

# *Candi* Self-propelled



by **IGO**

## USER MANUAL

PRODUCT CODE  
SELF PROPELLED **WC01067**

CareCo (UK) Ltd, Hubert Road, Brentwood, Essex, CM14 4JE

## INFORMATION

---

Thank you for purchasing a wheelchair from I-GO. This I-GO wheelchair has been designed and manufactured to meet our own high standards and specifications. We hope you are happy with your purchase.

Please ensure you read this manual carefully. It contains important information on the safe use and maintenance of your I-GO wheelchair.

Your I-GO wheelchair requires frequent maintenance. While much of this can be done yourself, we recommend that you have your wheelchair inspected once per year by an expert.

Please note: We are continuously improving the quality and reliability of our products, and therefore reserve the right to amend this manual without proper notification.



**Suggestion:**

Information



**Warning:**

Follow these instructions to avoid personal injury

---

# CONTENTS

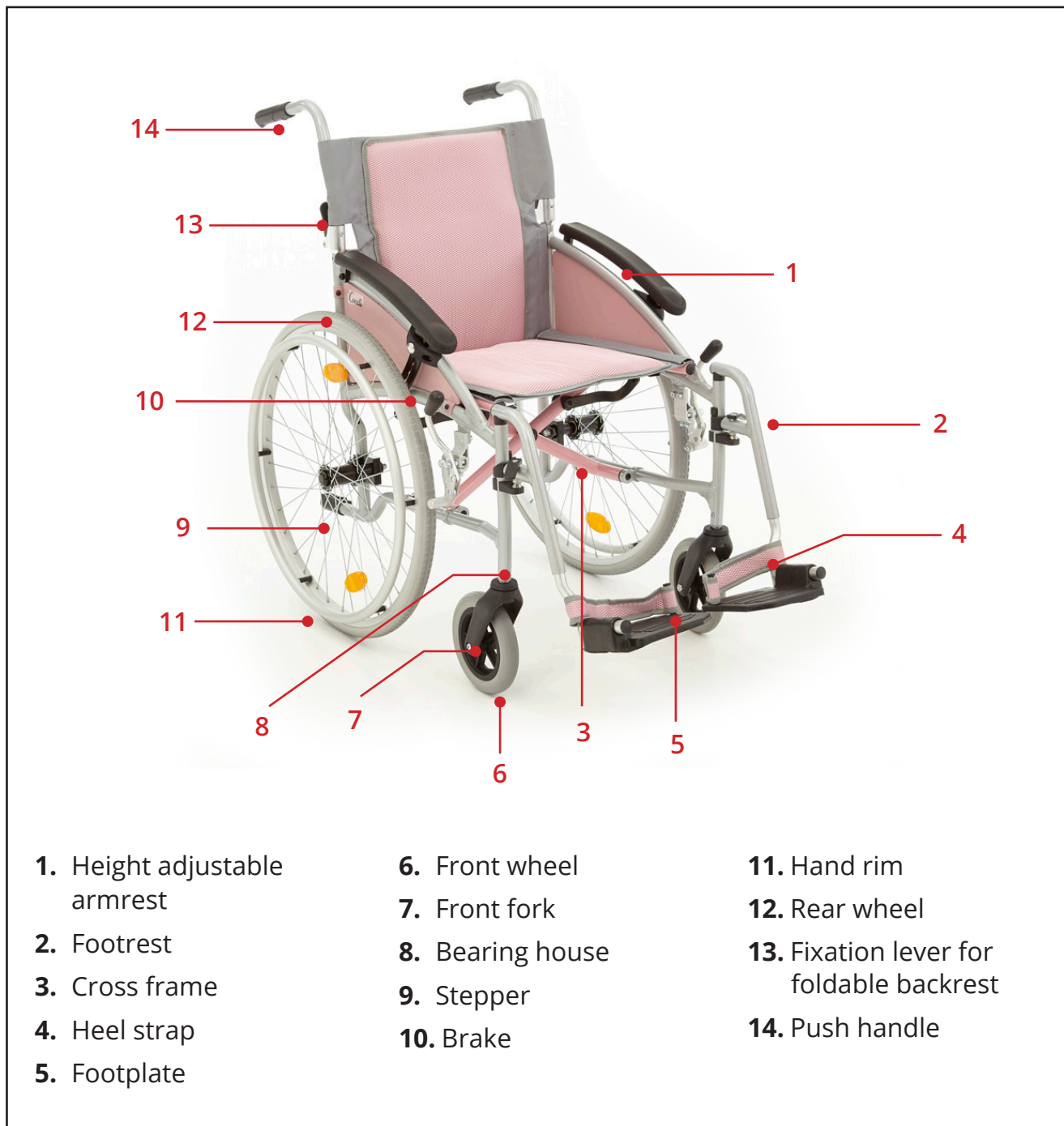
---

<b>1. GENERAL OVERVIEW OF YOUR WHEELCHAIR</b>	<b>1</b>
1.1 Components of the wheelchair	
1.2 Explanation of the function and possibilities of your wheelchair	
<b>2. SAFETY REGULATIONS</b>	<b>2</b>
2.1 General safety guidelines	
2.2 Warnings for safe use	
<b>3. USER INSTRUCTIONS</b>	<b>4</b>
3.1 Safety tips	
3.2 Negotiating pavements and uneven surfaces	
3.3 Going up and down ramps	
3.4 Going up and down stairs	
<b>4. INSTRUCTIONS FOR USE AND MOUNTING OPTIONS</b>	<b>7</b>
4.1 Technical specifications	
4.2 Unfolding and folding the wheelchair	
4.3 Use of the footrest	
4.4 Using the brake	
4.5 Use of armrests	
4.6 Use of the rear wheels	
4.7 Tyres Information	
4.8 Use of the folding backrest	
4.9 Using accessories with your wheelchair	
<b>5. TRANSPORT AND TRANSIT IN CAR</b>	<b>14</b>
<b>6. MAINTENANCE</b>	<b>15</b>
6.1 Tyres	
6.2 Brakes	
6.3 Cross frame	
6.4 Rear wheels	
6.5 Front wheel and front castor fork	
6.6 Upholstery	
6.7 Cleaning	
<b>7. PROBLEM ANALYSIS AND SOLUTIONS</b>	<b>17</b>
<b>8. WARRANTY</b>	<b>18</b>
<b>9. SERVICE &amp; MAINTENANCE</b>	<b>19</b>

# 1. GENERAL OVERVIEW OF YOUR WHEELCHAIR

## 1.1 Components of the wheelchair

You should be aware of each of the elements and parts that make up your wheelchair before you continue reading this manual. Please note: Specifications and designs may be changed without prior notice.



Your wheelchair is equipped with a number of elements and parts. You should know these before continue reading this manual. Designs and specifications may change without prior notice.



# 1. GENERAL OVERVIEW OF YOUR WHEELCHAIR

---

## 1.2 Explanation of the function and possibilities of your wheelchair

This I-GO wheelchair is a foldable model and is designed to be easy to transport. This is a medical equipment product and not a standard consumer product. We therefore recommend that you follow this manual to ensure proper use of your wheelchair.

# 2. SAFETY REGULATIONS

---

I-GO disclaims any responsibility for any injury or property damage which occurs as a result of any use which does not comply with laws or ordinances. When used correctly this I-GO wheelchair is a safe and stable product. However, incorrect use can result in injury to the user or damage to the wheelchair.

## 2.1 General safety guidelines

Check your I-GO wheelchair regularly. Dangerous situations can occur when a part of your wheelchair is not functioning properly.



### Warning

To guarantee safe use, ensure your wheelchair is kept in good working condition.

## 2.2 Warnings for safe use



### Warning

- » Not following the instructions in this manual may result in damage to the wheelchair or injuries to the user.
- » Avoid travelling on roads with the wheelchair. Use pavements where possible.
- » Do not take the wheelchair on wet and slippery surfaces or surfaces with little grip, or on rough terrain or sand.
- » Do not use the wheelchair if any of the parts or elements of the wheelchair are not functioning correctly.
- » This wheelchair is not suitable as a seat in a motor vehicle.
- » Leaning over the back of the wheelchair can result in tipping the wheelchair over.



## 2. SAFETY REGULATIONS

---

- ⚠ » When leaning or reaching forward, place yourself against the backrest with the castors facing forwards.
- » Do not drive directly into curbs.
- » Do not attach anything to the wheels. This can damage the wheelchair, affect the balance of the wheelchair and cause injury to the user.
- » Take notice of the maximum weight capacity (see section 4.1 Technical specifications).
- » The footrests should have a minimum ground clearance of 7cm from the ground for suitable protection from obstructions.
- » Do not stand on the footrests. This will cause the wheelchair to tip over and could cause injury to the user.

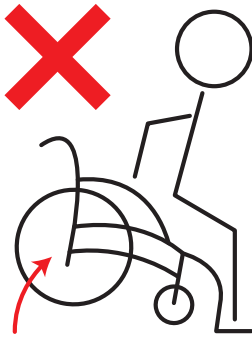


Figure 01

- » Engage the brakes and make sure the wheelchair is on a stable, flat surface before transferring to or from the wheelchair.
- » Unauthorised modification, or the use of parts not supplied by I-GO, will invalidate the warranty and can lead to damage to the wheelchair or injury to the user.



## 3. USER INSTRUCTIONS

---

It is recommended that you consult a doctor or therapist for assistance in developing safe and effective techniques for using this wheelchair in accordance with your daily activities and physical capabilities.

### 3.1 Safety tips

Getting off the wheelchair, reaching and bending while in the wheelchair will cause a change in weight distribution and in the centre of gravity of the user and the wheelchair. The advice below will help the user to safely carry out these movements.

#### Transferring

Transfers to and from a wheelchair can be difficult. We recommend consulting your physical therapist to develop a suitable technique. If you have sufficient body strength, we recommend the following technique for safe transfers:

##### **To get out of the wheelchair:**

Make sure the wheelchair is as close as possible to the place you want to transfer to. Face the castors forward and engage the brakes. Swing away the footrests and place your feet flat on the ground. Shift your weight to the front of the wheelchair, using the armrests for support if you need to. You can now carry out the transfer. (You can also use a transfer board for safe and comfortable transfers.)

##### **To get in the wheelchair:**

Reverse the instructions above to safely get in your wheelchair.

##### **Reaching:**

We recommend asking for assistance to pick something up, as reaching can cause an extreme change in weight distribution and centre of gravity.



### 3. USER INSTRUCTIONS

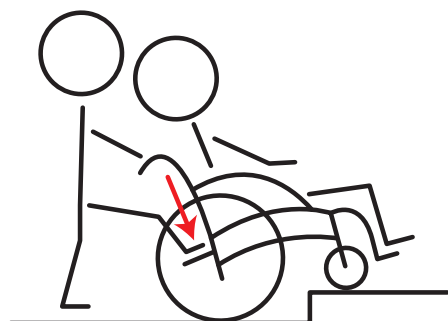
---

#### 3.2 Negotiating pavements and uneven surfaces

##### Going up the pavement:

A wheelchair attendant can help the user in two different ways. We recommend using the first method.

1. The user and attendant face towards the pavement. The attendant must pull the handles towards him and place his foot on the stepper, located on the rear of the wheelchair between the wheels. This creates a leverage effect.



2. The attendant stands on the pavement. Make sure the wheelchair is positioned with the rear wheels as close to the pavement as possible. The user then leans backwards, causing the wheelchair to tip backwards. The attendant should make sure the front wheels are on the pavement before slowly lowering the wheelchair.



##### **Warning**

Do not drive directly into curbs to get up on to a pavement.

##### Going down the pavement:

Move the wheelchair to the curb. The user leans back and the attendant tilts the wheelchair to find the balance point. When the wheelchair is balanced, the attendant should move the wheelchair slowly off the curb. The attendant should only lower the front wheels back to the ground when the wheelchair is completely off the pavement.





## 3. USER INSTRUCTIONS

---

### 3.3 Going up and down ramps

Inspect the ramp for slippery areas or uneven surfaces before attempting to travel on it.

#### **Warning**



Do not carry weight on the rear of the wheelchair when ascending a ramp. This changes the balance and increases the risk of tipping.

Make sure the footplates have a minimum ground clearance of 7cm to avoid catching the end of the slope.

### 3.4 Going up and down stairs

Two attendants are needed for a wheelchair user to climb stairs. The attendants should assess the total weight to be moved before carrying out this manoeuvre.

#### **Going up the stairs**

Face the wheelchair away from the bottom of the stairs, with one attendant at the front and one attendant at the back. The attendant at the back grabs the push handles and tips the wheelchair back until it is balanced. The attendant at the front now holds the side frames of the wheelchair. The attendant on the front pushes the side frames up until they are above the first step. The attendant at the back rises to the first step. Repeat this technique until at the top of the stairs. Only lower the front castors to the ground when the attendant at the front has taken the last step.

#### **Going downstairs**

Face the wheelchair forwards. The rear attendant tips the wheelchair until it is balanced. The front attendant supports the wheelchair by holding the side frames. Guide the wheelchair slowly down each step.



#### **Warning**

Always hold a part of the main frame of the wheelchair. Do not lift by the push handles, armrests or footrests.



#### **Warning**

Any adjustments made to the wheelchair can increase risk of injury or damage to the wheelchair. Adjustments made by the user are carried out at the user's own risk.



## 4. INSTRUCTIONS FOR USE AND MOUNTING OPTIONS —

This chapter explores the possibilities of the wheelchair. All settings and user instructions will be listed.

### 4.1 Technical specifications

Item	Candi Self-propelled
Seat width	40 / 45 / 50 cm
Seat height	53 cm
Backrest height	43 cm
Total width	64 / 67 / 72 cm
Total length	106 cm (incl footrest)
Total height	96 cm
Armrest height (Adjustable)	16 cm
Weight (complete)	13.6 kg
Maximum user weight	40 / 45 cm - 125 kg 50 cm - 135 kg

### 4.2 Unfolding and folding the wheelchair

#### Folding the wheelchair:

- » Fold away the footplates and remove the footrests.
- » Remove the seat pad and backrest pad.
- » Stand next to the wheelchair.
- » Place one hand at the front, in the middle of the seat upholstery, and one hand at the rear, also in the middle of the seat upholstery. Pull the seat upholstery directly upwards, as shown in image 02.

#### **Warning**

Ensure the extended backrest upholstery and seat upholstery is loosened before folding the wheelchair.



## 4. INSTRUCTIONS FOR USE AND MOUNTING OPTIONS —

### Unfolding the wheelchair:

- » Stand next to the wheelchair.
- » Grab both seat tubes and move apart.
- » Push both seat tubes downwards. The chair will unfold. See image 01.
- » Stand at the front of the wheelchair. Push the seat tubes in place of the side frame. Check that the seat tubes are on the side frame and that the seat upholstery is flat.
- » Replace the seat pad, backrest pad and footrests. Fold down the footplates.



Image 01



Image 02



### Warning

Ensure the extended backrest upholstery is attached to the seat upholstery before using the wheelchair.

## 4. INSTRUCTIONS FOR USE AND MOUNTING OPTIONS —

### 4.3 Use of the footrest

#### Folding the footplate away:

- » Stand at the front of the wheelchair. Hold the footplate as shown in image 03.
- » Fold the footplate in the direction of the footrest, as shown in image 04.



Image 03



Image 04

#### Removing the footrest from the wheelchair

- » Stand at the front of the wheelchair.
- » Pull the control lever upwards, as shown in image 05. The footrest should now swing freely inwards or outwards.
- » Swing the footrest 90 degrees away to the outside of the wheelchair. Pull the complete footrest upwards from the connecting points, as shown in image 06.



Image 05



Image 06



## 4. INSTRUCTIONS FOR USE AND MOUNTING OPTIONS —

### Reattaching the footrest:

- » Stand at the front of the wheelchair.
- » Place the footrest back on the wheelchair at an angle of 90 degrees, as shown in image 05.
- » Swing the footrest away to the front until a click is heard. The click confirms that the footrest is locked into position.
- » Check that the footrest is placed correctly.

### Adjusting the footrest height:

- » Remove the footrest from the wheelchair.
- » With the back of the footrest facing towards you, loosen the screw (image 07) with an Allen key.
- » Move the footrest tube up or down to the desired height.
- » Tighten the screw with an Allen key.
- » Ensure the footplate is in place and that the footrest height is equal on both sides.



Image 07

## 4. INSTRUCTIONS FOR USE AND MOUNTING OPTIONS —

### 4.4 Using the brake

#### Activate the brake

- » Push the black brake handle forwards, as shown in image 08.
- » The click confirms that the brake is engaged.



Image 08



Image 09

#### Deactivate the brake:

- » Pull the black brake handle backwards to deactivate the brake, as shown in image 09.

### 4.5 Use of the armrests

#### Adjusting the height of the armrests:

- » Push the knob located on the side of the wheelchair, as shown in images 10 and 11.
- » Move the armrest up or down to the desired height.
- » Release the knob to lock the armrest in place.
- » Check that the armrest is locked by moving it upwards and downwards. There should be no movement.



Image 10



Image 11



## 4. INSTRUCTIONS FOR USE AND MOUNTING OPTIONS

### Warning

When the wheelchair is not in use the armrests can be folded down. We recommend placing the armrest in the highest position while using the wheelchair.

### 4.6 Use of the rear wheels

#### Removing the rear wheel

The rear wheels of this I-GO wheelchair are removed using the 'quick-release' system:

- » Tilt the wheelchair away from you.
- » Press the button in the centre of the wheel (images 12 and 13) and pull the rear wheel towards you.



Image 12



Image 13

To replace the rear wheel, follow the steps above in reverse order. Ensure the wheels are locked in place before using the wheelchair.



## 4. INSTRUCTIONS FOR USE AND MOUNTING OPTIONS —

### 4.7 Tyres information

Model wheelchair	Type wheelchair	Size tyres (Front)	Size tyres (Rear)
Candi	Self propel	7" x 1¼" PU	24" x 1⅜" PU

### 4.8 Use of the folding backrest

The backrest can be folded using the following method for ease of transportation.

- » Stand behind the wheelchair.
- » Squeeze the two black levers at the rear of the wheelchair at the same time, as shown in image 14.
- » The folding mechanism is now unlocked. The backrest can be folded to reduce the height of the wheelchair.
- » Ensure the backrest is straight before getting back into the wheelchair.



Image 14



Image 15

Follow the steps above in reverse order to straighten the backrest.





## 4. INSTRUCTIONS FOR USE AND MOUNTING OPTIONS —

### 4.9 Using accessories with your wheelchair

#### The folding backrest:

To open the storage bag on the rear of the backrest upholstery, place your hand under the closure and move it upwards, as shown in image 16.

To close the storage bag, press the closure against the Velcro fastener.



Image 16

## 5. TRANSPORT AND TRANSIT IN A CAR —

To fold the wheelchair for transport in the car, see chapter 4.2: Folding and unfolding the wheelchair.

To remove the footrests, see chapter 4.3: Use of the footrest.

To remove the rear wheels, see chapter 4.6: Use of the rear wheels.



#### Warning

Never sit in your wheelchair while it is being transported in a car.



#### Suggestion

Fold the backrest to lower the height of the wheelchair for transport. See chapter 4.8: Use of the folding backrest.

## 6. MAINTENANCE

---

Keep your wheelchair in good working condition by having it checked regularly. We recommend you have your wheelchair checked at least once a year.

Here are some things you can do yourself to keep your wheelchair in good condition.

### 6.1 Tyres

Check the tyres regularly for wear and replace them as needed.

PU tyres: PU tyres are commonly used on wheelchairs as they do not need to be inflated and are puncture-proof. However, PU tyres can wear out. Check the tread on the tyres regularly.

### 6.2 Brakes

Inspect both brakes for sharp rims. If sharp rims are present, the brakes should be replaced. Ensure all parts of the brake are in the correct position and fastened securely.

- » Make sure the mechanism is working smoothly. If the mechanism is stiff, apply some oil at turning points with one or two drops of WD40 oil or Teflon. Remove surplus oil and dirt.
- » Make sure the brakes do not contact the wheels when the wheelchair is moving.

### 6.3 Cross frame

The cross frame is the basis of your wheelchair. Make sure it is in good condition at all times.

- » Check the wheelchair can be easily folded and unfolded.
- » Check the wheelchair travels in a straight line while moving.
- » Ensure the cross frame is not bent and shows no signs of wear.

If any of the above problems are noted, contact a qualified I-GO dealer.

### 6.4 Rear wheels

Adjusting the rear wheels improves the stability of the wheelchair.

- » Ensure the wheels can move freely without touching any part of the wheelchair frame.
- » Ensure there is no margin on the rear wheels.



## 6. MAINTENANCE

---

### 6.5 Front wheel and front castor fork

The front wheel and front castor fork should move and turn freely. This ensures a smooth ride.

Check that the nut of the front fork is not too loose or too tight.

- » If the nut is too loose, the wheels will rotate but the ride will be uncomfortable.
- » If the nut is too tight, the wheelchair will be difficult to steer.

When the nut is correctly in place the front wheel should stop slowly.

If one of the exceptions noted above occurs, or if an adjustment is necessary, contact a qualified I-GO dealer.

### 6.6 Upholstery

Check the upholstery of the wheelchair regularly. Torn or worn upholstery will fail to support the maximum user weight and may lead to injury.

- » Check the textile coating for worn spots and holes.
- » Ensure the upholstery-mounting grommets are aligned and secure.

### 6.7 Cleaning

Cleaning your wheelchair regularly will keep it in good working condition.

- » Clean the upholstery, chassis and plastic components with mild soap and water regularly. Do not use abrasive cleaners as they can damage the varnish. Do not use steam or high-pressure cleaners.
- » Wax the varnish of the chassis regularly. Do not use solvents, caustic chemicals, abrasive waxes or spray silicone.
- » Always dry the wheelchair after cleaning or whenever it gets wet.

Suggestion: Car shampoo will also clean and protect your wheelchair.



#### **Suggestion**

Car shampoo will also clean and protect your wheelchair.

## 7. TROUBLESHOOTING

Your I-GO wheelchair is built to be used immediately. Continual use necessitates regular maintenance, particularly when factory settings have been altered.

Consult the following troubleshooting guide for a list of common problems and suggested fixes.



### Suggestion

We recommend only using I-GO replacement parts. Not using original I-GO parts can void the warranty.

### SYMPTOM

SYMPTOM							POSSIBLE CAUSE AND CORRECT SOLUTION
Looseness in chair	Chair squeaks or rattles	Castor flutter	Wheelchair feels heavy	Sluggish turning	Chair veers left	Chair veers right	
▶	▶	▶		▶			Check all nuts and bolts are tightly stuck.
		▶		▶	▶	▶	Rear wheels and/or castors may be adjusted improperly. Make sure both rear wheels and castors are mounted in identical positions.
			▶				Check for wear on the bearings.
		▶		▶	▶	▶	Castor forks may be adjusted improperly.



## 8. WARRANTY

---

Products are to be fit for purpose and of excellent quality and performance. For valid warranty claims I-GO will, at their discretion, replace / repair / refund items mutually agreed to be defective.

The wheelchair's warranty is as follows:

- » Frame and durable parts: One year limited warranty
- » Warranty Exclusion: The following non-durable items are not covered by warranty

- *Wheel Tyres / Arm Pads*
- *Seat Cushion*

Any damage or defect of any nature occurring from the misuse, abuse of the product, improper operation or improper storage is not covered. The warranty starts from the date of arrival of our products.



## 9. SERVICE AND MAINTENANCE

---

### 9.1 General maintenance instructions

#### **Every week:**

- » Check tyre pressure.

#### **Every month:**

- » Check the folding and unfolding mechanisms of the wheelchair.
- » Check the 'quick-release' mechanism on the rear wheels.
- » Check that the brakes are functioning correctly.

#### **Every three months:**

- » Check all bolts, screws and nuts. Tighten if necessary.
- » Check spokes for correct tension.
- » Check tyre tread for wear.



## 9. SERVICE AND MAINTENANCE

---

Make sure your dealer checks the points mentioned below:

Component	Service Schedule								
	1	2	3	4	5	6	7	8	9
Wheels: for example margin, wear bearings, adjust quick-release									
Tyres									
Hand rims: for example wear and burrs									
Front forks: for example control margin, adjustment ball head axle									
Brakes: for example adjustment, re-adjustment									
Frame: for example fracture, welding seams									
Arm rests: for example fixation rigid arms									
Sealing-wax / coating / chrome									
Seat Cushion									
Upholstery: for example adjust straps, control									
Connection material on all components									
Teflon treatment of all moving parts									
Checked by (initials)									
Inspection date									

In practice the usage intensity varies greatly from person to person. It may therefore be that in your case, the wheelchair requires servicing more, or less than once a year.



### Warning

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

# *Candi*

Self-propelled

