

Service Instructions HiLo

Troubleshooting, Re-use, and Destruction



Servicing, inspection, and repairs may only be carried out by personnel who possess the relevant technical knowledge of the product in order to maintain the validity of the CE mark. No-one may sit in the product whilst it is being serviced.

Customised products can be restored if the relevant parts are replaced with original parts from Eurovema and the restoration is carried out by an authorised technician. A new label showing the CE mark can be ordered.

During servicing, it is important that a visual inspection of the product's metal components is carried out in order to rule out the presence of damage or cracks that may impact the safety of the product. Check brakes, seat functions, tilt and lift, attachment, and function.

Any defects identified must be addressed. If parts need to be replaced, only Eurovema original parts must be used - except in the case of screws and nuts, where replacements of the right model, length, and grade are to be sourced.

Instructions about how to fit/remove and adjust components can be found on our website in the section **Assembly Instructions**.

Instructions in respect of batteries and electronics can also be found on the website in the section **Batteries and Electronics**.

Suitable tools

- Allen key kit
- Torx wrench kit
- Box wrenches 8,10, 13, 17, 19mm
- Flat head screwdrivers
- Phillips screwdrivers
- Snips

Troubleshooting

Manual chairs

Symptom	Cause	See Assembly Instructions or separate instruction
Brakes do not engage well or allow the chair to move when the central brake is applied	Wheels defective/worn	Centrally braked wheels
Gas seat lift does not work	Cables incorrectly adjusted or gas spring broken	Gas piston
Seat tilt gas spring does not work	Cables incorrectly adjusted or gas spring broken	Seat tilt gas spring
Accessory not functioning	Wear, incorrect installation, broken	For the accessory

Troubleshooting

Electric chairs

Symptom	Cause	See Assembly Instructions or separate instruction
Brakes do not engage well or allow the chair to move when the central brake is applied	Wheels defective/worn	Centrally braked wheels
Seat lift does not work	Lifting actuator, electronics box, hand control broken, cable break, Battery discharged	Lifting actuator, electronic battery, circuit diagram
No electrical functions working	Battery discharged or damaged cabling, broken electronics box, hand control.	See separate instruction for battery, electronic Circuit diagram.
Accessory not functioning	Wear, incorrectly fitted, or damaged	For the accessory

Reconditioning

In this instruction, “reconditioning” does not constitute a full refurbishment as outlined in Regulation (EU) 2017/745 MDR with the aim of reintroducing the product on the market with a reset expected service life.

Products that are prescribed by a licensed medical practitioner are not subject to periodic maintenance requirements. The prescriber and care organisation are responsible for following-up the prescription.

The reconditioning instructions state that products sold directly to the user without prescription must undergo periodic maintenance at least every two years.



Care must be taken when carrying out servicing work on the product as incorrect assembly or disassembly may result in crushing or other form of injury.



Check that all components are correctly fitted and screw joints are firmly tightened. All cables must be secured using cable ties.



No-one may sit in the chair whilst it is being serviced, with the possible exception of when armrests and leg supports are being replaced, and then provided that steps are taken to ensure that the person cannot fall out of the chair.



Only use denatured alcohol in a well-ventilated area and away from any naked flames.



There is a risk of burn injury if metal jewellery comes into contact with battery terminals.

Service points and intervals

In order to ensure the usability of the product for the duration of its expected service life, the following servicing schedule should be followed.

1= visual inspection 2= function test 3= replacement 4= lubrication 5= cleaning
6= adjustment if necessary 7= check screw joint tightening

Service point	year 2	year 4	year 6	year 8
Chassis: Screw joints, welds, cracks	1, 7	1, 7	1, 7	1, 7
Wheels: Screw joints, bearings, wear tracks, rims	1, 2, 5	1, 2, 5	1, 2, 5	1, 2, 5
Wheel forks: Fork, bearings, play,	1, 2, 5	1, 2, 5	1, 2, 5	1, 2, 5
Chassis-mounted brake: function	1, 2, 6	1, 2, 6	1, 2, 6	1, 2, 6
Gas seat lift: function, attachment	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7
Electric seat lift: function, sound, attachment.	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7
Seat cross: condition, weld joints, screw joints	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7
Manual seat and back tilt: function	1, 2, 4, 5, 7	1, 2, 4, 5, 7	1, 2, 4, 5, 7	1, 2, 4, 5, 7
Back mechanism: condition, function, screw joint	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7
Armrest width adjuster: function, attachment	1, 2, 5	1, 2, 5	1, 2, 5	1, 2, 5
Armrest height adjuster: function, condition	1, 2, 5	1, 2, 5	1, 2, 5	1, 2, 5
Footplate, leg support: function, attachment	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7
Seat, back cushions: condition, attachment	1, 5, 7	1, 5, 7	1, 5, 7	1, 5, 7
Armrest cushions: condition, attachment	1, 5, 7	1, 5, 7	1, 5, 7	1, 5, 7
Battery: capacity, leakage, terminals	2	2, 3	2	2, 3
Electronics, control units: condition, function	1, 2, 5	1, 2, 5	1, 2, 5	1, 2, 5
Cables: damage, attachment	1	1	1	1
Lock wheels, lever knob: condition, function	1, 2, 4, 5	1, 2, 4, 5	1, 2, 4, 5	1, 2, 4, 5
Accessories: condition, function, attachment	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7	1, 2, 5, 7

Tightening torque, tightened screw joint in accordance with EN 1090-2

Metric coarse thread / fine thread durability class compliant with ISO-898-1:2013

Coarse thread

Grade	8.8	10.9
M4	2.9N	4.0N
M5	5.7N	8.1N
M6	9.8N	14N
M8	24N	33N
M10	47N	65N
M12	81N	114N

Fine thread

	8.8	10.9
M4*0.5	3.1N	4.3N
M5*0.5	6.2N	8.7N
M6*0.75	10N	15N
M8*1	25N	35N
M10*1.25	48N	68N
M12*1.5	83N	117N
M12*1.25	85N	120N

Reconditioning

Reconditioning instructions for HiLo work chair, 24V and Gas

Eurovema chairs are intended to be reused throughout their expected service life.

For relevant service life, see product manual. Reconditioning does not mean that the expected service life of the chair is extended.

Specially adapted products may be restored provided that such restoration has been carried out by an authorised assistive device technician and that modified parts have been replaced with original parts. If a new label is required, notify Eurovema and quote the chair serial number.

Cleaning

The product must not be flushed with water, upholstered parts removed, electronics are rated as protection class IPX4, hand control IPX4, lifting actuator IPX4

Clean the chassis using a mild detergent/non-abrasive disinfectant. Only use agents that have been approved by the Swedish Medical Products Agency. Only use denatured alcohol in a well-ventilated area and away from any naked flames.

Upholstery on stuffed parts can be cleaned using upholstery cleaner/foam cleaner.

Replace worn/heavily soiled cushions.

Removable covers can be machine washed at 60 degrees; see washing advice label on the inside of the cover.



There is a risk of crush injury if the correct procedure is not followed.

1. Chassis

1.1 Check that chassis is not damaged or shows signs of cracking. If visible damage is found, the damaged part must be replaced with a perfect original part before the chair is put back into use.

1.2 The wheels must have a low roll resistance and there must be no damage on the rubber tracks. Any hair that has collected around the bearings in the hub must be removed. Replace any defective wheels with perfect original wheels.

1.3 The wheel forks must swing without resistance. Replace any defective wheels with perfect original wheels. Check that all wheels are in contact with the floor on a flat surface.

1.4 Try rolling the chair, loaded and unloaded, on a flat surface. It should not swing significantly. If the chair veers abnormally to one side, check the wheel forks and chassis.

1.5 Check that all wheels are in contact with the surface on which the wheelchair is operating.

2. Brakes

2.1 Check that the brakes engage properly and that the brake pedal/brake lever is securely screwed in position.

2.2 Check that the brakes disengage correctly and do not make any noise.

3. Lifting actuator, electric

3.1 Check that the actuator is securely fitted to the chassis

3.2 Listen for any abnormal noises from the lifting pillar. Raise the seat to its highest position and wipe the lifting pillar with a cloth. If there is any play or any abnormal noise can be heard, the actuator must be replaced with a perfect original part.

3.3 Run the seat lift all the way up and all the way down under load.

4. Lifting device, gas

4.1 Check that the gas piston is securely fitted to the chassis.

4.2 Check that the seat lift goes all the way up. If you feel that it is seizing or is falling more than normal whilst under load, or if the seat rises unintentionally whilst not under load, adjust the cable tension screw, If this does not remedy the issue, there is a fault in gas piston and it need to be replaced with a perfect original part.

5. Seat cross

5.1 Check that there is no abnormal play between moving parts.

5.2 Perform a visual inspection of the cross, paying particular attention to weld joints in order to ensure that no cracks have formed. If you suspect that cracks have formed or that there is any other form of damage, replace the seat cross with a perfect original part.

4.4 Check the armrest, back support, and leg support attachments. These must be adjustable without seizing and do not become scratched when adjusted. It must be possible to tighten lock wheels/levers without seizing, lubricate threads with grease.

6. Electronics

6.1 Connect the charger and check that charging starts. **Charging instructions can be found in the User Manual**

6.2 Charge the battery to full. Test electrical function a few times.

6.3 Check that all cables are undamaged and secured so that they cannot be crushed.

7. Battery

7.1 Check that the cables are attached to the battery poles and that the cabling is undamaged.

7.2 Charge the battery to full and test electrical functions under load. If the capacity of the battery falls significantly after a short period of use, the battery must be replaced with a new original part. If possible, test the battery using a battery tester.

1. Chassis**Approved****Comments**

1.1	Visually inspect the entire chassis.		
1.2	Check screw joints, articulation points.		
1.3	Link wheel, attachment, function, wear.		
1.4	Link wheel forks, attachment, bearings.		
1.5	Check wheel contact with surface.		

2. Brakes

2.1	Check that braked wheels lock.		
2.2	Try to release the brakes.		

2. Lifting actuator, Electric

3.1	Check screw joints in chassis.		
3.2	Test operate, listen for abnormal noise.		
3.3	Test operate under load.		

4. Seat lift, gas

4.1	Fastening		
4.2	Function		

5. Seat cross

5.1	Check play		
5.2	Visual inspection		
5.4	Attachment of armrests, back support, leg support		

6. Electronics

6.1	Charging		
6.2	Test electrical function		
6.3	Cables correctly routed, protected		

7. Battery

7.1	Cabling		
7.2	Test electrical functions.		

Product

serial number

Reconditioned by

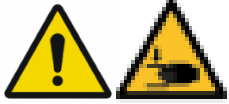
Date

Maintenance carried out

Destruction instructions

Products that are to be permanently put out of use must be disassembled and sorted at source. Assembly and disassembly instructions can be found on the eurovema.se website in the Assembly Instructions section, along with exploded diagrams in the Exploded Diagrams section.

Removed components are to be sorted in accordance with the **table below**.



The disassembly process is not risk-free. There is a risk of crush injury and burn injury if the correct procedure is not followed. Disassembly must be carried out by an authorised technician

Metal	Electronics	Combustible
Chassis	Control electronics	Seats
Seat cross	Connection boxes	Back support
Back mechanism	Hand controls	Armrest cushions
Armrest posts	Rocker switches	Removable covers
Leg supports	Cables	Neck support cushions
Attachments on accessories	Lifting pillar, electric	Trunk support cushions
Gas seat lift	Electric actuator	Other filling materials
Foot ring		Empty battery box

Batteries

Discarded lead batteries must be taken to a recycling station.



