TechnoBULLETIN

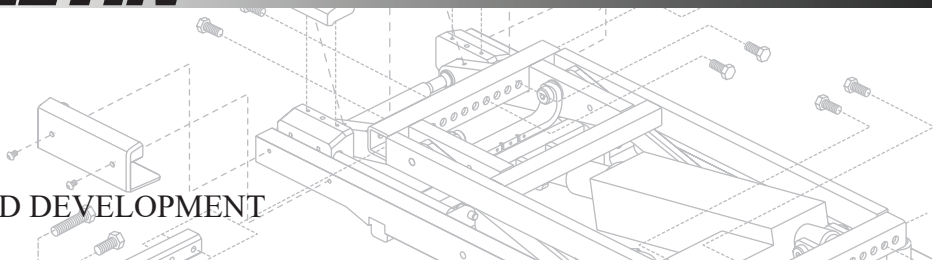
GENERAL-009CA

Pride Mobility Products Corp.

Date: 02/23/22

To: PRIDE PROVIDERS

From: PRIDE RESEARCH AND DEVELOPMENT



VOLTMETER OPTIONS FOR PRIDE PRODUCTS

DGN142447

LED VOLTMETER

This voltmeter is used on Pride products that meet the following criteria:

- Battery Type – Sealed Lead Acid (SLA)
- Program Type – Trucharge

How to visually identify DGN142447:

- The printed circuit board (PCB) is black.
- When fully illuminated, the voltmeter has (2) two red LEDs, (3) three yellow LEDs, and (5) five green LEDs as shown in the image to the right.

Figure 1. DGN142447 - LED Voltmeter

How to verify the program is Trucharge by reviewing the program parameters:

- Products with PG/S-Drive controllers have the following program parameters:
- General Settings
  - Status Output Type = 0

Products with Dynamic/R-Series controllers have the following program parameter:

- Multi-Function Outputs Configuration
  - PIN 10 = Other
  - The battery parameters will be set to each unit and may differ

How to visually verify the controller and voltmeter are compatible:

- If the program is correct, the voltmeter displays ten bars then one bar as a start-up sequence, then the battery voltage displays.
- Blue power LED remains on during normal operating conditions.
- When there is a controller fault, all ten LEDs are illuminated while the blue power LED flashes the beep code.
- If the controller program is incorrect, only one red LED and the blue power LED will light.

Troubleshooting:

- If the proper voltage isn't being displayed and you've verified that the program and voltmeter are compatible, be sure to charge the batteries to greater than 26 volts to meet the reset voltage in the program, unless otherwise specified.

NOTE: S66/S67 programs were updated to decrease the reset voltage to 25V via ECPR012420 on 2/14/22.

PRIDE® MOBILITY

For more information regarding this announcement, please contact your Account Executive at 1-888-570-1113.

ELE1906793

NT AMBIENT VOLTMETER ASSEMBLY WITH PLASTICS

This voltmeter is used on Pride products that meet the following criteria:

- Battery Type – Sealed Lead Acid (SLA)
- Program Type – Non-Trucharge

How to visually identify ELE1906793:

- The printed circuit board (PCB) is green.
- When fully illuminated, the voltmeter has (2) two red LEDs, (3) three yellow LEDs, and (5) five green LEDs as shown in the image to the right.

Figure 2. ELE1906793 - NT Ambient Voltmeter

How to verify the program is Non-Trucharge by reviewing the program parameters:

- Products with PG/S-Drive controllers have the following program parameters:
- General Settings
  - Status Output Type = 1

Products with Dynamic/R-Series controllers have the following program parameter:

- Multi-Function Outputs Configuration
  - PIN 10 = Status Low
  - The battery parameters will be set to each unit and may differ

How to visually verify the controller and voltmeter are compatible:

- If the program is correct, the voltmeter sweeps from left to right, illuminating all LEDs as a start-up sequence, then displays the battery voltage.
- Blue power LED remains on during normal operating conditions.
- Blue power LED flashes the beep code when there is a controller fault.
- If the controller program is incorrect, the blue power LED will continuously blink at random.

PRIDE® MOBILITY

For more information regarding this announcement, please contact your Account Executive at 1-888-570-1113.

ELE2008025

NT AMBIENT LITHIUM VOLTMETER ASSEMBLY WITH PLASTICS

This voltmeter is used on Pride products that meet the following criteria:

- Battery Type – Lithium Iron Phosphate (LiFePO4)
- Program Type – Non-Trucharge

How to visually identify ELE2008025:

- The printed circuit board (PCB) is green.
- When fully illuminated, the voltmeter has (3) three red LEDs, (4) four yellow LEDs, and (3) three green LEDs as shown in the image to the right.

How to verify the program is Non-Trucharge by reviewing the program parameters:

- This voltmeter is not currently used with PG/S-Drive controllers.

Products with Dynamic/R-Series controllers have the following program parameter:

- Multi-Function Outputs Configuration
  - PIN 10 = Status Low
  - The battery parameters will be set to each unit and may differ

Figure 3. ELE2008025 - NT Ambient Lithium Voltmeter

How to visually verify the controller and voltmeter are compatible:

- If the program is correct, the voltmeter sweeps from left to right, illuminating all LEDs, then four LEDs will disappear as a start-up sequence, then displays the battery voltage.
- Blue power LED remains on during normal operating conditions.
- Blue power LED flashes the beep code when there is a controller fault.

How to read lithium battery usage on your voltmeter:

3 Green LEDs = 90% - 100% Charge
2 Green LEDs = 80% - 90% Charge
1 Green LED = 60% - 80% Charge
4 Yellow LEDs = 50% - 60% Charge
3 Yellow LEDs = 40% - 50% Charge
2 Yellow LEDs = < 30% Charge
1 Yellow LED = < 20% Charge
All Red LEDs = Dead battery

For best performance, Pride recommends partially charging or fully charging your lithium battery when there are no less than 4 yellow LEDs remaining.

NOTE: Battery meter may take up to 2 minutes to calibrate while driving. Multiple LEDs can drop simultaneously during this calibration period.

PRIDE® MOBILITY

For more information regarding this announcement, please contact your Account Executive at 1-888-570-1113.