table below, we recommend you to contact an authorized Van Os Medical B.V. dealer.

Code	Problems	Solutions
1	Battery is empty	Charge the battery.
2	Bad contact motor	Make sure that the connector of the motor is connected correctly and that the brushes make contact.
3	Short circuit motor	Check the motor and replace the controller.
4	<i>Not applicable</i>	-
5	<i>Not applicable</i>	-
6	No reaction	The charger is connected. Also check the inputs of the power pack.
7	Potentiometer error	Check the potentiometer and the wiring.
8	Controller error	Check the connectors and wiring. If necessary, replace the controller.
9	Parking brake error	The power pack is still on the freewheel or the wiring makes poor contact.
10	Bad nutrition	Make sure the batteries are properly connected and the wiring makes good contact.



Warning

If the Excel Click & Go Lite does not respond at all, check the connection of the battery, the automatic fuse and / or glass fuse.



8. Warranty

Your user manual is also the warranty form. Enter the relevant data on page five and keep this user manual safe.

8.1 Warranty application

On your Excel Click & Go is the factory warranty applicable. It could also be possible that your dealer offers an additional warranty. However, in this user manual we are assuming the only warranty is the one given by Van Os Medical B.V.

This warranty is only granted to you as the consumer. It is not intended to be used commercially (such as hiring or institutional use). The warranty is limited to defects to materials and possible hidden shortages. Van Os Medical B.V. guarantees the following components on your Excel Click & Go Lite:

- Warranty period on entyre product: 1 year;
- Warranty period batteries: 6 months.

8.2 Warranty conditions

The warranty period starts upon the date of purchase of your power pack. If within the warranty period your Click & Go Lite develops a defect, it will be repaired or replaced. However you do need to provide to Van Os Medical B.V. a complete filled in warranty registration form or a copy of the bill with date of purchase. Without a warranty registration form or a proof of the purchase date, the warranty will start at the date when Van Os Medical sent the invoice to the dealer.

Repairs and replacement must be performed by an authorised Van Os Medical service agent. To qualify for the warranty, your Click & Go Lite must be regularly serviced. Furthermore, if a problem occurs, you need to fully inform the Van Os Medical B.V. dealer immediately. If your Click & Go is out of warranty you can have it serviced or repaired at any Van Os Medical service agent.

The warranty is only applicable to the first owner who purchased the power pack directly from the Van Os Medical dealer.

This warranty does not include any labour charges incurred by replacements. Replaced or repaired parts fall under the same warranty conditions as the original power pack. Worn parts are normally not guaranteed, unless these parts are worn as a direct result of an original manufacturers defect. These parts are for example upholstery, tyres, inner tubes and similar kinds of parts. The warranty conditions above describe all Click & Go Lite parts, and are applied for the models purchased at the normal price.



Under normal circumstances no responsibility is accepted when the Click & Go Lite needs replacement or repairs as a direct result from:

- Not maintaining according to the recommendations of the manufacturer, or not using the specific original parts;
- Damaging parts by inattentive use, accident or incorrect use;
- Adjusting the Click & Go Lite, different from the specifications of the manufacturer, or repairs carried out in the home or not by a certified service agent;
- If the product is not equipped with an original factory frame number and identification label as described in the manual, see chapter 1.

The product which is described and shown in this user manual can differ from your own model in details. However, all instructions are relevant, independent of slightly different details. We reserve the right to change the product in this user manual without further notice. All drawings, measures and capacities showed in this manual, are approximations and may be slightly different to your power packs specifications.



Warning

Van Os Medical B.V. cannot be liable for any consequent or individual damage whatsoever. While this manual is created with care it is not exclusive. If your power pack does not comply with the rules contained in this user manual, you will first go to an authorised Van Os Medical B.V. dealer to discuss the problem. The warranty is only valid during the indicated period. If adjustments are made to the power pack, which have structural impact on the product, the warranty will expire completely.



Tip

Maintenance is not covered under warranty. Your dealer may deviate from the maintenance interval.



Declaration of Conformity

Product identification

Product group: **Powered propulsion, removable powerpacks for powered wheelchair propulsion assistance**
Brand: **Excel**
Model: **Click & Go Lite**
Number: **VOS.TCF.EC. 0813 / 0814**

Manufacturer

Name: **Van Os Medical B.V.**
Address: **Koperslagerij 3
4651 SK Steenberg**
Country: **The Netherlands**

Means of Conformity

The product is in conformity with Directive 93/42/EEC based on the use of a Technical construction file in accordance with Article 9 (Class I products) of the Directive.

Signature of EU Representative

EU Representative: **Wijnand van Os**
Function: **Director**
Place: **Steenbergen**
Date: **01-01-2016**

DECLARATION OF CONFORMITY



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