



User-Service Manual

Joerns® Bed Systems

Chauffeur™ Drive

To avoid injury, read user's manual before using.



Important Precautions

- ⚠ **Warning: Possible Injury or Death.** It is important that you read and understand this entire manual before operating or performing maintenance on your Joerns Chauffeur.
- ⚠ **Warning: Possible Injury or Death.** Read and understand all the “Important Precautions” listed in the Joerns Bed User-Service Manual.
- ⚠ **Warning: Possible Injury or Death.** This product was designed and is intended for use as a means to move select Joerns beds for facility workers convenience and safety. Use of this product in a manner for which it was not designed could result in an unproven or unsafe configuration, potentially resulting in injury or death.
- ⚠ **Warning: Possible Injury or Death.** The Chauffeur is designed to transport select Joerns beds that have the mattress support surface in a flat position. Trendelenburg/Reverse Trendelenburg positions could cause the Chauffeur to be obstructed from use. A patient head-up position is common practice and compatible with the Chauffeur. Driving the unit when the bed is not in the flat position could result in property damage, injury or death.
- ⚠ **Warning: Possible Injury.** Before operating the Chauffeur, ensure the area under the bed and near the bed perimeter is free of people and obstructions. Failure to do so could result in injury.
- ⚠ **Warning: Possible Injury or Death.** Caster swivel locks or the steer caster should be disengaged prior to moving the bed with the Chauffeur. Failure to do so could result in property damage, injury or death.
- ⚠ **Warning: Possible Injury or Death.** Any time the Joerns Chauffeur is left unattended, engage the caster locks on the bed to prevent unintended movement. Failure to do so could result in property damage, injury or death.
- ⚠ **Warning: Possible Injury or Death.** When moving a Joerns bed with the Chauffeur, be extremely cautious and deliberate with your movements using only the SLOW (turtle) speed. Joerns recommends using two people, one to operate the Chauffeur, and one towards the foot end of the bed to help guide it. Failure to do so could result in property damage, injury or death.
- ⚠ **Warning: Possible Injury or Death.** Engage caster lock on bed when not in use.
- ⚠ **Warning: Possible Injury or Death.** The Joerns Chauffeur is designed to move select Joerns beds when the bed contains a safe working load of up to 1050 pounds (as specified per bed model). Exceeding the safe working load could result in property damage, injury or death.
- ⚠ **Warning: Possible Shock Hazard.** Unplug charger power cord from wall outlet before performing any maintenance, cleaning, or service to the Chauffeur. Failure to do so could result in injury or death.
- ⚠ **Warning: Possible Injury or Death.** Disconnect batteries before performing any maintenance or service work to the unit. Failure to do so could result in injury or death.
- ⚠ **Warning: Possible Injury or Death.** Do not use any replacement parts not manufactured, marketed, or provided by Joerns Healthcare on the Chauffeur. Use of unapproved replacement parts may result in injury or death.
- ⚠ **Warning: Possible Injury or Death.** If using accessories not manufactured, marketed, or provided by Joerns Healthcare for the Chauffeur, consult with the manufacturer for compatibility and limitations prior to use. Joerns Healthcare is not responsible for accessories added to the Chauffeur that alter the intended or safe use of the product. Use of unapproved accessories may result in injury or death.
- ⚠ **Warning: Possible Shock Hazard.** Chauffeur charger power cord has a hospital-grade, 3-pronged grounded plug. Grounding reliability can only be achieved when equipment is connected to an equivalent receptacle marked “hospital-grade”. Failure to do so could result in injury.
- ⚠ **Warning: Possible Fire Hazard.** Use nasal mask or ½ bed tent oxygen administering equipment. Oxygen tent should not extend below mattress support platform. Pendant should not be placed in an oxygen-enriched environment such as an oxygen tent. Use of electrical circuits in an oxygen-enriched environment could result in a fire hazard.
- ⚠ **Warning: Possible injury or Death.** Stay clear of the underside or the perimeter of the bed when moving the bed with the Chauffeur. Failure to do so could result in injury or death.
- ⚠ **Warning: Possible injury or Death.** To reduce the risk of injury, ensure the mattress support platform is horizontal with the siderails fully raised and locked when moving the bed with a resident/patient in it. Failure to do so could result in injury or death.

- ⚠ **Warning: Possible injury or Death.** Chauffeur must be fully installed on the bed before moving the bed. Failure to ensure secure installation could result in injury or death.
- ⚠ **Warning: Possible injury or Death.** Sloped floors may cause the bed to move in unexpected ways.
- ⚠ **Warning: Possible Injury or Death.** The Chauffeur is designed to move select Joerns beds on ADA approved inclines/declines. Using the Chauffeur on an incline/decline steeper than the ADA requirements may result in loss of control resulting in property damage, injury or death.
- ⚠ **Warning:** Using non-approved cables and accessories may negatively affect the EMC performance.
- ⚠ **Warning:** Mobile RF communication equipment can affect Electrical Equipment.
- ⚠ **Warning: Possible Injury or Death.** Make sure mattress support platform is in non-extended (narrow) position anytime the bed is moved with the Chauffeur. Failure to do so could result in injury or death.
- ⚠ **Caution:** Before transporting bed, unplug bed from power source, wrap power cord around cord storage hooks on bed frame below head panel and hang pendant from head panel. Failure to do so could result in power cord, pendant cord, or bed damage, thereby creating a potential hazard.
- ⚠ **Warning: Possible Injury or Death.** Do not disengage the drive system on or near an inclined surface. The unit will freely move and will not stop on its own when the system is disengaged. Severe injury may result if the unit is left unattended with the caster locks disengaged.
- ⚠ **Warning: Possible Equipment Damage or Injury to Staff Members.** Service and repair must only be performed by qualified, authorized Joerns Healthcare Technical Support Personnel (call 800-966-6662)

Save These Instructions

Thank You and congratulations for choosing the Joerns Chauffeur Transport Drive. The Chauffeur has been developed with safety, comfort and convenience for both resident/patients and caregivers in mind.

Advanced ergonomic design will provide years of reliable service in your facility.

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Features and Specifications

Standard Features

- Designed to work exclusively with select Joerns beds
- Low speed to allow for maneuvering in tight spaces and bed movement, and high speed for transport
- When installed on a Joerns bed, the overall height of the bed with a patient helper is designed to fit through a standard door opening
- Emergency Stop on the operating control handle for safety
- Hi-capacity battery system
- On-board charging system that only requires the unit's power cord to be plugged into a hospital grade outlet for re-charging
- Battery charge level indicator prominently placed on the operating control handle
- Horn on the operating control handle
- Non-pneumatic tire that will never go flat
- Uncluttered surfaces for ease of cleaning
- Brake release to allow the unit to be manually moved should the batteries lose charge

Specifications

| | |
|---------------------------|----------------|
| Under Bed Clearance | 2 - 4 inches |
| Hoyer® Handle Height..... | 37 - 41 inches |
| Capacity..... | 1750 lbs |
| Weight | 130 lbs |
| Drive Wheel | 4 inches |
| Ground Speed (SLOW) | .7 mph* |
| Ground Speed (FAST)..... | 1.6 mph* |

Braking

- Regenerative braking to stop, holding brake once unit has stopped.

Range (fully charged)

- 3 miles (Variances in battery conditions, load on the bed, and terrain conditions may result in actual distances that differ)

*Depending on battery condition.

Electrical Specifications

Batteries

- 2 – 24 VDC, 35 amp-hour capacity

Battery Charger

- Input Voltage– 120 VAC +/-10% or 230 VAC +/-10% (per model)
- Input Frequency Range – 47 to 63 Hz
- Input Current – 5.0 Amp (max) @ 120 VAC, 2.5 Amp (max) @ 230 VAC
- Output Voltage – 28.5 to 29.1 VDC
- Output Current – 10.8 to 13.2 Amp

Operating Instructions

When used properly, the Joerns Chauffeur allows the user to safely move and maneuver the Joerns Bari10A bed and select other bed frames. Read and thoroughly understand this user manual before operating the Chauffeur. If possible, have the Chauffeur available to review when going through this manual.

Joerns recommends becoming familiar with the operation of the Chauffeur first with an empty Bari10A in a large open area on a flat surface free of obstacles.

When using the Chauffeur, always be aware of your surroundings, operate the unit slowly and cautiously. Avoid collisions which may injure the patient/ caregivers/nearby people, cause damage to the facility, or cause damage to the bed or Chauffeur. Be courteous of others and use the horn to let your presence be known.

Anticipate and avoid unsafe situations. Be especially cautious when using the Chauffeur on sloped surfaces. The Chauffeur is designed for use on ADA approved 1:20 sloped surfaces.

Control Handle

ON/OFF Power Switch (Figure 1, A)

The ON/OFF power switch is located on the bottom left side of the Chauffeur touch pad. To turn the power on, fully depress the switch until status lights turn on. The battery indicator will illuminate indicating the power switch is on.

Speed Modes

The Chauffeur control handle provides variable speed modes, from FAST (Rabbit: Figure 1, B) to SLOW (Turtle: Figure 1, C). The FAST/SLOW buttons, located on the right side of the Chauffeur touch pad, allows selection of the desired speed mode. Depressing SLOW enables the low speed mode, whereas FAST enables a comfortable walking pace. Always select the slow mode in close quarters. The speed mode applies to both forward and reverse directions as well as side to side.

Forward/Reverse Control (Figure 1, D)

The Forward/Reverse direction of the Chauffeur is controlled by the arrows on the touch pad located at the center of the Chauffeur control handle. Pressing any arrow will cause the Chauffeur to move in that direction. The selected direction is indicated by the illuminated LED next to the arrow. **Note:** The directional arrows will blink when drive is preparing to engage or change direction.

SideShift™ Left/Right Control (Figure 1, E)

The Left/Right direction available on the 4-way model is controlled by the left/right arrows on the touch pad located at the center of the Chauffeur control handle. Pressing any arrow will cause the Chauffeur to move in that direction. The selected direction is indicated by the illuminated LED next to the arrow.

Drive Buttons (Figure 2)

The Chauffeur drive movement is controlled by green drive buttons located on the top of the control handles. Pressing either of the drive buttons will cause the Chauffeur to move.

Horn (Figure 1, F)

The Chauffeur touchpad has a horn button located on the left of the control handle. Press the button to sound the horn. Release the button for the horn to turn off.

Emergency Stop (Figure 1, G)

To stop the Chauffeur in an emergency, press in on the Emergency Stop Button. The Emergency Stop Button is the large red button on the right side of the touch pad. The flashing LED indicates the Emergency Stop button has been pressed. To restart the Chauffeur after the Emergency Stop Button has been pressed, the Emergency Stop Button must be turned clockwise to release.

Battery Status Indicator (Figure 1, H)

The Battery Status Indicator located on bottom of the Chauffeur touch pad indicates when the Chauffeur's batteries need to be recharged. If the battery status indicator shows green, the batteries are charged. If the battery status indicator shows yellow, the batteries need to be charged as soon as possible. If the battery status indicator shows just red (either steady or flashing slowly), the batteries need to be charged immediately.

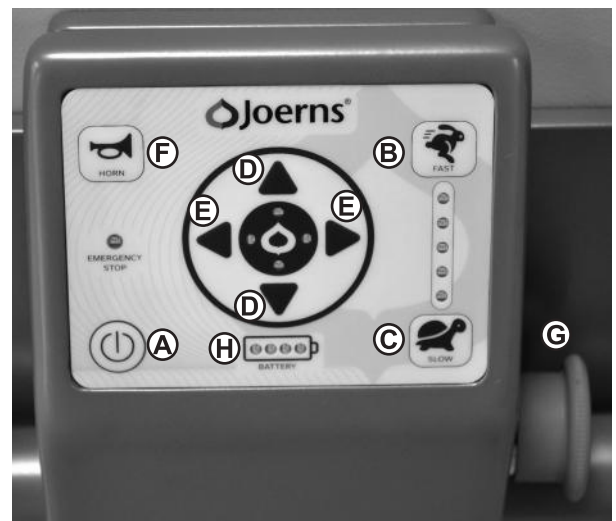


Figure 1

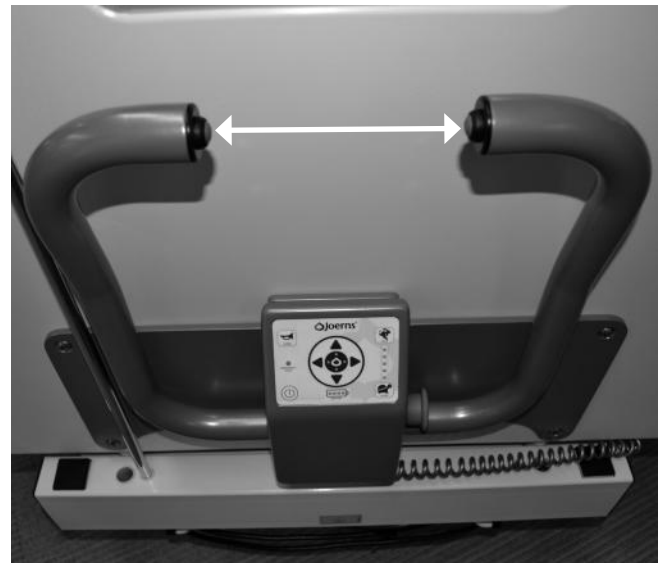


Figure 2

Operation

⚠ Warning: Possible Injury or Death. Whenever using a Chauffeur and a Joerns bed as a transport device, Joerns recommends using two people, one to operate the Chauffeur on the side near the head end to interface with the bed occupant and the second near the foot end to visualize obstacles during transport. Improper operation could result in property damage, injury or death.

⚠ Warning: Possible Injury or Death. Whenever moving a Joerns bed with the Chauffeur, be extremely cautious and deliberate with your movements using an appropriate speed for the environment. Failure to do so could result in property damage, injury or death.

⚠ Warning: Possible Injury or Death. The Chauffeur is designed to move the Joerns bed on ADA approved 1:20 sloped surfaces. Using the Chauffeur on a sloped surface steeper than the ADA requirements may result in loss of control of the Chauffeur and the Joerns bed.

⚠ Warning: Possible Injury or Death. The casters should be unlocked prior to moving the bed with the Chauffeur. This improves the maneuverability of the bed.

To operate the Joerns Chauffeur

1. Lower the bed to prepare for transport. Make sure all cords are disconnected and properly stored. Unlock all casters. Make sure the area is flat, firm, smooth, open and free of obstacles.
2. Press the Power Button until the lights illuminate on the Chauffeur control handle.
3. Pay attention to the Battery Status Indicator on the Chauffeur control handle. For more information on the Battery Status Indicator, please see the "Battery Status Indicator" section.
4. Select the desired direction based on model, 4-way or 2-way. See the "Control Handle" section.
5. Select the desired speed (FAST/SLOW) using the speed control buttons.
6. Gently press either drive button at the top of the Chauffeur control handle. The Chauffeur will start to move and accelerate in the direction selected.
7. To stop, release the Chauffeur drive buttons to disengage the Chauffeur drive. The Chauffeur will come to a controlled stop.
8. To change direction, select directional arrows. Allow a moment for the Chauffeur to adjust to the new direction. The LED light will stop flashing when ready. Gently press the drive button to engage. Always adjust the speed appropriately for safe operation.

Note: The Joerns Chauffeur is designed to change direction with a flashing LED. The Chauffeur is ready to engage when the LED is solid yellow.

For your first drive, we recommend the following:

When possible, always work with your Joerns representative to learn how to use your bed and accessories. If you have any questions concerning the Chauffeur or a Joerns bed please call Joerns customer care at 1-800-826-0270.

1. Make sure the area is flat, firm, smooth, open and free of obstacles.
2. All the bed casters must be unlocked for the Chauffeur to function properly. The drive wheel will perform the driving and braking functions.
3. Adjust the control handle to a comfortable height at or near low height.
4. Depress the POWER switch to turn the power ON.
5. Depress the SPEED switch to ensure the unit is in its SLOW speed setting. Secure all AC power cords.
6. Select the desired direction. Press either of the green drive buttons at the top of the control handle to engage the Chauffeur drive.
7. Steer the bed in different directions to get a feel for how the device maneuvers.
8. Depress the speed button to adjust the unit's variable speed. Remember, power compensation will automatically give you more power and allow you to keep a slower speed should you need it.
9. Release the green drive button to stop the device. Take note of how the braking feels as the bed comes to a stop.
10. Push the direction button to the rear to go backward. The reverse direction will be at a slower speed as compared to the forward direction. Always make sure the area is clear behind you before backing up.
11. Push the direction button to the left / right to engage the SideShift™. The SideShift direction will be at a slower speed. Always make sure the area is clear before repositioning the bed to each side.
12. Remember to turn the power button OFF (no visible lights on the Battery Status Indicator) when not driving or transferring a patient. Engage the caster locks when the bed is unattended.

Speed controller characteristics are pre-set for the average driver in a close quarters setting.

⚠ Warning: The Chauffeur transport drive is designed for high maneuverability, but use caution when encountering obstacles. Failure to drive cautiously can result in collisions which may cause physical harm. When approaching an obstacle, keep your speed at a minimum and maintain a safe distance from that object. Avoid all small objects on the floor. The Chauffeur's floor clearance may be less than the size of the object. Running over an object or into a depression could cause damage to the unit. NEVER drive the bed near platforms, stairs, ledges, curbs or any other potentially dangerous situation as severe injury can occur.

Adjusting the Handle

The Joerns Chauffeur has an ergonomic Hoyer® handle design to best control the bed with comfortable hand holds. It is recommended to operate the Chauffeur with the bed at low height for safety of the patient. The bed height can be adjusted approximately 3" to allow for a more upright stride by the caregiver.

The handle can be mounted higher to accommodate the patient helper. See installation instructions.

Braking Systems

The Chauffeur has programmed braking that will swiftly slow the bed when the drive is disengaged.

Note: Braking is only effective as long as the drive wheels do not lose traction, which can happen as a result of a smooth, wet floor surface and/or a floor surface sloped in excess of ADA requirements.

⚠ Warning: Possible Injury or Death. Severe injury may result if the bed is left unattended with the caster locks disabled.

Pushing Manually

The drive system on the Joerns Chauffeur can be disabled to allow the unit to be pushed manually. To disable the drive system:

1. Move the Chauffeur to a level surface and place the Power Switch in the OFF position.
2. Press the pressure release button to manually raise the drive wheel. (Figure 3).
3. Manually lift wheel from the ground to allow bed movement.

⚠ Warning: Possible Injury or Death. Do not disable the drive system on or near an inclined surface. The bed will freely move and will not stop on its own. Severe injury may result if the unit is left unattended with the caster locks disabled.

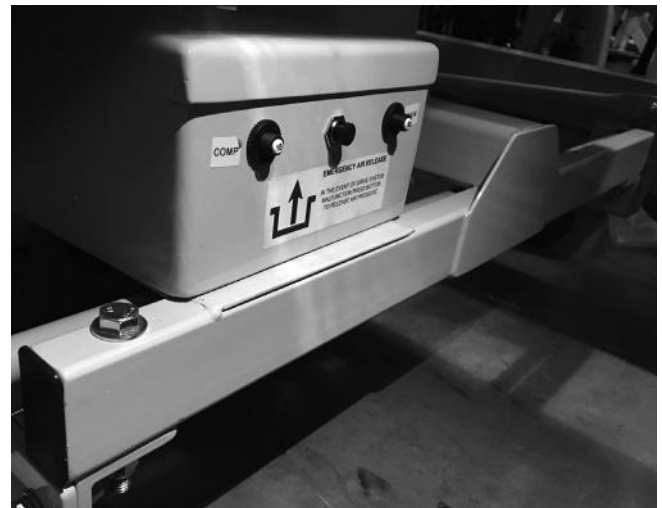


Figure 3

Batteries & Charger

For best results use only sealed lead-acid (SLA) batteries with your Joerns Chauffeur (Figure 4). If you have any questions regarding the batteries in your Chauffeur, contact Joerns at 800.826.0270.

1. The electrical system on your Joerns Chauffeur operates on a 24 volt system, requiring the 12 volt batteries to be connected in a specific way. If the batteries are not connected correctly, damage to the electrical control unit of the Chauffeur will occur and the unit will be inoperable.
2. The batteries supplied with the Chauffeur are maintenance free sealed SLA batteries. Do not remove the battery caps. Do not attempt to add water. This will ruin your batteries and void your warranty. Liquid-electrolyte batteries are not recommended for use with the Chauffeur bed mover.
3. If a powdery white substance appears on or around the battery terminals, clean them: use a solution of baking soda and water with a toothbrush. Do not allow the baking soda/water solution to enter the battery vents. If batteries are not cleaned when this substance appears, or left for prolonged periods, it will reduce the quality of battery connection and affect performance.
4. When replacing the batteries, both batteries must be replaced at the same time. Clean the terminals and battery posts with a wire brush. When reattaching the terminals, be sure all connections are tight (See battery replacement section).

⚠ Caution: Connect battery terminals per diagram. Failure to do so may result in an electrical short and or damage to product

Battery Life

Battery life depends upon use and proper care. How much your Joerns Chauffeur is used will affect how soon your batteries will need replacement. Other factors which can reduce battery life are: Irregular or inefficient charging, extreme temperatures, and how much weight you are moving.

If the distance you travel on a charge becomes noticeably shorter, and ramps once easily climbed become difficult, you may need to replace the batteries. Other signs indicating the need to replace the batteries include heating or swelling of the batteries which is sometimes accompanied by an acrid odor. If you notice any of these conditions, have your batteries tested.



Figure 4

Charging

The Joerns Chauffeur is equipped with two hi-capacity lead acid batteries which require charging on a regular basis. An on-board charging system is integrated into the electronics of the Chauffeur to make charging easy. The Chauffeur is equipped with a removable cord for charging and includes a hospital grade plug. **Note:** Before using the Joerns Chauffeur for the first time, fully charge the batteries according to the procedure below.

1. Position the Chauffeur close to an AC power outlet. The Chauffeur can be charged using any voltage specified on the unit.
2. Turn the power switch off.
3. Plug the power cord into the receptacle on the Chauffeur. The receptacle is located to the head end of the main grey electronics box of the Chauffeur between the bed casters.
4. Plug the hospital grade plug into the AC power outlet. Make sure the plug is fully engaged into the AC power outlet.
5. Allow the unit to charge overnight – six to eight hours for a full charge. For optimum battery life, charge the Chauffeur whenever it is not in use – it cannot be over-charged.
6. With the power switch on, the Battery Status Indicator shows the battery charge status. If the Battery Status Indicator shows yellow and green, the batteries are nearly or fully charged. If the Battery Status Indicator shows red and yellow, or just red, charging needs to be continued.
7. Unplug the cord from the power supply outlet and stow on the cable hooks below the Chauffeur control handle.

Maintenance

Maintenance Schedule

Your Joerns Chauffeur will give you years of safe and dependable service in return for regular maintenance and early attention to any developing problems. We recommend the following maintenance program. Should you use your Joerns Chauffeur often, you may find it advantageous to perform this maintenance more frequently.

⚠ Caution: Disconnect the batteries before performing any maintenance.

Every Day or as Needed:

1. Maintain the batteries' charge.
2. Clean debris from the wheels and drive unit assembly.
3. Clean the Chauffeur with a damp cloth.

Once Each Month:

Check for loose connectors and any signs of unusual wear. Replace worn components.

Once every Three Months:

1. Remove the plastic covers and check the wires for wear, fraying or cracking.
2. Check the connectors for wear or cracking.
3. Examine the wheel and wheel assemblies for wear or damage.

Lubrication:

All wheel bearings are sealed and permanently lubricated. Spray silicone lubricants may be used on any other moving parts. Apply this lubricant whenever there is "stickiness" in the moving parts.

Cleaning

Turn the power off. Use warm soapy water with a damp cloth to clean your Joerns Chauffeur. Do not pressure wash or hose off your Chauffeur. The water may damage electronic components. Use damp cloth only, when cleaning around electrical connectors and components. Do not use harsh or abrasive cleaners on the Joerns Chauffeur. Clean the wheel with a bristle brush dipped in warm water.

Servicing

Battery Location

The battery covers must be removed to access the batteries. The batteries are located under the electronic control box. Toward the head end of the Bari10A. (Figure 5). The batteries can be located toward the foot end of select Joerns beds (Figure 6).



Figure 5



Figure 6

Battery Removal

1. Remove the cover (Figure 5 or Figure 6).
2. Disconnect all the battery cables from the batteries, removing the negative connections first. Note how the batteries are connected (Figure 7).
3. If replacing the batteries, Joerns recommends replacing both at the same time.
4. Install the batteries, reversing the procedure from above.

⚠ Caution: Used batteries are potentially hazardous to the environment if they are not disposed of properly. Heavy metals, corrosive acids, and lead may seep out from batteries that are carelessly disposed potentially contaminating bodies of water, and harming wildlife and/or humans. Dispose of worn-out batteries at your local recycling center, in the same manner as a lead-acid automotive battery.

Replacing the Fuse

1. Locate the fuses on the side of the charger (Figure 8).
2. Remove the covers.
3. Replace with a MDL-5-R time delay fuse.
4. Re-install the covers.

Resetting the circuit breaker

1. Locate reset buttons on the side of the electronics box (Figure 9).
2. Press to reset.

Note: If the Chauffeur continues to trip the circuit breaker, there is problem with your Chauffeur and it must be taken out of service and the problem fixed before using the Chauffeur again.

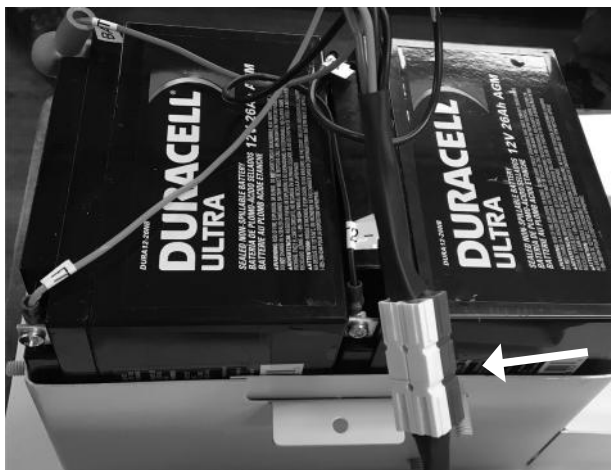


Figure 7



Figure 8


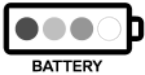


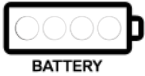


Figure 9

Troubleshooting

Battery Charge Levels

The Chauffeur controller has a software algorithm that utilizes the currents and voltages on the batteries along with the motor current to calculate the remaining battery power. Although it provides an estimate on power up, the most accurate reading will be after operating the Chauffeur for one minute. As power is drawn from the battery pack, successive LEDs will go dark starting with green, then yellow and finally red.

| LEDS | Description |
|--|---|
| <p>4 Bars</p>  <p>BATTERY</p> | <p>The Chauffeur is fully charged and ready for operation.</p> |
| <p>3 Bars</p>  <p>BATTERY</p> | <p>The display is showing a red, yellow and one green LED. Connect the Chauffeur to an AC outlet to recharge the batteries as soon as possible.</p> |
| <p>2 Bars</p>  <p>BATTERY</p> | <p>The display is only showing red and yellow LED. Connect the Chauffeur to an AC outlet to recharge the batteries immediately to prevent damage to the batteries.</p> |
| <p>1 Bar</p>  <p>BATTERY</p> | <p>ONE (1) RED LED Flashing. The battery is almost completely discharged. Charge immediately. Note: One Red LED flashing will occur during shutdown sequence. Warning: Continuous discharging of batteries to this level, limits the life of the batteries.</p> |
| <p>0 E</p>  <p>BATTERY</p> | <p>Display is dark.</p> <ul style="list-style-type: none"> • Check to be sure ON/OFF switch is ON. • Check circuit breaker to see if tripped. Reset once. If it continues to trip call for service. • Batteries are dead. Charge batteries, then load test. Replace if required. |

System Level Troubleshooting

The following is a list of other items to check before calling for service.






| Symptom | Possible Cause | Solution |
|--|--|--|
| Drive does not power on | <ul style="list-style-type: none"> • Dead batteries • Plugged into 120V outlet • E-stop switch activated • Loose electrical connection | <ul style="list-style-type: none"> • Recharge batteries • Unplug from 120V source • Rotate e-stop switch to deactivate • Be sure all connections are tight |
| Display is illuminated but unit will not operate. | <ul style="list-style-type: none"> • Caster locks engaged. • Direction arrow LED is flashing • Speed selection LED is flashing | <ul style="list-style-type: none"> • Disengage caster locks • Drive is preparing to engage • Review display fault codes or call service provider to replace |
| Unit runs slow | <ul style="list-style-type: none"> • Speed mode is set to SLOW speed • Battery charge low | <ul style="list-style-type: none"> • Check speed mode and change to faster selection. • Check display on control. Recharge unit if reading low. |
| Display shows full charge but drops shortly after powering unit. | <ul style="list-style-type: none"> • Batteries are weak | <ul style="list-style-type: none"> • Remove batteries and charge. Replace if they fail. |
| Display shows low charge after charging for eight hours. | <ul style="list-style-type: none"> • Check to make sure display shows unit charging (see above). • Charger needs replacing. | <ul style="list-style-type: none"> • Check outlet to make sure outlet has power. • Call service provider to replace. |
| Intermittent running | <ul style="list-style-type: none"> • Loose connections in power and/or control wiring. • Motor needs to be replaced. | <ul style="list-style-type: none"> • Check wiring or call your service provider. • Call service provider to replace. |
| Drive wheel does not retract | <ul style="list-style-type: none"> • Obstruction preventing retraction • Loss of operation | <ul style="list-style-type: none"> • Remove obstruction • Release air to motor using air release valve to manually move unit |
| Compressor turns on and off | <ul style="list-style-type: none"> • Air leak in system | <ul style="list-style-type: none"> • Test for air leaks |
| Bed does not turn in desired direction | <ul style="list-style-type: none"> • Bed casters are hindering movement | <ul style="list-style-type: none"> • Release all casters during operation |






Flash Code Faults

Below are some fault codes that may be used by maintenance personnel to troubleshoot and repair the Chauffeur.

Note: Variable speed display will flash.

Note: The directional arrows will blink when drive is preparing to engage or change direction.

| LEDs | Description |
|---|--|
|  | <p>Fault Code 1: Low Battery</p> <hr/> <p>Solution: Check connections and/or recharge battery</p> |
|  | <p>Fault Code 2: No Motor Power</p> <hr/> <p>Solution: Open connection to the motor. Check motor wiring/connectors.</p> |
|  | <p>Fault Code 3: Motor Short</p> <hr/> <p>Solution: Faulty drive motor control or faulty motor wiring. Call Joerns Technical Support at 800-826-0270 for assistance.</p> |
|  | <p>Fault Code 4: NA</p> <hr/> <p>Solution: Not used. Call Technical Support at 800-826-0270.</p> |
|  | <p>Fault Code 5: Compressor Time out</p> <hr/> <p>Solution: Check for air leaks, check compressor wiring, Check 15A circuit breaker. Check for faulty compressor or faulty control PCB. Contact Technical Support at 800-826-0270.</p> |

| LEDs | Description |
|---|---|
|  | <p>Fault Code 6: NA</p> <hr/> <p>Solution: Not used. Call Technical Support at 800-826-0270.</p> |
|  | <p>Fault Code 7: Throttle Fault</p> <hr/> <p>Solution: Check for faulty control PCB or faulty 256-400-25 cable. Call Technical Support at 800-826-0270.</p> |
|  | <p>Fault Code 8: Motor controller fault</p> <hr/> <p>Solution: Replace drive motor control. Call Technical Support at 800-826-0270.</p> |
|  | <p>Fault Code 9: Motor Brake</p> <hr/> <p>Solution: Replace motor control.</p> |
|  | <p>Fault Code 10: Excessive Voltage</p> <hr/> <p>Solution: Check for loose battery connections. Replace faulty battery cable connectors.</p> |



Joerns Healthcare Warranty Program for Joerns® Chauffeur

Joerns Chauffeur is guaranteed for a period of one year from the date of delivery, against defects in materials and workmanship, under normal use and service.

This one-year warranty includes all mechanical and electrical components.

Steel structural components are covered under warranty for a period of 15 years from the date of delivery.

Welds are covered under warranty for the lifetime¹ of the product.

Damage caused by use in unsuitable environmental conditions, abuse or failure to maintain the product in accordance with user and service instructions is not covered.

Any alteration, modification, or repair unless performed by, or authorized in writing by, Joerns Healthcare, will void this warranty.

Parts

Joerns beds and accessories contain various parts that wear from normal use. These parts, such as DC batteries, are not covered under the one-year warranty but are covered for 90 days after date of delivery.

¹ Weld lifetime defined as 20 years.

Joerns Healthcare's obligation under this warranty is limited to supplying replacement parts, servicing or replacing, at its option, any product which is found by Joerns Healthcare to be defective.

Warranty replacement parts are covered by the terms of this warranty until the product's original one-year warranty period expires.

When requested by Joerns Healthcare, parts must be returned for inspection at the customer's expense. Credit will be issued only after inspection.

Service

Most service requests can be handled by the facility Maintenance Department with assistance from the Joerns Healthcare Product Service Department.

Most parts requested can be shipped next day air at the customer's expense.

Should a technician be required, one will be provided by Joerns Healthcare, at our discretion. Only the Joerns Healthcare Product Service Department can dispatch authorized technicians.

This warranty is extended to the original purchaser of the equipment.

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Charlotte, NC 28273
(P) 800.826.0270
(F) 800.457.8827

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Chatsworth, CA 91311
(P) 800.966.6662
(F) 800.232.9796

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