

Roamate

Multifunctional Electric Wheelchair



User manual

Shenzhen Enhanced Power Technology Co., Ltd

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Table of Contents

1. Preface	1
2. Safety Instructions	2
2.1. Important Notice	2
3. EMI (Electromagnetic Interference)	5
3.1. Warning: Potential Risks of Electromagnetic Interference	5
3.2. Precautions While Using the Roamate	5
4. Specification	8
5. Product Introduction	9
5.1. Parts Introduction	9
6. Operating Instructions	12
6.1. How to Unfold Roamate	12
6.2. How to install battery in the Roamate	14
6.3. Power on	14
6.4. Wheelchair Mode	15
6.5. Walker Mode	15
6.6. Power-off Brake	16
6.7. Use as a Powered Wheelchair	16
6.8. Use as Rollator	17
6.9. Use as Assisted Push Walker	17
6.10. Power-off	18
6.11. Fold	18
6.12. How to remove battery from Roamate	20
6.13. How to Charge	20
6.14. How to transport	21
7. Maintenance	22
7.1. Roamate Maintenance	22
7.2. Battery	23
8. Appendix	27
8.1. Speaker	27
8.2. System Diagnostics	29
8.3. What's in the Box	30
8.4. Nameplate	30
8.5. Technical Description Concerning Electromagnetic Emission	31
8.6. Guidance & Declaration - Electromagnetic Immunity	32
8.7. Guidance & Declaration - electromagnetic immunity concerning Conducted RF & Radiated RF	33
Product Warranty Card	34
Repair Record	36

1. Preface

Thank you for choosing Roamate as your mobility partner. As you begin your journey with Roamate, we've crafted this guide to offer clear and detailed information about your device.

Before using your Roamate, we strongly recommend reading this manual thoroughly. It contains essential information about operating your chair safely, understanding its features, and getting the most out of your experience. Taking a few minutes to review it will ensure smoother use and help prevent avoidable issues.

Enjoy your journey!

2. Safety Instructions

Please keep the following important safety guidelines in mind:

2.1. Important Notice

Read the Manual Before Use: Roamate must not be installed, operated, or maintained without first reading and understanding the user manual. Proper use depends on following the instructions provided. Failure to do so may result in unsafe operation or product damage.

Authorized Accessories Only: Use only accessories designated and approved for Roamate. Non-approved items may compromise the device's functionality or safety. Always confirm compatibility with the manufacturer before use.

Not a Vehicle Seat: Roamate is designed as a mobility aid and should not be used as a seat in moving vehicles.

Power Off Before Mounting or Dismounting: Always ensure Roamate is powered off before getting on or off to prevent accidental movement and ensure your safety.

Pinch Point Awareness: Be cautious of potential pinch points in the electric mechanism. Keep hands, feet, and other body parts clear of moving parts at all times.

Intended Operator: Roamate is designed for individuals with mobility challenges who have full cognitive and decision-making abilities. It is not intended for users with severe visual or hearing impairments to operate independently. In such cases, Roamate can be used in manual wheelchair or smart walker mode with support from a caregiver, family member, or healthcare provider.

Intended Environment: Roamate is suitable for daily mobility in homes, public areas, and other environments with accessible paths. It should not be operated on motor vehicle roads or rough terrain. Use is recommended only on smooth, designated pedestrian routes. Roamate can be used in powered, manual, or intelligent rollator modes depending on the user's needs.

Maintenance: Regular inspection and maintenance are essential for safe and reliable performance. Follow section 7.1 in the user manual.

2.1.1. Before Driving

Weight Limit: Roamate is designed to support a maximum combined weight of 120 kg, including the user and any personal items. Exceeding this limit may compromise stability and reduce the lifespan of the device.

User Alertness: The operator must be fully alert and capable of navigating their surroundings safely and responsibly. Use should be avoided if the user is drowsy, disoriented, or otherwise impaired.

Avoid Operating with Low Battery: Always check the battery level before use. Do not use Roamate when the battery is low, as it may lose power mid-journey and leave the user stranded.

2.1.2. On the Road

Incline Capability: Roamate can safely handle slopes up to 10°. Attempting to navigate steeper inclines may pose a safety risk and may damage the chair.



Foot Platform Safety: Do not stand on the foot platform. Doing so may result in injury and damage to the wheelchair.

Speed Regulation: Always maintain a safe and controlled speed. Excessive speed can lead to loss of control and increase the risk of accidents.

Slope Awareness: Be aware that stopping distances on slopes are significantly longer than on flat surfaces. Use caution when descending inclines.

Driving Range Considerations: Roamate's driving range may be reduced if frequently used on uneven surfaces. Plan accordingly based on usage conditions.

Abnormal Performance: Do not use Roamate if it appears to be functioning abnormally. Discontinue use and contact support if needed.

 A blue circular icon with a white silhouette of a person sitting and reading a document or manual.	<p>Follow operating instructions</p>
 A red circular icon with a white silhouette of a hand being pinched between two fingers, with a red diagonal slash over it, indicating a warning or prohibition.	<p>Caution: Pinch Hazard</p>

3. EMI (Electromagnetic Interference)

To ensure the safe use of your powered wheelchair and minimize the risks posed by electro-magnetic interference (EMI), please carefully read and adhere to the following guidelines:

3.1. Warning: Potential Risks of Electromagnetic Interference

Electromagnetic interference (EMI) can affect the control system of the Roamate, potentially causing unintended movement or brake release. EMI may also disturb the operation of devices in its environment that emit electromagnetic fields, such as store alarm systems, automatic doors, or other electrical equipment.

The sources of EMI may include radio and TV stations, amateur radio transmitters (HAM), two-way radios, mobile phones, generators, or large power supplies. It is important to take proper precautions to ensure safety and avoid interference.

3.2. Precautions While Using the Roamate

3.2.1. Maintain Distance from EMI Sources

Avoid close proximity to sources of strong electromagnetic waves, such as broadcasting towers, TV transmission towers, amateur radio transmitters, generators, or large power supplies while using the Roamate. Long-term exposure to such environments may result in device malfunction or impaired performance.

WARNING: If electromagnetic interference is suspected, immediately move away from the source to avoid potential malfunction.

This device is designed for use in safe, controlled environments. Under both normal and abnormal conditions (such as exposure to electromagnetic interference), the Roamate must not exceed a maximum speed of 6.6 km/h, and its braking system must continue to function reliably.

3.2.2. Turn Off the Roamate Immediately

If unintended movement or unexpected brake release occurs, power off the Roamate as soon as it is safe to do so and move away from any area that may contain sources of electromagnetic interference (EMI).

3.2.3. Avoid Modifications or Unapproved Accessories

Do not modify the Roamate or install accessories that have not been approved by the manufacturer. Unauthorized changes may increase the device's vulnerability to electromagnetic interference and could result in malfunction or unsafe operation.

3.2.4. Report Unusual Incidents

If any abnormal behavior occurs—such as unintended movement or unexpected brake release potentially caused by electromagnetic interference (EMI)—please report the incident to the manufacturer immediately and include any known or suspected sources of EMI in the vicinity.

3.2.5. Magnetic Ring

The Roamate electric wheelchair does not incorporate magnetic ring components. While magnetic rings are commonly used to suppress electromagnetic interference (EMI) or electrical noise, extensive testing and system optimization have confirmed that Roamate's electrical system does not emit harmful EMI during normal operation.

Our design prioritizes efficient battery management, intelligent control, and a smooth user experience to ensure stable and reliable performance across various environments. As a result, the absence of magnetic rings does not compromise functionality—instead, it contributes to a simpler, more reliable system architecture.

3.2.6. Design and Certification Information

This powered Roamate is designed to comply with electromagnetic compatibility (EMC) standards (ISO 7176-21:2009) and has basic immunity to electromagnetic interference. However, in some circumstances, strong electromagnetic interference may still affect the device's performance. Users should operate the Roamate responsibly and be mindful of their surroundings.

3.2.7. Impact on Nearby Devices

Be aware that Roamate may affect the operation of nearby devices that emit or are

sensitive to electromagnetic fields, such as store security systems, automatic doors, or medical equipment. Always ensure that Roamate's use does not interfere with the proper functioning of such devices in its environment.

3.2.8. Avoid Placing Roamate Near Other Devices

Do not place the Roamate next to or stack it with other electronic devices. Doing so may lead to improper operation or malfunction of the wheelchair. If such proximity is necessary, carefully observe the operation of both the Roamate and the other device to ensure they are functioning properly.

3.2.9. Warning: Non-Approved Accessories

Using unapproved accessories, sensors, or cables may increase electromagnetic interference or reduce Roamate's immunity, leading to malfunction or safety risks. Always use manufacturer-specified components.

Special Note: Roamate's safety and performance depend on proper usage. For any questions, contact the manufacturer or an authorized service provider.

4. Specification

Product Name	Roamate Multifunctional Electric Wheelchair
Safety Rating	Class A
Model	RMM - 001
Battery	Rechargeable Li-on Battery Pack Voltage: 25.2V, Power: 252Wh, Limiting current: 10A
Charger	Input: AC 100~240V, 50/60Hz Output: DC 29.4±0.5V, 2.8A
Battery Weight	1.5kg
Total Weight	19.0kg
Recommended User Height	155-190 cm
Estimated Range per Charge	15.22 km
Front Wheel Dimensions	203mm*38mm
Rear Wheel Dimensions	216mm*50mm
Seat Plane Angle	6.5°
Backrest Angle	19.5°
Max Obstacle Height	40mm
Max Speed (E-Wheel Chair)	6 km/h
Max Speed (E-Rollator)	3 km/h
Min Braking Distance (at Max Speed)	960mm
Maximum Climbing Angle	10°
Unfolded Dimensions (LxWxH)	1052 mm x 680 mm x 965mm
Folded Dimensions (LxWxH)	573 mm x 338 mm x 764 mm
Operating Temperature	-25°C-+50°C
Operating Humidity	Maximum 90%
Atmospheric Pressure Range	50-105kPa

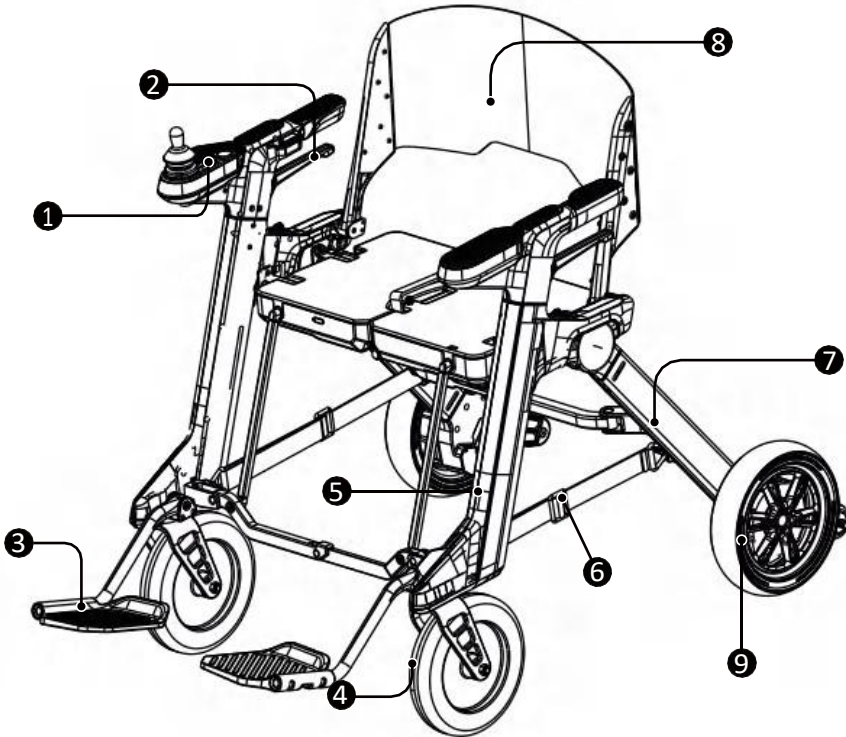
The wheelchair complies with the following international standards:

- ISO 7176-8 – Requirements and test methods for static, impact, and fatigue strength
- ISO 7176-14 – Requirements and test methods for power and control systems of electric wheelchairs
- ISO 7176-9 – Climatic testing standards for powered wheelchairs.

5. Product Introduction

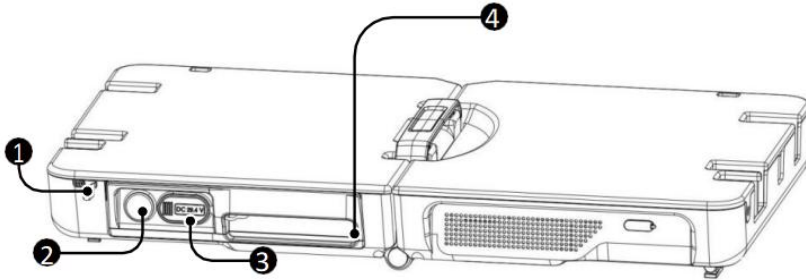
5.1. Parts Introduction

5.1.1 Roamate Overview



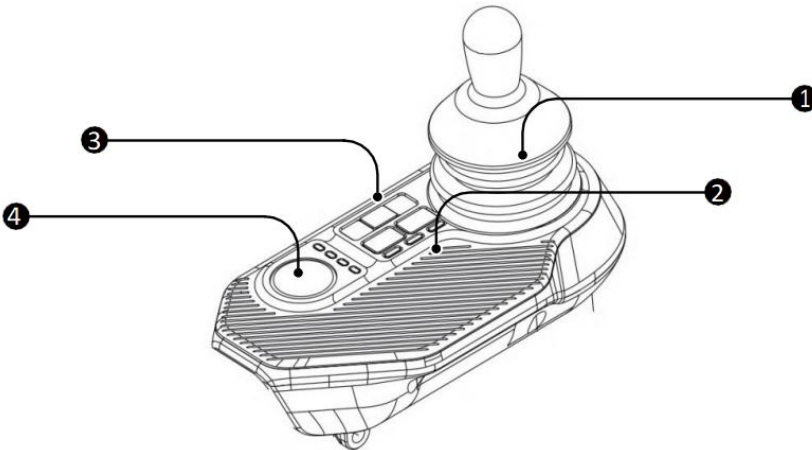
Number	Part Name
1	Control Panel
2	Brake
3	Foot Platform
4	Casters
5	A Stand
6	Elastic Strip
7	B Stand
8	Foldable Backrest
9	Power Wheel

5.1.2. Battery Compartment



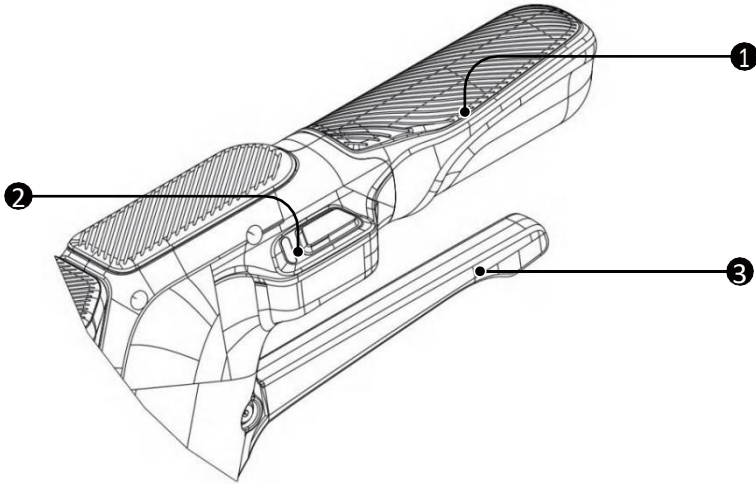
Number	Part Name
1	Battery Lock
2	Battery Power
3	Charging Port
4	Battery handle

5.1.3. Front Control Panel



Number	Part Name
1	Joystick
2	Speed setting button and speed indicator
3	Wheelchair lock/unlock button
4	System power and battery indicator

5.1.4.Push Handle

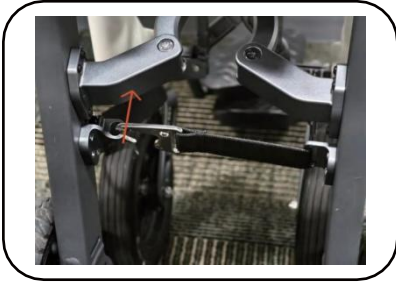


Number	Part Name
1	Push Handle
2	Boost Button
3	Hand Brake

6. Operating Instructions

6.1. How to Unfold Roamate

When you receive your Roamate product, it is in a folded state by default. Please follow these steps to unfold and set up your Roamate:



1. Release the hook located beneath the seat.



2. Hold the deployment loops on both sides of the B-Stand and pull outward to unfold the Roamate.



3. Press down on the seat until it is fully extended and locks securely into place.



4. Pull the backrest up from its folded position until the upright position.



5. Unlock the armrest height adjustment latch and set the armrests to the wheelchair height position. This position is clearly marked on the frame and visible as you adjust the height.



6. Press and hold the front control panel's adjustment lock, then slide the panel forward or backward to match your arm length. Release the lock to secure the panel in place.

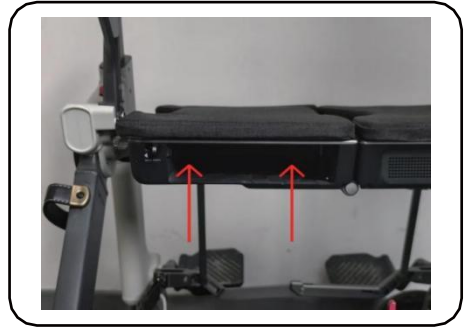


7. Unfold the footrest from its folded position until it is fully extended.

6.2. How to install battery in the Roamate



1. Locate the Roamate battery compartment beneath the seat.



2. Insert the battery carefully into the compartment, making sure the labeled side is facing up.

6.3. Power on

1. Before turning on the device, ensure the battery is properly installed.
2. Press the power button on the battery pack to activate it.
3. Press and hold the power button on the front control panel for about 1.5 seconds to start the Roamate.
4. Once powered on, the green light on the control panel will illuminate, indicating the remaining battery level. Details on battery charge levels are provided in the following chart.



Battery remaining	L1	L2	L3	L4
≤5%	Red light	off	off	off
5% < battery level ≤ 20%	flashing	off	off	off
20% < battery level ≤ 25%	Red light	off	off	off
25% < battery level ≤ 50%	Green light	Green light	off	off
50% < battery level ≤ 75%	Green light	Green light	Green light	off
>75%	Green light Green light	Green light	Green light	Green light

6.4. Wheelchair Mode

1. Each time Roamate is powered on, it defaults to Wheelchair Mode.
2. If Roamate is not in Wheelchair Mode, press and hold the Wheelchair Lock/Unlock button (see page 10) for 1.5 seconds. A voice prompt saying “Wheelchair Mode Start” will confirm the switch.

6.5. Walker Mode

1. Walker Mode is used when you want to operate Roamate as either a Powered Rollator or an Assisted Push Walker.
2. To switch to Walker Mode, press and hold the Boost button on the pushing handle for 1.5 seconds. A voice prompt will announce “Walker Mode Start.”
3. To adjust the armrest height, pull and release the red buttons on both sides of the chair. Adjust them to your preferred height (levels 1–5), then release the buttons to lock the armrests in place.
4. While in Walker Mode—whether using it as a rollator or assisted push walker—press and hold the Boost button to engage the power assist.
5. Squeeze the brake handle to slow down or stop. For extended parking, pull the brake lever downward to enter Parking Mode. The brakes will remain engaged until the lever is lifted.
6. Do not press the Boost button unless you are ready for the power assist.
7. If you push too quickly, the system may trigger Overspeed Protection, locking the wheels. Press the power button on the chair to wake it. This is a safety feature to

prevent unintended boost activation.

8. To switch back to Wheelchair Mode, press and hold the Lock/Unlock button on the wheelchair control panel (see page 10).

6.6. Power-off Brake

The power-off brake is located on the inner side of both powered wheels. To push the Roamate when it is powered off, you must first lift the power-off brake switch on each wheel to release the brake. In the event of an unexpected power loss or shutdown, the power-off brake can prevent unintended movement.



6.7. To Use as Powered Wheelchair

1. Sit down with your back against the backrest and feet on the extended footrest. Ensure you're stable. Make sure your Roamate is in wheelchair mode and turn it on.
2. The current speed level is shown by the orange indicator light (see speed table below). Adjust speed using the +/- buttons.
3. Use the 360° joystick to control speed and direction — the farther you push, the faster it goes. Releasing the joystick stops the wheelchair automatically.
4. Roamate auto-brakes when the joystick returns to center. To lock the wheelchair, press the lock button — the joystick will be disabled. Press it again to unlock.



Speed Setting (Orange Light)	Power Chair mode (km/h)
L1	2
L2	4
L3	6

6.8. To Use as Rollator

1. Adjust the handle to a comfortable height, then power on Roamate. The default mode is Wheelchair mode. Press and hold the Boost button to enter Walker Mode. You'll hear "Walker Mode Start."
2. Use Roamate as a manual walker when the Boost button is not pressed. Only press Boost when you're ready for power assist.
3. To activate power assist, press and hold the Boost button. Use the + / - buttons to adjust the assist level.
4. Roamate automatically assists uphill and resists downhill. **Do not press Boost while turning.**
5. To brake, squeeze the red brake lever under the push handle.
6. Pull the brake lever downward to enter Parking Mode. Pull the brake level upward to get out of the parking mode.
7. If you push too quickly, the system may trigger Overspeed Protection, locking the wheels. Press the power button on the chair to wake it. This is a safety feature to prevent unintended boost activation.
8. To switch back to Wheelchair Mode, press and hold the Lock/Unlock button on the wheelchair control panel (see page 10).

6.9. To Use as Assisted Push Walker

1. For Assisted Push Walker use, seat the user securely, adjust the push handle to a comfortable height, then turn it on.
2. long press the Boost button on the side of the chair to enter Walker Mode. You'll hear "walker mode start".
3. Use Roamate as a manual push chair when the Boost button is not pressed. Only press Boost when you're ready for power assist.
4. To activate power assist, press and hold the Boost button. Use the + / - buttons to adjust the assist level.
5. Roamate automatically assists uphill and resists downhill. **Do not press Boost while turning.**
6. To brake, squeeze the red brake lever under the push handle.
7. Pull the brake lever downward to enter Parking Mode. Pull the brake level

upward to get out of the parking mode.

8. If you push too quickly, the system may trigger Overspeed Protection, locking the wheels. Press the power button on the chair to wake it. This is a safety feature to prevent unintended boost activation.

9. To switch back to Wheelchair Mode, press and hold the Lock/Unlock button on the wheelchair control panel (see page 10).

Speed Setting (Orange Light)	Speed (km/h)
L1	1.5
L2	2.25
L3	3

6.10. Power-off

To power off the Roamate, follow these two steps: here are two steps to power-off the Roamate:

1. Press and hold the Power button on the front control panel for 1.5 seconds to shut down the control system.
2. Switch off the battery by pressing the battery power button located on the back of the removable battery.

6.11. Fold

Follow the following instructions to fold Roamate:



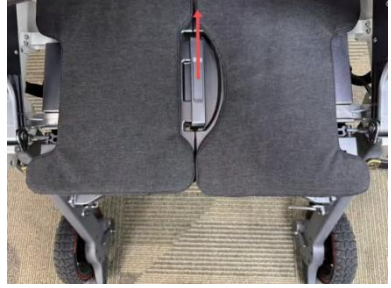
1. Fold up the Footrests.



2. Release the Rod Lock at the back of the Roamate.



4. Push the backrest down into place.



3. Grab the handle in the middle of the seat and lift the chair.



6. Push the seat inward from both sides and fold until a click is heard.



5. Return the push handle and control panel to their folded position.



7. Fasten the elastic strap under the battery compartment to secure the seat.

6.12. How to remove battery from Roamate

1. Locate the battery compartment under the seat.
2. Slide the lock left and pull the handle to remove the battery.

6.13. How to Charge

The green power indicator on the front control panel shows the remaining battery level. When low, follow these steps to charge:

1. Ensure both Roamate and the battery are powered off.
2. Open the battery socket cap and plug in the charging cable.
3. Connect the charger to a wall outlet to begin charging.
4. Charging takes about 3 hours. Once fully charged, the light indicator will turn green.
5. You may charge the battery on or off the device.
6. Only use the original charger. For replacements, contact your local dealer.

6.14. How to transport

1. Roamate is foldable, making it easy to place in a car trunk or take on public transportation. Use the handle in the center of the seat to lift and carry Roamate when folded.
2. Roamate has passed the UN38.3 certification, making it compliant for air travel. You may carry the battery in your hand luggage and check the main unit as baggage. However, airline policies may vary, so please **check with your airline** for specific rules regarding batteries and mobility devices.

7. Maintenance

7.1. Roamate Maintenance

Regular maintenance is essential to keep your Roamate in optimal condition. Please follow these guidelines:

1. Do not disassemble, repair, or modify the motor's internal components, as this may cause damage and void the warranty. Regularly clean dirt or debris from the motor's surface, especially around cable outlets, particularly after extended use or under heavy loads.
2. If Roamate becomes dirty, wipe the exterior with a damp cloth and clean the control panel with a dry cloth. A mild detergent may be used on the exterior if needed. Avoid harsh cleaning agents on any part of the device.
3. Routinely inspect your Roamate for visible damage. Ensure all bolts are securely fastened, the remote control is in the neutral position, and no wires are exposed. If you notice any abnormalities or wear, contact your local distributor for inspection and service.
4. Store Roamate in a dry, clean place. Avoid exposure to direct sunlight, rain, or high humidity.

7.2. Battery

7.2.1. Battery Ingredients

CAS No.	EC No.	REACH Registration No.	Weight	Name	Common Name (Synonyms)	Classification according to 1272/2008 (EC) (CLP)
12325-84-7	Not available	-	25 - 35	Lithium Nickel Oxide	Not available	Not classified
7782-42-5	231-655-3	-	20 - 30	Graphite	Not available	Not classified
7439-89-6	231-096-4	-	10 - 20	Iron	Not available	Not classified
7440-50-8	231-159-6	-	5 - 15	Copper	Not available	Not classified
12190-79-3	235-362-0	-	1 - 5	cobalt lithium dioxide	Not available	Not classified
554-12-1	209-060-4	-	1 - 6	Methyl propionate	Not available	"Flam. Liq. 2, H225 Acute Tox. 4, H332"
7429-90-5	231-072-3	-	1 - 7	Aluminium	Not available	"Pyr. Sol. 1, H250 Wateracc. 2, H261"
21324-40-3	244-334-7	-	1 - 3	Lithium hexafluorophosphate(1-)	Not available	Not classified
114435-02-8	Not available	-	1 - 3	4-Fluoro-1,3-dioxolan-2-one	Not available	Not classified
616-38-6	210-478-4	-	1 - 3	dimethyl carbonate	Not available	Flam. Liq. 2, H225
9002-88-4	Not available	-	1 - 3	Polyethylene	Not available	Not classified
1309-37-1	215-168-2	-	0.1 - 1	Titanium dioxide	Not available	Not classified
1318-23-6	215-284-3	-	0.1 - 1	Boehmite (AlO(OH))	Not available	Not classified
1333-86-4	215-609-9	-	0.1 - 1	Carbon black	Not available	Skin Sens. 1, H317 "Carc. 2, H351"
7440-02-0	231-111-4	-	0.1 - 1	Nickel	Not available	STOT RE 1, H372 Aquatic Chronic 3, H412"
110899-89-7	Not available	-	0.1 - 1	Aluminium lithium oxide (LIAO)	Not available	Not classified
7440-47-3	231-157-5	-	0.1 - 1	Chromium	Not available	Not classified
554-13-2	209-062-5	-	0.1 - 1	Lithium carbonate	Not available	Flam. Liq. 2, H225
100-41-4	202-849-4	-	0.1 - 1	Ethylbenzene	Not available	"Asp. Tox. 1, H304 STOT RE 2, H370(affecting organs)"

7.2.2. Battery Specifications

Type	Lithium Battery
Rated Voltage	25.2V
Cutoff Voltage	21V
Capacity	10Ah (252Wh)
Battery Charge/Discharge Cycle Life	>300 cycles, with >60% capacity remaining
Battery Cycle Durability	Complies with IEC 61960-3 requirements
Charging Temperature Range	$0 \leq T \leq 40$ °C
Storage Temperature Range ($\geq 30\%$ charge)	-20°C~60°C (≤ 1 month) -20°C~45°C (≤ 3 month) -20°C~25°C (≤ 1 year)
Battery Dimensions (L x W x H)	233mm x 161mm x 38mm
Battery Weight	1.5kg

7.2.3. Battery Usage Precautions

Warnings:

1. Roamate's battery contains heavy metals such as mercury, cadmium, and lead. Dispose of used batteries properly—never discard them casually.
2. Using the battery outside the recommended temperature range may cause the wheelchair to malfunction or become inoperable.

General Precautions:

1. If the battery shows signs of abnormal heat, odor, discoloration, deformation, or any other unusual condition during use, charging, or storage, stop using it immediately.
2. In case of any battery abnormality, the Roamate battery must be properly isolated before transport. Disconnect it and store it safely to minimize risk.
3. Always follow the manufacturer's safety guidelines for battery handling and transportation.
4. If your Roamate has an independent battery switch, it is located on the back of the battery. Before use, ensure the switch is turned on—the red light will illuminate to indicate the battery is active. After use, switch it off immediately.
5. For long-term storage, remove the battery to prevent discharge and extend its lifespan. It's recommended to recharge the battery at least once every two months.
6. For battery recycling or disposal, always follow local laws and regulations regarding lithium-ion batteries.

Battery Transportation Precautions:

1. Battery transportation must comply with national and regional transport regulations. Different regions may have varying requirements, including packaging, labeling, and carrier stipulations. Always adhere to relevant regulations.
2. Batteries should be transported in specially designed packaging containers to ensure safety. The packaging must have sufficient strength and protective layers to minimize external impact on the battery. Additionally, the packaging should meet international and domestic transport standards.
3. Prevent the possibility of short circuits during transportation. Batteries should be placed in protective containers and kept away from metal or conductive materials. The positive and negative terminals must be isolated to prevent short circuits.
4. Batteries should be protected from severe vibration and impact during

transportation. Packaging containers should have shock-resistant and cushioning properties to reduce external forces on the battery.

Recommended Battery Storage Procedures:

1. **Choose a Suitable Environment:** Store the battery in a dry, well-ventilated area at room temperature. Avoid high heat and direct sunlight, as they accelerate self-discharge and reduce battery lifespan.
2. **Regular Charging:** During long-term storage, the battery will gradually discharge. Periodic charging helps maintain performance and prevents damage from over-discharge.
3. **Control Temperature Range:** Store the battery within the manufacturer's recommended temperature range, typically room temperature. Charging temperature: 0°C to 45°C; discharging temperature: -20°C to 60°C.

8. Appendix

8.1. Speaker

Roamate features a built-in speaker system that offers voice feedback on the device's current status, ensuring you are always informed about its operations.

No.	Trigger Condition	Voice Content	Voice Content After Deactivating
1	Power On Success	Ascending tone	Ascending tone
2	Power Off	Descending tone	Descending tone
3	Overspeed Protection	Overspeed protection	Overspeed protection
4	Wheelchair Mode Speed Increase	Speed increase	Beep 200ms
5	Wheelchair Mode Speed Decrease	Speed decrease	Beep 200ms
6	Wheelchair Mode Max Speed	Speed has been increased to maximum	Beep 200ms with 100ms interval, 2 times
7	Wheelchair Mode Min Speed	Speed has been decreased to minimum	Beep 200ms with 100ms interval, 2 times
8	Wheelchair Mode LOCK Position	Lock mode	Beep 200ms
9	Wheelchair Mode ON Position	Unlock mode	Beep 200ms
10	Low Battery Alert	Low battery, please charge, every 2 minutes	Beep 200ms with 100ms interval, 2 times
11	Low Battery Power Off Alert	Low battery shutdown	Beep 200ms with 100ms interval, 2 times
12	Auto Sleep	"Device will shut down" with a countdown of 10 beeps (200ms, interval 1s)	Beep 200ms, interval 1s, 10 times
13	Level 1 Alert	"The slope is too large, please move to a flat layer", every 10 seconds	"The slope is too steep, please move to a flat surface as soon as possible", every 10 seconds
14	Level 2 Alert	"The slope is too large, please stop using on this slope and transfer to a flat road as soon as possible", every 10 seconds with continuous beeping (100ms interval 500ms)	"The slope is too steep, please stop using on this slope and transfer to a flat road as soon as possible", every 10 seconds with continuous beeping (100ms interval 500ms)
15	Wheelchair Control Panel CAN Communication Exception	Wheelchair Control Panel CAN Communication Exception	Wheelchair Control Panel CAN Communication Exception

16	Left Motor CAN Communication Exception	Left Motor CAN Communication Exception	Left Motor CAN Communication Exception
17	Right Motor CAN Communication Exception	Right Motor CAN Communication Exception	Right Motor CAN Communication Exception
18	Brake Status Detection	Please unlock the parking brake	Please unlock the parking brake
19	Power Off or Mode Activation in LOCK State	Please exit LOCK mode	Please exit LOCK mode

8.2. System Diagnostics

Roamate will alert you to any abnormal conditions of the wheelchair through a cyclical alarm sound from the controller. Once an alert signal is issued, it indicates that there is a malfunction in some part of the electric wheelchair. This could potentially occur in the motor, brakes, electrical connections, or the product itself.

Condition	Description
Wheelchair Control Panel CAN Communication Exception	When a CAN communication exception is detected, all functions are stopped within 0.5 seconds, and motor speed is locked at 0. Voice prompt: 'Wheelchair Control Panel CAN Communication Exception,' played every 5 seconds.
Left Armrest Control Panel CAN Communication Exception	When a CAN communication exception is detected, all functions are stopped within 0.5 seconds, and motor speed is locked at 0. Voice prompt: 'Left Armrest Control Panel CAN Communication Exception,' played every 5 seconds.
Right Armrest Control Panel CAN Communication Exception	When a CAN communication exception is detected, all functions are stopped within 0.5 seconds, and motor speed is locked at 0. Voice prompt: 'Right Armrest Control Panel CAN Communication Exception,' played every 5 seconds.
Left Motor CAN Communication Exception	When a CAN communication exception is detected, all functions are stopped within 0.5 seconds, and motor speed is locked at 0. Voice prompt: 'Left Motor CAN Communication Exception,' played every 5 seconds.
Right Motor CAN Communication Exception	When a CAN communication exception is detected, all functions are stopped within 0.5 seconds, and motor speed is locked at 0. Voice prompt: 'Right Motor CAN Communication Exception,' played every 5 seconds.
IMU Error	When an IMU error is detected, all functions are stopped within 0.5 seconds, and motor speed is locked at 0. Voice prompt: 'IMU Error,' played every 5 seconds.
Motor Overtemperature Protection (Level 1)	When the motor temperature reaches Level 1 protection, motor speed is reduced to 70%, and a voice prompt says 'Motor overheating, speed limited.' Speed restores 10 seconds after the temperature drops below Level 1 protection threshold.
Motor Overtemperature Protection (Level 2)	When the motor temperature reaches Level 2 protection, all functions are stopped within 0.5 seconds, and motor speed is locked at 0. Voice prompt: 'Motor Overtemperature Protection.' Restores to Level 1 protection 10 seconds after temperature drops below Level 2 protection threshold.

8.3. What's in the Box

What's in the box	Roamate x1
	Battery Charger x1
	User Manual x1

8.4. Nameplate

The Roamate product nameplate is located on the upper side of the seat frame, just beneath the foam cushion.

Roamate Multifunctional Electric Wheelchair

Product: Roamate Multifunctional Electric Wheelchair
 Model: RMM-001
 Intended Use: Class A
 Charger: AC 100-240V 50/60Hz Output: 29.4V 2.8A
 Maximum Load: 120kg
 Maximum Speed: 6km/h
 Battery: 25.2V 10Ah. Removable;Li-ion Battery
 Tire Size: Front: 203mm*38mm Rear: 216mm*50mm

SN

RMM-001202501061234

02/2025

Shenzhen Enhanced Power Technology Co., Ltd.
 No. 301, Plant 11, Industrial zone 228, Silian community,
 Henggang street, Longgang District, Shenzhen

Serial Number:RMM-001(Model Number)+AAA-

ZZZ(VERSION)+PRODUCTION DATE(M- M/YY)+0000(SEUQUENCE

NUMBER)

8.5. Technical Description Concerning Electromagnetic Emission

Guidance and manufacturer's declaration - electromagnetic emissions		
The Roamate Multifunctional Electric Wheelchair is intended for use in the electromagnetic environment specified below. The customer or the user of the Roamate Multifunctional Electric Wheelchair should assure that it is used in such an environment.		
Emissions test	Compliance	Electromagnetic environment - guidance
RF emissions CISPR 11	Group 1	The Roamate Multifunctional Electric Wheelchair use RF energy only for its internal function. Therefore, its RF emissions is very low and is not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR11	Class B	The Roamate Multifunctional Electric Wheelchair is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations / flicker emissions IEC 61000-3-3	Complies	

8.6. Guidance & Declaration - Electromagnetic Immunity

Guidance & Declaration — Electromagnetic immunity			
The Roamate Multifunctional Electric Wheelchair is intended for use in the electromagnetic environment specified below. The customer or the user of the Roamate Multifunctional Electric Wheelchair should assure that it is used in such an environment.			
Immunity test	Required test level	Compliance level	Electromagnetic environment - guidance
Electrostatic discharge (ESD) IEC 61000-4-2	±8 kV contact ±2 kV, ±4 kV, ±8 kV, ±15 kV air	±8 kV contact ±2 kV, ±4 kV, ±8 kV, ±15 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30 %.
Electrical fast transient/burst IEC 61000-4-4	±2kV for power supply lines	±2kV for power supply lines	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	±0.5 kV, ±1 kV line to line	±0.5 kV, ±1 kV line to line	Mains power quality should be that of a typical commercial or hospital environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	0 % U_T , 0.5 cycle at 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315° 0 % U_T , 1 cycle and 70% U_T , 25/30 cycles at 0° 0% U_T , 250/300 cycle	0 % U_T , 0.5 cycle at 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315° 0 % U_T , 1 cycle and 70% U_T , 25/30 cycles at 0° 0% U_T , 250/300 cycle	Mains power quality should be that of a typical commercial or hospital environment. If the user of the Roamate Multifunctional Electric Wheelchair require continued operation during power mains interruptions, it is recommended that the Roamate Multifunctional Electric Wheelchair be powered from an uninterruptible power supply or a battery.
Power frequency (50 /60 Hz) magnetic field IEC 61000-4-8	30 A/m	30 A/m	Power frequency magnetic fields/ Proximity magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.
Proximity magnetic fields IEC 61000-4-39	CW 8A/m for 30kHz Pluse modulation 2.1kHz, 65A/m for 134.2KHz Pluse modulation 50kHz,7.5A/m for 13.56MHz	CW 8A/m for 30kHz Pluse modulation 2.1kHz, 65A/m for 134.2kHz Pluse modulation 50KHz,7.5A/m for 13.56MHz	
NOTE U_T is the a.c. mains voltage prior to application of the test level.			

8.7. Guidance & Declaration - electromagnetic immunity concerning Conducted RF & Radiated RF

Guidance & Declaration - Electromagnetic immunity			
The Roamate Multifunctional Electric Wheelchair is intended for use in the electromagnetic environment specified below. The customer or the user of the Roamate Multifunctional Electric Wheelchair should assure that they are used in such an environment.			
Immunity test	Required test level	Compliance level	Electromagnetic environment - guidance
Conducted RF IEC 61000-4-6	3 Vrms 150 kHz to 80 MHz 6 Vrms in ISM bands and amateur radio bands	3 Vrms 150 kHz to 80 MHz 6 Vrms in ISM bands and amateur radio bands	Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the Roamate Multifunctional Electric Wheelchair, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
Radiated RF IEC 61000-4-3	20 V/m 26 MHz to 2.5 GHz 10 V/m 80 MHz to 2.7 GHz 385MHz-5785MHz Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communication equipment (Refer to table 9 of IEC 60601-1-2 :2014+A1:2020)	20 V/m 26 MHz to 2.5 GHz 10 V/m 80 MHz to 2.7 GHz 385MHz-5785MHz Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communication equipment (Refer to table 9 of IEC 60601-1-2 :2014+A1:2020)	

Product Warranty Card

Product Information

1. Product Name:
2. Purchase Date:
3. Serial Number:

Customer Information

1. Customer Name:
2. Phone Number:
3. Email Address:
4. Mailing Address:

Warranty Terms

All Roamate products are covered under our comprehensive warranty, effective from the date of purchase. The coverage includes:

- 3-year warranty for the frame
- 1-year warranty for the motor
- 1-year warranty for the battery
- 1-year warranty for electronic components

1. Warranty Period & Ownership

The warranty is automatically registered under the initial purchaser upon purchase and begins when the product is received.

Warranty transfers are allowed only if:

- The warranty period for the specific component has not expired since the original purchase.
- The transferee provides the original purchaser's name and order number.

2. Exclusions

The warranty does not cover:

Products with missing, damaged, or altered serial numbers/barcodes.

Damage or defects resulting from:

- Accidents (e.g., collisions, fire, flood, lightning, etc.)
- Misuse or improper use of electrical sources or unapproved accessories
- Abnormal use (e.g., stunt riding, racing)
- Improper storage, assembly, maintenance, or repair
- Exposure to liquids, chemicals, sand, dirt, moisture, or harsh conditions
- Physical, electrical, or mechanical abuse

Labor costs related to part replacements

Parts purchased from unauthorized dealers

3. Warranty Claims

To file a warranty claim, contact **support@myroamate.com** with:

- Proof of purchase
- Clear photos or videos of the defect or damage

Before submitting a claim, please refer to our FAQ section, as many issues can be resolved with simple troubleshooting.

4. Shipping Damage or Missing Items

In rare cases, your item may:

- Be missing parts or accessories
- Be different from what you ordered
- Be damaged in transit

If any of these occur, please refer to our Return & Exchange Policy for further instructions.

5. Disclaimer

This warranty policy applies only to Roamate's official sales regions and channels.

Roamate reserves the right to interpret and modify the terms of this warranty at its sole discretion.

Repair Record

Repair Date	Fault Description	Repair Content	Repair Outcome	Customer Signature

Contact Information:

Company Name: Shenzhen Enhanced Power Technology Co., Ltd.

Registered Address: No. 301, Plant 11, Industrial zone 228, Silian community, Henggang street, Longgang District, Shenzhen

Tel: (+86)0755-28716643