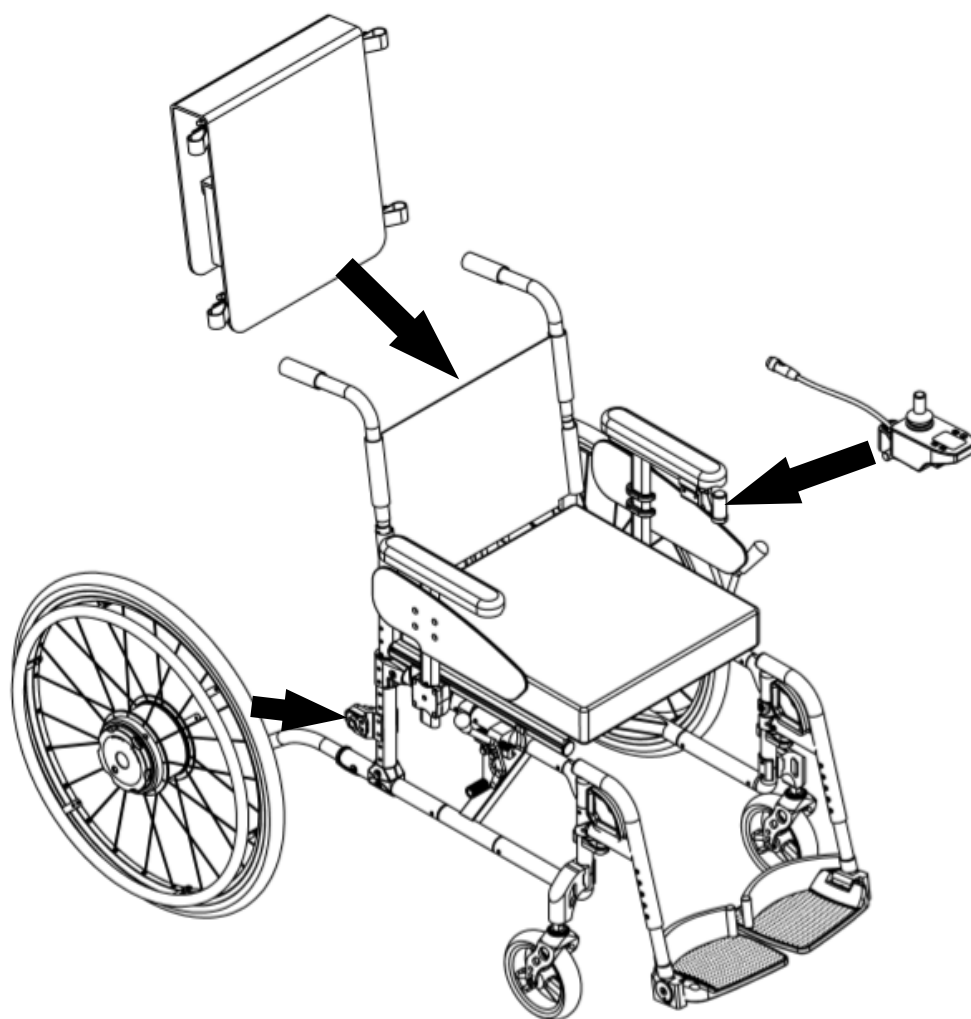


VOLARI

Cruz Wheelz User Manual

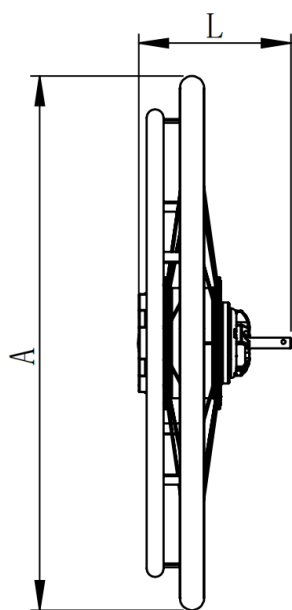
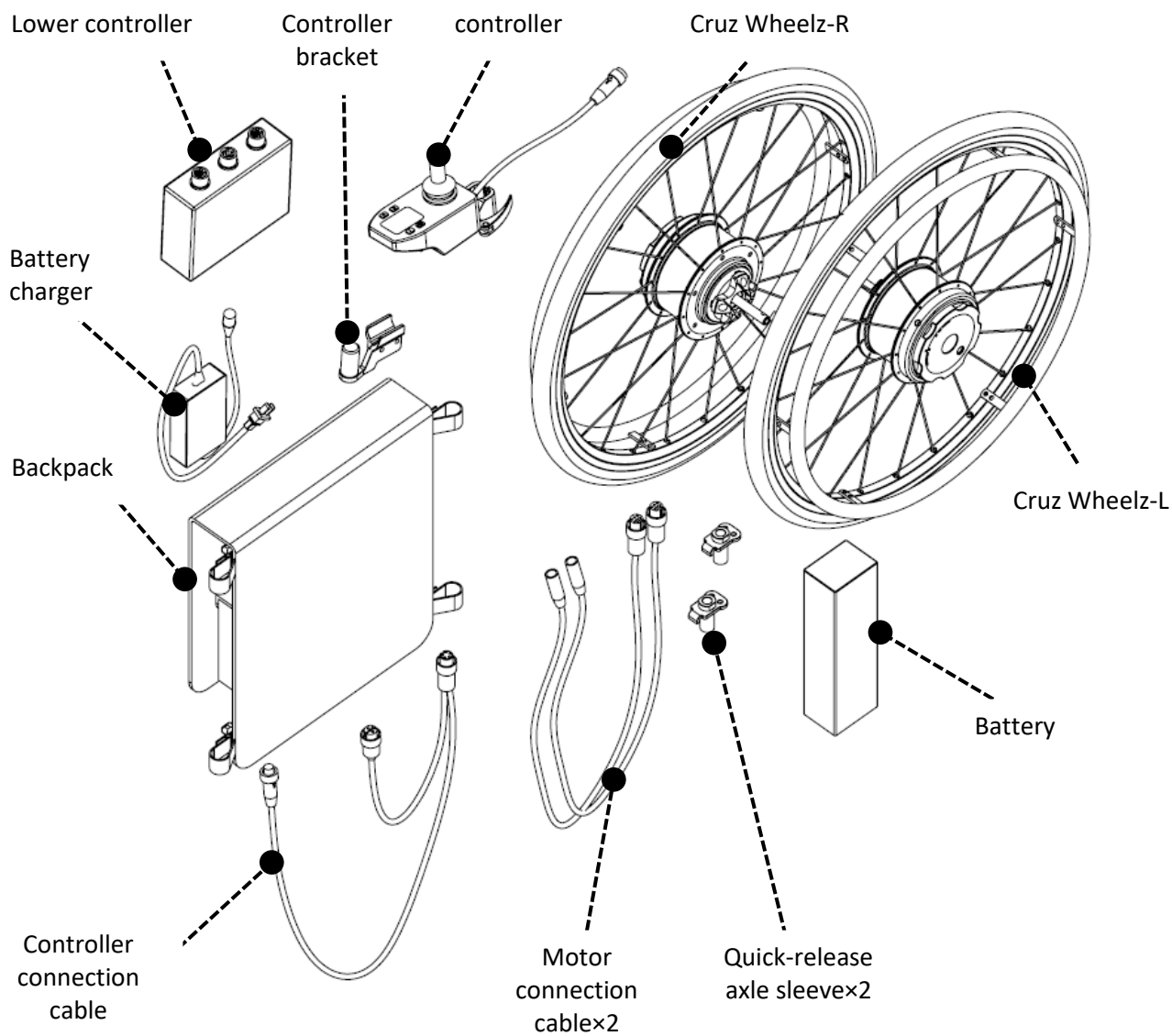


ATTENTION:

Thank you for choosing our products. To ensure correct use of Cruz Wheelz, please carefully read and understand the information in this "User Manual" before using this product.

Please note that the images in this manual are for illustrative purposes and may slightly differ from the actual product.

Model reference to: CW-10



24": A=600mm,L=171mm

Please read and understand this information to determine what electromagnetic interference (EMI) is and how it may affect Cruz Wheelz.

Electromagnetic Interference (EMI) and Using Cruz Wheelz

Electromagnetic interference comes from various radio wave sources like radio stations, television stations, amateur (HAM) radios, two-way radios, and also mobile phones.

When exposed to EMI, the electric wheel hub may (1) release the brake unexpectedly, (2) move on its own or in the wrong direction, or (3) suffer permanent damage to its control system.

The magnitude of interference is measured in volts per meter (V/m). Each electric wheel hub has a specific “immune level,” which specifies the intensity of electromagnetic interference they can resist. The higher the immune level, the better the protection.

Everyday, you may encounter both obvious and hidden EMI sources. While electromagnetic interference cannot be completely avoided, you can reduce risks by following the warnings listed below.

The main sources of radiated electromagnetic interference (EMI) can be grouped into three categories:

The sources of radiated EMI can be roughly divided into three types:

1. **Handheld portable transmitters with antennas** – Examples include CB radios, walkie-talkies, security radios, police and fire radios, cell phones, RFID devices, and other personal communication tools.

Note: Some mobile phones and similar devices transmit signals whenever they are turned on, even if you are not actively using them.
2. **Medium-range mobile transmitters** – These transmitters are typically found in vehicles such as police cars, fire trucks, ambulances, and taxis. These radios usually connect to external antennas mounted on the vehicle.
3. **Remote or high-power transmitters** – These kinds of transmitters such as radio and TV broadcast towers, and amateur (HAM) radio stations.

Important: Everyday handheld devices like cordless phones, laptops, AM/FM radios, televisions, CD/DVD players, and small appliances such as electric shavers or hair dryers are not likely to cause EMI issues for your electric wheelchair.

Catalog

Please read and understand this information to determine what electromagnetic interference (EMI) is and how it may affect Cruz Wheelz.

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1. Introduction

1.1 Product Introduction and Intended Uses

Cruz Wheelz is an auxiliary driver designed for use with manual wheelchairs. When installed, it converts a standard manual wheelchair into an electric wheelchair.

This device features a quick-release installation method that is convenient and lightweight, reducing the user's physical effort during travel. It allows seamless switching between manual and electric modes, enabling users to adapt to different environments and personal needs with ease.

1.2 Important Safety Precautions - Please follow carefully

For safety reasons, the Cruz Wheelz may only be operated by individuals who:

- Have received proper instruction on operating the device.
- Are capable of using both hands or arms in coordination.
- Can safely operate a wheelchair equipped with Cruz Wheelz in all situations (including road traffic).
- Are capable of setting the wheelchair on brake and stopping it safely in the event of a Cruz Wheelz malfunction.

Important Safety Information

- Please read this user manual carefully before using Cruz Wheelz
- In the event of a technical malfunction, contact an authorized dealer or service agent.
- When operating Cruz Wheelz, always follow the specifications of your wheelchair manufacturer (e.g., maximum slope, tire pressure, etc) and strictly observe the wheelchair's operating instructions. Don't exceed limits.
- Avoid using this product in areas with strong electric fields. In rare cases, Cruz Wheelz may interfere with electronic systems, such as anti-theft gates in department stores.
- Do not use Cruz Wheelz on escalators or moving walkways.
- Cruz Wheelz must be turned off when exercising in a wheelchair (e.g., weightlifting or similar activities).
- Do not combine Cruz Wheelz with accessories or components not approved by our company.

 **WARNING:** Do not operate the Cruz Wheelz without first reading this user manual.

1.3 Operating Instructions

Authorized Use and Restrictions

- Only use parts and accessories approved by Onward. Any technical modification to Cruz Wheelz or its accessories is strictly prohibited.
- Cruz Wheelz may only be operated under the following conditions:
 - Users must be fully compliant with the information, instructions, and recommendations in this manual.
 - It may only be operated by individuals who have read and understood this manual.
 - No technical modifications have been made by the user or a third party.
- Individuals unfamiliar with this product are strictly prohibited from operating Cruz Wheelz.
- Cruz Wheelz must not be used for any purpose other than its intended function. In particular, it is prohibited to transport goods, household items, or additional passengers.
- Always comply with the safety check regulations outlined in this manual and strictly observe all road traffic safety regulations while using this product.

Misuse and Exclusions of Responsibility

Onward considers the following operations (including but not limited to) as abuse of Cruz Wheelz.

- Using the Cruz Wheelz in violation of the instructions or recommendations in this manual.
- Exceeding the technical limits specified in this manual.
- Making technical modifications to Cruz Wheelz.
- Using parts or accessories not supplied or approved by Onward.

Onward will not assume any liability for any damage caused by:

- Incorrect use of the equipment.
- Operation by individuals who have not fully understood this product.
- Use in violation of this manual's instructions and recommendations.
- Exceeding the technical limits specified in this manual.

 **WARNING:** Before using Cruz Wheelz, carefully read all safety and hazard information provided in every chapter of this operation manual.

1.4 Permitted Usage Conditions and Operation Locations

- Always comply with the permitted usage conditions of wheelchairs equipped with Cruz Wheelz (refer to the wheelchair manufacturer's manual).
- In addition to following the instructions in this manual, the wheelchair manufacturer's guidelines must also be observed (e.g., maximum climbing ability, maximum obstacle height, maximum user weight, maximum speed, etc.).
- All restrictions set by the wheelchair manufacturer must be strictly adhered to.
- Do not expose Cruz Wheelz to direct heat sources (e.g., intense sunlight), as the surface may overheat.
- Avoid operating the wheelchair on unsuitable terrain such as loose gravel, sand, mud, snow, ice, or puddles.
- The operation instructions in Section 1.3 must always be followed.

WARNING

- Do not leave Cruz Wheelz exposed to strong sunlight for extended periods when not in use. This may overheat the motor and, in extreme cases, reduce performance. Plastic parts may also age faster under intense sunlight.
- Always use the anti-tip device. It may only be removed when crossing unavoidable obstacles. If the risk of tipping increases, the user must decide whether to request caregiver assistance.
- Using Cruz Wheelz without the anti-tip device in facilities such as amusement areas significantly increases the risk of accidents or injuries. Onward assumes no responsibility for accidents caused by the absence of an anti-tip device.
- While attempting to lift the front wheels to drive solely on the rear wheels, do not remove the anti-tip device. Onward is not responsible for accidents caused by such driving style.

1.5 Details of packaging parts

Upon receiving the product, please confirm that all of the following parts are included.

Accessories	Quantity
Cruz Wheelz Wheels	2
Quick-release axle sleeve (Quick-release axle sleeve for different wheelchairs vary. Please contact the supplier before purchasing to confirm the bushings suitable for your wheelchair)	2
Controller	1
Controller bracket (Controller brackets for different wheelchairs vary. Please contact the supplier before purchasing to confirm the bracket suitable for your wheelchair.)	1
Battery	1
Lower controller	1
Backpack	1
Battery charger	1
Controller connection cable	1
Motor connection cable	2
Operating Manual	1

 **If any parts are missing, immediately contact your professional supplier.**

Use of Original Accessories

We strongly recommend using only the original accessories supplied by Onward.

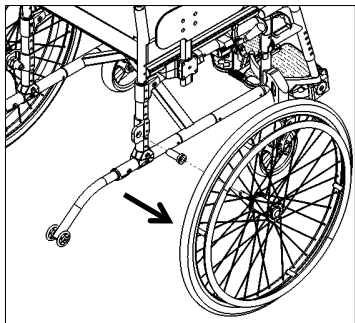
- The design of Cruz Wheelz ensures optimal performance when operated with original Onward parts.
- Onward shall not be held responsible for product damage or accidents (such as fire) resulting from the use of non-original accessories or spare parts.
- The warranty does not cover any damage caused by non-original accessories. Repairs related to such damage will be subject to charges by Onward.

2. Installation

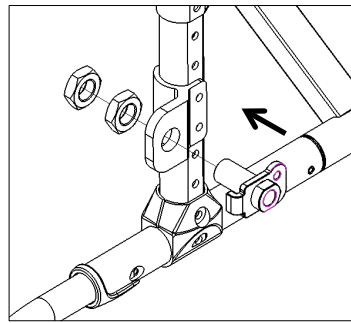
References to directions such as “front,” “back,” “left,” and “right” in this user manual are always described from the user’s point of view while seated in the wheelchair.

2.1 Install the wheels

1. Position the wheelchair on flat, stable ground and engage the brakes.
2. Detach both rear wheels from the original wheelchair.
3. Remove the original quick-release axle sleeve (see Figure A).
4. Position the special quick-release axle sleeve supplied with Cruz Wheelz over the same mounting point.
5. Install the special sleeve into the original hole position and secure it as required (see Figure B).
6. Store the removed rear wheels in a safe place for future reuse.



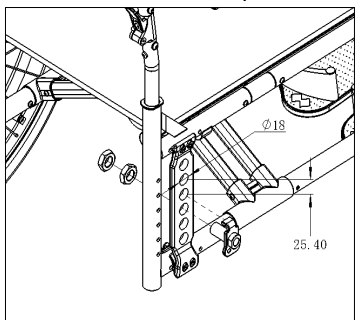
A



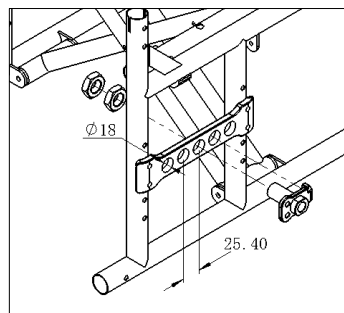
B

In addition to standard models, our quick-release bushings are also suitable for two other common wheelchair structures (see Figures B-1 and B-2). If your wheelchair does not match either of these structures, please contact your supplier. They will provide you with the correct installation methods for your wheelchair to ensure proper use and safety.

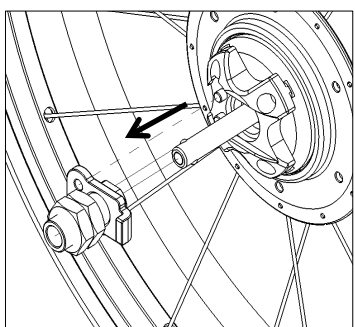
1. Take the L-direction or R-direction motor.
2. According to the angle of the wheelchair user, align the quick-release shaft of the motor in the corresponding direction with the rear wheel shaft sleeve and insert it.
3. Make sure that the convex point on the hub motor can be aligned with the two limit holes on the shaft sleeve (as shown in Figure C), and ensure that the copper ball can be fully inserted when inserted to the bottom (as shown in Figure D).



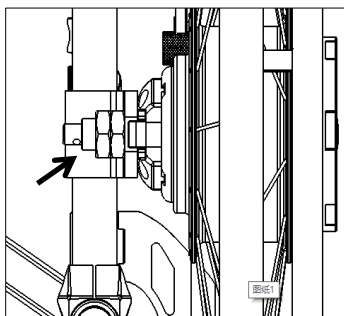
B-1



B-2



C



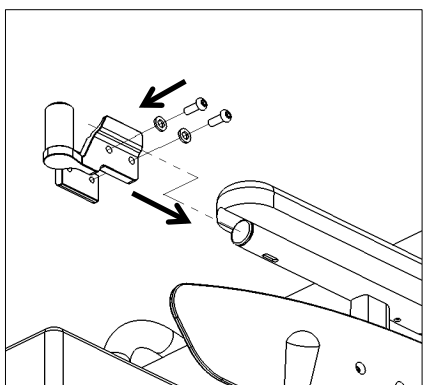
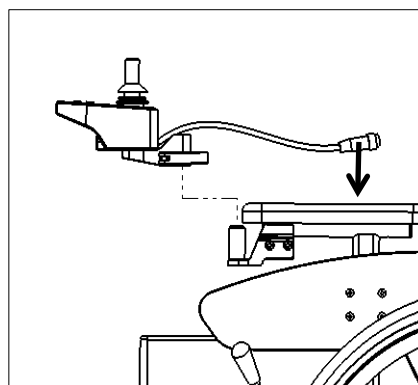
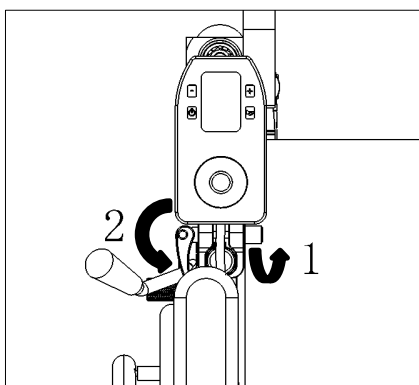
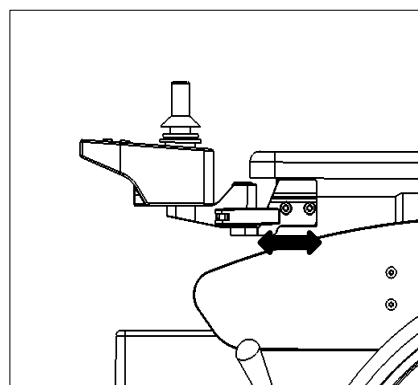
D

NOTE:

- Regularly check the quick-release bushings to ensure they are firmly attached to the wheelchair. If any nuts become loose, retighten them promptly.
- When operating the wheelchair in manual mode, you may need to readjust the brakes to account for the Cruz Wheelz wheels.
- Onward provides quick-release bushings in various designs. The bushings illustrated in this manual may differ slightly from the ones installed on your wheelchair.
- In case of a malfunction or sudden power failure, the wheelchair may stop unexpectedly. Always wear a seat belt when using Cruz Wheelz.

2.2 Install the controller

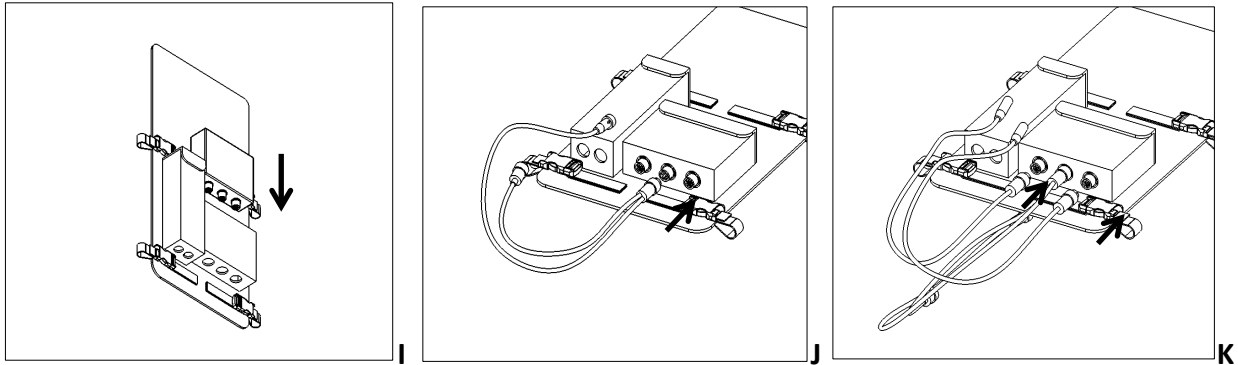
1. Attach the controller bracket suitable for your wheelchair onto the wheelchair frame (see Figure E).
2. Remove the joystick controller from its packaging and place it onto the controller bracket (see Figure F).
3. Tighten the locking knob on the bracket. Rotate the opposite quick-release handle to secure the bracket firmly (Figure G).
4. Check that the controller is firmly installed. If it is not stable, loosen the quick-release handle and readjust the locking knob.
5. If the controller's position is not comfortable, adjust the controller bracket to find the most suitable position (Figure H).

**E****F****G****H**

2.3 Install the battery and the lower controller

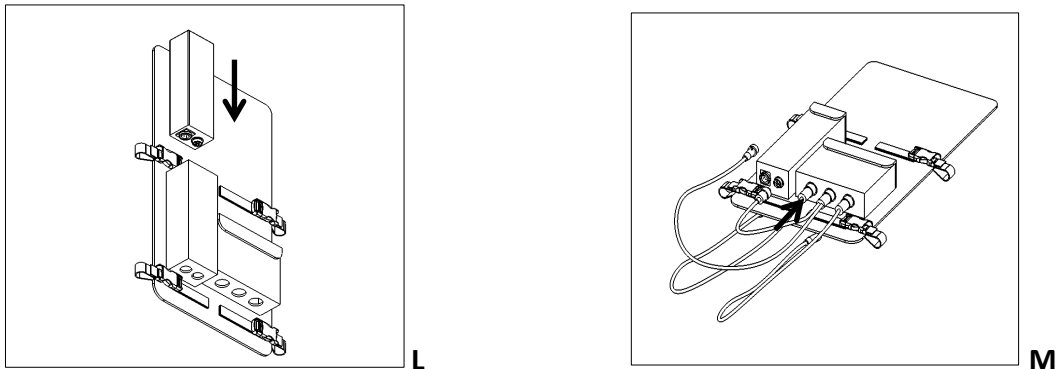
Install the Lower Controller

1. Insert the side of the lower controller with the interface into the back bag (see Figure I).
2. Connect the power cord from the controller connection line into the power interface of the lower controller. Tighten the anti-loosening cover (Figure J).
3. Take the two motor connection wires and insert them into their corresponding interfaces on the lower controller. Tighten the anti-loosening cover for each connection (Figure K).



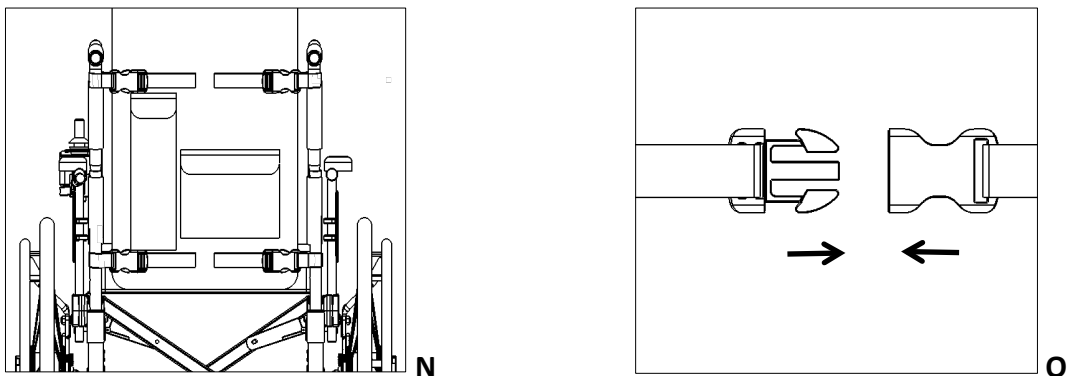
Install the Battery

1. Remove the battery and back pocket from packaging.
2. Insert the side of the battery with the interface into the back pocket (Figure L).
3. Connect the power branch from the controller connection line to the corresponding power interface on the battery and tighten the anti-loosening cover (Figure M).

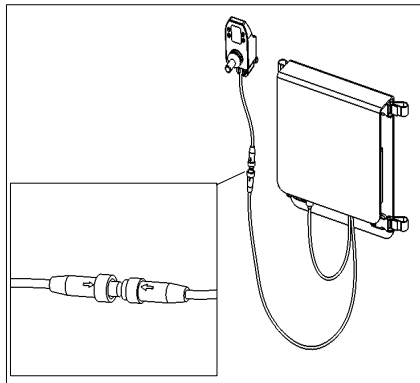


Attach to the Wheelchair

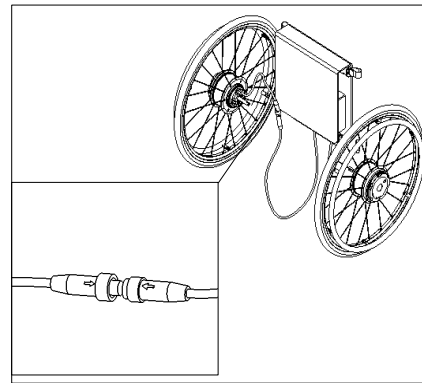
1. Secure the back bag, now containing the battery and lower controller, to the wheelchair's backrest tube (Figures N and O).
2. Make sure to verify all connections are tight and the bag is firmly attached.



3. Insert the controller interface from the controller connection line into the interface of the controller installed in Section 2.2.
4. Align the arrow marks on both interfaces (see Figure P).
5. Secure the wiring harness to prevent it from getting caught in the rear wheels during wheelchair movement.



P



Q

Connect the Hub Motors

1. Try to route the motor connection wires first into the reserved interfaces on each of the hub motors.
2. Make sure the arrow marks on the wires and motor ports are aligned (see Figure Q).

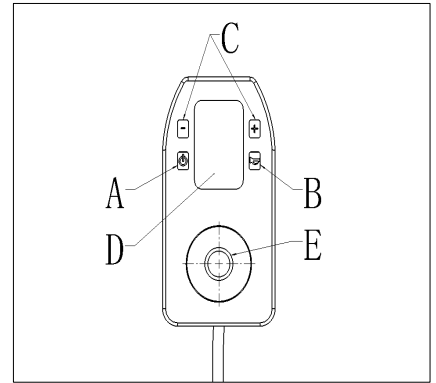
Note: If the wheelchair moves in the opposite direction of the joystick during use, swap the left and right motor connection wires with their respective ports on the Cruz Wheelz.

3. Usage

3.1 Controller buttons and functions

The buttons on the Cruz Wheelz controller are as follows:

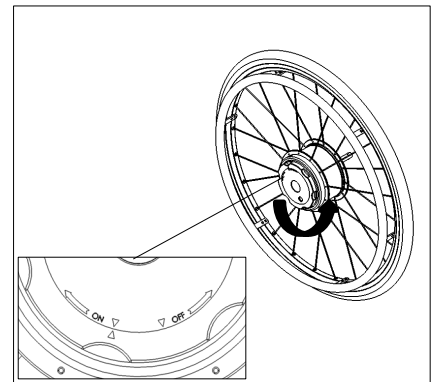
- A. **Power Switch:** Turns the X on or off.
- B. **Horn Button:** Press to sound the built-in buzzer and alert people nearby.
- C. **Speed Control Keys:**
Press “+” to increase the maximum speed limit.
Press “-” to decrease the maximum speed limit.
- D. **Display Screen:** Shows the current battery level and real-time speed.
- E. **Joystick:** Controls forward and backward movement of the wheelchair.



3.2 Electric Mode

Switch to Electric Mode

- After confirming that the wiring harness and wheel hubs are properly installed, rotate the arrows on the motor housings of the left and right wheel hubs so they point to “ON” (as shown in the figure).
- By this time, the Cruz Wheelz is now in electric mode.
- Press the power button on the controller to turn on the Cruz Wheelz.



Operating the Wheelchair

- Move the joystick on the controller to make the wheelchair go forward, backward, and turn left or right.
- The Cruz Wheelz’ minimum speed is 0.5 km/h while the maximum speed is 7 km/h.
- To change its speed limit, press the “+” key to increase or “-” key to decrease.

Note: Manual operation is not allowed when using electric mode. If you will not use the Cruz Wheelz for a long time, turn off the power to prevent battery drain or accidental movement.

3.3 Manual Mode

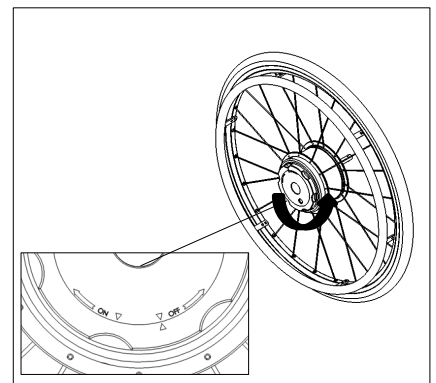
Activate Manual Mode

- Rotate the arrows on the motor housings of the left and right wheel hubs so they point to “OFF” (as shown in the figure).
- This will set the Cruz Wheelz to be in manual mode.

Operate the Wheelchair

- Use the armrest rings to move the wheelchair forward or backward, just like a regular manual wheelchair.

Note: Before using manual mode, ensure the wheelchair brakes are functional for Cruz Wheelz. If the brakes do not work properly, readjust the brake position before use.



3.4 Charging

Check Battery Level Before Use

- Power on Cruz Wheelz and verify the battery level on the display screen.
- If the battery level is low, charge it before using Cruz Wheelz.

Using the Charger

- Cruz Wheelz comes with a dedicated charger.
- There are charging interfaces on both the battery and the controller. Select the appropriate interface for charging.

During Charging

- The charger indicator light will turn from red to green when charging is complete.
- Ensure the charging area is dry and provides ventilation equivalent to at least twice the wheelchair's volume.
- Move the wheelchair and charger away from flames, sparks, and other fire sources.
- Do not charge near flammable liquids or gases.

Safety Precautions

- Never allow the battery to come into contact with water or other liquids, especially if it overheats or catches fire.
- Avoid charging in rooms with high humidity or under damp conditions as it may affect the battery pack.

Charging Temperature

- Only charge the battery pack at temperatures between 0°C and 40°C.
- Charging outside this temperature range may damage the battery, and Onward is not responsible for any consequences.

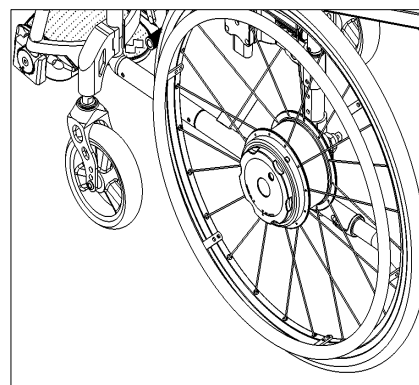
After Charging

- Unplug the charger promptly once the charging is completed.

4. Transportation

4.1 Disassemble the wheels

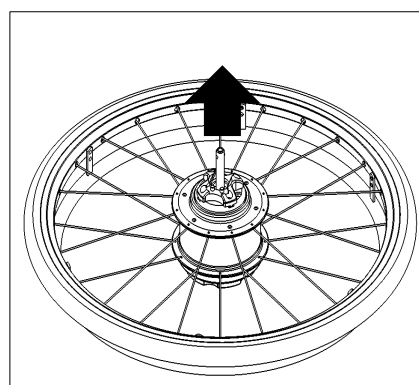
- Ensure the controller is turned off before starting the removal process.
- Unplug the control line interfaces of both Cruz Wheelz wheel hubs.
- Gently hold the push handle of the wheelchair and lift it carefully.
- To release and remove wheels, press the quick-release shaft located at the center of each wheel hub. Then try to slowly disengage the wheel hub out from the wheelchair carefully.



4.2 Transportation

When lowering or setting aside the Cruz Wheelz wheels, take care of the quick-release axle to avoid damage.

- Follow the wheelchair manufacturer's instructions. Remove the Cruz Wheelz wheels for separate transport if possible, and store them front-facing or upright.
- Ensure the wheelchair and wheels are properly fastened to prevent injury during sudden stops. Comply with any local regulations regarding wheelchair transport.



Liability and Manufacturer Guidelines

Onward and its agents will not be responsible for damage or injury caused by ignoring these instructions. If you may wish to transport the wheelchair with wheels attached, protect it according to the manufacturer's guidelines or specifications provided by the wheelchair manufacturer.

4.3 Battery Transportation

The Cruz Wheelz uses lithium batteries. Transporting and shipment of these batteries must always be in accordance with applicable laws and regulations.

Defective batteries must never be transported by air. For defective batteries, please contact your authorized dealer for guidance. As transport rules can change, we strongly recommend checking with your airline or shipping company first before transporting batteries to confirm current requirements.

Note: Make sure to use the original battery packaging for transport and handling.

5. Safety instructions and precautions

5.1 Safety Instructions

General Safety

- Your safety and health are paramount. Ensure you have a full understanding of Cruz Wheelz before use.
- When using this equipment for the first time, always have a caregiver present.
- Do not operate the wheelchair on public roads until you are fully competent in safely controlling Cruz Wheelz.

Power and Brakes

- When the wheelchair is not in use, turn off the power and ensure the brakes can hold the wheel hubs to prevent it from accidentally rolling.
- In electric mode, do not use any additional drive devices.
- For safety reasons, drive wheels should only be used in manual mode when stationary on flat surfaces.
- Turn off the controller before installing or removing Cruz Wheelz from the wheelchair.
- Check that your wheelchair brakes are compatible with Cruz Wheelz wheels. If incompatible, adjust them or contact your supplier.

Installation and Training

- Cruz Wheelz can only be installed on Onward-approved manual wheelchairs.
- Use only quick-release bushings provided by Onward to fix Cruz Wheelz.
- Follow the wheelchair manufacturer's safety instructions when using this Cruz Wheelz.
- For first-time use, operate this equipment on flat, obstacle-free ground.
- For initial training, conduct it in a safe and open area without obstacles.

Operating the Joystick

- Adjust your speed according to conditions, avoiding sudden obstacles.
- During startup, do not push the joystick to maximum immediately as this may cause uncontrolled movement.
- Releasing the joystick gently engages braking. For sudden stops, briefly push the lever in the opposite direction.
- Only use the joystick for braking in electric mode; do not hold the handrail ring.
- Never place hands near the wheels when Cruz Wheelz is powered on.

Slope and Incline Use

- Practice using Cruz Wheelz on flat ground first before using it on slopes.
- Check battery power before attempting uphill travel. Do not attempt if power is insufficient to avoid sliding.
- Use extreme caution on any slope.
- Do not exceed the maximum slope recommended by the wheelchair manufacturer.
- Minimize speed when going downhill to prevent accidents.
- Braking distance on slopes may be longer than on flat ground. Be sure to adjust your speed accordingly.
- If you need to park the equipment on slopes, be sure to always engage the manual brake.
- Do not abruptly apply manual brakes while moving.
- Avoid steep or uneven terrains; bumpy roads may cause the wheelchair to tip sideways.

- When driving, avoid sudden steering to the left or right at maximum speed. This may cause the wheelchair to tip sideways.
- Always check if the quick-release bushing is securely locked to prevent possible accidents and potential overturning. Retighten it if necessary.
- Check rear tire pressure frequently to ensure safe operation.
- Inspect Cruz Wheelz tires before each ride. Do not use tires that have reached the wear limit.
- Wet surfaces reduce tire grip, increasing the risk of skidding. Drive carefully and never use worn tires.
- Always use the anti-overturning device. Only remove it when crossing large obstacles. If tipping risk increases, decide whether to call a caregiver for help.
- Avoid soft or unstable surfaces (e.g. such as loose debris, sand, mud, snow, ice, or deep puddles, etc.) when using the wheelchair,
- Follow all road traffic rules when using Cruz Wheelz on public roads.
- Secure the manual brake after each use, to prevent accidental rolling.
- Cruz Wheelz is mainly designed for transporting people with reduced mobility. Do not use it to carry children, goods, or for unintended purposes.
- Avoid using Cruz Wheelz near strong magnetic fields.
- Do not operate this equipment during extreme weather conditions, such as storms or hail.
- Never clean Cruz Wheelz components with running water, a hose, or high-pressure cleaner, as this may cause irreparable damage to electronic parts.
- Onward is not responsible for any damage caused by water ingress. Such damage is not covered by the warranty.
- Do not hang any objects, such as keys, on the control lever. This may prevent it from returning to its original position and cause braking failure.
- Avoid wearing loose clothing, such as tops, trousers, or skirts, which could get caught in the wheels and cause injury.
- Do not operate Cruz Wheelz in poor lighting conditions, as low visibility can increase the risk of accidents.

5.2 Battery Charging Safety Instructions

General Safety

- Before charging, read and follow all instructions on this manual. Ignoring these precautions may cause electric shock, fire, injury, or damage.
- The battery pack contains chemical substances. Improper handling may lead to dangerous reactions. Onward will not be liable for any damage caused by ignoring these instructions.
- Always turn off Cruz Wheelz before charging. If charging on a wheelchair, engage the manual brakes to prevent rolling.

Charger Usage

- Only use the charger provided with Cruz Wheelz. Do not use third-party chargers.
- Do not charge other batteries with this charger.
- Keep the charger away from moisture (rain, snow, water).
- Allow condensation to dissipate if the charger moves from cold to warm conditions—this may take several hours.
- Do not use the charger in damp rooms.
- Do not forcefully disconnect the charger from the power socket.
- Make sure the charging cable is not a trip hazard.
- Refrain from using a damaged charger, power cord, cable, or plug. Contact your dealer for charger replacements or any assistance.
- If the charger has been hit hard, dropped or otherwise damaged, do not use or disassemble it. Send the damaged charger to an authorized professional dealer of Onward for repair.
- Children must not use the charger.
- The charger is designed only for AC voltage between 180V–240V.
- Do not cover the charger or place objects on it while charging.
- Avoid overstretching, bending, or placing weight on the charging cable or plug.
- Never connect the ends of the charging cable to any metal objects.
- Before using make sure the plug is fully inserted and avoid touching it with wet hands.
- Clean dirty plugs with a dry cloth before connecting.

Charging Process

- Once charging is complete, unplug the charger from the socket first, then disconnect the battery.
- Before first use, fully charge the battery.
- Charge the battery only between 0°C and 40°C.
- Do not expose the battery to heat sources (radiators, fire, etc.). External heat exposure may cause the battery pack to explode.

Battery Handling

- In any rare or unlikely event that the battery overheats or catches fire, do not use water. Only use sand to extinguish.
- Make sure to fully charge the battery after every use.
- Do not open or disassemble the battery casing. Doing so poses risks of serious injury and voids the warranty.
- Keep battery contacts free from metal objects (shavings, etc.).
- Never immerse the battery in water.
- If damaged or defective, contact your professional dealer. Do not use Cruz Wheelz until the battery is repaired.
- Maintain a clean and dry battery all the time.

6. Storage, cleaning, recycling and handling

6.1 Storage

General Storage

- Store the wheelchair according to the wheelchair manufacturer's instructions.
- Protect Cruz Wheelz components (for example the module and electronics) with a thin protective film to prevent moisture ingress.
- Keep the wheelchair and all Cruz Wheelz components in a dry room; ensure no moisture seeps in or drips onto the assembly.
- Avoid continuous exposure to direct sunlight (for example through windows).
- Prevent access to the storage area by unauthorized persons, especially children.

Battery & Temperature

- Battery life partly depends on their storage conditions. Do not leave the battery or Cruz Wheelz wheels in high-temperature locations for extended periods (for example, the trunk of a car parked in direct sunlight). The car trunk is for transport only, not long-term storage.
- Store both the battery and Cruz Wheelz wheels in a cool, dry place to avoid damage.
- For optimal battery life, store the battery at 18°C–23°C and relative humidity between 0%–80%.
- Under these storage conditions, the battery is covered by a one-year warranty.

Moisture & Charge Maintenance

- Do not expose the battery to moisture (water, rain, snow, etc.) during storage.
- Charge the battery before storing. Check its state of charge monthly; if the battery level falls below 50%, recharge as needed.

6.2 Cleaning

To prevent further damaging the equipment, ensure that no liquid or moisture enters the wheel hub. Follow these guidelines:

- Wipe the Cruz Wheelz wheel surfaces with a dry or slightly damp cloth.
- Avoid using scouring pads, abrasive cleaners, or corrosive chemicals
- Do not clean parts by putting them under running water (e.g., hose or pressure washer, etc.) to prevent water ingress.

Note: Onward is not responsible for any damage caused by water entering the equipment. Such damage is not covered by warranty.

6.3 Recycling

This product can be recycled, similar to second-hand vehicles, to extend its use.

- Only use this product with wheelchair models approved by Onward.
- Do not modify wheelchair accessories or functions, as this may compromise user safety.

6.4 Handling

When scrapping the device:

- Do not dispose of it in household trash, as the battery contains harmful substances.
- Follow local laws and regulations to recycle the device responsibly.

7. Technical Parameters

Cruz Wheelz	
Rated power	2x140W
Working voltage	24V DC
Speed range	0.5-7KM/H
Maximum climbing Angle	10° (125KG Load)
Driving range	15KM (125KG Load)
Upgraded driving range	20KM (125KG Load)
Operating temperature	-20°C to 50°C
Maximum load capacity	125KG
Battery	
Battery type	Lithium battery
Nominal capacity	6Ah
Upgraded capacity	8Ah
Nominal voltage	24V
Waterproof grade	IPx4
Weight	1.4kg
Charging temperature	0°C-40°C

8. Maintenance and Warranty

8.1 Maintenance

Under normal operating conditions, the product should be inspected and serviced every two years. The actual two-year interval may vary depending on actual use of the product. Users should adjust maintenance schedules based on how frequent and how widely the product is used.

8.2 Warranty

Warranty Coverage:

Onward provides a 24-month durability warranty for your Cruz Wheelz, starting from the date of purchase.

Exclusions:

The durability warranty does not cover devices with tampered or removed serial numbers, worn parts such as tires, damage due to normal wear and tear, incorrect operation (including failure to follow instructions on this manual), misuse, accidents, fire, water, force majeure, or other uncontrollable events, and those equipments found to have no faults or defects.

Battery Warranty:

The battery is covered by a 12-month warranty, under circumstances that it is used and stored according to the safety instructions in this manual.

Warranty Claims:

To access after-sales warranty services for Cruz Wheelz, users must present both the warranty card and the purchase invoice.

Out-of-Warranty Repairs:

Repairs outside the warranty period, or those caused by incorrect use, will incur charges for spare parts and labor.

WARRANTY CARD

User Info	User Name		Phone No.	
	Address			
Goods Info	Goods Item		Goods Series No.	
	Buying Date		Buying Evidence No.	
Dealer Info	Dealer	Dealer Stamp		
	Phone No.			

Maintenance Record		
Maintenance Date	Serviceman	Maintenance Record

【Labels, Packing Logo Design】

Symbol	Introductions	Symbol	Introductions
	CE Symbol		AUTHORISED REPRESENTATIVE IN THE EUROPEAN COMMUNITY
	Manufacturer Name Address		Manufacture Date
	Batch Code		Store in clean & dry place protected from rain, snow, ice, salt and water.
	Warnings and Precautions		non-sterile
	medical device		Use-by date
	Keep dry		Keep away from Sunlight
	Consult instructions for use		Unique Device Identification
	Country of Manufacture		Model Number
	Importer		Distributor

Manufacturer Information

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