

GOLDEN AIIV™



Owner's Manual Power WheelChair Model GP303



Golden Technologies - 401 Bridge Street - Old Forge, PA 18518
Tel: 800-624-6374 - Fax: 800-628-5165 - www.goldentech.com

Thank you for purchasing your Ally. We are honored you have chosen Golden Technologies for your mobility needs.

(Model GP303)

Standard Packing List:
Power Wheelchair
Owner's Manual
Charger
Tool Kit

FOR YOUR RECORDS

Please fill in your Ally information below. This information will be useful in the event that you ever need to contact Golden Technologies, Inc. concerning your power chair.

Your Ally

Model _____ Serial Number _____

Date of Purchase _____ Body Color _____

Options _____

Your Golden representative or provider

Name _____

Company _____

Address _____

Please remember to fill in and return your warranty registration card.



DISCLAIMER

We ask that you read this manual completely before operating your new Ally. Golden Technologies, Inc. is not and cannot be held responsible for any damage or injury incurred due to improper or unsafe use of the Golden Ally. Golden Technologies, Inc. specifically disclaims responsibility for any bodily injury or property damage that may occur during any use that does not comply with applicable federal, state, or local laws or ordinances.

Intended Use: The intended use of the Ally power wheelchair is to provide mobility to adults, limited to a sitting position and have the capability to operate a simple hand control.

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I. Introduction



Congratulations on the purchase of your new Ally. The Ally, combines cutting edge technology with attractive designs that are also highly functional in today's world. We at Golden Technologies, Inc. know that you have chosen a power chair that will give you years of dependable operation and also will enhance the quality of your life by providing you with the mobility to experience an active daily lifestyle.

Even though your new Ally is both user-friendly and designed for maximum maneuverability in even the tightest spaces, we ask that you please read, understand and follow all of the instructions and suggestions in this manual before you operate your power chair for the first time. The safe use of your new power chair is very important to us.

If you feel that you do not understand the instructions and suggestions presented in this owner's manual, or if, for any reason, you do not feel capable of performing the activities necessary to assemble, disassemble, operate, or maintain your Ally, please contact your local Golden Technologies, Inc. provider or call Golden Technologies, Inc. Technical Support Services at (800) 624-6374.

Golden Technologies, Inc. cannot be held responsible for personal injury or property damage resulting from the unsafe or the improper use of any of our personal mobility products. Also, Golden Technologies, Inc. cannot be held responsible for personal injury or property damage resulting from attempts to follow instructions, suggestions, and guidelines presented in this owner's manual.

Our Research and Development Department, our Quality Control Department, and our Engineering Department have used the latest product specifications and the latest product design information to manufacture your Ally. Golden Technologies, Inc. reserves the right to implement changes into our product lines when those changes become desirable or necessary. If changes are implemented into our product line, there may be minor differences between the product you purchased and the illustrations and instructions in this owner's manual.

Please fill out and mail the enclosed warranty registration card. Registration is also available @ www.goldentech.com. We at Golden Technologies, Inc. would appreciate hearing about the dependability of your Ally and about the convenience of mobility it has provided for you. We would also appreciate hearing about the service you received from your local Golden Technologies, Inc. provider or representative.

Golden Technologies, Inc.
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For more information about our products and services or to send us your comments, please visit our website at www.goldentech.com

II. Safety

Safety Guidelines

The symbols below are used in the owner's manual and/or on the product to identify warnings and to notify you of important safety information. Make sure you read and understand them completely.



WARNING! Indicate(s) a hazardous situation which, if not avoided, could result in death or serious injury. This icon is represented as a black symbol on a yellow triangle with a black border.



MANDATORY! Failure to perform mandatory actions can cause personal injury and/or equipment damage. This icon is represented as a white symbol on a blue dot with a white border.



PROHIBITED! Indicate(s) an action(s) that should not be performed under any circumstance. Failure to adhere can cause personal injury and/or equipment damage. This icon is represented as a red circle and red slash.

Safety Symbols

The symbols below identify warnings, mandatory actions, and prohibited actions. They can be found in the owner's manual and/or on the product. Make sure you understand all safety labels before operating the product. Do not remove safety labels from the product.



Read and follow the owner's manual!



Use only Lithium-ion batteries!



Pinch/Crush Hazard!



Corrosive chemicals inside battery!



Recycle



Do not place into trash!



Explosive conditions exist!



Avoid transmitters!



Indoor use only!



Hot surface!



Electrical hazard!



Do not use personnel electronic devices!

II. Safety



Your Golden Ally is a battery-operated vehicle. Please exercise caution and consideration when you are operating it. Driving your Ally carefully and thoughtfully will help ensure your personal safety and the safety of other people.



Read and follow the owner's manual before operating your power chair.



Do not attempt to use your Ally on an escalator. Always use an elevator.



Do not carry passengers on your power chair.



Do not operate your Ally, if it is not functioning properly.



Use caution when driving on soft or uneven surfaces such as grass, gravel and on decks where there is no railing.



Never drive on the roadway, except when you must cross the street.



Always cross streets at intersections and use the most direct route, making sure that your path is clear and that you are visible to motor traffic.



It is not recommended to drive your Ally, up or down a step or curb that is higher than 1-1/2 inches.



Never back up or down a step or curb.



Never operate your Ally, while you are under the influence of alcohol.



Do not operate or store your power chair where it will be exposed to rain, snow, mist and below-freezing temperatures.



Never sit on your power chair when it is in freewheel mode and on an incline or decline.



Never sit on your Ally when it is being transported.



Do not connect or allow anyone except an authorized Golden Technologies, Inc. provider to connect any electrical or mechanical device to your scooter. Unauthorized accessories will void the warranty and may cause injury.

II. Safety



Always keep your feet firmly on the footplate surface when operating your Ally to eliminate any potential of your feet becoming entangled in the wheels of the power chair.



This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.



Use caution when operating your Ally while wearing long baggie clothing or clothing with loose belts, which could become entangled in the wheels of the power chair.



Always fasten down your Ally securely with an approved tie-down system while transporting your power chair.



Never tether a live animal to your device, doing so may cause harm to yourself and the animal.



Do not operate or store your Ally where it will be exposed to rain, snow, mist, and below freezing temperatures.



Never transfer on or off of this power wheelchair using the seat backrest and arms for support during transfer. This could cause you to lose your balance and could result in personal injury.



Do not modify your power chair in any way that is not authorized by Golden Technologies, Inc.



Do not connect or allow anyone except an authorized Golden Technologies representative to connect any electrical or mechanical device to your Ally. Unauthorized accessories will void the warranty and may cause injury.



Should you encounter a problem with the operation of your mobility device such as a mechanical or electrical problem **immediately stop using the product.** Remove the battery pack from the power wheelchair then contact the provider from whom you purchased your mobility device for evaluation of the problem and repair if needed.



Do not disassemble the tire. If disassembly is required, have your authorized Golden Technologies provider perform any necessary maintenance or repair.

II. Safety



Your Ally weighs 56.4 lbs., please be aware of this when attempting to store or transport.



Never lift this device by any movable parts.



No smoking while operating.



Exercise caution when handling packaged product. Hazards of toppling and sharp corners are present on packaged product.

ENTERING AND EXITING



Have your Golden Technologies, Inc. representative determine if it is advisable for you to practice getting on and off your power chair and operating it in the presence of an attendant.

Entering

- Check to be certain that the power is turned OFF. See "Operation" section on **pages 15-** This will prevent the possibility of accidentally activating the joystick and causing injury to you or to others.
- Check to be certain that your Ally is not in the freewheel mode. See the "Operation" section.
- Flip up the armrests.
- Flip up the footrest.
- Carefully seat yourself comfortably and securely on the seat.
- Flip down the footrest.
- Flip down the armrests.
- Fasten the seat belt.

Exiting

- Make certain that the power is turned off.
- Unfasten the seat belt.
- Flip up the armrests.
- Flip up the footrest.
- Carefully stand and step away from the chair.

MAXIMUM WEIGHT

Your Ally has been rated to a maximum payload (passenger and anything else being carried on the power wheelchair) of 330 pounds. Exceeding the maximum weight rating will void your warranty.



Exceeding the maximum weight capacity will void your warranty and may result in injury to yourself and/or others.

MEDICATION



Always check with your physician to determine if any of the medications you are taking may affect your judgment and/or your ability to operate your Ally.



Also check with your physician concerning your physical ability to operate a power chair.

DRIVING ON AN INCLINE

- Drive with caution when attempting to negotiate any incline, even handicap access ramps.
- Try to keep your Ally moving when climbing an incline. If you do come to a stop, restart and accelerate slowly and carefully.



Always climb or descend a gradient by driving straight up or straight down the face of the slope.



Do not traverse or drive across the face of a gradient.



Do not attempt to negotiate an incline that is covered with snow, ice, cut or wet grass, leaves, or any other potentially hazardous material.



Do not back down an incline.



Do not try to descend or climb a slope whose gradient is greater than the recommended maximum incline of 6 degrees.



If, while you are driving down a slope, your power chair starts to move faster than you feel is safe, release the joystick lever and allow your Ally to come to a stop. When you feel that you again have control of your power chair, push the joystick lever forward and continue safely down the remainder of the slope.

The rapid development of electronics, especially in the area of communications, has saturated our environment with electromagnetic (radio) waves that are emitted by television transmitters, cellular phones, citizen's band radios (CBs) amateur radios (HAM radios), wireless computer links, micro-wave transmitters, paging transmitters, etc. These electromagnetic (EM) waves are invisible and increase in strength the closer one gets to the source of transmission. When these energy waves act upon electrical devices and cause them to malfunction or to function in an erratic or uncontrolled manner, they are referred to as Electromagnetic Interference (EMI) or Radio Frequency Interference (RFI).

EMI/RFI AND YOUR ALLY

All electrically powered vehicles, including power chairs are susceptible to EMI/RFI. This interference could result in abnormal or unintended movement of your Golden Ally.



Unintended movement or brake release could cause an accident or injury.

The FDA has determined that each make and model of power chair can resist EMI/RFI to a certain level. The higher the level of immunity, the greater the degree of protection from EMI/RFI measured in volts per meter (V/m). The FDA has also determined that current technology is capable of providing 20 V/m of immunity to EMI/RFI, which would provide useful protection against common sources of interference. This product has been tested and has passed an immunity level of 20 V/m

EMI/RFI RECOMMENDATIONS



PROHIBITED! Do not turn on or use hand-held personal electronic communication devices such as cellular phones, walkie-talkies, or CB radios while your power chair is turned on.

- Be aware of any nearby transmitters (radio, television, microwave, etc.) on your intended route and avoid operation your of power chair close to any of those transmitters.
- Turn off the power if your Ally is going to be in a stationary position for any length of time.
- Be aware that adding accessories or components or modifying your power chair may make it more susceptible to EMI/RFI.
- If unintended movement or brake release occurs, turn your power chair off as soon as it is safe to do so.
- Report all incidents of unintended movement or brake failure to your Golden Technologies repre-sentative or to Golden Technologies.



Turn off your power chair as soon as it is safely possible if unintended or uncontrollable motion occurs or if unintended brake release occurs.

FCC RULES PART 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the users encouraged to try to correct the interference by one or more of the following measures: (1) Reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio/TV technician for help.

IV. Specifications



Model Number	GP303
Medicare Code	Not Coded
Weight Capacity	330 lbs.
Drive Wheels	Rear
Maximum Speed	4.4 mph
Operating Range	9.3 miles
Ground Clearance	2.5"
Turning Radius	28.5"
Type Batteries	1x24V12 AH Lithium
Colors	Teal, White, Black
Freewheel Mode	Yes
Electronic Speed Control	Yes
Electro-Mechanical Brakes	Yes
Charger	Off Board
Controller	40 Amp Remote
Dimensions:	
Length	41"
Width	24.5"
Height (ground to top of back of seat)	36"
Ground to Top of Seat	21.5"
Weight of Unit: (assembled)	
Heaviest Piece	56.4 lbs.
Battery	49.5 lbs.
Tires:	
Drive Wheels	10" Pneumatic
Casters	6" Solid
Anti-Tip Wheels	2"
Standard Seat:	
Back Height - no headrest	18"
Width x Depth	17" x 16"
Color	Black Fabric
Footrest:	
Height adjustable	Yes
Increments	1"
Warranty:	
Frame	5 Years
Drive Train	13 Months
Electronics	13 Months
Batteries	12 Months

¹ Battery range tested at 200 lbs. and will vary due to rider weight, drive surface, terrain and battery type.

² Electronics warranty excludes batteries.

V. Main Components

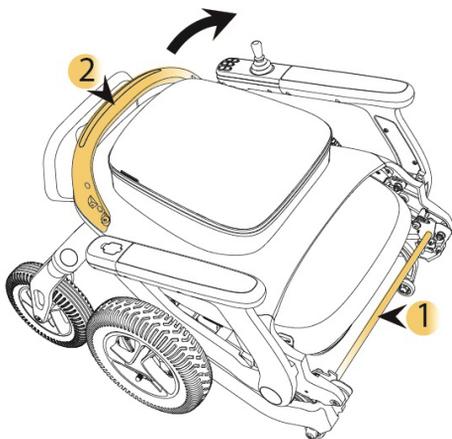


VI. Folding this Device

UNFOLDING

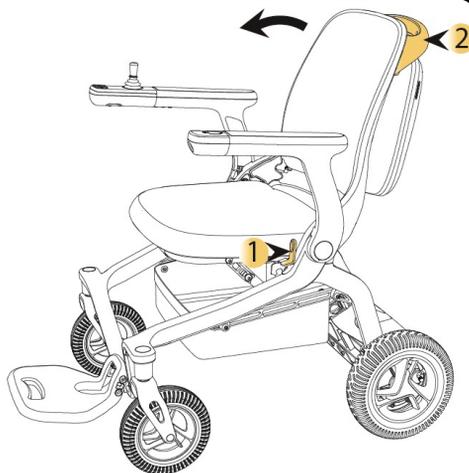
1. Grasp the rear of the frame with one hand. Push down to unlock.
2. With your other hand grasp the Push Handle and lift upward.

Note: An audible “click” indicates the latch has engaged and is now in the locked position.



FOLDING

1. Press the frame release latch and hold. **NOTE:** The latch is located on both sides of the unit, you can use either. The use of either side will operate the other.
2. With your other hand grasp the Push Handle, slightly lift upward, and push inward to the foot plate.



Before folding the Electric Wheelchair, empty the items in the storage basket to prevent damage.



When folding and unfolding be aware of all moving parts as Pinch Points are present.



Make sure unit is powered off prior to folding or unfolding.

VII. Operation



Read and follow the owner's manual.

Your Ally is simple to operate. However, for your safety and the safety of others, Golden Technologies, Inc. recommends that you carefully read and understand the following operating instructions. We also recommend that you practice operating your Ally in an area free of any obstacles. Once you have gained confidence in your ability to control your power wheelchair, you will more easily be able to operate it in normal daily conditions.



Before driving your Ally, take note of your environment and set your speed control accordingly. For indoor driving, we recommend that you select the lowest speed setting. For outdoor driving, we recommend that you select a speed setting at which you feel comfortable, safe, and in control of your power wheelchair. Familiarize yourself with the features of your Ally described below and follow the instructions to safely operate your power wheelchair.

JOYSTICK FEATURES

Speed Up Button:

Pressing this button will increase the maximum speed setting of your power wheelchair.

Speed Down Button:

Pressing this button will decrease the maximum speed setting of your power wheelchair.

Display: Shows various operating statuses. See page 16.



Power Button: Press and hold to turn on and off. Once on, press once to lock or unlock the unit.

SOS: An alarm will sound when you press and hold this button.

Horn: The horn will sound when you press this button.

Fn: Click Fn to enter the novice mode, and the screen will display speed 1, speed 2 and the NOVICE icon, accompanied by the voice prompt of "Enter the novice mode". Speed limit is 2

Joystick: The joystick is used to control the power wheelchair's movement including its speed and direction. The further you move the joystick from its center position, the faster the power wheelchair moves. Whenever you release the joystick, it will automatically return to the center position and the brake will engage to stop the power wheelchair.

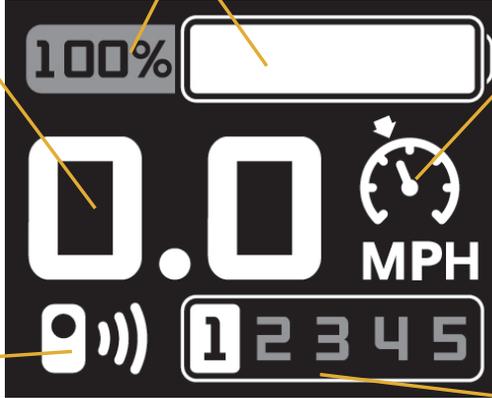
DISPLAY FEATURES

Battery Gauge: Measures battery life in two units of measurement; a percentage and a visual.

Speedometer:
Displays speed.

Cruise Control Status:
Indicates if Cruise Control is on or off.

Bluetooth Status:
Indicates if this device is connected to Bluetooth for use with the App. See page 28.



Speed Setting Status:
Indicates the maximum speed setting controlled by the speed up and down buttons on the Joystick.

CRUISE CONTROL

Your Ally is equipped with Cruise Control feature which will, when activated, maintain forward motion of this device at one of the five speed settings.

1. Bring your device to a complete stop, and set the speed setting to 1.



2. Hold the speed up button  until the chime sounds twice.
3. Move the joystick forward. Once motion starts, you may return the joystick to center. Cruise Control will maintain forward motion.

With Cruise Control now active you can use the Speed Up or Speed Down buttons to change the forward speed. Use the joystick to control turning.

To Deactivate Cruise Control: pull back on the joystick, once the unit is reversing the Cruise Control has been deactivated.



Cruise control only operates forward motion, you will need to use the joystick to operate any turning motions.



Keep your hand engaged on the joystick while using Cruise Control.

NOVICE MODE

Your Ally is equipped with Novice Mode feature which will, when activated, restrict the maximum speed setting to 2.

1. Bring your device to a complete stop, and set the speed setting to 1.



2. Press the Fn button, the voice will sound "enter novice mode". Your display will now show only speed settings 1 and 2 are available.



To Deactivate Novice Mode: Press the Fn button.

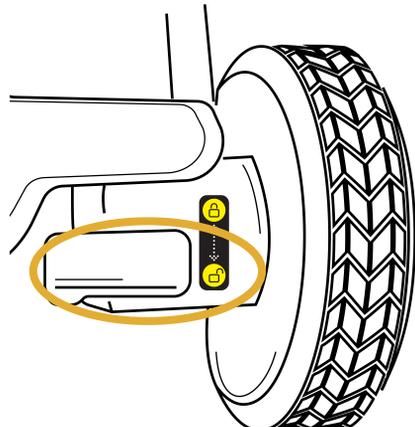
FREEWHEEL MODE

Your Ally is equipped with a Freewheel Mode feature which will, when activated, allow this device to be pushed manually.

Turn the unit off. You will find two brake levers on the back of the unit, one attached to each motor. Push them down into the unlocked position.

Shown below in Locked position.

Shown below in Unlocked position.



If powered on while in Freewheel Mode the unit will not operate until the brake levers are put into the locked position.



Never sit on your power chair when it is in freewheel mode and on an incline or decline.

BATTERY PACK AND CHARGING

Battery maintenance is the most important part of maintaining your power wheelchair. Keeping the battery pack fully charged helps to extend battery life. Use the following guidelines to help keep your battery pack in optimum condition.

IMPORTANT! Fully charge the battery pack prior to its initial use. This brings the battery pack up to about 90 percent of its peak performance level. After each use, charge the battery pack 5-8 hours. After approximately four or five charging cycles, the battery pack will reach 100 percent charge and last for an extend period.

- For daily use, keep batteries fully charged. We recommend that you plug in the off-board charger after each use and charge 5-8 hours.
- If you are not going to use the power wheelchair for more than a week, fully charge the battery pack and then remove it from the power wheelchair.



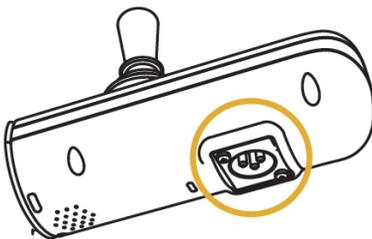
Use only the off-board charger supplied for all charging. The use of any other charger can cause a dangerous situation resulting in personal injury, injury to others, and property damage.

Battery Charging

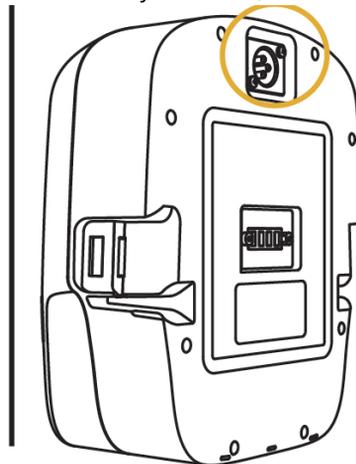
Your Ally charging system is designed for your safety and for your convenience. Follow the steps below to recharge the battery pack.

1. Position your unit close to a standard wall electrical outlet.
2. Turn off the power on the joystick and be sure the brake handles are in the locked position.
3. Insert the XLR plug onto the XLR port on the joystick or (if you have battery removed from the unit) on the XLR port on the back of the battery.

Joystick Location



Battery Location (see next page for battery removal)



Continued on next page...

BATTERY PACK AND CHARGING

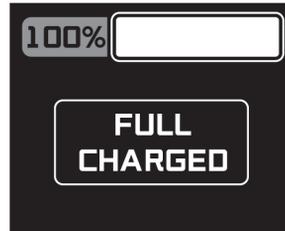
Battery Charging continued



Failure to align and/or insert the plug in the correct orientation may damage the controller and render your power wheelchair non-operational.

4. Insert the plug at the other end of the charger power cord into a standard electrical wall outlet. The LED light on the charger will illuminate **RED** while charging, and **GREEN** when fully charged.

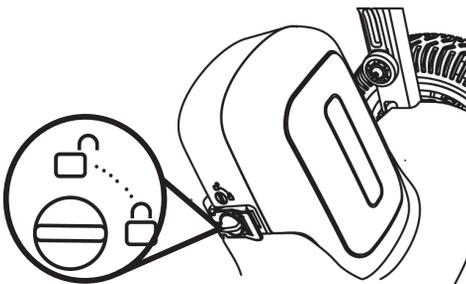
If plugged into the joystick, the display will also show the following:



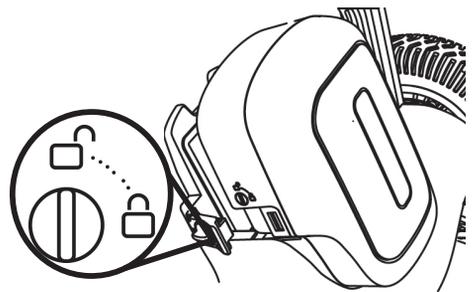
5. Disconnect the charger power cord from the wall outlet and from the Joystick or battery pack when the batteries are fully charged.

Battery Pack Removal

Your Ally is equipped with a removable battery pack. On each side of the unit you will find a lockable latch. Unlock each side to remove the battery. Installation is the reverse.



Shown in Locked Position



Shown in Unlocked Position



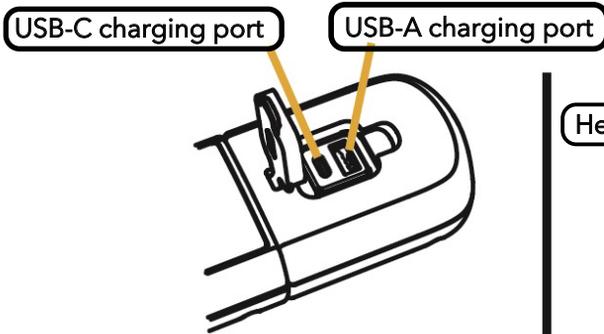
After installing battery be sure both latches are fully engaged and in the locked position. Failure to do so can result in the battery falling out while operating.

ARMREST FEATURES AND FUNCTIONS

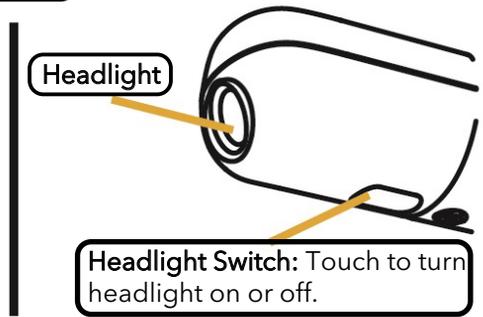
Your Ally is equipped with a headlight, a USB-A port, and a USB-C port. It also has the capability of extending the joystick and switching the joystick to the left arm.

Left Armrest Features

View from Top



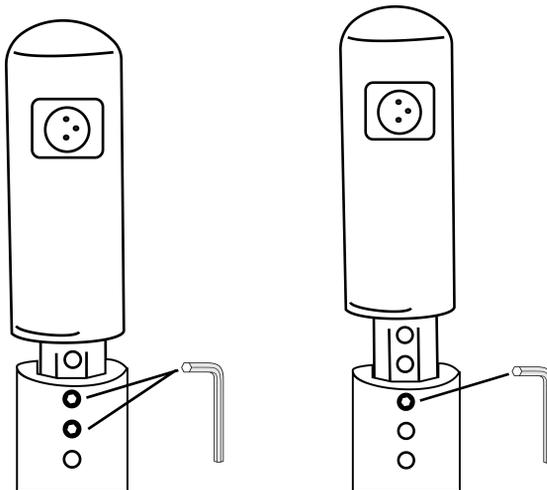
View from Bottom



Joystick Extension

The joystick is capable of being extend up to 1.5" in two .75" increments. Power Off the unit, remove the three 3mm Allan bolts that retain the joystick, extend the joystick to your desired position, and re-install the applicable amount hardware.

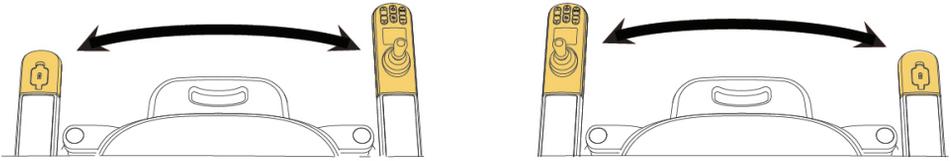
View from Bottom



ARMREST FEATURES AND FUNCTIONS

Joystick Change to Left Side

With the unit powered Off, remove the same hardware used for extending the joystick on each arm. Gently pull out the joystick and headlight from each arm and disconnect the wiring harness. Re-install those items on opposite sides.



DRIVING

Your Ally is simple to operate. However, for your safety and the safety of others, Golden Technologies, Inc. recommends that you carefully read and understand the following operating instructions. We also recommend that you practice operating your Ally in an area free of any obstacles. Once you have gained confidence in your ability to control your power wheelchair, you will more easily be able to operate it in normal daily conditions.



Always shut down the power by pressing the power button on the controller prior to getting into or out of the power wheelchair. Failure to comply may result in inadvertent activation of the joystick, causing the power wheelchair to move and possible injury to you and/or others around you.



Always make sure the freewheel levers are in the "DRIVE" position prior to getting into or out of the power wheelchair. Failure to comply can cause the power wheelchair to move resulting in an injury.



Keep feet firmly on footrest at all times.

DRIVING

1. Make sure the power wheelchair is powered Off.
2. Make sure the two freewheel levers are in the Locked position.
3. Lift the footrest up.
4. Unfasten the seat belt (if not already unfastened) to clear the seating surface.
5. Carefully seat yourself comfortably and securely on the seat.
6. Fasten the seat belt.
7. Power On the unit and operate as described in this manual



The further you move the joystick from its center position, the faster the power wheelchair moves.



Never stand on the footrest or use the footrest as an aide to get on the power wheelchair. Using the footrest in is manor can cause instability resulting in an injury.



If you are unsure of yourself start out on the lowest speed setting.

Ending Your Driving Session

Be sure the unit is completely powered off and complete the opposite of these steps, also reference "Entering and Exiting" in the Safety section on page 8 for additional information.

HELPFUL DRIVING TIPS AND INSTRUCTIONS

Control Through Tight Spots

As you use your Ally to increase your mobility, you will undoubtedly encounter some obstacles that will require practice to negotiate smoothly and safely. Below are some common obstacles that you may meet during the daily use of your power wheelchair. Listed with those obstacles are some driving tips that should help you conquer those obstacles. Learn and follow those tips, and with surprising ease you will soon be in control of your power chair as you maneuver it through doors,

HELPFUL DRIVING TIPS AND INSTRUCTIONS

Doors

- Approach any unfamiliar door slowly.
- Notice if the door has a door knob or a push bar.
- Determine if the door opens towards you or away from you.
- Do not try to use your own strength to open the door. Learn to use the power of your power wheelchair to do the majority of the work for you.

If the door opens away from you:

1. Use one hand to turn the door knob or to operate the push bar.
2. Use your other hand to control the power chair by gently operating the joystick to move your power wheelchair slowly forward.
3. Use your arm to push the door gently open.
4. Drive through the doorway.
5. If it is a self-closing door, it will close behind you.
6. If it is not a self-closing door, stop your power chair when it is clear of the door and use your hand to push the door closed.

If the door opens towards you:

1. Use one hand to turn the door knob or to pull the handle.
2. Keep your grip on the door knob or on the handle.
3. Use your other hand to control the power wheelchair by gently operating the joystick to move your power chair slowly backward.
4. Allow the power of your Ally to pull the door completely open.
5. When the door is completely open, stop your power wheelchair.
6. Drive through the doorway while keeping your hand on the door to prevent it from hitting or blocking your power wheelchair.
7. If it is a self-closing door, it will close behind you. If it is not a self-closing door, pull it closed behind you.
8. If it is not a self-closing door, pull it closed behind you.

Ramps

Because of the American Disabilities Act (ADA), many buildings are fitted with ramps that provide access for power wheelchairs and for other mobility vehicles.



Please read and thoroughly understand "Safety Rules" and "Driving On An Incline" sections of this manual.

VII. Operation



VOICE PROMPTS

Some functions and actions may trigger a vocal response from your Ally. Below you will find a list of these prompts and a description of their meaning.

Voice prompts	Description.
Enter novice mode	Pressed the novice mode button.
Quit novice mode	Press the novice mode button again.
Alarm	Long press SOS key to trigger SOS.
LOCK	The Unit has become locked
UNLOCK	The Unit has become unlocked
Start the remote control	The User of the App is operating the unit.
Wheelchair has been locked by bluetooth	The User of the App has locked the unit.
Upgrade	The App detects a new version available.
Upgrade complete	The App's upgrade is complete.
Upgrading	The App is upgrading.
Powering on tone	Press and hold the power-on key for 3s to start the power-on and the power-on sound.
Charging	Charging
Charging complete	Charging Complete.
Brake Open	One of the motor barakes is unlocked..
Bluetooth connected	The Bluetooth App is connected successfully.
Drive protection	Voice prompt for a drive failure.
Machine protection	Voice prompt for a machine failure.
Rocker protection	Voice prompt for a Joystick failure.
Upgrade failed	There is something wrong during upgrading.
Bluetooth disconnected	The Bluetooth App is disconnected.
Low battery, please charge	Trigger when the power is lower than 20%.

VIII. Fault Diagnosis and Troubleshooting



Fault Codes

For your convenience, the Ally has an automatic fault warning system. If, when powered up, there is a fault with the system, the display screen will show the fault. These faults are described in the table below.

Code	Fault Diagnosis	Troubleshooting
E1	Joystick Button Fault	A button on the Joystick may be jammed check a buttons and be sure none of them stick.
20	Joystick Electrical Fault	Check wiring connections. Check the harnesses for damage.
21		
22		
23		
24	The Joystick is not center when powered up.	Restart the power be sure not to engage the joystick while powering up.
E6	Joystick to Controller Wiring Fault	Check wiring connections. Check the harnesses for damage.
E7	Bluetooth Connection Fault	Restart your devices and try pairing again.
40	Fault in the electromagnetic brake of left motor	Check the Brake Lever on the Left motor, be sure it is in the Locked position.
41	Fault in the electromagnetic brake of right motor	Check the Brake Lever on the Right motor, be sure it is in the Locked position.
80	Low-voltage fault	Charge the Battery
88	Pre-charge fault	Be sure all charging procedure is followed from the Operation section.
90	High voltage fault	Make sure both left and right brakes release and engage, when operating the power wheelchair. Exceeding the maximum weight capacity (330 lbs.) or the maximum incline of 6 degrees. Turn off the controller and let it cool down. Reduce the weight and/or degree of incline while operating the power wheel chair.
93	Faults are present on both Motors	Check all wiring, motors, and be sure there are not obstructions in the wheels.
96		
81	Right Motor Fault	Check the right motor and wiring harness.
84		
85		
92		
94	Left Motor Fault	Check the left motor and wiring harness.
82		
86		
87		
91		
95		

IX. Care and Maintenance



ROUTINE MAINTENANCE

Your power wheelchair requires a minimal amount of care and maintenance. If you do not feel confident in your ability to perform the maintenance listed below, you can schedule an inspection and maintenance with your retailer.

- Make sure your battery pack is fully charged daily. See "Battery Charging".
- While turned off, check the joystick control daily for damage, and make sure it returns to the neutral position. If any defects are observed, contact your retailer. Do not attempt to repair it yourself!
- Inspect the seating system, arms, and footplate daily for loose hardware, excessive wear, or damage. If any defects are observed, contact your retailer.
- Regularly inspect your power wheelchair's tires for signs of wear.
- Regularly inspect all exposed harnessing and connections for wear, damage, and corrosion. Have your retailer repair or replace any damaged harnesses or connectors.
- Keep the electrical components (charger and joystick control) free from moisture. If these items do become exposed to moisture, let them dry thoroughly before attempting to operate your power wheelchair again.
- Periodically check all fasteners for tightness, wear, and corrosion. If any of these are present, turn off the power wheelchair and contact your retailer.



Be careful of pinch points and sharp metal parts (wear gloves).

- All wheel bearings are permanently lubricated and sealed. No additional lubrication is required.

We recommend that you check the following:

Tire Tread: Regularly visually inspect the tire tread. If the remaining tread is less than 1/32 of an inch, have your local Golden retailer replace the worn tires.

Joystick Control: Protect the joystick control from adverse weather conditions. Moisture can damage the controller and void your power wheelchair's warranty.

Cleaning: Clean the body of your power wheelchair with a damp cloth. Use a cool water mixed with a mild soap to remove dirt and oils. Dry with a clean soft cloth. Buff by hand with a soft cloth.



Do not use free-flowing water to clean your Ally. Water and extreme temperatures are the main elements that can adversely affect your power wheelchair and its performance.

IX. Care and Maintenance



Water, Rain, Sleet, and Snow

Water, in any form, will cause electronic malfunction or corrosion of the electrical components, connections, and the chair frame.

Temperature

Temperature can adversely affect the components and performance of your power wheelchair.



At extremely low temperatures, the battery pack of your power wheelchair may freeze, preventing your Ally from operating. A frozen battery pack can not be safely charged. Do not operate the power wheel chair if this condition exists, as it creates a safety hazard.



At extremely high temperatures, your power wheelchair may operate at slower speeds due to the controller's thermal rollback feature that is designed to prevent damage to the motors and to the other electrical components of the chair.

Storage

Your Ally should be stored in a clean indoor environment with an ambient temperature of 32°F -122°F, relative humidity $\leq 80\%$, with good ventilation.



Remove the battery pack from the power wheelchair prior to storage. Corrosive chemicals could leak causing property damage.

TRANSPORTATION

Your power wheelchair's compact attributes make it very friendly to transport.



Do not use the tires or wheels to lift the rear carriage. The carriage may rotate and cause injury or damage.



If your power wheelchair and its components are not properly and securely stowed during transportation, they may move or become airborne and cause injury or damage.



Never sit on your power wheelchair when it is being transported.

PHONE APP

Your Ally is equipped with the option of utilizing a phone app to operate the unit, adjust settings, and other various functions. Before installing and using the App. Read and adhere to the following instructions and warnings.

SECURITY



We recommend that the user creates strong password for their mobile device, to avoid illegal intrusion of equipment.



Download the App by scanning the QR code in the manual at any time.



Only update the App through Google Play (for Android phone) or the App store (for iphone) at any time.



Do not install Apps on hacked, jailbroken, or tampered phones.



If the mobile device cannot control the wheelchair correctly, please stop use of the mobile device and use the joystick on the wheelchair immediately. Please remove other wireless devices from the environment, and connect the mobile device to the wheelchair again. Try controlling the wheelchair with mobile device. Do not use the mobile device until it can control the unit correctly.



When using the mobile phone, try to keep other wireless devices away from the wheelchair, at least 10' away.

At the application layer, AES128 is used to re-encrypt the interactive data by hardware. The 128-bit initial password will be calculated by the feature code of the interactive parties according to the algorithm, and will be continuously updated and synchronized during the connection process. Since there are dynamic random change codes and sequence codes in the data, the actual data sequence of each communication is changing, and the real data will be seen after decryption. If the data is incorrect or the content verification is illegal several times, the connection will be interrupted and the blacklist will be added at the same time, until the coverage can be removed. Ensure that the signal is transmitted as expected.

SPECIFICATIONS

- Protocol: Bluetooth 4.1(IEEE 802.15.4 Bluetooth) technology.
- Frequency band: 2.4 GHz ISM frequency band
- Frequency: 2.400 GHz ~ 2.4835 GHz
- Modulation technology: GFSK
- Spread spectrum technology: Frequency-Hopping
- Output power: +4 dBm~-20 dBm (in 4 dB steps)
- Sensitivity: -93 dBm(BLE mode)
- Distance:<10 m

INSTALLATION

The app is compatible with iPhones and Androids. Use the following QR codes to download the app to your device.

Android



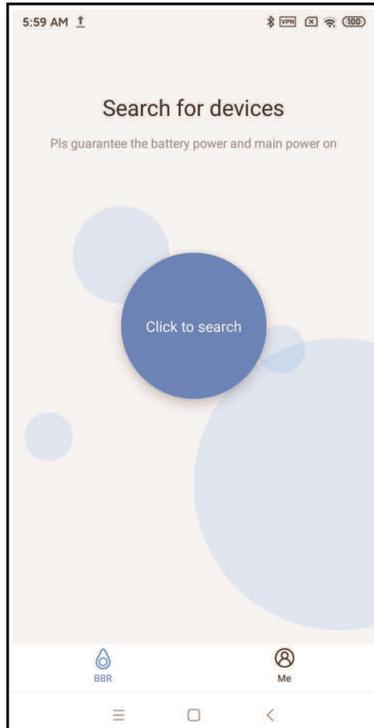
iphone



OPERATION

Setup

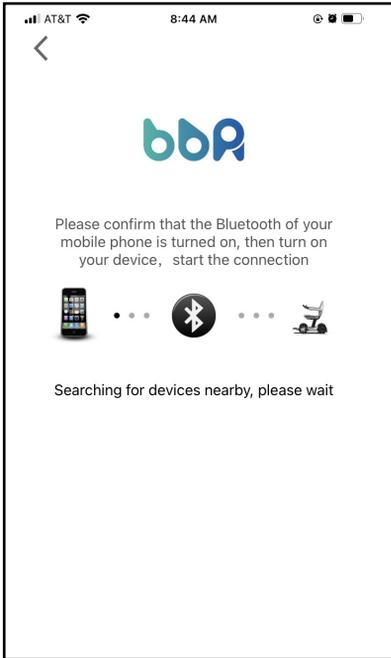
1. With your Ally powered on, open the App. The screen below will show. Follow the instructions on the screen to pair your Ally with the App. **Note: Bluetooth must be enabled, if it is not, a prompt will come up requesting permission to enable it.**



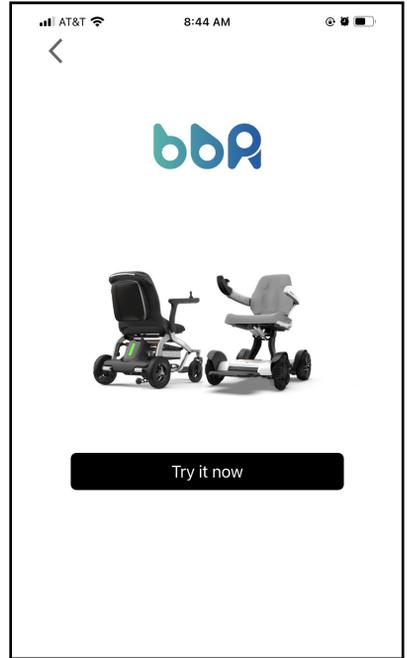
OPERATION

Setup

2. The app will search for your device and will show the following screen.



3. Once the app has made a connection this screen will be shown. Click on "Try it now".



3. You have now successfully paired your mobile device and Ally.



Be sure you have paired your mobile device with your Ally.

4. Verify you are paired to your Ally.



-Press  and  at the same time.

-The joystick display and your mobile device screen will both show a code, verify they are the same. If they are your mobile device is paired correctly with your Ally.



If setting up multiple combinations of Allies and mobile devices, be sure to do one at a time.

OPERATION

Features of the App

Touch here to personalize the name of your device.

Will disconnect the app from your Ally.

Will power off your Ally and disconnect the Bluetooth.

Allows you to change the speed setting. **Joystick must be locked.**

Settings. See page 33.

Shows the charge of the battery.

Allows you to operate the chair with your mobile device in place of the joystick. **Joystick must be locked. See next page.**

Touch here to access the Service Agreement, Privacy Policy , FAQs, and check for App updates.

The screenshot shows a mobile app interface for a wheelchair. At the top, it displays 'My BBR Robooter' and a 'Disconnect bluetooth' button. A 'Power off' button is located below the device name. The central feature is a large circular battery level indicator (SOC) showing 68% charge, with 'High battery' text below it. Below the battery indicator is a 'Speed gear adjustment 3' button and a large blue 'Remote Control' button. At the bottom, there are icons for 'BBR' and 'Me'. The status bar at the top shows AT&T service, signal strength, Wi-Fi, and the time 4:05 PM.

OPERATION

Remote Control



Be aware of any and all obstacles before operating your power wheel chair.

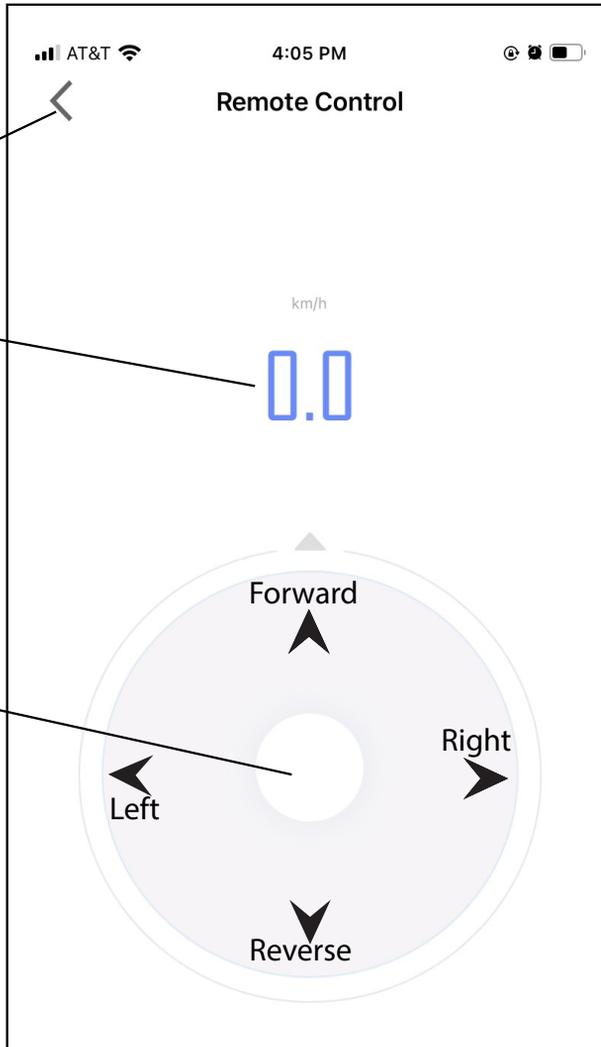


Adhere to all instructions and warnings within this manual while operating the power wheel chair with this application or the joystick.

Touch to exit your Remote Control session and return to the main menu.

Will show the speed you are traveling.

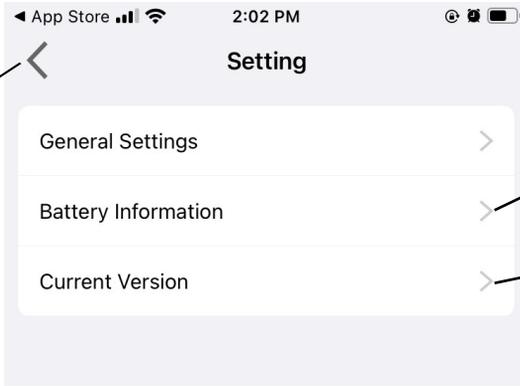
Touch and hold the center circle, move it as if you were operating the joystick and the chair will move.



OPERATION

Settings

Touch to return to Main Menu.



Shows Battery information.

Shows current version of App and if updates are available.

Touch to return to Setting Menu.



Adjust voice prompts and volume.

Adjust the time it will take to go into sleep mode.

Shows Battery information.

Allow you to adjust the brightness of the battery light.

Allows you to enable or disable the ability to activate the cruise control feature. Reference page 16.

Allows you to enable or disable the Speed Gear Memory feature. This feature saves the speed setting you are on when you turn off your Ally. Reference page 15.

Allows the ability to turn on your unit with this App.

WARRANTY



Consumer Limited Warranty Power Wheelchairs

Golden Technologies has provided information throughout the owner's manual in regards to proper usage and care of your power wheelchair. Failure to adhere to this information will void the warranty of the power wheelchair, its parts and the battery pack supplied by Golden Technologies.

The following warranty is granted only to the INITIAL Consumer who has purchased our product and commences on the Date of Purchase by the Consumer from an Authorized Golden Technologies' Retailer. The Consumer must have a warranty registration card filed with Golden Technologies to receive service.

The warranty covers the following power wheelchair models unless otherwise noted:

- Ally™ GP303

Five-Year Limited Warranty:

For the period of five years from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following structural frame components found to be defective by an authorized Golden Technologies representative:

- Aluminum Frame*

Thirteen Month Limited Warranty

For the period of thirteen months from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following structural frame components found to be defective by an authorized Golden Technologies representative:

- Anti-Tip Forks
- Caster Forks
- Armrests
- Footrest

For the period of thirteen months from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following drive train components found to be defective by an authorized Golden Technologies representative:

- Motor/Gearbox Assembly
- Brake Assembly (electrical function only)

Note: An increase in operating noise of the motor/gearbox DOES NOT constitute a defect. With normal wear and tear, operating noise is expected to increase.

For the period of thirteen months from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following electronic assemblies found to be defective by an authorized Golden Technologies representative:

- Electronic Controller
- Battery Charger
- Wire Harness(es) (excludes boot covers)

Note: While charging batteries, it is normal for the battery charger to heat up. Heat coming from the battery charger DOES NOT constitute a defect.

For the period of thirteen months from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will repair or replace at our option any of the following parts found to be defective by an authorized Golden Technologies representative:

- Bearings
- Bushings
- Rubber Components (excludes tires and all wear parts)
- Plastic Components (excludes body & all wear parts)

Twelve Month Limited Warranty

For the period of twelve months from the date of purchase, in the event of defective materials or workmanship, Golden Technologies will replace the batteries supplied by Golden Technologies if found to be defective by an authorized Golden Technologies representative.

WARRANTY



Consumer Limited Warranty Power Wheelchair (continued)

Items not mentioned or listed are covered at the discretion of Golden Technologies. Any accessories, standard or optional, supplied by Golden Technologies, are covered for a period of one year from the date of purchase with the particular unit.

Warranty Exclusions:

Golden Technologies does not provide warranty on any of the following items which may require replacement due to the normal wear and tear of day to day usage:

- Tires and Tubes
- ABS Plastic Shrouds
- Armrest Pads
- Motor Brushes
- Bulbs/Fuses
- Battery Cases
- Brake Pads
- Upholstery

This warranty also excludes the following:

- Loss or theft of components
- Damage caused by:
 - Battery fluid spillage or leakage.
 - Abuse, misuse, accident or negligence.
 - Improper operation, maintenance or storage.
 - Commercial use or use other than normal.
 - Repairs and/or modifications made to any part without the specific consent of Golden Technologies.
 - Exceeding the specified weight capacity of the unit.
 - Accessories other than those supplied or approved by Golden Technologies.
 - Failure to adhere to the product instructions.
 - Acts of Nature, such as lightning strikes, earthquakes, etc....
 - Circumstances beyond the control of Golden Technologies.
- **ANY PARTS ALTERED OR REPAIRED BY UNAUTHORIZED PERSON.**

Warranty Service:

Warranty Service must be performed by an authorized Golden Technologies representative. Golden Technologies reserves the right to replace warranted part(s) with refurbished or new part(s) at our discretion. All labor charges, service calls, transportation costs or any other charge(s) associated with the installation of any warranted part(s) are the responsibility of the consumer.

Warranty is for the replacement of the parts only and does not include freight for the replacement parts. Consumers are not to return any item(s) to Golden Technologies without prior written authorization. Any damages incurred while warranted part(s) are in transport are the sole responsibility of the consumer.

There is no other express warranty.

Implied warranties, including those of merchantability and fitness for a particular purpose are excluded. Liabilities for consequential damages are excluded.

This warranty gives you specific rights and you may also have other rights which may vary from state to state.



 **GOLDEN**

LIT-GP303-OM, Rev. B