



Read this manual carefully before operating the machine.

Keep this manual in a safe place so that it is readily available when necessary.

Keep this manual for the entire technical lifetime of the machine.

If sold to a third party, this manual must accompany the machine.

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WARNING

Read Chapter 6 *Safety* carefully.



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03	03/03/2025	3.0	Update of the graphical user interface and method of transport

Authors


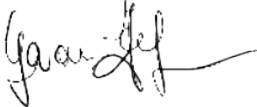
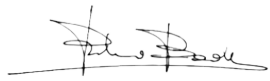
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Welcome to the Genny Mobility family

With enthusiasm I congratulate you on your purchase and welcome you to your new

GENNY ZERO MD.

The device you have purchased represents the second generation of the Genny Mobility history.

For this second stage, firmly believing that user safety is a beacon for development, we continued along the path of redundancy.

For the same reason, however, we also bet on the quality of the components and decided to maintain an extremely compact production chain and assembly made in Switzerland.

we made GENNY ZERO MD completely from scratch. Every single part is the result of the study of our engineers, designers, electronics and technicians with different specialisations.

The model name is GENNY ZERO.

ZERO because this is where we start from.

ZERO because it has ZERO emissions.

ZERO because there is no reason not to use it.

ZERO because there are no more excuses for not facing life.

This new model holds many surprises. Its main features are explained in this manual, which we ask you to read carefully. Other more exclusive features will be explained over time on our social channels of Tik Tok, Instagram, Youtube and the other communication channels that we will eventually add in the future.

We are facing a new mobility paradigm. For everyone. Freer. More inclusive. That makes you feel good, makes you feel part of the advancing world that doesn't stop to watch: it wants to be in front, to explain to others what progress means and why we do it.

Now read this Operating and Maintenance Instructions Manual and go.

Paolo Badano
CEO Genny Factory SA

"Each of us has experienced something that has changed us forever"

Alda Merini



GENNY™



1 General Information

1.1 Manual data

©2024	Produced and published by Genny Factory SA Doc. no.: GZIFU-2411.03-ITA No. Volumes: 1 Rev no.: 03 Date: 03/03/2025
Language	English
	The manufacturer is responsible for the content of the Manual in the Italian version. This version is to be considered as a reference, as translations into other languages may be verified to a limited extent and therefore they may contain inconsistent or partially incorrect information.
Confidentiality	This document and the information contained herein are the property of Genny Factory SA, which reserves all rights. Any reproduction and/or use of this document is subject to current copyright legislation. Copying, transfer or publication of the entire Operating and Maintenance Instructions Manual or parts thereof is prohibited without prior permission from Genny Factory SA.
Trademark	GENNY ZERO MD is a registered trademark of Genny Factory SA.

1.2 Manufacturer and Service Centre Data

1.2.1 Manufacturer and EU authorised representative

Manufacturer	
Manufacturer name	Genny Factory SA
Registered office address	Via Essagra 7, CH – 6592 S. Antonino
Telephone number	+41 (0) 91 960 70 50
E-mail	info@gennyfactory.ch
Internet site	www.gennymobility.com

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EU authorised representative	
EU authorised representative	GMI S.r.l.
Address	Via Aurelio Saffi 23, I – 20123 Milano (MI)
E-mail	gennymobility@pec.net

1.2.2 Service Centres

Service Centre in SWITZERLAND	
Company	Genny Factory SA
Registered office address	Via Essagra 7, CH – 6592 S. Antonino
Telephone number	+41 (0) 91 960 70 50
E-mail	info@gennyfactory.ch
Internet site	www.gennymobility.com

Service Centre in EUROPE	
Company	GMI S.r.l.
Address	Via Polveriera 6, I – 20026 Novate Milanese (MI)
E-mail	service@gennymobility.com

National service centres	
Contact details of national service centres authorised by Genny Factory SA can be found at	
www.gennymobility.com	

1.3 Foreword

GENNY is a Medical Device developed in compliance with the strictest international regulations and safety standards. The care and quality with which GENNY is manufactured reflect the universally recognised value of Swiss Made.



This Operating and Maintenance Instructions Manual forms an integral part of GENNY.

Read and understand this Operating and Maintenance Instructions Manual before using GENNY.

The Operating and Maintenance Instructions Manual must accompany GENNY at every change of ownership.

The contents of this Operating and Maintenance Instructions Manual have been checked for accuracy and conformity with GENNY. However, the absence of any incorrectness cannot be guaranteed. Genny Factory SA therefore reserves the right to make changes and improvements to this Operating and Maintenance Instructions Manual and other documents intended for the end user, such as sales material and summary data sheets. Any relevant updates are communicated by the manufacturer to its distributors and via the website www.gennymobility.com. A PDF version of this Operating and Maintenance Instructions Manual for visually impaired users is available on the website. Updated versions of Operating and Maintenance Instructions Manual in a hard-copy format can be requested from the manufacturer.

The manufacturer reserves the right to make improvements to GENNY as a result of the relevant technological developments or market input. The manufacturer may recall some of the devices placed on the market to make critical updates. If necessary, the manufacturer draws up a new version of the Operating and Maintenance Instructions Manual, which is made available to owners affected by the changes.

1.4 Read the Operating and Maintenance Instructions Manual

This Operating and Maintenance Instructions Manual, attached to GENNY in a hard-copy format forms an integral part of GENNY.

GENNY user must:

- Keep the Operating and Maintenance Instructions Manual in a safe place
- Keep the Operating and Maintenance Instructions Manual with each change of ownership.

**NOTICE:**

Read carefully before use. Keep for future reference.

It is possible to request a copy of the Operating and Maintenance Instructions Manual and any updated hard-copy versions from the manufacturer. The Operating and Maintenance Instructions Manual can be downloaded from the manufacturer's website www.gennymobility.com.

If you have any doubts or specific questions about the warnings, precautions, or other information in the Operating and Maintenance Instructions Manual, please refer to an authorised service centre or the manufacturer's support centre (refer to Chapter 1.2 Manufacturer and Service Centre Data).

1.4.1 Units of Measurement

The Operating and Maintenance Instructions Manual uses the International System (SI) units of measurement.

1.4.2 Definitions















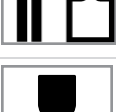

Pitch angle	Tilting angle of GENNY in the direction of travel
Balance angle	Pitching angle set by the user to ensure the static balance of GENNY
Rolling angle	Lateral tilting angle of GENNY
GENNY	Shortened version of the trade name GENNY ZERO MD
Genny Box	Original packaging of GENNY
Locking lever	Lever located inside the battery compartment that ensures correct battery insertion while riding
Feet	The end of the parking paws that rest on the ground
Powertrain	Lower part of GENNY where the traction and parking units are located
Upper Seat	Upper part of GENNY where the seat and steering assembly are located
Water Detection Label	Water detection label
Parking paws	Retractable components of the parking system

1.4.3 Acronyms





APW	Active Powered Wheelchair	<i>Motorised active orthopaedic chair</i>
PPE	Personal Protective Equipment	<i>Protective systems such as helmet, gloves, etc.</i>
UDI	Unique Device Identifier	<i>Unique Device Identifier</i>
GES	Genny Ergonomic Seat	<i>Sitting assembly</i>
GPT	Genny Powertrain	<i>Traction device underneath the seating assembly</i>
GPU	Genny Power Unit	<i>Device base, without wheels</i>
GSA	Genny Shock Absorber	<i>Shock absorption system consisting of two rubber shock absorbers positioned frontally under the seat</i>
GUI	Graphical User Interface	<i>Graphical user interface for information and commands</i>
WEEE	Waste from Electrical and Electronic Equipment	<i>Type of waste managed within the scope of Directive 2011/19/EU</i>
W-RGB	White-Red Green-Blue	<i>Cockpit display type</i>

1.4.4 Symbols

The symbols below are used in the Operating Instructions Manuals as well as on the device and packaging labels.

	Manufacturer's data		Data of the European authorised representative
	Country of manufacture		Importer's data
	Commercial name of the device		CE marking
	Serial number		Model identifier
	Medical device identifier		Unique identification code
	Consult the Operating and Maintenance Instructions Manual		Device intended for a single patient for repetitive use
	User weight		Tyre pressure
	Fragile, handle with care		Do not leave exposed to sunlight

	Temperature limits for use and shelter		Keep dry
	Relative humidity limits for use and shelter		Moving parts
	DANGER-WARNING-SAFETY INSTRUCTION		Do not touch
	Wear a protective helmet		Danger of live parts
	Danger of crushing		Obligation of separate collection and disposal
	Packaging containing lithium ion cells		Maximum permitted slope
	Do not use GENNY as a seat inside a moving motor vehicle.		Eyebolt for securing and lifting GENNY
	Device power		Mass of the device (including batteries)

	Disconnecting battery		Off button
	Blocking access to user menu		Skidding of wheels

1.5 Description of GENNY

GENNY ZERO MD, hereafter and for descriptive simplicity referred to as GENNY, is a Medical Device designed to improve the autonomy and social integration of persons with motor disabilities confined to a sitting position.

GENNY is a Personal Mobility Medical Device:

- For a single occupant
- On two wheels
- Equipped with a self-balancing system controlled by the movement of the user's body.

GENNY represents a radical paradigm shift in the world of powered wheelchairs and ushers in the new segment of Active Powered Wheelchairs, or APWs.

GENNY has superior characteristics of:

- Agility
- Flexibility
- Compactness
- Ease of use.

These features give access to unparalleled individual autonomy, and to natural and urban environments hitherto denied to many users.

When GENNY is delivered, the authorised dealer provides comprehensive training on:

- Operation
- Riding modes and techniques
- Safety Standards.

This training is essential for:

- Using GENNY in total safety
- Preserving the functional characteristics of GENNY over time.

If during the operating life of GENNY it is necessary to change the position and ergonomics of the seat, please refer to your doctor, orthopaedist or authorised service centre.

Product Information	
Name	GENNY ZERO MD
Version	3.0
Device type	Medical device
Number of occupants	1
Maximum occupant mass	120 kg (264.5 lbs)
Mass group occupants	II
Sterile device	No. The device is not supplied sterile and sterilisation is neither planned nor required
Disposable device	No. The device is multipurpose
Substances	None. The device does not include substances of any kind.
Technical and performance data	refer to Chapter 4.3 Technical Data and 4.4 Performance characteristics, operating limits and environmental conditions
Environmental conditions	refer to Chapter 4.4 Performance characteristics, operating limits and environmental conditions

1.5.1 International Categorisation and Nomenclature

Classification according to EU Regulation 2017/745 (MDR)	
Risk class	Class I
European Medical Device Nomenclature (EMDN)	
Code	Y122127 - 'Electric wheelchairs'
Classification according to EN 12184:2022	
Functional class	B

GENNY is declared as a Class I Medical Device under EU Regulation 2017/745 (MDR). It is officially included in the category reserved for electrically powered wheelchairs in the International Medical Device nomenclature.

GENNY is actively controlled by the user through the movement of the user's body.

GENNY is the progenitor of a new category of devices, which could be called Active Powered Wheelchairs (APW). This category does not yet officially exist.

From a performance point of view, GENNY falls within the parameters of Class B according to EN 12184:2022.

1.6 Intended use

**WARNING:**

It's mandatory to use GENNY:

- For the purposes to which it is expressly dedicated
- According to the manufacturer's instructions
- In accordance with the legislation in force in the country of use.

Using GENNY for other purposes or in the wrong way can lead to serious injuries and damages.

GENNY is an electrically powered orthopaedic wheelchair intended for indoor and outdoor use by one person:

- With motor disability of one or both lower limbs
- With sufficient control of the torso and upper limbs to allow proper use
- Considered suitable following specialist anamnesis.

1.7 User profile

Suitability

**SAFETY INSTRUCTIONS:**

Obligation to assess the adaptability of use of GENNY in relation to the patient's needs and state of health.

A doctor or other authorised practitioner determines whether the patient can use GENNY.

For safety reasons, GENNY can only be used by persons over 16 years of age and weighing between 40 kg (88 lbs) and 120 kg (264.5 lbs).

Due to its particularities of use, GENNY is not suitable for every type of disability.

A medical specialist assesses the suitability of the user according to:

- The user's requirements
- The user's physical characteristics
- The user's state of health
- The manufacturer's indications.

Use by pregnant women is at the discretion of the medical specialist but is not discouraged by the manufacturer.

**WARNING:**

Breastfeeding is forbidden on board GENNY.

1.8 GENNY Unique Device Identifier (UDI) code

GENNY is marked with two codes that uniquely identify it and must be communicated when needed:

- Contact an authorised service centre to request a check-up, periodic maintenance (Pit Stop) or repair (refer to Chapter 7 Checks, cleaning, maintenance and repair)
- Contact the manufacturer for product information or to report a fault, damage or accident (refer to Chapter 6.8.1 Reporting to the manufacturer)
- Report an accident to the supervisory authorities (refer to Chapter 6.8.2 Communications to the supervisory authorities).

The reference codes are:

1. The SN code (serial number) defined by the manufacturer
2. The Unique Device Identifier (UDI) code imposed by EU Regulation 2017/745 (MDR).

The UDI code contains the following information:

- (01) Basic identification code: defines the model and version of GENNY
- (21) Manufacturer's serial number
- (8012) GENNY Control software version
- (11) GENNY Production date.

Both codes are indicated on the GENNY label, located under the seat cushion (refer to Chapter 6.3 Labelling).



GENNY™



2 Instructions for use

Read the Operating and Maintenance Instructions Manual



SAFETY INSTRUCTIONS:

To ensure the safety of GENNY users, read and understand the Operating and Maintenance Instructions Manual. In particular, follow the instructions for:

- Moving
- Installing
- Using
- Maintaining
- Repairing
- Eliminating/disposing of.



NOTE:

For clarifications, questions or requests regarding the information, warnings and precautions described in the Operating and Maintenance Instructions Manual, please refer to an authorised service centre or the manufacturer's support service.

2.1 Obligations and duties

Safety requirements

**SAFETY INSTRUCTIONS:**

- Use GENNY with caution
- Comply with the legislation in force in the country of use
- Follow the manufacturer's instructions
- Avoid improper use of GENNY.

**SAFETY INSTRUCTIONS:**

The user must know and pay attention to:

- Dangers
- Warnings
- Information on residual risks.

The manufacturer declines all liabilities for injuries or damages of any kind caused by the non-compliant use of GENNY.

**OBLIGATION:**

All users must read and understand the Operating and Maintenance Instructions Manual.

Obligation to be trained



SAFETY INSTRUCTIONS:

Basic training obligation for:

- Users
- Maintainers
- Authorised service centre technicians.

The training enables the user to acquire the necessary skills to use GENNY with:

- Discernment
- Caution
- Awareness of surrounding objects and people
- A riding style adapted to the surroundings, the type of terrain and any other external conditions.

On first use, a training technician authorised by the manufacturer assists the user with the transfer and initial riding tests.



OBLIGATION:

Every GENNY user must undergo and successfully complete basic training given by qualified personnel authorised by the manufacturer.



NOTE:

Compulsory basic training is specified in Chapter 6.2.1 User training.

Differentiated training obligation for the user

User	Basic training
Medical and paramedical staff	Basic training
Maintenance technicians	Basic training + Specific training

In addition to basic training, technical personnel must undergo specific training to carry out maintenance and repair works on GENNY (refer to Chapter 6.2.2 Training of specialised personnel).

Technical personnel are directly trained by the manufacturer and receive dedicated manuals specifically intended for them.

Specific training ends with the award of a recognised certificate of competence.

Technical personnel work on GENNY with the manufacturer's authorisation and in compliance with the regulations in force in the country of operation in terms of safety, health and hygiene at work.

The user must use GENNY in compliance with the manufacturer's safety instructions and the legislation in force in the country of use. The user must carry out proper routine maintenance in accordance with the manufacturer's instructions given in this Operating and Maintenance Instructions Manual.

If GENNY changes ownership, the new owner must immediately contact an authorised service centre for:

1. Undergo an assessment of fitness to ride (refer to Chapter 2.2 Contraindications)
2. Undertake basic training (refer to Chapter 6.2.1 User training)
3. Carry out a check-up of GENNY to ensure safety and performance (refer to Chapter 7.2 Check-up).

The manufacturer declines all liabilities for injuries or damages resulting from the use of GENNY:

- Not complying with the requirements of this Operating and Maintenance Instructions Manual
- Made by people not trained by qualified personnel.

2.2 Contraindications

Do not use GENNY in the following cases:

- If a medical specialist declares the user unfit on the basis of their medical history
- The patient weighs less than 40 kg (88 lbs) or more than 120 kg (264.5 lbs)
- The patient has not successfully completed basic training
- The patient suffers from quadriplegia or otherwise lacks the ability to control the torso and/or upper limbs
- The patient has lost consciousness or suffered a stroke within the last 90 days
- The patient suffers from a particular osteo-fragility, which can cause fractures during normal use of GENNY
- The patient's cardiac or cardiovascular condition may jeopardise personal and others' safety when riding
- The patient suffers from diabetes mellitus (type 2), which significantly affects personal ability to ride safely
- The patient suffers from severe renal insufficiency, significantly affecting personal ability to ride safely
- The patient's visual and/or hearing faculties may compromise personal and others' safety when riding, and cannot be improved in any way
- The patient needs a mechanical ventilator
- The patient requires a respiratory aid such as an oxygen cylinder
- The patient suffers from obstructive sleep apnoea, significantly affecting personal ability to ride safely
- The patient suffers from a neurological disease that significantly impairs personal ability to ride safely
- The patient suffers from psychiatric illnesses that affect personal ability to ride safely
- The patient suffers from alcohol and/or drug addiction that significantly impairs personal ability to ride safely
- The patient is under the influence of drugs that could compromise personal and others' safety when riding.

Physical and health conditions



WARNING:

The user must pay attention to the contraindications listed in the Operating and Maintenance Instructions Manual. Use of GENNY by persons with incompatible physical and health conditions may result in serious injuries or death.

Changes in health status

**WARNING:**

The treating doctor must give an opinion on the suitability of GENNY in the event of a worsening of the patient's state of health, such as:

- Impaired vision
- Force reduction
- Decreased sense of balance
- General state of health.

The described deteriorations may affect the patient's ability to use GENNY.

2.3 Warnings and precautions

Any locomotion system must be used with caution, in compliance with the applicable regulations and the manufacturer's safety instructions.

GENNY is a more sophisticated and high-performance medical device than conventional motorised orthopaedic wheelchairs. For this reason, there are additional precautions that must be taken and safety rules that must be observed.

This Operating and Maintenance Instructions Manual contains the following safety messages:

**DANGER:**

Instruction referring to an imminently hazardous situation which, if not avoided, will result in instant death or serious or permanent damage to health.

**WARNING:**

Instruction referring to a potentially hazardous situation which, if not avoided, may result in death or serious or permanent damage to health.

**WARNING:**

Instruction referring to a potentially hazardous situation which, if not avoided, could result in minor physical injuries and damages to the safety of the device.

**SAFETY INSTRUCTIONS:**

Instruction referring to specific procedures to be followed in the event of situations endangering human health or the safety of the device.



NOTICE:

Instruction referring to the use of conduct necessary to deal with practices not related to physical injuries.



OBLIGATION:

Instruction referring to a behavioural obligation.



NOTE:

Additional information to previous safety messages instructions.

This chapter lists the most important warnings and dangers.

Chapters 6.5 Misuse e 6.6 Hazardous situations and residual risks contain further guidance on:

- Correct use of GENNY
- Unauthorized use of GENNY
- Reasonably foreseeable misuse
- Residual risks
- Available safety systems.

2.3.1 Warnings

2.3.1.1 General

Read the Operating and Maintenance Instructions Manual

**SAFETY INSTRUCTIONS:**

To ensure the safety of GENNY users, read and understand the Operating and Maintenance Instructions Manual. In particular, follow the instructions for:

- Moving
- Installing
- Using
- Maintaining
- Repairing
- Eliminating/disposing of.

**NOTE:**

For clarifications, questions or requests regarding the information, warnings and precautions described in the Operating and Maintenance Instructions Manual, please refer to an authorised service centre or the manufacturer's support service.

Intended use

**WARNING:**

It's mandatory to use GENNY specifically:

- For the purpose to which it is expressly dedicated
- According to manufacturer's instructions
- In accordance with the legislation in force in the country of use.

Using GENNY for other purposes or in the wrong way can lead to serious injuries and damages.

Obligation to be trained



SAFETY INSTRUCTIONS:

Basic training obligation for:

- Users
- Maintainers
- Authorised service centre technicians.

The training enables the user to acquire the necessary skills to use GENNY with:

- Discernment
- Caution
- Awareness of surrounding objects and people
- A riding style adapted to the surroundings, the type of terrain and any other external conditions.

On first use, a training technician authorised by the manufacturer assists the user with the transfer and initial riding tests.



OBLIGATION:

Every GENNY user must undergo and successfully complete basic training given by qualified personnel authorised by the manufacturer.



NOTE:

Compulsory basic training is specified in Chapter 6.2.1 User training.

Responsibility



WARNING:

The user is responsible for the safe use of GENNY.

The manufacturer declines any liability for injuries, damage or faults resulting from:

- Non-compliance with conditions of use
- Non-compliance with the manufacturer's instructions
- Any misuse of GENNY.

Danger and Warning Messages



SAFETY INSTRUCTIONS:

The user must know and pay attention to:

- Dangers
- Warnings
- Information on residual risks.

The manufacturer declines all liabilities for injuries or damages of any kind caused by the non-compliant use of GENNY.

Warning/alarm signals



SAFETY INSTRUCTIONS:

The user must pay attention to signals generated by GENNY which may be:

- Visual
- Acoustic
- Mechanical (vibrations).

Damages



WARNING:

The user must stop and station GENNY, as soon as it is safely possible to do so, in the presence of unexpected behaviour of GENNY.

Do not use GENNY after incidents such as:

- Falls
- Crushing
- Exposure to fire
- Immersion in water
- Other extraordinary events.

Do not use GENNY if you have any doubts about the safety and proper functioning of GENNY.

Consult an authorised service centre before new use.

Impaired judgement



WARNING:

Do not use GENNY under the influence of:

- Alcohol
- Drugs
- Drugs capable of impairing the user's capacity for judgement and discernment
- Any substance capable of impairing judgement or discernment.

Use under these conditions could result in injuries and/or serious damages to the user and third parties.



WARNING:

Avoid distractions while riding GENNY resulting from:

- Mobile phone use
- Listening to music with headphones
- Any other action capable of distracting or interfering with the ability to survey one's surroundings while riding.

Use under these conditions may result in injuries and/or serious damages to the user and third parties.

Demolition and disposal



OBLIGATION:

Demolition and disposal must be carried out in accordance with safety and environmental protection principles. Consult the manufacturer or the nearest authorised service centre for guidance on how to carry out dismantling and disposal.

2.3.1.2 Users and operators

Suitability



OBLIGATION:

The treating doctor must give an opinion on the suitability for use of GENNY in relation to the patient's needs and state of health.

Contraindications

**WARNING:**

Use of GENNY by users with incompatible health and physical conditions is prohibited. Check the contraindications listed in this Operating and Maintenance Instructions Manual.

Use of GENNY by persons with incompatible physical and health conditions may result in serious injuries or death.

Changes in health status

**WARNING:**

The treating doctor must give an opinion on the suitability of GENNY in the event of a worsening of the patient's state of health, such as:

- Impaired vision
- Force reduction
- Decreased sense of balance
- General state of health.

The described deteriorations may affect the patient's ability to use GENNY.

Weight limits

**SAFETY INSTRUCTIONS:**

GENNY must be used specifically by persons weighing between 40 kg (88 lbs) and 120 kg (264.5 lbs).

Users weighing less than 40 kg (88 lbs):

- Possible failure to enable the weight sensor
- Insufficient user mass to control the self-balancing system.

Users weighing more than 120 kg (264.5 lbs):

- Excessive mechanical stress
- Reduced performance when descending, slowing down and stopping.

Paediatric use

**SAFETY INSTRUCTIONS:**

The safety and performance of GENNY have been verified for users aged 16 years and older.

Unauthorised persons



WARNING:

The use and maintenance of GENNY are prohibited to:

- Unauthorised persons
- Untrained health workers
- Untrained technicians
- Untrained users.

Passengers



WARNING:

Danger of injury

It's forbidden to load and carry on board GENNY:

- Passengers
- Animals
- Children in backpacks
- Babies in baby carriers.

GENNY is designed and manufactured for use by a single user.

2.3.1.3

Use

Personal protective equipment



SAFETY INSTRUCTIONS:

The user must protect the head from possible injuries. Wearing a protective helmet when using GENNY protects the user from the risks associated with a fall.

Adverse environmental conditions may require the use of other personal protective equipment, such as a bicycle or skateboard helmet, gloves, elbow pads and eye protection.

Clothing and footwear



SAFETY INSTRUCTIONS:

The user must protect against possible injuries:

- Lower limbs
- Feet
- Toes.

The correct use of appropriate footwear and clothing reduces the risk of potential injuries.

Entanglement



WARNING:

- Avoid contact of body parts, personal effects or clothing with the moving components of GENNY
- Do not allow your feet to protrude from the footplate to prevent entanglement with the ground.

Entanglement of a foot with the ground, caused by excessive protrusion from the footplate during use of GENNY, can result in overturning and potential injury and/or serious damages.

Protection of lower limbs



SAFETY INSTRUCTIONS:

To ensure ergonomic seating and protect the feet and lower limbs, the user must do the following:

- Place the feet on the footplate
- Bring the heel back towards the base of GENNY seat without interfering with the movement of the steering shaft
- Adjust the seat height to the user's height.



NOTE:

If the seat adjustment is not sufficient to allow the feet to be correctly positioned on the footplate, ask a physiatrist or orthopaedic specialist for a custom-made support. This support ensures the correct support and restraint of the user's feet.

Transfers



SAFETY INSTRUCTIONS:

The user must practise transfers with the assistance of trained personnel.

Before making the transfer to and from GENNY, check:

1. Enabling the “OFF” mode
2. The complete lowering of the parking paws to the ground and the firm support of the feet.

The user must use the handles or side grips (optional accessory) for support when transferring to and from GENNY.

Do not use:

- Handlebar
- Footplate
- Backrest.

These elements are not designed to bear the weight of the user. Excessive strain could cause them to break or fail, resulting in a risk of falling and injuries.

Checks before use



SAFETY INSTRUCTIONS:

The user must follow the Operating and Maintenance Instructions Manual instructions before using GENNY. A qualified technician must adapt all adjustable parts of GENNY to the user's needs. Make the following checks before each use:

- There are no danger messages, visual, acoustic or vibration alarms
- Steering shaft and parking paws work correctly
- The area affected by the movement of GENNY is free of obstacles or people at risk of contact.

Speed

**SAFETY INSTRUCTIONS:**

Slow down when reaching the permitted speed limit.

It is forbidden to push one's weight forward to counteract GENNY slowdown caused by the automatic limiter once the maximum permitted speed has been reached.

**SAFETY INSTRUCTIONS:**

It is forbidden to ride faster than the maximum permitted speed. Comply with the legislation in force in the country of use.

**NOTE:**

The control system limits speed with an automatic adjustment of GENNY trim that prevents further acceleration beyond the set maximum speed.

**NOTE:**

The modification of the maximum speed limit must be done by a specialised technician authorised by the manufacturer.

Changes of direction

**OBLIGATION:**

The user must manually signal changes of direction by extending the arm in the direction of steering. The direction indicators provide additional support, useful in poor visibility conditions.

Operational limits

**WARNING:**

The user must observe the functional safety limits indicated by the manufacturer.

Outside these limits, GENNY can tip over, potentially resulting in serious injuries and damages.

Obstacles



WARNING:

The user must observe the functional safety limits indicated by the manufacturer when overcoming obstacles. Outside these limits, GENNY could tip over, potentially resulting in serious injuries and damages.



SAFETY INSTRUCTIONS:

Approach obstacles perpendicularly and always at low speed. When faced with an obstacle, object or loose material, if possible, the user must:

- Not attempt to top it
- Stop
- Get around it
- Choose an alternative route.

Dangerous manoeuvres



WARNING:

The user must turn slowly and carefully.

The GENNY self-balancing technology has no effect on the lateral stability.

GENNY is not able to recover from a loss of balance due to inadequate lateral displacement or imbalance on one wheel.

Sudden curves taken at speed can cause GENNY to lose control and fall.

GENNY user must:

- Keep the body in line with the handlebar for lateral stability
- Turn slowly and carefully
- Tilt the body towards the inside of the curve to counterbalance the centrifugal force
- Avoid curves and reversals on sloping terrains.



NOTE:

Moving the steering shaft enables the right/left direction change.

The GENNY self-balancing technology does not affect lateral stability.

The shift of the user's body weight to the right or left does not affect the direction of movement of GENNY, nor is it compensated for by the action of GENNY control system.

Assisted braking



NOTICE:

The user must brake GENNY by shifting the centre of gravity, according to the Operating and Maintenance Instructions Manual. The "STOP" button is not to be considered as a brake, but as an aid for decreasing the braking distance, e.g. when going downhill.

Reverse gear



SAFETY INSTRUCTIONS:

The user must only ride in reverse for:

- Manoeuvring
- Opening a door
- Backing away from an obstacle.

Riding in reverse is risky because of the lack of visibility and difficulty in controlling the vehicle.

Stationing



WARNING:

The user must manually enable the lifting/lowering of the parking paws by pressing a "PAW" button.

For safety reasons:

- Keep GENNY still and stable until the paws rest firmly on the ground
- Do not station GENNY on a slope of more than 9°.

Handlebar grips



SAFETY INSTRUCTIONS:

The user must open and position the steering handlebar grips horizontally in order to ride GENNY safely. Ensure that the unlocking button is completely released from its seat. Accidental release of the handlebar grips while riding may cause them to fail under the weight of the user's arms resulting in loss of control of the GENNY and causing a fall.

The user must close the handlebar grips along the steering shaft before lowering the stem to avoid the handlebar grips locking on the cushion or above the user's legs.

Folding side handles



SAFETY INSTRUCTIONS:

The user must open and lower the folding side handles, if present, during transfer operations to avoid obstruction.

The user must close the side handles, if present, during the movement of GENNY, to avoid collisions with persons or property.

Tilting footplate



SAFETY INSTRUCTIONS:

The user must check the position of the footplate while riding and check the correct and firm attachment of the footplate within its seat.



WARNING:

Do not start the GENNY if the footplate hangs downwards.

The footplate can get jammed underneath GENNY with the risk of tipping over and consequent potential injuries and serious damages.

2.3.1.4

Batteries

Batteries supplied by the manufacturer



WARNING:

GENNY user must:

- Power GENNY with batteries supplied by the manufacturer
- Use battery chargers approved and supplied by the manufacturer.

The user must disconnect GENNY from the power socket before:

- Inserting/removing batteries
- Intervening in any way on the batteries.

Correct insertion and fixing of batteries



SAFETY INSTRUCTIONS:

The user must insert the batteries correctly to ensure safe use of GENNY:

1. Insert batteries into the guides
2. Lower the locking lever to connect the batteries to GENNY
3. Close and keep the rear door closed during use.



NOTE:

The closed rear door ensures that the locking lever is secured.

Recharge



SAFETY INSTRUCTIONS:

It is forbidden to remain on board GENNY during charging operations.

Recharge specifically as shown in the Operating and Maintenance Instructions Manual:

- In a ventilated area
- Not moist
- Away from heat sources
- Away from flammable materials or atmospheres
- Outside the homes
- Away from the escape routes.



DANGER:

It is forbidden to connect to the power supply and keep GENNY recharged:

- In the rain or when wet. GENNY Charger door provides no protection against the ingress of water
- If the user is on board
- In the absence of surveillance.

Overcharging batteries can cause overheating with potential fire or explosion hazards.

Before starting the charging procedure:

- Place GENNY in "PARK" mode (stopped and with the paws down)
- The user must come down.

Do not extend charging times beyond those specified by the manufacturer. In the event of a failure to recharge, contact an authorised service centre to assess possible battery replacement.

Batteries discharged



WARNING:

Danger of tipping

It is forbidden to use GENNY with discharged batteries.

In the presence of a low battery warning:

1. Stop GENNY safely
2. Place GENNY in "PARK" mode (stopped and with the paws down)
3. Provide immediate recharging.

Reactivate GENNY only once fully recharged.



NOTE:

Risk of loss of self-balancing with discharged batteries. The user must monitor the charge level of the batteries, any signs of battery ageing such as:

- The need for frequent recharging
- The progressive reduction of autonomy.

Battery storage



NOTICE:

The user must observe the environmental conditions and the following precautions indicated in the Operating and Maintenance Instructions Manual when storing batteries:

Prolonged cold storage and presence of surface condensation:

- Wait two to four hours before reconnecting the batteries.

Extended storage periods:

- Batteries may discharge and suffer irreparable damage
- Recharge periodically.

Child Protection



DANGER:

Keep batteries out of the reach of children and animals. Exposure to battery voltage or possible fumes can cause serious injuries or death.

Transport of batteries



SAFETY INSTRUCTIONS:

The user must visually inspect batteries for signs of damage or other visible defects before transport.

During unattended transport of GENNY, remove and carry batteries separately.

During transport, protect batteries from:

- Heat
- Humidity
- Vibrations
- Potential collisions.

Battery damage



DANGER:

Fire/explosion risk

It is forbidden to touch, recharge or transport the batteries if one or both of them have:

- Slots
- Bulges
- Fluid leaks
- Overheating
- Emanation of unusual odours
- Collision damages
- Other visible damages.

Contact the authorised service centre immediately for instructions.

Replacing batteries



WARNING:

It is mandatory to refer to the Operating and Maintenance Instructions Manual to correctly replace the batteries:

- Replacing batteries in pairs
- Check that the batteries have the same chemical composition.



NOTE:

Contact the authorised service centre for battery replacement by appropriately trained technical personnel.

Damage to the battery charger

**WARNING:**

Do not open or replace the built-in charger inside GENNY in case of malfunction. Contact an authorised service centre immediately.

Disposal

**DANGER:**

Lithium ion batteries must be recycled and disposed of properly. Do not damage or ignite batteries. Risk of explosion resulting in injury or death.

2.3.1.5

Environmental conditions

Circulation

**SAFETY INSTRUCTIONS:**

GENNY must not circulate on public roads intended for motor traffic.

The GENNY user must:

- Circulate specifically in areas designated for pedestrian traffic
- Observe traffic rules applicable to pedestrians
- Use zebra crossings or crossroads provided with traffic signs.

Braking distance

**SAFETY INSTRUCTIONS:**

Reduce speed while driving downhill.

The braking distance of GENNY may increase on a downhill slope compared to the braking distance on level ground.

Terrain



SAFETY INSTRUCTIONS:

Use GENNY in indoor and outdoor environments with the following characteristics:

- Even and possibly flat pavement
- Non-slippery pavement
- Obstacle-free environment
- Sufficiently large environment to reduce the risk of collisions with people in the vicinity and the surrounding objects.

Use particular caution in the case of:

- Proximity of unprotected projections
- High surfaces
- Potential drop points.

GENNY could fall or tip over resulting in potential injuries and serious damages.

Irregular terrain



WARNING:

Do not ride GENNY on uneven, bumpy or obstructed ground.

In case of uneven terrain the user must:

1. Grasp the handlebar firmly, without stiffening the arms
2. Keep elbows slightly bent to optimise balance
3. Avoid touching protrusions or bumps in the terrain with the footplate or GENNY lower floor.

A collision while driving can cause GENNY to tip over, potentially resulting in serious injuries and damages.

Steering modes



SAFETY INSTRUCTIONS:

The user must keep speeds and safety distances appropriate to the environment in which GENNY is moving and comply with the legislation in force in the country of use. In crowded areas the user must:

- Slow down at a walking pace
- Only overtake if there is sufficient space to do so safely
- Avoid sudden changes of direction between pedestrians.

Safety fastenings on public transport vehicles



SAFETY INSTRUCTIONS:

To secure GENNY on board a public transport vehicle, the user must do the following:

- Lowering the parking paws
- Specifically use the side handles and eyebolts provided for this purpose
- Not use the backrest or steering shaft or other parts of GENNY that are not designed for this purpose.

Public transport



WARNING:

Do not use GENNY in "STEERING" mode inside public transport (buses, trains, boats, etc.).

Refer to the Operating and Maintenance Instructions Manual on how to behave correctly in moving environments.

GENNY may move unpredictably as a result of a change in speed or direction of public transport.

Fixing on public transport



OBLIGATION:

The user must secure GENNY on board a public transport vehicle to the side handles and eyebolts provided for this purpose.

Using parts not designed for the purpose of securing GENNY on board a public transport vehicle, such as the backrest or steering shaft, can damage GENNY.

Temperature and humidity



SAFETY INSTRUCTIONS:

The GENNY user must comply with the temperature and humidity limits for:

- Use
- Storage
- Transport.

The limits are defined by the manufacturer in the Operating and Maintenance Instructions Manual. Compliance with the Operating and Maintenance Instructions Manual preserves the performance and safety of GENNY.



NOTE:

Avoid sudden changes in temperature to reduce condensation or freezing.

Lighting



SAFETY INSTRUCTIONS:

The user of GENNY must check the lighting conditions in the environment of use. Avoid environments with:

- Shaded areas
- High beam lights
- Dangerous stroboscopic effects.



NOTE:

In use and maintenance areas, the lighting must be 300 lux or more. Lower illuminations pose a risk to users and maintenance personnel. Stop riding, maintenance and handling until the lighting conditions indicated by the manufacturer are restored.

2.3.1.6 Cleaning and Maintenance

User's responsibility

**SAFETY INSTRUCTIONS:**

The user must keep GENNY:

- In good working condition
- In good clean condition
- In good condition as stated in the Operating and Maintenance Instructions Manual and in compliance with the warranty conditions.

It is the user's responsibility to have specialised and authorised technicians for the following activities:

- Check-ups
- Periodic maintenance
- Extraordinary maintenance.

This prescription ensures that GENNY functional and safety performance is kept.

Cleaning

**SAFETY INSTRUCTIONS:**

During cleaning operations the user must disconnect all power sources (unplug the cable, take out the batteries) and keep the rear door closed.

Hygiene

**NOTICE:**

Periodically wash and disinfect the cushion and removable part of the GENNY backrest in direct contact with the user's epidermis to prevent bacterial proliferation.

**NOTE:**

Use neutral sanitising products and check their compatibility with GENNY components.

Risks of electrical discharges



WARNING:

Risk of electrocution

Switch off and disconnect GENNY from all power sources before performing any operation:

- Maintenance
- Repair
- Cleaning.

To switch off and disconnect GENNY:

1. Unplug the power cable from the power socket
2. Lift the locking lever located in the battery compartment
3. Take out the batteries.

Checking tyres



SAFETY INSTRUCTIONS:

Check the tyre pressure regularly. Reference values are specified on GENNY safety labels and in this Operating and Maintenance Instructions Manual. Incorrect tyre pressure can cause a loss of stability and manoeuvrability of GENNY.

A pressure higher than the reference value can cause:

- Loss of wheel grip resulting in loss of control
- Fall
- Injuries
- Damage to GENNY.

A lower pressure than the reference value can cause:

- GENNY loss of responsiveness
- Increased energy consumption
- Decreased autonomy.

2.3.1.7 Transport and storage

Fixing for GENNY handling

**SAFETY INSTRUCTIONS:**

The user must only secure, lift and handle GENNY with the use of certified and in good condition straps. Fasten the straps to the side handles or eyebolts.

Do not exert force when lifting and handling GENNY on:

- Handlebar
- Seat
- Backrest
- Any other component of GENNY not intended for this purpose.

Securing the handling area

**SAFETY INSTRUCTIONS:**

Users and/or operators, in order to protect the safety of people in the vicinity during lifting and handling operations, must

1. Check the surrounding area
2. Turn people away
3. Remove objects and obstructions
4. Move and lift GENNY.

Protection of GENNY

**SAFETY INSTRUCTIONS:**

The user must protect GENNY from:

- Stresses
- Impacts
- Excessive vibrations.

Ensure that GENNY is properly secured inside the transport vehicle.

The securing of GENNY, must protect the user from injuries, even from the consequences of an accident involving the transport vehicle.

The fastening must prevent GENNY from breaking and the possible accidental formation of sharp surfaces.

Transport of batteries



SAFETY INSTRUCTIONS:

The user must visually inspect batteries for signs of damage or other visible defects before transport.

During unattended transport of GENNY, remove and carry batteries separately.

During transport, protect batteries from:

- Heat
- Humidity
- Vibrations
- Potential collisions.

Shipping batteries



SAFETY INSTRUCTIONS:

The user should refer to the authorised service centre for information on the correct way to ship lithium ion batteries by land, sea or air.



NOTE:

Lithium ion batteries are considered **hazardous materials** for shipping.



GENNY™



3 User profile and anticipated patients

GENNY can be used by persons over the age of 16, weighing between 40 kg (88 lbs) and 120 kg (264.5 lbs).

GENNY is designed to be used simply and intuitively by any person, with no need for specialist skills. No technical or medical training of any kind is required, only basic training to familiarise the user with:

- Modes of operation
- Safety systems
- Possible dangers and possible precautions to be taken in daily use.

From a clinical point of view, the suitability of GENNY is established by a specialist history of the patient's state of health taken by a doctor or qualified healthcare professional who assesses:

- The state of health
- The psycho-physical characteristics of the patient
- The ability to use GENNY safely.

As a support, an anamnesis guide developed by the manufacturer is available on request. Some of the health conditions that may preclude the safe use of GENNY are listed in Chapter 2.2 *Contraindications*.

The manufacturer reserves the right to deny use of GENNY to persons considered unfit to steer.

3.1 Expected clinical benefits

Improving personal mobility and autonomy in indoor and outdoor environments.



GENNY™



4 Description of GENNY

4.1 Construction data

4.1.1 Main components and functional elements

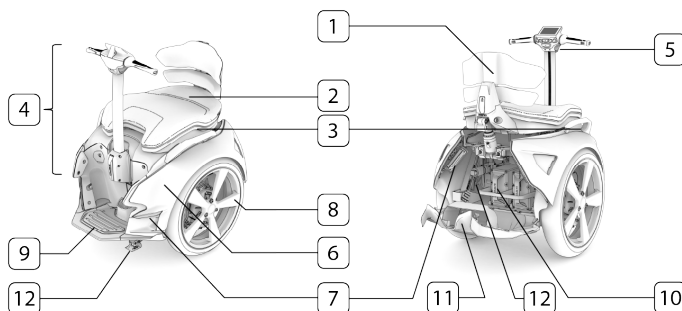


Figure 4.1 - List and location of the main functional components

Upper Seat			
1	Backrest	2	Sitting assembly
3	Side handles	4	Steering assembly
5	Command cockpit	6	Bodywork
7	LED lights		
Powertrain			
8	Wheel assembly	9	Footplate
10	Batteries and locking lever	11	Rear door
12	Parking paws		Hardware and control electronics (not illustrated)

GENNY consists of two distinct main parts:

Upper Seat

- The upper seat ensures ergonomic and safe seating and includes the supports and controls available to the user.

Powertrain

- The powertrain is the heart of GENNY and contains the control electronics, traction and stabilisation elements (parking assembly). The Figure 4.1 - List and location of the main functional components shows the main components of both.

4.1.1.1 Backrest

The backrest is a medical device manufactured specifically for GENNY and certified with the following data:

Product name:	Boost Genny Zero Backrest
Typology:	Medical device
Risk class:	Class I
Manufacturer:	Tarta® - OrthoSanit Diffusion S.r.l.
UDI-DI:	08056000812152

The backrest is:

- Postural
- Enveloping
- Flexible
- Adaptable to the user's body.



NOTE:

The backrest follows a scoliotic curve by adjusting the position of the vertebrae and metal ribs of which it is composed.

When using GENNY, the backrest must be fully open to guarantee the user an ergonomic and comfortable seat. To open the backrest

1. Press the unlock button.
2. Raise the backrest 90° to the fixing point.
3. The backrest is fixed and perpendicular to the seat with the key lock shown in the figure.



NOTE:

The backrest is locked in the open position when the user who opens it perceives a "click" indicating that the backrest is locked in the riding position.

Conversely, the backrest is locked in the closed position when the user who closes it on the seat perceives a "click" indicating that the backrest is locked in the closed position.

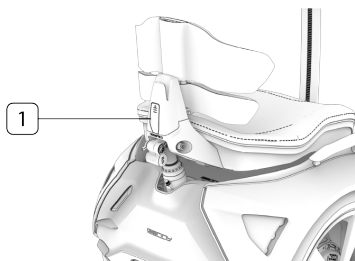


Figure 4.2 - Backrest release button

1 Unlocking button

When the backrest is secured, the user must:

1. Sit
2. Lean the back against the backrest
3. Keep the back as close to the backrest as possible.



NOTE:

The advancing and retracting of GENNY is done by moving the torso. The user must maintain a correct position.

4.1.1.2

Sitting assembly

GENNY seating assembly, called the Genny Ergonomic Seat (GES), consists of:

- A seat consisting of a rigid plastic container, reinforced with carbon fibre
- A foam cushion, lined with a microfibre fabric
- The backrest support
- Weight sensors (refer to Chapter 6.4.2 Weight sensors)
- A shock-damping system.



NOTE:

The seat position can be adjusted longitudinally and vertically. The seat is equipped with a removable Memory Foam-based composite cushion. The cushion cover is removable and washable to ensure better hygiene.

To further increase comfort, the seat assembly is equipped with a shock absorption system called Genny Shock Absorber (GSA). The damping system consists of:

- Two rubber shock absorbers at the front of the seat
- An Öhlins suspension at the base of the backrest (optional accessory).

Two weight sensors are positioned under the cushion, which give GENNY the consent to start the self-balancing system. The user must remain seated and in a central position while using GENNY to keep the sensors active.

The supplied postural cushion is ergonomic but not anti-decubitus. If a cushion with different properties is required, the supplied cushion can be removed and a specialised cushion measuring 0.4m x 0.4m can be inserted in its place.

**NOTE:**

If the cushion supplied by the manufacturer is changed, the correct functioning of the weight sensors must be checked by a specialist technician (refer to Chapter 6.4.2 Weight sensors).

4.1.1.3 Side handles

The aluminium handles on either side of the seat, provide a point of:

- Safety support in the event of skidding or other uncontrolled movement of GENNY
- Support during transfer and riding
- Fixing for lifting and transporting GENNY.

4.1.1.4 Steering assembly

The steering assembly consists of a handlebar connected to the base of GENNY via the steering shaft.

The shaft is immovable but can be raised and lowered thanks to a motorised rack-and-pinion system, operated by pressing the "PAW" button (refer to Chapter 5.7 Operating modes).

- Lower the stem to bring the handlebar to seat height and facilitate transfers
- Raise the stem to bring the handlebar in front of the user in the riding position.

The handlebar is needed:

- To change direction to the right or left in the desired direction of travel
- As a support point, to allow the user constant control of the direction of travel.

Its silicone handlebar grips (refer to Chapter 7.1.1 Ordinary cleaning) have:

- An ergonomic shape
- A non-slip surface structure.

The handlebar grips can be opened or folded with one hand by pressing the release button located at the base of the handlebar (refer to Chapter 5.5.1 Handlebar grips unlocking button).



NOTE:

1. Open the handlebar grips while riding.
2. Fold down the handlebar grips to lower the steering shaft to seat level.

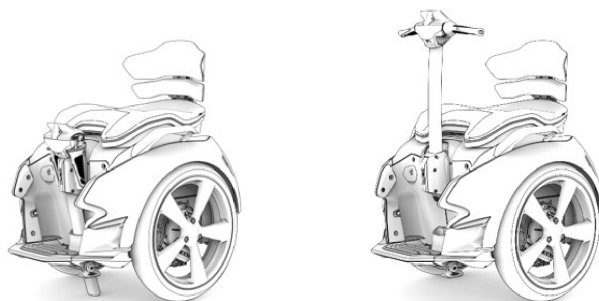


Figure 4.3 - Steering shaft lowered in parking mode and raised in “steering” mode

4.1.1.5

Command cockpit

The handlebar contains, in a central position, a cockpit with a 3.5" touch screen equipped with a backlit push-button panel and a mechanical button for releasing the handlebar grips. The cockpit allows to:

- Display any alarms or safety warnings
- Check the main operating parameters of GENNY
- Access all available user commands.

The functionality of the cockpit buttons and the user interface are described in Chapter 5.5 Command cockpit.



WARNING:

It is forbidden to use the USB connector to power any medical device.



NOTE:

At the rear of the cockpit is a USB-C port for charging mobile phones or other entertainment devices. This connector does not allow data transmission with GENNY.

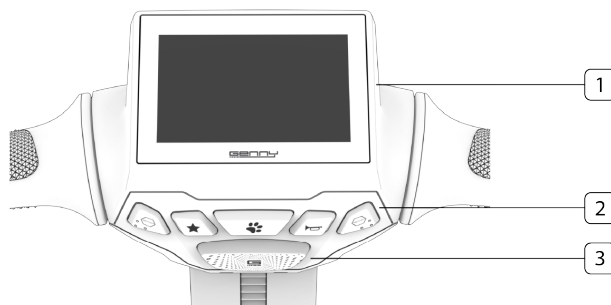


Figure 4.4 - Command cockpit

1	Display	2	Push-button panel
3	Handlebar grips unlocking button		

4.1.1.6

Bodywork

GENNY bodywork:

- Protects the lower limbs thanks to the integrated lateral supports for containment and lateral protection of the tibial area
- Protects against splashes
- Protects the hands from the moving wheels
- Protects against moving mechanical parts and electrical and electronic parts (batteries, charger, circuit boards, etc.)
- Integrates LED projectors
- Integrates the rear and side reflectors to increase the visibility of GENNY
- Integrates, to the right of the footplate:
 - An umbrella compartment with a lanyard for a folding umbrella
 - A storage container under the seat
- Enhances the aesthetic value of GENNY innovative design.

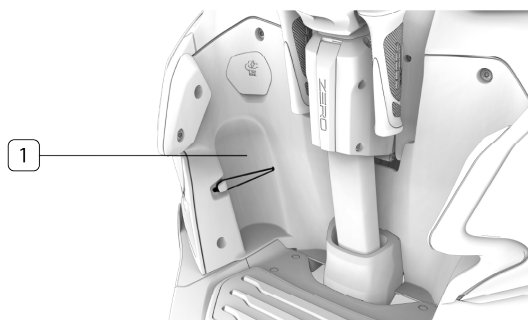


Figure 4.5 - Umbrella compartment with fastening strap (optional accessory)

1	Umbrella stand
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4.1.1.7

Headlights

GENNY is equipped with front and rear LED lights:

- With an output of 3.6W per single light
- W-RGB dynamic colouring
- Managed from the user interface.

The front lights contain white light projectors for day/night lighting.

The rear lights contain red light projectors to signal position.

Both lights contain light projectors of various colours to signal:

- Changes of direction
- Faults/dangers
- Slowdowns.

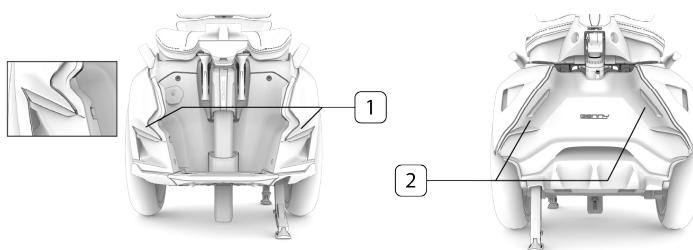


Figure 4.6 - Front lights (with detail) and rear lights

1	Front lights	2	Rear lights
----------	--------------	----------	-------------

As an option, dynamic LED management features are available for change-of-direction signalling and to increase the aesthetic value of GENNY.

**OBLIGATION:**

The user must manually signal changes of direction by extending the arm in the direction of steering. The direction indicators provide additional support, useful in poor visibility conditions.

4.1.1.8**Wheel assembly**

The wheels are driven by two independent electric motors through gearboxes developed specifically for GENNY.

The control system calculates the direction and speed of rotation of the wheels according to the requirements of maintaining static and dynamic balance.

The wheels can turn in opposite directions to each other to enable reversing on site.

The wheels are made of aluminium alloy, manufactured by die-casting and then painted.

The tyres have the following characteristics:

- Size 80/80 R14
- Reinforced carcass
- M+S (Mud and Snow) marking
- Load index 53L
- Specific tread pattern and compound to increase ground grip.

These features allow manoeuvring and handling on indoor and outdoor surfaces in variable weather conditions.

**NOTE:**

Check tyre pressure daily to ensure optimal performance of GENNY.

4.1.1.9**Footplate**

The footplate provides, together with the side supports integrated into the bodywork:

- Leg support
- Safe restraint of the user's lower limbs and feet.

The GENNY footplate is fixed in a horizontal position when delivered to the user. The user can choose to make it foldable by removing the two fixing screws (Figure 4.7).

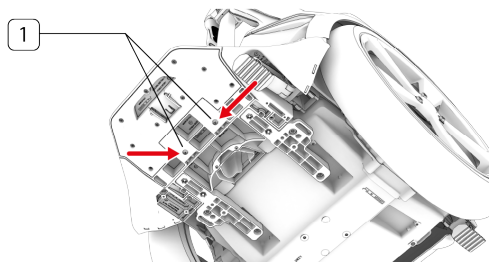


Figure 4.7 - Footplate: conversion from fixed to folding

1 Fixing screws

A folding footplate reduces clutter and makes it easier:

- Transfers
- Transport
- Storage.

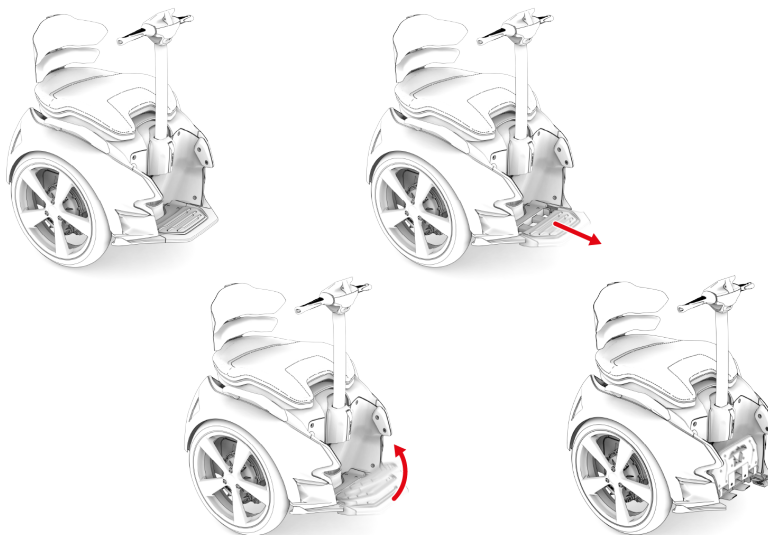


Figure 4.8 - Tilting footplate movement

4.1.1.10 Batteries

The two lithium-ion batteries are located in a compartment under the seat and accessible via the flap at the rear of GENNY.

The batteries are fixed on a slide and held in place by a special lever that allows them to be attached and correctly connected to GENNY.

The securing lever is in turn blocked by the rear door which, in the closed position, prevents it from being lifted (refer to Chapter 4.1.1.11 Rear door).

To insert or remove batteries from the battery compartment, refer to Chapter 5.2.2 Inserting and removing batteries.



NOTE:

The lever is equipped with an eyelet for additional safety locking.



Figure 4.9 - GENNY batteries

The batteries are:

Rechargeable:

- When GENNY is connected to the mains with the supplied cable (see Figure 5.23) and the batteries are correctly inserted
- During descents and braking thanks to the smart charging function managed by the control system.

Removable:

- From the battery compartment under the user's seat.

Interchangeable:

- Replaceable in pairs with a set of new batteries.

The technical data of the batteries can be found in Chapter 4.3 Technical Data.



NOTE:

- Use GENNY with both batteries inserted
- Recharge the two batteries only when inserted in GENNY.

4.1.1.11 Rear door

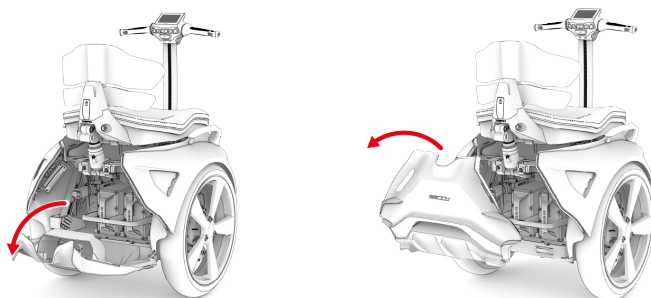


Figure 4.10 - Rear door disassembly sequence

The compartment under the seat contains:

- Batteries
- The battery fixing system
- The gears of the parking assembly
- A storage compartment designed for transporting GENNY power cable.

The battery compartment door has multiple functions:

Closing

- Closing locks the battery locking lever in the closed position when inserted in the battery compartment.

Protection

- A safety sensor warns the user if the door is not closed properly.

Container

- The container includes a storage compartment designed to carry the power cable.

4.1.1.12 Parking assembly

GENNY is equipped with two parking paws (patented system), one at the front and one at the rear.

The parking paws are raised or lowered by pressing the “PAW” button on the cockpit (refer to Chapter 5.7 Operating modes).

A special tilting gear ensures:

- The rapid descent of both parking paws
- Stable ground support, even on sloping terrains.

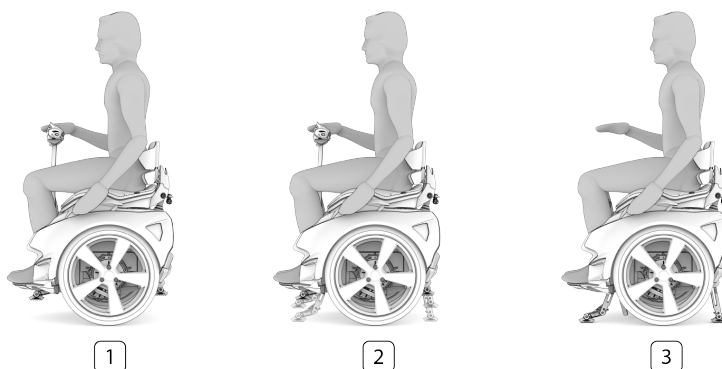


Figure 4.11 - Handling of parking paws

1	Elevated position	2	Paws movement
3	Lowered position		

4.1.1.13 Control hardware

GENNY is technologically advanced. Its main hardware elements are duplicated and capable of ensuring GENNY proper functioning and safety. In the event of a failure or accidental damage to a main hardware element, its twin takes over.

By way of example, the electronic boards responsible for GENNY self-balancing are:

- Two perfectly mirrored boards
- Powered separately by the two batteries
- Capable of controlling both traction motors individually.



NOTE:

In the event of a battery or control board failure, GENNY remains fully functional, stable and without risk of the user falling.

4.1.1.14 Control software

GENNY has software distributed among a dozen internal electronic boards. The main functions of the software are:

- The self-balancing control algorithm
- GENNY traction system control algorithm
- Battery management
- The control of the parking system.



NOTE:

GENNY software is encrypted and inaccessible to the user. Any need for updates is communicated and managed by the manufacturer in cooperation with its authorised service centres.

The control system supports a GSM communication protocol specifically enabled for one-way communication to the manufacturer's server for:

- The anonymous transmission of information on GENNY status for monitoring its proper functioning
- The reporting of any malfunctions or accident events (refer to Chapter 6.7.2 Restart procedure).
















NOTE:



GENNY software is encrypted and protected from unauthorised access or modification via the GSM communication protocol.

4.2 Configurations and accessories

GENNY is available in one basic configuration, in black, with white or grey fairing. The customer may request to equip GENNY with the optional accessories listed below, including fairings with other paint finishes. For information and updates on the available accessories, please refer to your authorised dealer and consult the manufacturer's website.

Accessory	Description	
 	Backrest damper	Öhlins suspension to be installed at the backrest attachment point for increased shock absorption during travel.
	Quilted cushion	Lining in automotive-derived microfibre with high-quality aesthetics and enhanced comfort, available in three colours, yellow, grey and black.
	Lighting package	Extended functionality of the headlamps by unlocking part of the firmware. Additional features include dynamic direction indicators in RGB range.
	Painted fairings	In its basic configuration, GENNY comes with white or grey fairings. Optional fairings are available in blue, yellow and red.
	Wheel kit "X Road"	Two-wheel kit for off-road use. The "X Road" wheels are widened and fitted with a raised tread with increased grip for unpaved/earthy terrains. An authorised technician replaces these wheels in place of the wheels supplied as standard.

	Genny Cover Goodwool® 	<p>Goodwool cover for natural moisture control and thermoregulation of GENNY. Provides optimal protection during long periods of shelter:</p> <ul style="list-style-type: none"> • Tailor-made and perfectly fitting GENNY • Exclusive Made in Italy aesthetics • SENSITIVE® double layer fabric and merino wool • Water-repellent surface for outdoor use.
	Side handles foldable	Raised and fold-down support handles to facilitate transfer operations.
	Rotacaster	Removable caster to be fixed below the footplate to facilitate manual transport of GENNY when switched off and without the user.
	Supporting accessories	Prepared for mounting on the device's handlebar, it is used for attaching accessories such as mobile phone holders, bells, etc.
	Umbrella GENNY ZERO	Elastic band provided for securing GENNY ZERO umbrella in the compartment at the front of the bodywork.
	Water bottle GENNY ZERO	Elastic band provided for securing GENNY ZERO water bottle in the compartment at the front of the bodywork.

	UK package Optional package of all mandatory features for road use in the UK: <ul style="list-style-type: none"> • Lights • Direction indicators • Danger indicators • Brake indicators • Rearview mirror
	Batteries Batteries GENNY

**NOTE:**

- Öhlins Racing AB (www.ohlins.com)
- © Goodwool (www.goodwool.it)

**NOTE:**

Remove the rotacaster during the normal use of the device.

Modification of accessories and the use of non-original accessories are not permitted unless authorised by the manufacturer. Users with specific needs may adapt or replace certain GENNY components on the recommendation of a physiatrist or orthopaedic specialist. Please contact the authorised service centre for more details.

4.3 Technical Data

The physical and structural characteristics of the main components of GENNY are detailed below.

CONSTRUCTION PARAMETERS	
Physical characteristics	
Mass without batteries	65 kg
Ground clearance (without load)	102 mm
Length x width	815 x 625 mm
Height with closed backrest	725 mm
Height with open backrest	870 mm adjustable
Height with handlebar mounted	850 mm adjustable
Seat height from the ground (minimum)	640 mm
IP	IP54
Wheels	
Circles	Painted aluminium alloy
Tyres	Tubeless
Dimensions and diameter	80/80 R14
Load index	53L
Pressure	1.03 bar
Tread	M+S (Mud and Snow)
Seat	
Ergonomics	Standard GES (Genny Ergonomic Seat) postural seat with Memory Foam cushion
Comfort	Cushioned, adjustable and tilting seat
Hygiene	Removable and sanitised cushion cover
Safety	Redundant weight sensors

Rev. 03 - 03/03/2025

CONSTRUCTION PARAMETERS	
Backrest	
Manufacturer	Tarta Design S.r.l. (exclusive design Genny Factory SA)
Model	Boost Genny Zero Backrest
Type	Medical device, Class I
Comfort	Flexible, adjustable, ergonomic reclining backrest
Hygiene	Breathable, removable and sanitised cushion cover
Steering shaft	
Flexibility	Height-adjustable, retractable when not in use
Handlebar grips	Ergonomic, comfortable, high grip, 90° foldable
Shock absorption system: Genny Shock Absorber (GSA)	
Front system	2 rubber dampers
Rear system (optional)	Öhlins suspension with back support function
Recommended pressure	2 bar
Traction motors	
Number	2
Redundancy	Double winding
Max. power	2 kW @2500 rpm
Max. speed	8000 rpm
Display and Functions	
Type	Colour touch screen LCD (liquid crystal display)
Dimensions	3.5"
Functionality	Self-adjusting brightness Backlit keyboard with colour change facility
Safety Notice	Integrated horn
Accessories	USB-C port for mobile phone charging

Rev. 03 - 03/03/2025

CONSTRUCTION PARAMETERS	
Headlights	
Type	LED
Colour	Dynamic W-RGB lighting
Power	3.6 W
Power supply	
Type	Electric, with lithium-ion batteries
Power requirements for charging	Voltage 100 - 240 VAC; Frequency 50/60 Hz

BATTERY TECHNICAL SPECIFICATIONS	
Physical characteristics	
Type	Lithium Ion
Number of batteries	2
Nominal capacity	6.36 Ah, 457.92 Wh
Voltage	72 V
Cyclic resistance	<100 mOhm AC @ 1 kHz
Flexibility	Easily removable and interchangeable
Charging system	Integrated in the device
Charge recovery	Smart braking and downhill charging system for range optimisation
Overall dimensions	0.2 x 0.15 x 0.08 m
Weight	2.8 kg

ELECTROMAGNETIC COMPATIBILITY	
Electromagnetic emissions	Class B, Group 1 (CISPR 11 based)
Electromagnetic immunity	Test level: Home Healthcare Environment

4.4 Performance characteristics, operating limits and environmental conditions

Some additional performance characteristics and functional safety limits of GENNY to which the user must adhere are listed below.



WARNING:

Danger of tipping

Use GENNY within the functional safety limits specified by the manufacturer. The safe operation of GENNY is proven within the parameters indicated in the Operating and Maintenance Instructions Manual.

PERFORMANCE SPECIFICATIONS	
Running performance	
Max. speed forward movement	20 Km/h (or less, depending on the regulations in force in the country of distribution)
Theoretical autonomy	20 Km (variable according to conditions of use: steering style, type of terrain, ambient temperature, etc.).
max. obstacle height when climbing	50 mm
Soil irregularities	30 mm
max. obstacle height on descent	50 mm
Turning radius	0 m (the medical device can rotate on itself by reversing on site)
Dynamic / static stability	
Max. inclination when steering	11°
Max. static tilt in any direction	9°
Capacity	
Maximum capacity (mass)	120 kg (264.5 lbs)
Minimum capacity (mass)	40 kg (88 lbs)

Rev. 03 - 03/03/2025

PERFORMANCE SPECIFICATIONS	
Environmental conditions for use	
Environment specifications	Indoor / Outdoor
Flooring Specifications	Horizontal and smooth, not subject to vibrations, non-slippery
Ambient temperature	5 °C ~ 45 °C
Relative humidity	<50% @40 °C <90% @20 °C
Atmosphere	Free of contaminants (e.g. dust, acids, corrosive gases, salt, etc.).
	Non-explosive. Non-approved zones according to Atex Directive 99/92/EC: zones 0 / 20 and zones 1 / 21
	Free of ionising or non-ionising radiation (e.g. microwaves, UV, lasers, X-rays, etc.).
	Free of high-intensity magnetic fields
Environmental conditions for transport and storage	
Ambient temperature	-10 °C ~ 55 °C Avoiding direct exposure to the sun for long periods
Relative humidity	≤80%
Atmospheric pressure	≥900 mbar
Longevity	
Service life	7 years

BATTERY PERFORMANCE SPECIFICATIONS	
Recharge time	
First Use	Max. 12 hours
Recharging from fully discharged	6-7 hours
Environmental conditions	
Ambient operating temperature	5 °C ~ 45 °C
Ambient temperature during charging	0 °C ~ 45 °C
Shelter Conditions	0 °C ~ 45 °C / residual charge at 30-50% of the capacity. During medium/long-term shelter, recharge at least every three (3) months to avoid complete discharge.

5 Operating Instructions

5.1 Unpacking of GENNY

GENNY is packed in a reusable plastic case that ensures its integrity during shipping: the Genny Box. To unpack GENNY:

1. Cut the straps or remove the straps that close the box and make it integral with the pallet
2. Remove the top cover
3. Dismantle the side walls
4. Loosen the two front and rear fastening straps.



NOTE:

Reuse the straps to secure GENNY during further transport, e.g. inside a car.

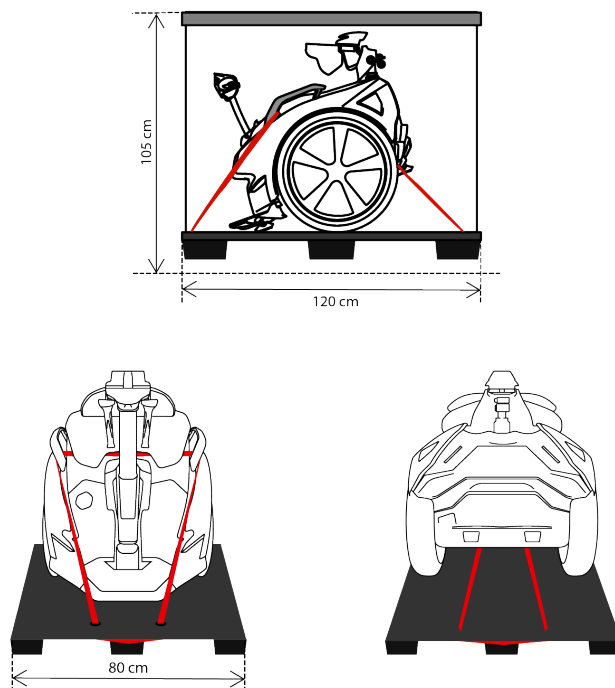


Figure 5.1 - Fixing diagram for GENNY inside the Genny Box

Once GENNY has been unpacked from its packaging, check:

- The absence of transport damages
- The presence of the identification label
- The presence of the safety labels described in Chapter 6.3 Labelling
- The Operating and Maintenance Instructions Manual
- Power cable
- Allen key for emergency steering unlocking (refer to Chapter 5.8.2.1 Anti-crushing function and emergency release).

In case of problems, please contact the authorised service centre immediately.

5.2 Preparing GENNY for use

5.2.1 Assembly and check of accessories

Some GENNY accessories can be purchased in pre-assembled kits from the manufacturer. Separately purchased accessories must be installed by specialised technical personnel. Please refer to an authorised service centre for further information on fitting and using the accessories for your GENNY.

5.2.2 Inserting and removing batteries

To insert the batteries, place them inside the battery compartment below the GENNY seat:

1. Open the rear door
2. Raise the yellow locking lever
3. Place the batteries on the battery rails and inside the battery rails (Figure 5.2A)
4. Push the batteries all the way into the rear wall of the battery compartment to ensure that they are correctly inserted into the power connectors (Figure 5.2B)
5. Lower the locking lever to the "closed" position to lock the batteries (Figure 5.2C)
6. Close the rear door of GENNY (Figure 5.2 D).

When closed, the door forms a safety lock that prevents the locking lever from being lifted.

Monitor the charge level when switching on the display.

On delivery, the batteries are transported and delivered inside GENNY, but are disconnected electrically to prevent it being switched on accidentally.

In this case, follow the procedure for Inserting and removing batteries with the exception of the step in Figure 5.2 A.

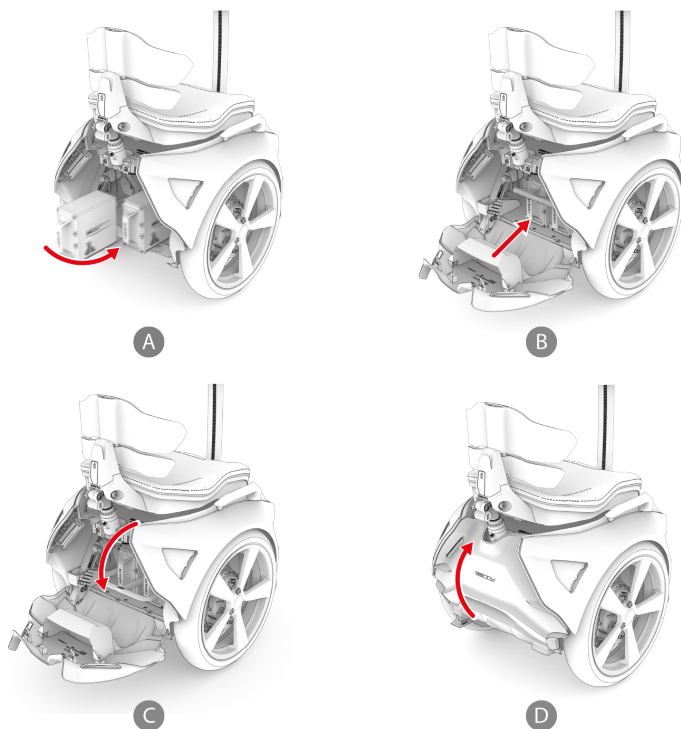


Figure 5.2 - Inserting batteries

To remove the batteries, follow the instructions above in reverse order:

1. Open the rear door
2. Raise the yellow locking lever to the “open” position to unlock the batteries
3. Remove the batteries from the power connectors on the rear wall of the battery compartment
4. Pull the batteries outwards on the battery slides, using the battery guides
5. Take out the batteries.

5.2.3 Battery conditioning

GENNY batteries must be conditioned before first use. To condition GENNY batteries:

1. Insert and lock the batteries in the GENNY battery compartment
2. Plug the power cable supplied by the manufacturer into the charging socket on the right side of the seat

3. Connect to a power socket
4. Charge for at least 12 hours.



SAFETY INSTRUCTIONS:

It is forbidden to remain on board GENNY during charging operations.

Recharge specifically as shown in the Operating and Maintenance Instructions Manual:

- In a ventilated area
- Not moist
- Away from heat sources
- Away from flammable materials or atmospheres
- Outside the homes
- Away from the escape routes.



NOTE:

At the end of conditioning, check the cockpit display for maximum battery charge.

5.2.4 Adjustments and fixings

Adjust the ergonomics of GENNY to suit the user's needs and on the recommendation of an orthopaedic specialist.

5.2.4.1 Ergonomics and balance in a sitting position

The seat position is adjustable. To increase GENNY ergonomics, the seat is fitted with two hinges that:

- Fix the seat to the GENNY frame
- Adjust the seat longitudinally and vertically.



WARNING:

It is forbidden to adjust handlebar, seat or backrest with GENNY in motion.

The ergonomics of the seat can only be adjusted by qualified personnel with GENNY in OFF mode with the parking paws down.

The hinges slide between the positioning holes in the frame and allow three longitudinal adjustments.

The vertical position of the seat at the front is adjustable via the three slots on the same hinges.

It is possible to fix the seat to the frame at two different heights in the rear area to provide further adjustment of the ergonomics of the seat.

The backrest is adaptable to the user's body and has no position adjustment.

Longitudinal adjustment (Figure 5.3)

1. Unscrew the four fixing screws under the cushion (Figure 5.3A)
2. Lift the seat to access the hinges
3. Loosen the two fixing screws of each hinge (Figure 5.3B)
4. Move the hinges longitudinally into one of the three available adjustment positions and tighten all fixing screws (Figure 5.3 C).

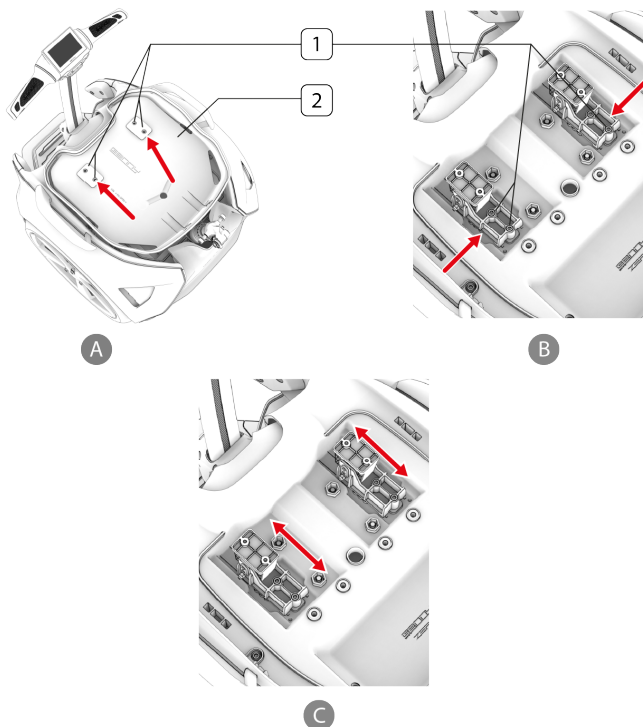


Figure 5.3 - Longitudinal seat adjustment

1	Fixing screws	2	Seat
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Vertical adjustment (Figure 5.4)

Front of the seat:

- Choose one of the three available positions to fix the seat on the hinge

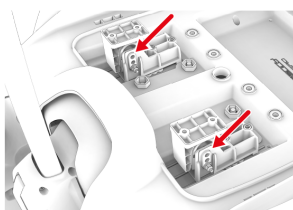
Back of the seat:

- Choose one of the two available positions for fixing the seat to the frame.

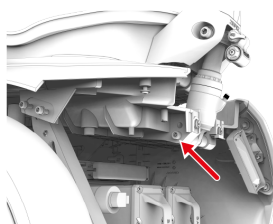


NOTE:

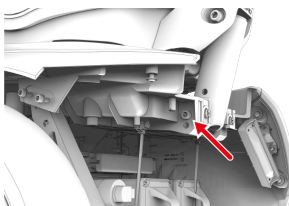
In the absence of the optional Öhlins suspension, it is also possible to choose one of the 4 positions at the base of the bracket supplied as standard.



1



2



3

Figure 5.4 - Vertical seat adjustment

1	Front adjustment	2	Rear adjustment with Öhlins
3	Rear adjustment with support as standard		

If the adjustments described are insufficient to optimise the ergonomics of the seat, a specialist orthopaedist can use customised spacers to modify the height, seat inclination and backrest. (refer to Chapter 5.2.4 Adjustments and fixings).

5.2.4.2 Balance angle

From the user interface, the balance angle of GENNY can be parameterised (refer to Chapter 5.5.3.3 *Quick commands menu*). This setting slightly modifies the pitch angle in statically balanced conditions and allows the user to easily find the balance from a standing position.

5.2.4.3 Steering adjustment

For steering correctly, position the steering as follows:

- In front of the user's chest
- At a correct torso distance that allows:
 - To rest the user's hands comfortably on the steering wheel
 - To manoeuvre the steering without hindrance.

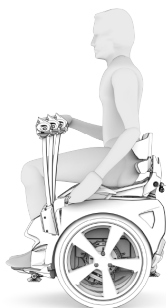


Figure 5.5 - Steering adjustment

The distance from the torso is mechanically adjustable.



SAFETY INSTRUCTIONS:

Only specialised technical personnel, authorised by the manufacturer, can carry out the mechanical adjustment of the steering distance from the torso during commissioning, ordinary or extraordinary maintenance.

5.2.4.4 Adjusters and spacers for seat and backrest

If, in spite of the seat and back adjustment described in Chapter 5.2.4.1 *Ergonomics and balance in a sitting position*, the ergonomics of the seat is insufficient, the user can request from the manufacturer optional systems to do the following:

- Raise the seat
- Advance or raise the backrest.

A doctor or physiatrist check the ergonomics of the seat with reference to the user. An orthopaedic specialist makes any corrections.

5.2.4.5 Footplate elevation

If, despite the seat adjustment, the feet do not comfortably touch the footplate, the user must ask a physiatrist or orthopaedic specialist for a custom-made support for:

- Providing adequate foot support
- Preventing uncontrolled foot movement during use of GENNY.



SAFETY INSTRUCTIONS:

The support must:

- Be firmly attached to the footplate
- Prevent uncontrolled movement of the user's legs
- Allow the feet to move back without interfering with the steering shaft.

5.2.5 Registration of GENNY

Upon delivery, the manufacturer registers GENNY in the remote management system. Registration is necessary for multiple purposes:

- Check of the user's basic and compulsory training
- It records the GENNY becoming operational
- Guarantee activation
- Analysis of the occurrence of any anomalies and errors
- Guarantees that the maintenance and repair operations needed to ensure the safety and performance of GENNY are carried out.

5.2.6 Checks before use

The user is responsible for checking the condition and correct functioning of GENNY. The user must perform the following checks before steering:

1. Tyre condition
Check the pressure and condition of the tyres to ensure GENNY proper grip on the ground. Follow the instructions in Chapter 7.1.2 Tyres check.
2. Condition of the handlebar grips
Check the wear condition of the handlebar grips to prevent hands from slipping when changing direction (refer to Chapter 7.1.4 Checking handlebar grips)
3. Closing the rear door
Before switching on, check that the rear door that locks the locking lever holding the batteries in place and connected to GENNY is correctly closed.

4. **Backrest**
Check the correct position of the backrest and the correct fixing of the backrest in the upright position (refer to Chapter 5.2.4 Adjustments and fixings).
5. **Seat**
Check that the seat is correctly adjusted (refer to Chapter 5.2.4 Adjustments and fixings)
6. **Parking paws**
Check that the parking paws are positioned correctly (lowered with the feet firmly on the ground)
7. **Foreign bodies**
Check for foreign bodies that may interfere with the movement of the wheels, steering or any other part of GENNY.
8. **Command cockpit**
Check the correct functioning of the buttons and the touchscreen display. In particular, check the correct functioning of:
 - Headlights
 - Beeper (Trumpet)
 - Parking system
 - Battery charge status indicator
9. **Charging the batteries**
Check the charge level of the batteries. GENNY must have the necessary autonomy to travel the distance expected by the user. Pull the power cable out of the charging socket on the right side of the seat and out of the power socket
10. **Environmental conditions**
Check that the environmental conditions are compatible with the manufacturer's requirements for the safe use of GENNY (refer to Chapter 4.4 Performance characteristics, operating limits and environmental conditions).
11. **Alerts messages and warnings**
Check the cockpit display for malfunction or alarms of any kind
12. **Surrounding environment**
Check the surrounding environment. The presence of objects, people in the vicinity or other obstacles may preclude the safe start-up of GENNY.

5.3 Transfers

Transfers



SAFETY INSTRUCTIONS:

The user must practise transfers with the assistance of trained personnel.

Before making the transfer to and from GENNY, check:

1. Enabling the "OFF" mode
2. The complete lowering of the parking paws to the ground and the firm support of the feet.

The user must use the handles or side grips (optional accessory) for support when transferring to and from GENNY.

Do not use:

- Handlebar
- Footplate
- Backrest.

These elements are not designed to bear the weight of the user. Excessive strain could cause them to break or fail, resulting in a risk of falling and injuries.

To move to and from GENNY:

1. Place GENNY on level ground
2. Enable "OFF" mode with parking paws down
3. Position the second chair to the side of GENNY. Avoid getting in the way of armrests and wheels
4. The second chair must be stable, restrained and immobile
5. If fitted, fold down the side handles (optional accessory) so as not to obstruct the transfer.

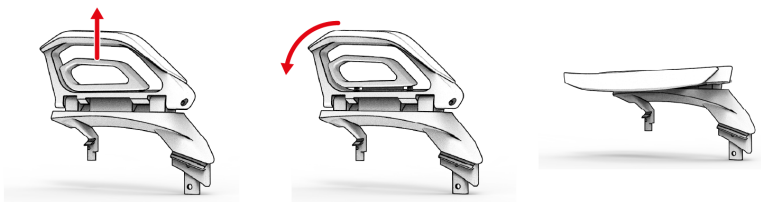


Figure 5.6 - Tilting handle opening (optional accessory)

6. If necessary, lift or remove the footplate supports of both chairs
7. Do not stand on the footplate: chairs may tip over.

Footplate

1. Avoid interlocking feet between the two chairs or their respective foot supports.
2. Do not put your full weight on the footplates: the chairs may tip over.



SAFETY INSTRUCTIONS:

Standing or placing weights on the footplate is prohibited. The footplate is not designed to support the weight of the user or other loads. A weight on the footplate can cause GENNY to become unbalanced resulting in possible falls and potentially serious injuries and damages.

Transfers



WARNING:

It is forbidden to board GENNY:

1. When it is moving in "STEERING" or "SERVOGUIDA" mode
2. Stationed on slopes or inclined surfaces
3. With the parking paws not firmly on the ground.

GENNY can tip over resulting in possible falls and potentially serious injuries and damages.

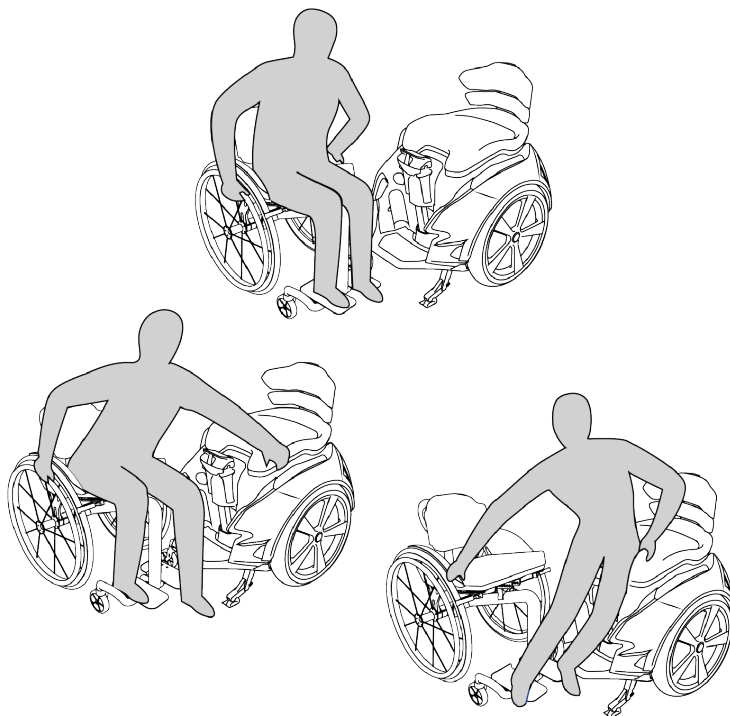



Figure 5.7 - Transfer procedure

5.4 Switching on GENNY

5.4.1 Switching on and off

Once the batteries have been inserted (refer to Chapter 5.2.2 Inserting and removing batteries) GENNY automatically enables and initialises the start-up procedures, which include the check-up of the motors and sensor systems.

When the user is not on board, GENNY automatically switches off if it is inactive for an extended period or it can be switched off by pressing the off

button  which appears on the cockpit display.

To switch GENNY back on, press and hold the “STOP” button.

**NOTE:**

Do not insert/remove batteries to switch GENNY on/off.

**NOTE:**

Keep GENNY on charge when not in use to ensure good battery maintenance. For extended storage periods, remove the batteries (refer to Chapter 8.7 Storage and sheltering).

5.5 Command cockpit

As described in Chapter 4.1.1.5 *Command cockpit*, the control cockpit has a mechanical button, a backlit push-button panel and a touchscreen display with a graphical user interface (GUI) that allow the following:

- Unlocking the steering handlebar grips
- Communicating GENNY operating parameters to the user, such as:
 - Speed
 - Charge level of the batteries
 - The distance travelled
 - The current driving mode
 - Switching on the headlights.
- Notifying the user of any alerts or safety warnings relating, for example, to GENNY failure or misuse (refer to Chapter 5.5.3.6 *Warnings and Dangers*)
- Interacting with GENNY control system and provide commands such as:
 - Setting a particular steering mode
 - Raising or lowering the steering and parking system
 - The change in the GENNY balance angle.

5.5.1 Handlebar grips unlocking button

Handlebar grips in riding position



WARNING:

Ensure that the unlocking button is completely released from its seat. Accidental release of the handlebar grips while riding can cause them to collapse under the weight of the user's arms and a consequent loss of control of GENNY.



SAFETY INSTRUCTIONS:


The user must open and position the steering handlebar grips horizontally until the lock position is reached in order to ride GENNY safely. When the opening is complete, the user will hear the “click” of the unlocking button leaving its seat.

Handlebar grips in transfer position



SAFETY INSTRUCTIONS:

The user must close the grips to lower the steering before a transfer. Leaving the handlebar grips open can cause the steering to jam over GENNY cushion or the user's legs.

The button marked with the symbol , located at the base of the steering wheel below the hand control, unlocks the steering handlebar grips when opening and closing. Press the button all the way down. Once the locking pin has been released, it is possible to turn and fold the handlebar grips along the steering shaft (closed position) or conversely, open the handlebar grips in the horizontal position (open position) with one hand.

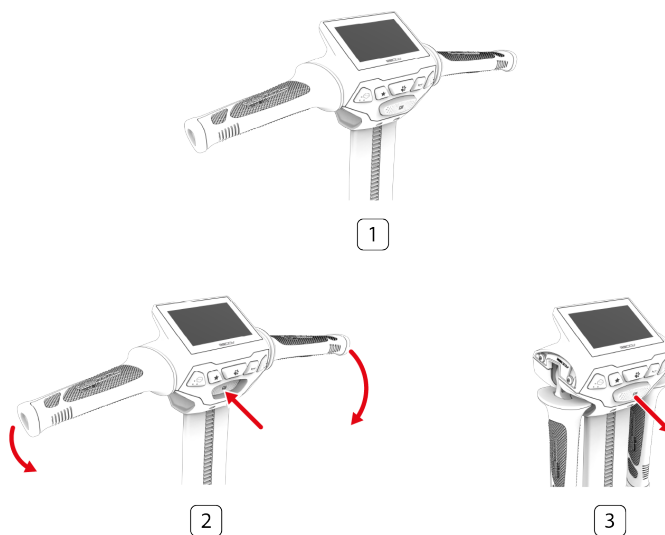




Figure 5.8 - Closing the handlebar grips

1	Open position. Handlebar grips are locked in horizontal position.	2	Press the  button all the way down and lower the handlebar grips
3	Closed position. The  key exits with a 'click'.		



NOTE:

The unlocking button is mechanical. Check the full motion of the release button. Do not force the handlebar grips if the lock is still engaged.





5.5.2 Push-button panel



Figure 5.9 - Cockpit control panel

The button panel is located below the display, facing the user. The button panel consists of 5 backlit buttons with symbols representing different functions.

	<p>The two outer buttons are identified by the word “STOP” and three dots on their surface that allow unambiguous tactile identification without taking the eyes off the road. Their functionality is identical and redundant, and they can be activated indiscriminately with both hands:</p> <p>In “OFF” mode (with engines off and the paws down)</p> <ul style="list-style-type: none"> Press and hold the “STOP” button to switch on GENNY after a manual or automatic shutdown To move GENNY with the engines switched off, set to GENNY <i>FREE</i> mode: press the “STOP” button. <p>Simultaneously, press the “PAWS” button twice to raise the parking paws.</p> <p>In “STEERING” mode</p> <ul style="list-style-type: none"> Press the “STOP” button to activate the brake assist system (refer to Chapter 6.4.8 Brake assist system) <p>In “SERVOGUIDA” mode</p> <ul style="list-style-type: none"> Press the “STOP” button to turn off the motors and switch to “OFF” mode.
	<p>Pressing the “STAR” button enables GENNY settings. Press to access a quick command menu (refer to Chapter 5.5.3.3 Quick commands menu).</p>
	<p>Pressing the “PAW” button controls the steering and parking system with different purposes depending on the state of GENNY:</p> <p>When switching on</p> <ul style="list-style-type: none"> Press the “PAW” button twice in quick succession (refer to Chapter 5.4.1 Switching on and off) with the parking paws down to control the user consent procedure. <p>In “PARK” mode</p> <ul style="list-style-type: none"> Press the “PAWS” button twice in quick succession to raise the parking paws

<ul style="list-style-type: none"> • Press and hold down the “PAWS” button to control steering up/down. <p>In “OFF” mode</p> <ul style="list-style-type: none"> • To move GENNY freely with the engines switched off, set in GENNY <i>FREE</i> mode: press the “STOP” button . Simultaneously, press the “PAWS” button twice to raise the parking paws. <p>In “STEERING” mode</p> <ul style="list-style-type: none"> • Press the “PAW” button twice in static balance to activate the descent of the parking paws. <tr> <td data-bbox="280 587 365 632">  </td> <td data-bbox="385 587 1069 670"> <p>Pressing the “TRUMPET” button generates an acoustic signal to warn of any danger or simply of one's passage through a crowded area.</p> </td> </tr>		<p>Pressing the “TRUMPET” button generates an acoustic signal to warn of any danger or simply of one's passage through a crowded area.</p>
	<p>Pressing the “TRUMPET” button generates an acoustic signal to warn of any danger or simply of one's passage through a crowded area.</p>	

5.5.3 Graphical user interface

GENNY graphical user interface (GUI) communicates to the user:

- The operating parameters of GENNY
- Any alert messages or safety warnings
- The commands available in set mode.

GENNY GUI allows:

- The system settings change
- The operating mode change
- Other available user commands activation.

5.5.3.1 User consent

On switching on GENNY (refer to Chapter 5.4.1 Switching on and off), the display shows:

1. A short welcome animation
2. The user consent screen
3. The completion of system start-up operations.




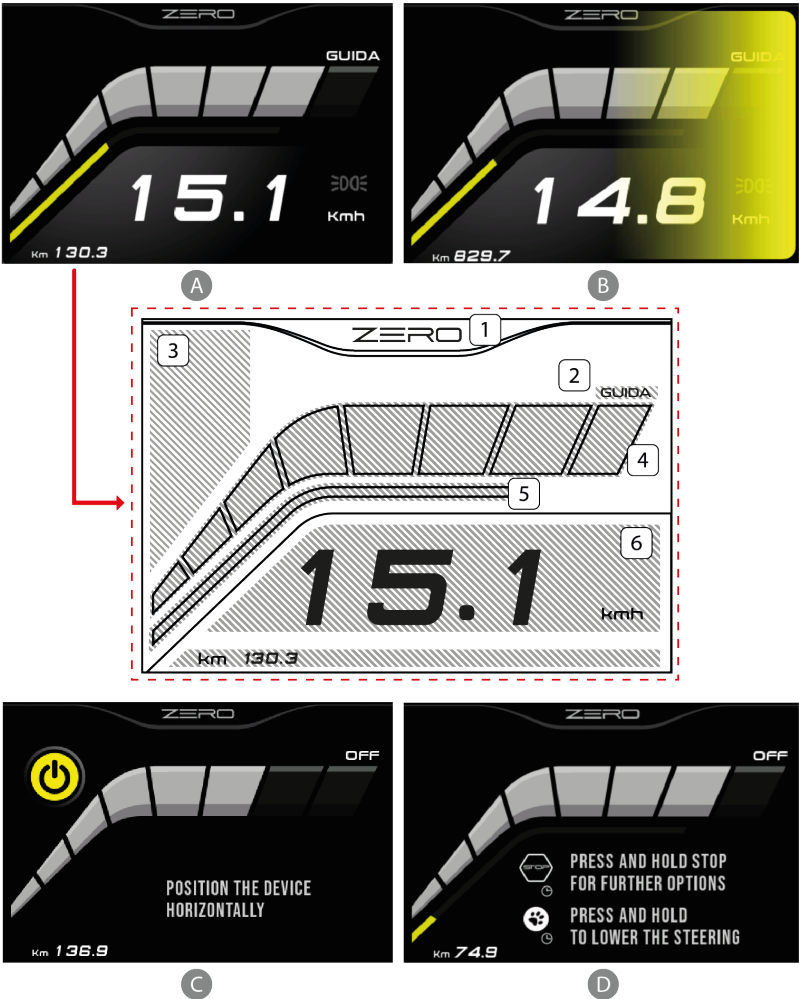
Figure 5.10 - Screen “User Consent”

5.5.3.2 Status information

After receiving the user consent and start-up operations, the display shows the main screen, containing the GENNY status information.

The main screen is separated into different areas containing the following information:

1. Header
2. Indication of current operating mode (refer to Chapter 5.7 Operating modes)
3. System alerts (check up, access protection, etc.)
4. The  off button GENNY (in “OFF” mode, with no user on board)
5. Graphic representation of the overall battery state of charge and any critical reserve status
6. Graphic representation of power output of traction motors
7. Depending on operating conditions:
 - a. Information on the status parameters of GENNY (Figure 5.11 A and Figure 5.11 B), for example:
 - instantaneous speed
 - odometer
 - headlight switch-on status
 - switch-on status of directional arrows
 - b. Warnings or instructions on the features available depending on the operating mode GENNY (Figure 5.11 C and Figure 5.11D).



1	Header	2	Mode
3	Notices	4	Charging status
5	Power	6	Status Parameters / Warnings / Instructions

5.5.3.3 Quick commands menu

The quick commands menu is accessed by pressing the “STAR” button on the control panel.

By repeatedly pressing the button, the following options are accessed in sequence (Figure 5.12):

1. Activation of the yellow direction arrows (Figure 5.12 A)
Activation of the 4 yellow emergency arrows
2. Activation of the automatic switch-on/off option for the headlights (where available) (Figure 5.12 B)
Activating the option for manually switching the headlights on and off
3. Selecting the *TURTLE* setting (Figure 5.12C)
4. Setting balance tilt of GENNY (Figure 5.12 D).

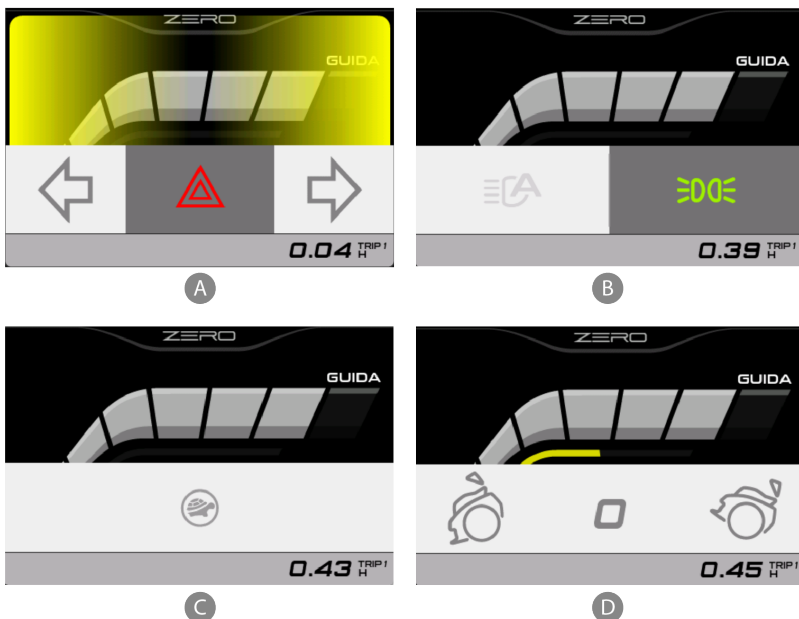


Figure 5.12 - “Quick Command Menu” screen

5.5.3.4 User's menu



Figure 5.13 - User's Menu screen

The user's menu is accessed by scrolling from top to bottom on the display screen.

An initial screen appears at the top of the screen, as illustrated in Figure 5.13. From this you can access the following settings and functions:

1. Display brightness level
2. Automatic display brightness level setting functionality
3. Access to the settings menu.

5.5.3.5 Settings menu

The following are accessible in the settings menu:

- Setting the GUI language
- Setting units of measurement
- Battery status information, including: charging status and estimated remaining range
- The version number of the SW loaded on GENNY
- The QR code to access the online manual.

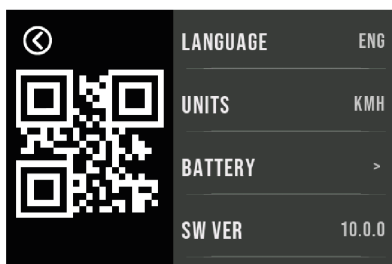


Figure 5.14 - "Settings menu" screen

5.5.3.6 Warnings and Dangers

If the control system identifies a malfunction or any potentially risky event for the user (refer to Chapter 6.7 Malfunctions and faults), a warning (in yellow) or a danger (in red) appears on the display.

In this case, the upper part of the screen shows the identification code of the event detected, while the lower part shows, if applicable, the corrective action to be taken by the user.

For any question about the nature of the event or the operational status of GENNY, please refer to the authorised service centre.



Figure 5.15 - Warnings and Dangers screen


5.5.3.7 Direction arrows

The Quick Command Menu is used to operate the direction arrows.



NOTE:

Speeds above 3 km/h result in access to the Quick Command Menu being blocked automatically to avoid distractions while driving.

The icon  appears on the cockpit display to show that the Quick Command Menu is locked.

To activate the direction arrows in the menu lock mode, swipe your finger to the right or left across the display screen.

To deactivate the direction arrows, touch any point of the cockpit screen.

5.6 Operating principle

with the self-balancing technology GENNY can:

- Advance
- Step back
- Stay in balance.

This technology is based on the controlled displacement of the centre of gravity, which occurs by shifting the weight of the user's body.

Advancement:

- If the user shifts the weight of the body forward, GENNY accelerates
- If the user shifts the weight of the body backwards, GENNY slows down to a stop.

Setback:

- If the user shifts the weight of the body backwards, GENNY continues to retreat
- If the user shifts the weight of the body forward, GENNY slows down to a stop.

In balance:

- If the user maintains the weight of the body in an upright position, GENNY remains stationary and balanced.

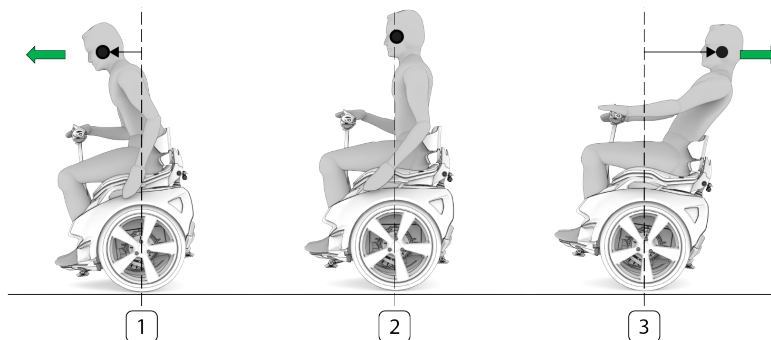


Figure 5.16 - Direction of travel control: forward / rest / back

1	Forward movement	2	Rest
3	Back		

Changing direction of movement:

- Tilt the handlebar in the desired direction
- Tilt the handlebar fully for on-site rotation

- Return the handlebar to an upright position to resume steering in a straight direction.

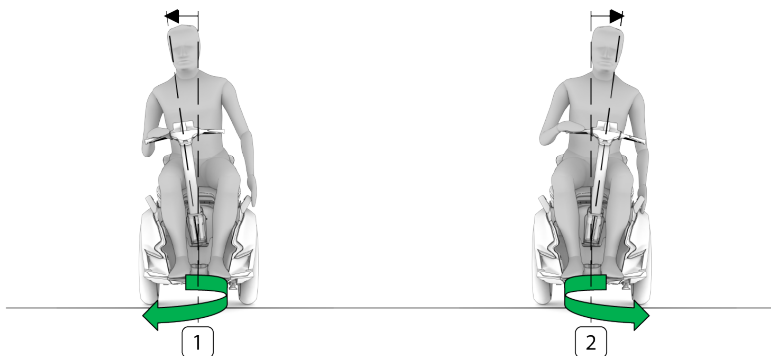


Figure 5.17 - Direction change right/left

1	Right-hand turn	2	Left turn
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WARNING:

The user must turn slowly and carefully.

The GENNY self-balancing technology has no effect on the lateral stability.

GENNY is not able to recover from a loss of balance due to inadequate lateral displacement or imbalance on one wheel.

Sudden curves taken at speed can cause GENNY to lose control and fall.

GENNY user must:

- Keep the body in line with the handlebar for lateral stability
- Turn slowly and carefully
- Tilt the body towards the inside of the curve to counterbalance the centrifugal force
- Avoid curves and reversals on sloping terrains.



NOTE:

Moving the steering shaft enables the right/left direction change.

The GENNY self-balancing technology does not affect lateral stability.

The shift of the user's body weight to the right or left does not affect the direction of movement of GENNY, nor is it compensated for by the action of GENNY control system.

5.7 Operating modes


GENNY is extremely versatile and has multiple operating modes to best meet the user's needs in any particular circumstance:

OFF	"OFF" <ul style="list-style-type: none"> • GENNY with the engines switched off, paws raised and steering lifted, with no user on board. This setting is called <i>FREE</i> and is useful for manually moving GENNY (refer to Chapter 5.7.1 Automatic settings). • GENNY with engines switched off, paws and steering wheel down, with no user on board. This mode can be activated on level ground.
SERVOGUIDA	"SERVOGUIDA" GENNY with engines running, without a user on board. Particularly useful for loading/unloading using ramps (refer to Chapter 8.2 Transport by car).
PARK	"PARK" GENNY with engines running and parking paws down is in active stabilisation mode to allow safe transfers. It always precedes steering.
GUIDA	"STEERING" GENNY in "STEERING" mode allows the user to move at the prescribed maximum speed.
RECHARGE	"RECHARGE" In the "RECHARGE" mode, GENNY manages the charging when it is connected to a power supply. The "CHARGING" mode is accessible when GENNY is in "OFF" mode.

When the batteries are inserted, GENNY performs the start-up procedure (refer to Chapter 5.4.1 Switching on and off) and automatically sets itself to "OFF" mode.

If the parking paws are raised, GENNY can be moved manually without the aid of traction motors and without a user on board.

If, on the other hand, the parking paws are already lowered, the display shows the user consent screen and prompts the user to confirm the lowering of the parking paws by pressing the "PAW" button twice in rapid



succession . Perform this operation before the user gets on board.

This operation is for:

- Calibrating paws position sensors
- Ensuring a firm grounding of the parking paws
- Preparing GENNY for transfer operations.

Start the GENNY "RECHARGE" from "OFF". Connect the power cable to the power supply.

In "OFF" mode with the paws down, proceed as follows to set GENNY to *FREE* and move it without using the engines:


1. Press the "STOP" button 
2. Simultaneously, press the "PAWS"  button twice to raise the parking paws.

GENNY can be moved manually in this mode.

From the *FREE* setting, you can access the "SERVOGUIDA" mode to move GENNY using the engines:

3. Press the seat cushion when GENNY is level (cushion in a horizontal position).

A specific sound indicates that the motors are switching on.

To exit "SERVOGUIDA" mode, press the  "STOP" button until the motors are switched off, confirmed with an acoustic signal.




OBLIGATION:



The user should only get on board if GENNY is in "OFF" mode with its parking paws down.

When the user climbs aboard GENNY, the "PARK" mode engages automatically. The paws remain lowered but the self-balancing technology actively contributes to GENNY stability control by switching on the traction motors. A specific sound indicates that the motors are switching on.

To enable the "STEERING" mode:

1. Raise the steering wheel (hold down the "PAW" button)
2. Open the handlebar grips
3. Press the "PAW" button  twice in quick succession to disengage the parking system.

To return to "PARK" mode:

1. Stop GENNY
2. Stabilise GENNY
3. Press the "PAW" button  twice in quick succession to engage the parking system
4. Close the knobs
5. Lowering the steering with prolonged pressure on the button
"PAW" 
6. Getting off GENNY.

5.7.1 Automatic settings

The following settings can be selected by the user.

5.7.1.1 **FREE setting**



In "OFF" mode, with the engines off and when the user is not on board, GENNY can be set to *FREE*.



NOTE:


The *FREE* setting is useful when manually moving GENNY without the support of the engines.

Proceed as follows:

1. Press and hold the "STOP" button 
2. Simultaneously press the "PAW"  button twice.

5.7.1.2 **TURTLE setting**

With GENNY in "STEERING" mode, the user can select the *TURTLE* setting from the Quick Command Menu (refer to Chapter 5.5.3.3 Quick commands menu).

The symbol  on the display shows that the *TURTLE* setting has been activated.



NOTE:

The "*TURTLE*" mode setting limits GENNY to a speed below 6 km/h and reduces steering sensitivity.



NOTE:

The *TURTLE* setting is useful in pedestrian and dense traffic areas and on uneven terrains.

5.8 Steering technique

Before using GENNY the user must:

1. Carry out the necessary checks (refer to Chapter 5.2.4 Adjustments and fixings)
2. Be correctly positioned on the seat (refer to Chapter 5.8.4.1 Correct steering position)
3. Turn on GENNY (refer to Chapter 5.4 Switching on GENNY)
4. Position the steering wheel correctly in front of the user (refer to Chapter 5.2.4.3 Steering adjustment)
5. Check the correct operating status of GENNY on the control cockpit display (refer to Chapter 5.5 Command cockpit).

The user is ready to start steering GENNY and must:

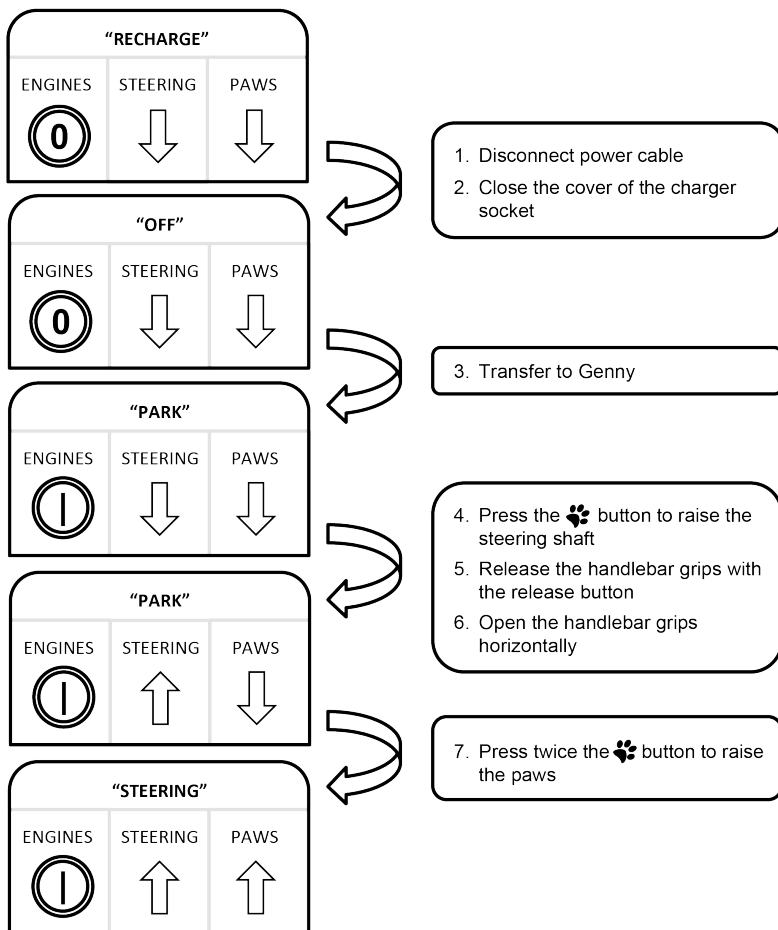
1. Complete the procedure described in Chapter 5.8.1 Start steering to set GENNY to "STEERING" mode.
2. Check the surrounding perimeter and in particular the absence of:
 - Dangers
 - Obstacles
 - People in the vicinity of the GENNY manoeuvring area.
3. Tilt the torso forward and start steering.

5.8.1 Start steering



NOTE:

This procedure outlines the steps to be taken in order to start GENNY steering described above.



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5.8.2 Use of the handlebar

Press and hold the “PAW” button to raise or lower the steering of GENNY according to the user's needs.

In case of transfer to and from GENNY:

1. Fold the handlebar grips
2. Lower the steering shaft until it disappears.



SAFETY INSTRUCTIONS:

While steering, the user must fix the handlebar in front of the torso with the handlebar grips open in a horizontal position.



NOTE:

The fully lowered steering shaft reaches the ground level and acts as a “third leg” for parking for:

- Increasing the stability of GENNY
- Allowing easy movement on the seat.

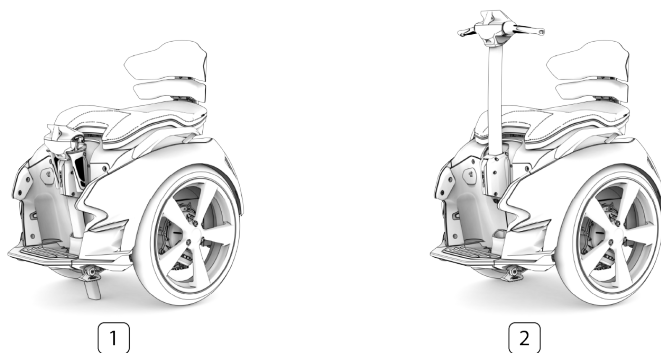



Figure 5.18 - Main steering positions

1	“Driving” position: steering shaft up handlebars open	2	Transfer position: steering shaft lowered and handlebars folded
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In “SERVOGUIDA” mode, the handlebar automatically sets at an intermediate height, for

- Facilitating the handling of GENNY
- Preventing the presence of the user on board.

**NOTE:**

To open/close the handlebar grips, press the unlocking button as described in Chapter 5.5.1 Handlebar grips unlocking button. To raise/lower the handlebar, press and hold the “PAW” button .

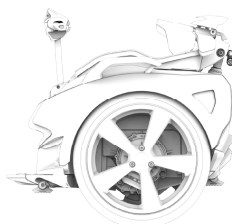


Figure 5.19 - Setting GENNY in “SERVOGUIDA” mode

5.8.2.1 Anti-crushing function and emergency release

**SAFETY INSTRUCTIONS:**

GENNY user must:


1. Leave the passage of the steering shaft at the base of the footplate free of encumbrances (e.g. feet)
2. Close the handlebar grips before lowering the steering shaft.

In both cases, the steering could jam and block the user's feet or paws respectively.

GENNY user must:


1. Close the handlebar grips before lowering the handlebar to prevent it from catching on the user's cushion or legs.
2. Leave the passage provided for lowering the steering shaft clear of feet or other objects placed on the footplate.

**NOTE:**

The user can manually enable the steering to rise again in the event of feet or paws lock by prolonged pressure on the “PAW” button .



NOTE:

The pressure exerted by the motor raising/lowering the handlebar is not such as to cause any damage but can be oppressive for the user. However, the system prevents this situation from continuing with an anti-crushing function. After a short period of time, the steering then stops its descent and can be raised again by pressing the “PAW”  button.

If the steering assembly is damaged and cannot be lifted with the cockpit controls, it is lifted by mechanical disconnection from the engine using this procedure:

1. Loosen the unlocking screw on the front of the bodywork (refer to Chapter Figure 5.20 - Emergency steering unlocking) with the Allen key delivered with GENNY
2. Raise the handlebar
3. Close the knobs
4. Lower the steering shaft manually until it disappears
5. Getting off GENNY.



NOTE:

Once this operation has been completed, GENNY can no longer be used until the position has been recalibrated and the steering assembly has been moved by an authorised service centre.

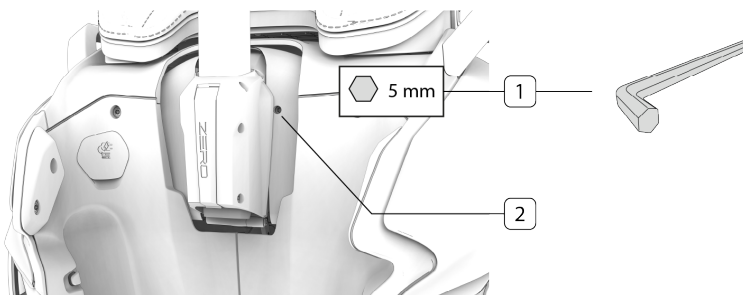


Figure 5.20 - Emergency steering unlocking

1 Allen key

2 Unlocking screw

5.8.3 Environments of use

GENNY performance capabilities, including the excellent grip of its tyres, allow it to be used safely on a variety of terrains and in various weather conditions.

**NOTE:**

Pay attention to the indications on the:

- Environmental conditions (Chapter 4.4 Performance characteristics, operating limits and environmental conditions)
- Limitations stated in the warnings (Chapter 2.3.1 Warnings)
- Indications of impermissible misuse (Chapter 6.5 Misuse)
- Information on residual risks (Chapter 6.6 Hazardous situations and residual risks).

5.8.3.1 Indoor use

**SAFETY INSTRUCTIONS:**

The user must pay attention to:

- Objects, obstacles or bystanders in the vicinity of GENNY to avoid collision risks
- Particularly smooth surfaces (e.g. marble floors) or wet surfaces to avoid risks of slipping and consequent loss of control of GENNY.

In indoor environments, GENNY small overall dimensions allow the following:

- To easily pass through corridors, doors, kitchens and standard-sized bathrooms.

Its ease of use and manoeuvrability allows:

- To manoeuvre, turn and move in very tight spaces at low speeds.

5.8.3.2 Outdoor use

Choose environments free of obstacles and large enough to mitigate the risk of collisions with people in the vicinity and the surrounding objects. The ground must be as even, non-slippery and flat as possible.

Circulation



WARNING:

Do not immerse or use GENNY in water, e.g. to cross puddles, streams or the like.



SAFETY INSTRUCTIONS:

GENNY must not circulate on public roads intended for motor traffic.

The GENNY user must:

- Circulate specifically in areas designated for pedestrian traffic
- Observe traffic rules applicable to pedestrians
- Use zebra crossings or crossroads provided with traffic signs.



NOTE:

Batteries and GENNY are equipped with systems named Water Detection Labels, which are able to detect and record any exposure to water, thus voiding the warranty conditions.

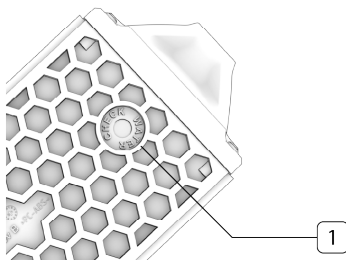


Figure 5.21 - Water Detection Label sensor applied under the battery

1	Water Detection Label
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5.8.3.3 Sloping surfaces

GENNY user must:



Circulate on surfaces with slopes below the maximum limit given in Chapter 4.4 Performance characteristics, operating limits and environmental conditions.



Avoid curves and reversals on sloping terrains.

5.8.3.4 Obstacles, pavements

Risk of accidental interference with the movement of GENNY



WARNING:

Danger of unexpected movements.

It's forbidden:

- To put the feet on the ground to assist any manoeuvre
- To interfere with the wheels or moving parts of GENNY.

GENNY user must:

- Prevent any objects (branches, stones, etc.) from blocking the wheels.

GENNY user must:

- Avoid obstacles or loose objects and materials
- Cross pavements and uneven surfaces on stable ground only within the limits specified in Chapter 4.4 Performance characteristics, operating limits and environmental conditions
- Approach unevennesses perpendicularly and at low speed.

5.8.3.5 Entrances, stairs and moving surfaces



WARNING:

It's forbidden to use GENNY for:

- Passing through revolving doors
- Climbing or descending stairs
- Climbing on moving surfaces, escalators, moving walkways etc.

GENNY could move unpredictably or tip over and cause serious injuries and damages.

5.8.3.6 Public transport

Safety fasteners



OBLIGATION:

The user must secure GENNY on board a public transport vehicle to the side handles and eyebolts provided for this purpose.

Using parts not designed for the purpose of securing GENNY on board a public transport vehicle, such as the backrest or steering shaft, can damage GENNY.

To use GENNY on public transport such as buses, trains or boats, observe the legislation in force in the country of use. Ask the personnel in charge for specific information and instructions.

The following indications are considered valid:

Getting into the vehicle and preparing for the journey:

- Refer to the personnel in charge for assistance in boarding the means of transport (ramps, elevating platforms or other)
- Requesting the assistance of a third person to secure GENNY inside the vehicle
- Use, if available, the spaces provided for wheelchairs
- Check that there are no people or obstacles in the immediate vicinity of GENNY
- Enable GENNY in "PARK" mode
- Wait until the feet are firmly fixed to the ground
- Raise or lower the handlebar, as desired
- Fasten GENNY with the laces and fixing webbing to the lateral handles and eyebolts provided for this purpose.

Public transport

**WARNING:**

Do not use GENNY in “STEERING” mode inside public transport (buses, trains, boats, etc.).

Refer to the Operating and Maintenance Instructions Manual on how to behave correctly in moving environments.

GENNY may move unpredictably as a result of a change in speed or direction of public transport.

Getting off the vehicle:

With GENNY enabled in “PARK” mode:

1. Raise the handlebar
2. Request the assistance of a third person for help with fastening systems
3. Unlock GENNY
4. Check that there are no people or obstacles in the immediate vicinity of GENNY
5. Set the “STEERING” mode by lifting the parking paws
6. Getting off the vehicle.

5.8.4 Good practices



The user must ride GENNY:

- With caution
- In compliance with the legislation in force in the country of use
- Observing the manufacturer's instructions
- Avoiding unauthorised misuse.

The user must know:

- Safety requirements
- Warnings
- Information on residual risks
- The meaning of the alarms and warnings described in the Operating and Maintenance Instructions Manual.

The manufacturer declines all liabilities for injuries or damages of any kind caused by the non-compliant use of GENNY.

5.8.4.1 Correct steering position

To maintain correct body posture, which is essential for controlling GENNY safely, it is necessary:

- To keep a watchful eye on the direction of travel
- To hold the steering handlebar firmly but without stiffening the arms and with the elbows slightly bent
- Keep the handlebar at a certain distance from the torso
- Hold the handlebar with one hand and a side handle with the other
- Lean the back against the backrest in line with the steering axis
- Point the handlebar in the direction of movement
- Slightly tilt the body weight inwards on the curve when changing direction.

5.8.4.2 Personal protective equipment

The use of personal safety equipment such as a bicycle (or skateboard) helmet and gloves is recommended when handling and using GENNY.

5.8.4.3 Clothing, accessories, hair, footwear

Clothing and accessories



WARNING:

Forbidden to wear:

- Loose clothing
- Pendant accessories
- Rings
- Wristwatches
- Jewellery
- Ragged clothing
- Scarves
- Ties.

These prescriptions avoid possible tipping, injuries and damages due to blockage in the steering shaft, wheels or other moving parts of GENNY.



WARNING:

The user must fasten the sleeves at the wrists to avoid possible injuries and damages due to blockage in the steering shaft, wheels or other moving parts of GENNY.

Hair

**WARNING:**

Do not use GENNY with loose hair. Gather hair carefully to avoid possible injury and damage caused by blockage in the steering shaft, wheels or other moving parts of GENNY.

Footwear and clothing to protect the lower limbs

**WARNING:**

Do not use GENNY barefoot or without clothing covering the lower limbs. Do not use GENNY:

- Without footwear to protect the toes from impact
- Without suitable clothing to protect the lower limbs.

5.8.4.4 Transport of people, animals and cargo

GENNY has a maximum load capacity limit. Exceeding the maximum capacity limit may cause GENNY to unbalance unexpectedly and uncontrolled.

Passengers

**WARNING:**

Danger of injury

It's forbidden to load and carry on board GENNY:

- Passengers
- Animals
- Children in backpacks
- Babies in baby carriers.

Loads and Luggage

**WARNING:**

It is forbidden to load, carry or hang weights or luggage on board GENNY. Additional weights may cause GENNY maximum capacity to be exceeded.

In the presence or displacement of an off-axis load, GENNY in motion may react unpredictably, resulting in possible skidding or an extended braking distance.

Changes of direction



OBLIGATION:

The user must manually signal changes of direction by extending the arm in the direction of steering. The direction indicators provide additional support, useful in poor visibility conditions.

5.8.5 Optimising autonomy

The battery range indicated in Chapter 4.4 Performance characteristics, operating limits and environmental conditions is only indicative. Battery autonomy is subject to imponderable parameters such as:

- The weight of the user
- The type of land
- The amount of slopes covered
- The steering speed.

The range of GENNY is also influenced by the friction of moving mechanical parts. This effect is particularly noticeable during the first 100 km.

The batteries are sized to be able to use GENNY for a full day on average.

GENNY smart charging system allows a certain improvement in autonomy by recharging the batteries while:

- Slowing down
- Travelling on downhill slopes.

The user can optimise GENNY autonomy with these practices:

- Steering smoothly (avoiding frequent acceleration/slowing down cycles)
- Switching off GENNY when not in use (refer to Chapter 5.4.1 Switching on and off)
- Recharging GENNY when not in use
- Checking the tyres pressure daily and maintain the pressure at the values specified by the manufacturer.

5.9 Parking and charging

**WARNING:**

Danger of falling

Do not station GENNY on a slope of more than 9°.

**WARNING:**

Danger of falling

Moving GENNY while the parking paws are coming down cancels the descent and prevents proper parking. In this case stop GENNY and repeat the procedure.

To avoid the danger of falling:

1. Keep GENNY stationary and stable until the parking procedure is completed
2. Wait until the parking paws are down completely.

At the end of the riding:

1. Safely park GENNY
2. Connect GENNY to the power supply for charging.

Proceed as follows:

1. Slow down and stop GENNY in a safe area, on flat ground or on smooth ground with a maximum slope of less than 9°.
2. Check the safety of the surroundings:
 - The absence of objects that can interfere with riding
 - The absence of people in the vicinity who might be bumped or crushed during parking operations.

3. Lowering the parking paws

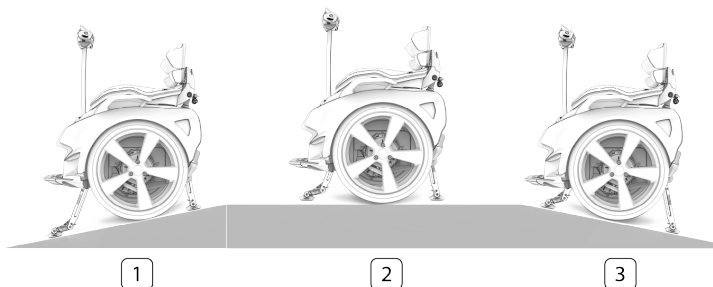


Figure 5.22 - Parking on level ground and on slopes of less than 9°

1	Downhill parking	2	Level parking
3	Uphill parking		

4. Keep GENNY stopped until the paws have finished running and the feet are firmly on the ground.
5. GENNY is now in "PARK" mode
6. Close the handlebar grips and lower the steering shaft.
7. When the steering shaft has completed its course, proceed with the transfer.

With GENNY safely stopped and after the user has descended, the batteries can be recharged:

1. Open the charging door on the left side at the front of GENNY.
2. Connect the supplied power cable to the power socket below the door.
3. Connect the other end of the cable to the power socket.

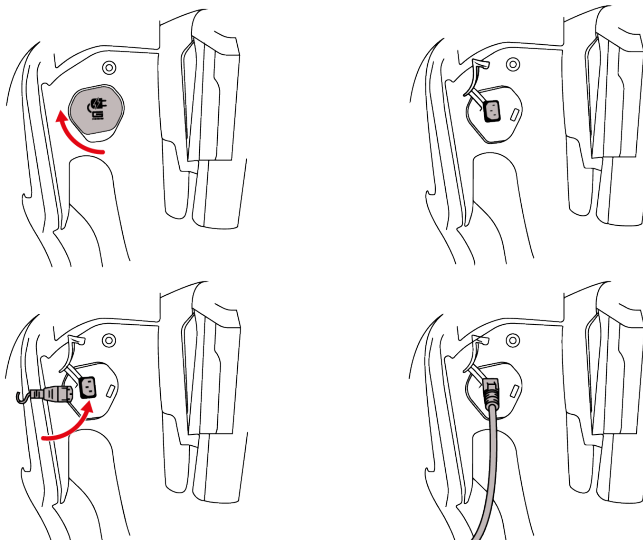


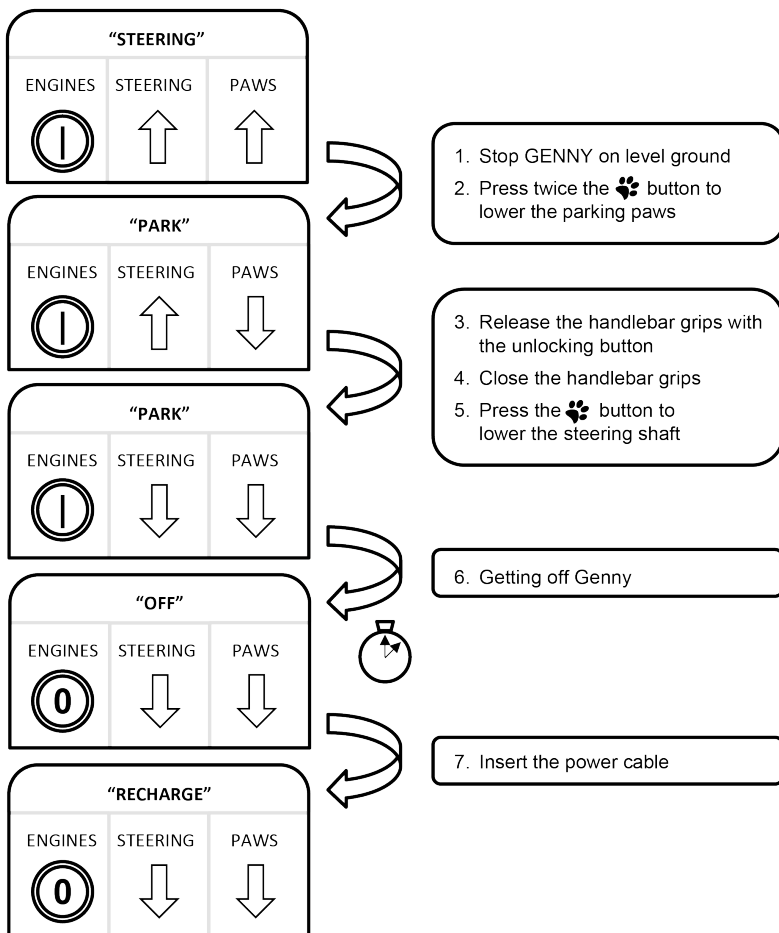
Figure 5.23 - Correct connection of the charging cable

5.9.1 Stopping Steering



NOTE:

This procedure outlines the steps to be taken to interrupt GENNY steering described above.



Recharge



SAFETY INSTRUCTIONS:

It is forbidden to remain on board GENNY during charging operations.

Recharge in areas:

- Ventilate
- Not moist
- Away from heat sources
- Away from flammable materials or atmospheres
- Outside the home
- Away from the escape routes.



WARNING:

Risk of electrocution

Do not connect GENNY to the power supply and do not charge in the rain or directly exposed to water. GENNY charger door does not protect against water inlet.



WARNING:

Risk of electrocution

Do not recharge GENNY while the user is on board. Before starting the charging procedure GENNY must be in "OFF" mode without the user on board.



NOTE:

The time needed for a full charge varies from six to six and a half hours.

If the charging time is significantly longer, please refer to the authorised service centre for information and to check if the battery replacement is needed.

Overcharge



SAFETY INSTRUCTIONS:

When the batteries are fully charged, braking downhill can cause an overcharge of the batteries with the risk that the vehicle will shut down. When the batteries are fully charged, the user must then drive at low speed or on level ground until the batteries are partially discharged.

GENNY generates display warnings to alert the user of this risk situation.



NOTE:

The control system automatically changes GENNY pitch angle and prevents the user from continuing steering downhill.



WARNING:

Danger of overcharge and explosion.

The user must not leave GENNY charged, connected to the power supply and unattended.

Overcharging batteries can cause overheating with potential fire or explosion hazards.



NOTE:

The state of charge of the batteries is ideally between 20% and 80%. For safety reasons, not exceed a charge level of 90%, particularly if a long movement downhill is necessary when fully charged.

Battery damage



DANGER:

Fire/explosion risk

It is forbidden to touch, recharge or transport the batteries if one or both of them have:

- Slots
- Bulges
- Fluid leaks
- Overheating
- Emanation of unusual odours
- Collision damages
- Other visible damages.

Contact the authorised service centre immediately for instructions.



NOTE:

For long-term stationing, please refer to Chapter 8.7 Storage and sheltering.

5.10 Traffic Guidelines

5.10.1 First Use

The delivery of a new GENNY is accompanied by user training (refer to Chapter 6.2.1 User training).

The new GENNY, delivered to the trained end-user, starts automatically in a transitory learning mode.

At this stage, the speed and responsiveness of GENNY is limited to allow the user to gradually acclimatise to the new mobility tool.

This mode is automatically disabled after the first few kilometres travelled by GENNY.

5.10.2 The etiquette of GENNY

GENNY user is requested to observe the following rules of conduct and must:

- Being well-behaved and respectful when steering GENNY
- Be careful and respect others
- Travelling with mastery, at a safe speed for the user and those around the user
- Always be able to stop
- Respect pedestrians and always give them right of way
- Avoid frightening pedestrians
- Signal the presence of GENNY to those in front and slow down to a walking pace when overtaking pedestrians
- If possible, overtake on the left and only if there is sufficient space to do so safely
- Signal changes of direction manually. If available, additional direction indicators can be used
- Keep to the right constantly and slow down when passing a person
- Slowing down at walking pace in crowded pedestrian traffic areas
- Avoid sudden changes of direction between pedestrians
- Keep a safe distance if travelling with other people also on board GENNY
- Identify dangers and obstacles and avoid pulling over other GENNY users, if pedestrian traffic is congested
- Crossing the road at zebra crossings or signposted intersections
- Staying focused on steering
- Only use the public road if there is no pavement or if the pavement is not accessible



- Use GENNY on private property outdoors or indoors, only if authorised to do so
- Knowing and complying with relevant laws and regulations.

6 Safety

6.1 General safety rules

The priority when using GENNY is safety. For this reason:

- Users and all medical, paramedical and technical personnel must be trained in the safe use of GENNY (refer to Chapter 6.2 Obligation to be trained)
- The user must comply with the safety signs on GENNY (refer to Chapter 6.3 Labelling)
- The user must know the identification code of their GENNY in order to receive adequate support from the manufacturer and authorised service centres (refer to Chapter 6.3 Labelling)
- The user must be familiar with and correctly use GENNY safety systems (refer to Chapter 6.4 GENNY safety systems)
- The user must avoid the misuse of GENNY (refer to Chapter 6.5 Misuse)
- The user must avoid immersing GENNY, which is not waterproof, in water or getting it wet in any other way. Instructions also apply to the shower and sauna (refer to Chapter 6.5 Misuse)
- The user must be aware of the risks that could arise even in situations of use that comply with the manufacturer's instructions (refer to Chapter 6.6 Hazardous situations and residual risks)
- The user must behave appropriately when a fault or malfunction occurs (refer to Chapter 6.7 Malfunctions and faults)
- The user must, in the event of an accident, report the event to the manufacturer. In the event of a serious accident, it must also report the event to the relevant authorities in the country of use (refer to Chapter 6.8 Accident reporting)
- The user must ensure periodic checking of GENNY to guarantee its performance and safety (refer to Chapter 7 Checks, cleaning, maintenance and repair)
- The user must regularly check the correct tyre pressure to ensure optimal grip of GENNY on the ground (refer to Chapter 7.1.2 Tyres check)
- The user must take care of the batteries. Correct battery maintenance is essential for the safety of GENNY (refer to Chapter 7.1.3 Battery check).

6.2 Obligation to be trained

6.2.1 User training

**SAFETY INSTRUCTIONS:**

Basic training obligation for:

- Users
- Maintainers
- Authorised service centre technicians.

On first use, a training technician authorised by the manufacturer assists the user with the transfer and initial riding tests.

**OBLIGATION:**

Every GENNY user must undergo and successfully complete basic training given by qualified personnel authorised by the manufacturer.

**NOTE:**

Compulsory basic training is specified in Chapter 6.2.1 User training.

Before enabling and using GENNY, the user must:

- Read, understand and memorise the technical documentation contained in the Operating and Maintenance Instructions Manual
- Know the available emergency protections and devices, their location and operation
- Knowing the available safety systems, their location and operation
- Knowing the available user controls, their location and operation
- Know the GENNY operating principle and main technical specifications
- Arrange and correctly use all PPE (Personal Protective Equipment) prescribed by the manufacturer.

The trainer is responsible for instructing the user in the operation of GENNY. The trainer physically assists the user during practical steering tests (riding tests), including transfer manoeuvres.



SAFETY INSTRUCTIONS:

Obligation to instruct and train the user on the correct use of GENNY.

During commissioning and transfer of GENNY a specialist technician trains the user on its correct use.

The specialist technician is in turn adequately trained by the manufacturer for this purpose.

The manufacturer prescribes that medical, paramedical, technical and sales personnel, and anyone intervening and handling GENNY, must also undergo basic training.



OBLIGATION:

The specialist technician has to assist the user in the first steering tests of GENNY.

6.2.2 Training of specialised personnel

The manufacturer prescribes that medical, paramedical, technical and commercial personnel and anyone working on GENNY must also undergo basic training. Following successful completion of the necessary theoretical and practical tests, a nominal commercial or technical training certificate is issued.

For further information on this subject, please refer to the Technical Instruction Manual or directly to the manufacturer using the contact details given in Chapter 1.2 Manufacturer and Service Centre Data.

6.3 Labelling

The safety symbols and identification labelling affixed to GENNY are explained below. The labels must be:

- Visible
- Unmovable
- Readable.



OBLIGATION:

The user must request an authorised service centre to replace illegible labels with new ones.

6.3.1 MDR identification label

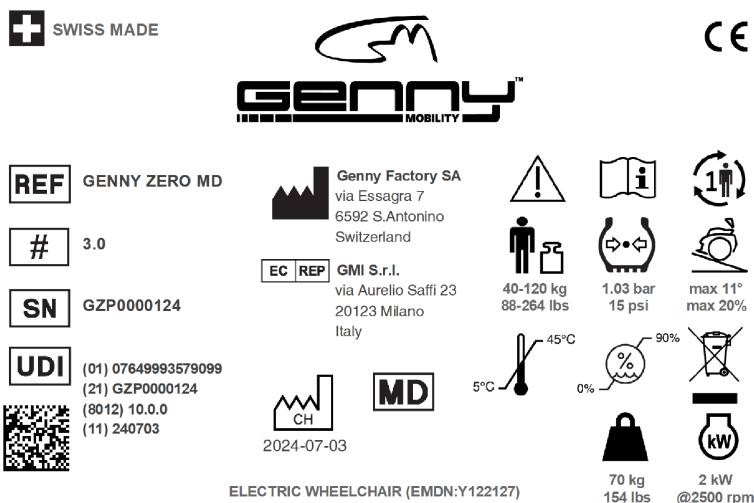


Figure 6.1 - Medical device identification label according to MDR

A description of the SN and UDI device identification codes is given in Chapter 1.8 GENNY Unique Device Identifier (UDI) code.

For the meaning of symbols, refer to Chapter 1.4.4 Symbols.

The parameters listed on the identification label refer to the functional limits and environmental conditions of GENNY under the operating conditions. Further parameters are to be checked in Chapter 4.4 Performance characteristics, operating limits and environmental conditions.

6.3.2 Safety labels

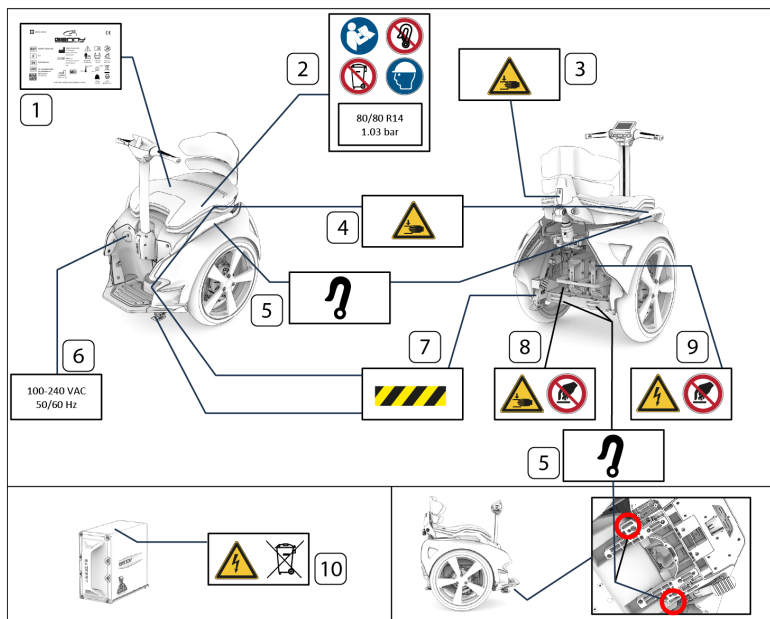


Figure 6.2 - Labels applied to GENNY. Location of eyebolts, fastening and lifting points

1. MDR identification label
2. WEEE symbol for legal disposal obligation:
 - a. Obligation to consult the Operating and Maintenance Instructions Manual before use
 - b. Prohibition on using GENNY as a seat inside a motor vehicle
 - c. Compulsory use of a safety helmet
 - d. Tyres size and pressure
3. Danger of crushing in the backrest support
4. Risk of crushing under the seat and when handling the steering shaft
5. Fixing points for transport and lifting:
 - a. Handles
 - b. Eyebolts under the rear door
 - c. Eyebolts under the footplate
6. Power supply characteristics for battery charging

7. Warning of moving parts:
 - a. Parking assembly paws
 - b. Steering shaft
8. Danger of crushing hands/fingerprints in the gears of the parking assembly
9. Electrical hazards inside the battery compartment
10. Electrical hazards and WEEE symbol for disposal obligation (pre-printed above batteries).

6.4 GENNY safety systems

GENNY has multiple safety systems, both intrinsic and built into its control system. The main ones are outlined below.



SAFETY INSTRUCTIONS:

It is forbidden to disable or modify the GENNY security systems.

6.4.1 The principle of redundancy

GENNY main intrinsic safety system is the redundancy of the systems responsible for maintaining balance:

- Electronic control hardware
- Powering the traction motors
- Power supply batteries
- Parking systems handling
- Gyroscopes
- Accelerometers
- Steering sensors
- Weight sensors
- Parking system end-of-stroke sensors.

6.4.2 Weight sensors



SAFETY INSTRUCTIONS:

Do not use GENNY if the weight sensors located under the seat cushion fail.

In the event of a fault, the user must contact the authorised service centre.

Weight sensors located under the seat cushion detect the presence of the user on board.

If the user is not detected, GENNY cannot enter "STEERING" mode.

For this reason, it is essential that the user falls within the weight category prescribed in Chapter 1.7 User profile.


NOTE:

The manufacturer verifies the correct functioning of the weight sensors with the cushion supplied as standard. If the cushion is replaced with an anti-decubitus cushion or other commercial cushion, the user must contact the authorised service centre that verifies the correct functioning of the weight sensors with the new cushion.

6.4.3 Parking system

GENNY is self-balancing. It therefore requires a stand to prevent it from tipping over when it is switched off or stops working for any reason. GENNY has a system of two parking paws that can be lowered by the user when GENNY is stationary in particular to allow transfer operations (refer to Chapter 5.3 Transfers).


NOTE:

To avoid tipping risks while riding, the control system prevents the parking paws from being lowered if GENNY is not stationary. The display indicates when GENNY is stable enough to lower the parking paws.

6.4.4 Fixed guards

The side supports integrated into the body contain the user's lower limbs and feet and protect them from bumps and snags.

6.4.5 Side handles

Folding side handles


SAFETY INSTRUCTIONS:

The user must open and lower the folding side handles, if present, during transfer operations to avoid obstruction.

The user must close the side handles, if present, during the movement of GENNY, to avoid collisions with persons or property.

The side handles supplied as standard or the side grab bars (optional accessory), are positioned on the sides of the seat. They provide a point of support in the event of swerving or other uncontrolled movement by GENNY.

6.4.6 Automatic diagnostic system

GENNY control system makes regular checks on the correct functioning of safety-critical components and alerts the user to any anomalies or malfunctions with warnings:

- Visual on the cockpit display
- Acoustic
- Mechanical (vibrations).

Chapter 6.7.1 DANGER and WARNING notices details the measures to be taken in the event of a malfunction.

6.4.7 Speed limiter

Speed



SAFETY INSTRUCTIONS:

It is forbidden to ride faster than the maximum permitted speed. Comply with the legislation in force in the country of use.



SAFETY INSTRUCTIONS:

Slow down when reaching the permitted speed limit.

It is forbidden to push one's weight forward to counteract GENNY slowdown caused by the automatic limiter once the maximum permitted speed has been reached.



NOTE:

The control system limits speed with an automatic adjustment of GENNY trim that prevents further acceleration beyond the set maximum speed.

When the user reaches the preset maximum speed, the control system reclines GENNY backwards and prevents further acceleration. In this way, the speed stabilises and the user is warned when the maximum permissible speed is reached.

6.4.8 Brake assist system

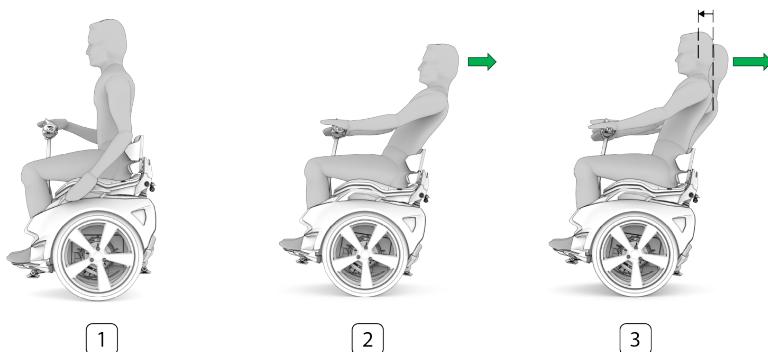


Figure 6.3 - Slowing down/braking procedures

1	Normal steering position	2	Normal braking procedure
3	Using the assisted braking system		




SAFETY INSTRUCTIONS:

The user must use the brake assist system with caution on slippery surfaces and where there is a danger of loss of grip with potential risk of losing control of GENNY.

The user does not have a mechanical brake to brake (refer to Chapter 5.6 Operating principle). To brake, the user must tilt the torso in the opposite direction to the direction of movement.

To speed up braking, the user can press either of the two “STOP”

buttons  on either side of the cockpit control panel (refer to Chapter 5.5.1 Handlebar grips unlocking button). When pressing any of these buttons:

1. The control system instantly changes the reference pitch angle.
2. GENNY leans back.
3. Braking is faster.



SAFETY INSTRUCTIONS:

Reduce speed while driving downhill.

The braking distance of GENNY may increase on a downhill slope compared to the braking distance on level ground.

6.5 Misuse

Any riding practice or manner of use is considered improper:

- Not expressly stated by the manufacturer as correct in the Operating and Maintenance Instructions Manual
- Contrary to the legislation in force in the country of use
- Contrary to other obligations and duties of the user.

In this chapter, however, in accordance with the requirements of EU Regulation 2017/745 (MDR), some misuse (or abuse) that the manufacturer has been able to identify as “reasonably foreseeable” is explicitly listed. This list cannot, however, be considered exhaustive, and its possible incompleteness should not relieve the manufacturer of any responsibility for the consequences of further misuse not mentioned in this Operating and Maintenance Instructions Manual.

6.5.1 General

Safety systems



SAFETY INSTRUCTIONS:

It is forbidden to disable or modify the GENNY security systems.

Operating limits



SAFETY INSTRUCTIONS:

It is forbidden to use GENNY outside the technical and functional specifications stipulated by the manufacturer and the limits of use indicated in the Operating and Maintenance Instructions Manual.

Lifespan



SAFETY INSTRUCTIONS:

It is forbidden to use GENNY beyond the service life established and declared by the manufacturer in the technical specifications within the Operating and Maintenance Instructions Manual.

Hygiene



SAFETY INSTRUCTIONS:

It is forbidden to bring GENNY into contact with foodstuffs.

Identification



NOTICE:

It is forbidden to delete or remove any GENNY labels. Labels allow the following:

- The identification of GENNY
- Ensure adequate after-sales support
- Contain information on the safety and proper use of GENNY.

6.5.2 User and operator

First use



SAFETY INSTRUCTIONS:

Basic training obligation for:

- Users
- Maintainers
- Authorised service centre technicians.

On first use, a training technician authorised by the manufacturer assists the user with the transfer and initial riding tests.



OBLIGATION:

Every GENNY user must undergo and successfully complete basic training given by qualified personnel authorised by the manufacturer.



NOTE:

Compulsory basic training is specified in Chapter 6.2.1 User training.

Visual aptitude



SAFETY INSTRUCTIONS:

Use of GENNY by persons with severe visual and/or hearing impairment is prohibited.

Physical fitness

**SAFETY INSTRUCTIONS:**

Persons who do not have sufficient control over the movement of the pelvis and torso in accordance with the conditions of use laid down in the Operating and Maintenance Instructions Manual are forbidden to use GENNY.

Transfer or loan of GENNY

**SAFETY INSTRUCTIONS:**

It is forbidden to give or leave GENNY in use to persons not adequately trained and instructed in the use and contents of the GENNY Operating and Maintenance Instructions Manual

6.5.3 Use

Loads and Luggage

**WARNING:**

It is forbidden to load, carry or hang weights or luggage on board GENNY. Additional weights may cause GENNY maximum capacity to be exceeded.

In the presence or displacement of an off-axis load, GENNY in motion may react unpredictably, resulting in possible skidding or an extended braking distance.

Clothing and accessories



WARNING:

Forbidden to wear:

- Loose clothing
- Pendant accessories
- Rings
- Wristwatches
- Jewellery
- Ragged clothing
- Scarves
- Ties.

These prescriptions avoid possible tipping, injuries and damages due to blockage in the steering shaft, wheels or other moving parts of GENNY.



WARNING:

The user must fasten the sleeves at the wrists to avoid possible injuries and damages due to blockage in the steering shaft, wheels or other moving parts of GENNY.

Hair



WARNING:

Do not use GENNY with loose hair. Gather hair carefully to avoid possible injury and damage caused by blockage in the steering shaft, wheels or other moving parts of GENNY.

Footwear and clothing to protect the lower limbs



WARNING:

Do not use GENNY barefoot or without clothing covering the lower limbs. Do not use GENNY

- Without footwear to protect the toes from impact
- Without suitable clothing to protect the lower limbs.

Adjustments



SAFETY INSTRUCTIONS:

It is forbidden to adjust handlebar, seat or backrest with GENNY in motion.

The ergonomics of the seat can be adjusted with GENNY during parking by qualified personnel.

Fire risk**WARNING:**

Smoking, use of open flames, handling of incandescent materials during use or in the vicinity of GENNY is prohibited.

Approaching GENNY**WARNING:**

It is forbidden to enter the operating area of GENNY. Only the user or an authorised technician may approach GENNY during operation and in any case before stopping dangerous moving parts.

Transfers**WARNING:**

It is forbidden to board GENNY:

1. When it is moving in "STEERING" or "SERVOGUIDA" mode
2. Stationed on slopes or inclined surfaces
3. With the parking paws not firmly on the ground.

GENNY can tip over resulting in possible falls and potentially serious injuries and damages.

Parking paws**WARNING:**

It is forbidden to set GENNY in motion and resume riding with the parking paws even partially lowered.

Do not lower the parking paws when GENNY is in motion.

Lower the parking paws only after GENNY has come to a complete standstill.

Protections and safety systems



WARNING:

Interventions that could expose the user and/or persons in the vicinity to potential risks are prohibited.

The user must not:

- Open shelters to protect electrical parts
- Open gearboxes or other hazardous components
- Removing or tampering with guards
- Excluding even momentarily safety systems such as alarms and fault and/or danger signals
- Use GENNY with open, loose or removed protective and safety guards.

These interventions may expose the user, persons in the vicinity or GENNY to:

- High risk of injuries
- Damages
- Cause the manufacturer's warranty to be voided.

Footplate



SAFETY INSTRUCTIONS:

Standing or placing weights on the footplate is prohibited. The footplate is not designed to support the weight of the user or other loads. A weight on the footplate can cause GENNY to become unbalanced resulting in possible falls and potentially serious injuries and damages.

Parking



WARNING:

It is forbidden to overshoot the seat and/or swing the body in any direction when GENNY is in "PARK" mode stationary with the parking paws down, particularly on a slope. The self-balancing system is unable to keep GENNY balanced and avoid a potential tip-over.

Steering



WARNING:

It is forbidden to put legs and feet outside the footplate of GENNY while riding to avoid accidental leg and foot impacts resulting in possible injuries.

Dangerous manoeuvres

**WARNING:**

It is forbidden to unbalance GENNY with dangerous manoeuvres such as:

- Unbalancing over the handlebar
- Bending at high speed or leaning out of a bend
- Swaying back and forth or shifting the weight of the body abruptly
- Moving the steering shaft quickly
- Performing sudden manoeuvres, such as a fast start.

These manoeuvres can cause the wheels to lose grip on the ground, lead to a malfunction of the self-balancing system and a possible fall.

Reverse gear

**SAFETY INSTRUCTIONS:**

The user must only ride in reverse for:

- Manoeuvring
- Opening a door
- Backing away from an obstacle.

Riding in reverse is risky because of the lack of visibility and difficulty in controlling the vehicle.

GENNY reliability conditions

**SAFETY INSTRUCTIONS:**

Do not use GENNY if broken or damaged. Do not use GENNY after a safety shutdown without identifying and resolving the cause of the safety shutdown.

Refer to the authorised technical service centre to repair and restore GENNY to full safety.

Crushing

**DANGER:**

It is forbidden to put hands under the cushion or between the seat and the frame of GENNY with an operator on board.

Moving parts



WARNING:

It is forbidden to bring hands or other body parts, clothing or other objects close to moving GENNY components.

It can lead to serious injuries or even death:

- Touching the wheels or putting the hands on them
- Inserting hands or feet into the steering shaft or parking paws
- Place your hands inside the battery compartment.

Interfering with the movement of GENNY



WARNING:

Do not interfere with the movement of GENNY. In particular, avoid:

- Putting user's feet on the ground
- Touching the wheels
- Touching the ground
- Touching other obstacles around GENNY with objects (e.g. umbrellas, sticks, crutches, etc.) or with any part of the user's body.

This interference can cause:

- An unexpected and sudden reaction of the self-balancing control system
- Loss of stability
- Falls
- Severe injuries
- Damages to GENNY.

Speed**SAFETY INSTRUCTIONS:**

It is forbidden to ride faster than the maximum permitted speed. Comply with the legislation in force in the country of use.

**SAFETY INSTRUCTIONS:**

Slow down when reaching the permitted speed limit.
It is forbidden to push one's weight forward to counteract GENNY slowdown caused by the automatic limiter once the maximum permitted speed has been reached.

**NOTE:**

The control system limits speed with an automatic adjustment of GENNY trim that prevents further acceleration beyond the set maximum speed.

Control of GENNY**WARNING:**

It is forbidden to set GENNY in motion:

- Without the vigilant control of the user
- Autonomously
- Without a person on board.

GENNY in uncontrolled movement can pose a danger to persons in the vicinity and can be damaged.

Impaired judgement and distractions



WARNING:

Do not use GENNY under the influence of:

- Alcohol
- Drugs
- Drugs capable of impairing the user's capacity for judgement and discernment
- Any substance capable of impairing judgement or discernment.

Use under these conditions could result in injuries and/or serious damages to the user and third parties.



WARNING:

Avoid distractions while riding GENNY resulting from:

- Mobile phone use
- Listening to music with headphones
- Any other action capable of distracting or interfering with the ability to survey one's surroundings while riding.

Use under these conditions may result in injuries and/or serious damages to the user and third parties.

Transport in a motor vehicle



DANGER:

Do not use GENNY as a seat inside a moving motor vehicle. Using GENNY as a seat inside a moving motor vehicle may cause serious injuries or death.

USB connector



WARNING:

It is forbidden to use the USB connector to power any medical device.



NOTE:

At the rear of the cockpit is a USB-C port for charging mobile phones or other entertainment devices. This connector does not allow data transmission with GENNY.

Towing

**WARNING:**

It is forbidden to tow GENNY with people, animals or means of transport of any kind.

Riding with animals

**WARNING:**

It is forbidden to use GENNY with pets on a leash or any other restraining device.

6.5.4 Batteries

Discharged or overheated batteries

**WARNING:**

It's forbidden to use GENNY:

- If one or both batteries are not sufficiently charged (condition indicated on the cockpit display)
- After a safety shutdown for discharged batteries
- In the presence of a high temperature warning signal.

Starting up and riding with GENNY in these conditions can cause batteries to fail and degrade.

Upon the occurrence of one of these eventualities:

- Lower the parking paws to stabilise GENNY
- Recharge the batteries or wait for them to cool down.

**NOTE:**

If the condition persists, refer to an authorised service centre.

The system forces GENNY to slow down when the battery level is critical. The user in this case must stop and station GENNY safely.

Fire/explosion risk



DANGER:

The user must follow these safety rules:

- Keep batteries away from fire or other heat sources
- Protecting batteries from the sun
- Store batteries at ambient temperatures
- Do not connect the positive and negative terminals with a metal object
- Protect batteries from shocks or any mechanical impact
- Keep batteries away from water
- Do not open, disassemble, modify batteries in any way
- Do not place batteries in microwave ovens, sealed containers, under pressure, or on induction cooking systems
- Monitoring batteries during prolonged recharging
- Do not overcharge batteries
- Do not charge batteries with inverted poles
- Do not use multiple sockets or vehicle power sockets (e.g. cigarette lighters) to charge batteries
- Use specifically loaders authorised and supplied by the manufacturer
- Recharge or use batteries in the environmental conditions specified in the Operating and Maintenance Instructions Manual
- Only use batteries in devices specified by the manufacturer.

Incorrect use of lithium-ion batteries can:

- Causing fire or explosion and consequent serious injuries and damages
- Compromising the safety and performance of GENNY
- Reducing battery life
- Cause batteries to overheat.

Recharge

**DANGER:**

It is forbidden to connect to the power supply and keep GENNY recharged:

- In the rain or when wet. GENNY charger door provides no protection against the ingress of water
- If the user is on board
- In the absence of surveillance.

Overcharging batteries can cause overheating with potential fire or explosion hazards.

Before starting the charging procedure:

- Park GENNY in parking mode (stopped and with paws down)
- The user must come down.

Do not extend charging times beyond those specified by the manufacturer. In the event of a failure to recharge, contact an authorised service centre to assess possible battery replacement.

Power cable

**WARNING:**

Do not pull the power cable to disconnect the plug from the socket when GENNY is charging.

**OBLIGATION:**

Use a power cable supplied by the manufacturer to recharge GENNY.

Handling and tampering



DANGER:

It is forbidden to handle or modify batteries. In particular:

- Changing the battery casing
- Opening the batteries
- Inserting objects into the batteries
- Launching the batteries
- Pricking or hitting the batteries
- Do not solder the battery terminals
- Do not disassemble the batteries
- Do not swallow any part of the batteries
- Do not place the batteries inside or near microwave ovens.

An object inserted into one of the doors or openings of a battery can cause:

- Electric shocks
- Injuries
- Burns
- Fires.

Modifying the battery casing with tools can cause:

- Damages to the casing itself
- Leakages of toxic and harmful substances.

The user must not touch, use or transport the batteries if the casing has:

- Cracks or openings
- Release of toxic substances in liquid or gaseous form
- Battery overheating
- Emanation of an unusual odour.

Misuse



DANGER:

It is forbidden to use GENNY batteries on other devices not specified by the manufacturer GENNY.

6.5.5 Environmental conditions

General

**WARNING:**

Do not use GENNY in environments for which it is not intended. Use on surfaces that safely support GENNY weight.

Sloping terrain

**WARNING:**

It is forbidden to ride uphill, downhill or generally down slopes with a gradient greater than what is indicated in the Operating and Maintenance Instructions Manual. Within the indicated limits, the user must ride GENNY with caution and at moderate speed. Station on slopes with a gradient less than the limit indicated in the Operating and Maintenance Instructions Manual.

Entrances, stairs and moving surfaces

**WARNING:**

It is forbidden to use GENNY:

- To climb or descend stairs
- To pass through revolving doors
- On moving surfaces:
 - Escalators
 - Moving carpets
 - Any other moving structure.

GENNY could tip over or move unpredictably and cause serious injuries and/or damages.

Visibility

**WARNING:**

Riding in the dark and in poor visibility conditions is prohibited. Operate the headlights provided to ensure safe riding. Visibility must be sufficient:

- To detect surrounding obstacles
- To be spotted by other road users.

Exposure to water and liquid substances



WARNING:

Do not immerse GENNY or its parts in water. Avoid water ingress, particularly into the charging socket. The door provides no protection against water inlet.

Protect GENNY during use, transport, storage from:

- Pouring rain
- Water
- Other liquid substances.

6.5.6 Cleaning and Maintenance

Technical training



WARNING:

It is forbidden for the user to carry out any maintenance other than that indicated in the Operating and Maintenance Instructions Manual. To avoid unintentional operation or accidental changes, only specialised technical personnel trained by the manufacturer may do this:

- Cleaning of parts inaccessible to the user
- Ordinary and extraordinary maintenance
- Replacement of worn components
- Repairs.

Non-specialised personnel, such as cleaning companies, are not authorised to carry out cleaning and especially maintenance work because they are not adequately trained.

Changes to GENNY



WARNING:

It is forbidden to modify GENNY in any hardware or software part.

Do not modify any standard or optional components without written authorisation from the manufacturer. Unauthorised modifications may:

- Compromise GENNY safety
- Cause serious injuries or damages
- Annul the guarantee.

Only trained technical personnel may carry out authorised modifications. The addition of unauthorised accessories or components can alter the safety performance or sensitivity of GENNY to external electromagnetic influences, with consequences that are difficult to foresee.

Accessing unauthorised components and breaking safety seals voids the manufacturer's warranty.

Original spare parts



WARNING:

Replacing parts or individual components with non-original parts is forbidden. The use of GENNY with non-compliant components may cause:

- Loss of control
- Falls
- Clashes
- Serious injuries
- Injuries
- Damage to GENNY.

Certain non-original components specified in this Operating and Maintenance Manual, such as the anti-decubitus cushion and the footplate booster, are permitted as an exception.

Tyres



WARNING:

It is forbidden to use GENNY with tyres with characteristics other than those prescribed by the manufacturer in the Operating and Maintenance Instructions Manual.

Do not use GENNY with tyres:

- Not certified
- Used
- Damaged
- With non-compliant pressures.

The use of these tyres can cause:

- Dysfunctions
- Slides
- Tipping
- Serious injuries
- Damages.

Use of these tyres voids the manufacturer's warranty conditions.

Cleaning



WARNING:

Do not wash GENNY using jets of water. Do not use water jets, petrol pressure washers, solvents, flammable and/or corrosive fluids or alcohol-based products for cleaning:

- GENNY bodywork:
- The electrical equipment
- On-board components.

Check the compatibility of the detergent with GENNY materials.

The user must check the chemical constituents of specialised tyre cleaning agents, as these products could impair the tyres' grip on the ground.

Demolition and disposal



OBLIGATION:

Demolition and disposal must be carried out in accordance with safety and environmental protection principles. Consult the manufacturer or the nearest authorised service centre for guidance on how to carry out dismantling and disposal.

6.5.7 Transport and storage

Lifting

**WARNING:**

Lifting GENNY with weights and people on board is forbidden.

**WARNING:**

It is forbidden to lift GENNY in “STEERING” mode.

If there is no contact with the ground, the wheels accelerate in an uncontrolled and dangerous manner for the user or persons in the vicinity of GENNY.

6.6 Hazardous situations and residual risks

GENNY is designed according to the state of the art and the highest safety standards. However, even when used correctly, some potential risks remain that cannot be eliminated at the design stage. This chapter lists the risks identified by the manufacturer to which attention should be paid.

6.6.1 General

Risks associated with noise generated by GENNY

**WARNING:**

Mandatory hearing protection. Use and handle GENNY after receiving adequate information and instructions about the risks of prolonged acoustic exposure to loud or insistent noise. Use appropriate ear protection, such as ear muffs or ear plugs to prevent damages to the ears caused by piercing or insistent noise.

**NOTE:**

Experimental tests have shown that GENNY produces a slight but continuous acoustic pressure generated by the mechanical gears and tyres rolling on the ground.

Risks due to exposure to vibrations generated by GENNY



WARNING:

Do not use GENNY for a continuous period of 4 hours or more. Use GENNY after receiving adequate information and instructions about the hazards of vibration. Use of GENNY within the specified limits avoids dangers of injuries to limbs or muscular system.



NOTE:

Use on flooring that is not perfectly smooth causes the perception of a constant vibration level of GENNY structure.

Fire hazards from external causes



DANGER:

Exposure of GENNY lithium batteries to fire can cause a fire of an explosive nature that is difficult to control.



WARNING:

It is compulsory to install in the GENNY storage area, fire extinguishing systems capable of extinguishing flames generated by the use of flammable liquids or materials.

Formation of pressure sores



SAFETY INSTRUCTIONS:

The user must consult his or her doctor if there is a risk of sores or injuries from prolonged sitting. If there is a risk of sores or injuries caused by sitting, the specialist doctor will advise and recommend the appropriate pressure-relieving cushion for the patient.



NOTE:

GENNY is not supplied with an anti-decubitus cushion.

6.6.2 Use

Reverse gear

**WARNING:**

Reversing impedes visibility of the surrounding obstacles and hazards.

**OBLIGATION:**

Obligation to travel forward.

Risk of overheating surfaces exposed to the sun or heat sources

**SAFETY INSTRUCTIONS:**

Exposure of GENNY to direct sunlight or ambient temperatures above 37 °C may cause the temperature of surfaces in contact with the user's body to rise. Touch parts exposed to high ambient temperatures or direct sunlight with caution, particularly if the user has no sensitivity in the area of contact with:

- Push-button panel
- Cockpit
- Seat
- Steering handlebar grips
- Handles.

Risk of falling during transfer

**WARNING:**

The user must exercise care when transferring to and from GENNY. In particular:

- GENNY must be motionless and in "OFF" mode with its parking paws down
- The user must get as close as possible to GENNY and then move over the seat, possibly with the help of the side handles
- The user must avoid overbalancing GENNY during the transfer to avoid the risk of tipping over.

The user can, at his or her choice, remove the screws that fix the footplate in a horizontal position. Folding back the footplate allows a closer approach to GENNY and aids transfer.

Loads on the seat



WARNING:

It is forbidden to place loads on the seat when GENNY is switched on, if the user is not on board to prevent accidental and uncontrollable operation of GENNY.



NOTE:

GENNY start-up consent is enabled by a weight sensor positioned under the user's seat cushion.

Risk of loss of control due to inadequate steering adjustment



WARNING:

The user must adjust the height and position of the steering shaft to optimise the ergonomics of the seat and to ensure correct handling of GENNY. The user must keep the handlebar at a minimum distance from the torso to allow proper use of the steering shaft and to prevent the user from overshooting the handlebar while riding.



WARNING:

Riding with the handlebar too close to the body can cause the GENNY to lose control, resulting in a fall and serious injuries.

Risk of loss of control due to inadequate seat adjustment



WARNING:

The user must be seated centrally on the cushion to:

- Ensure the correct functioning of the weight sensor on axis with GENNY centre of gravity when stopping.

The user's back must rest correctly against the backrest to:

- Ensure optimal control of GENNY with trunk forward/backward.

Risk of loss of control due to accidental interference with GENNY movement**WARNING:**

It is forbidden to interfere with the wheels or any part of GENNY when in motion. To avoid unexpected behaviour of GENNY and possible overturning while riding, the user must:

- Check the absence of objects (e.g. stones or branches) that could block the wheels
- Avoid placing the feet on the ground. The feet must always rest on the footplate.

Risk of injuries to feet and lower limbs**WARNING:**

The user during use, when manoeuvring and in particular when reversing on site must:

- Pay attention to surrounding obstacles
- Keep the feet resting on the footplate
- Move the heels as far back as possible towards the base of the footplate.

To enable GENNY to circulate on sloping terrain, the footplate surface is limited. The toes of the feet can go beyond the limit of the footplate and get caught in a surrounding obstacle, resulting in possible foot injuries.

**NOTE:**

If necessary, contact an authorised service centre for information on avoiding feet contact with the ground during normal use of GENNY.

Risk of loss of control when driving on sloping terrain



WARNING:

It is forbidden to drive on terrain with a slope that is greater than the incline specified by the manufacturer.

The footplate may touch the ground when driving uphill.

When driving downhill, the leg of the back parking paw may touch the ground.

In both cases, GENNY could lose its grip on the ground and cause the user to fall.

Risk of loss of control due to descent of the parking paws while riding



WARNING:

Parking paws ensure static stability when GENNY is stationary or switched off. Their descent while riding can cause the user to fall. For this reason, the control system prevents their descent until GENNY is in the stop position.

Risk of lack of stability of the parking system



WARNING:

The user must use a support point until the user's feet are completely lowered and firmly on the ground.

It is not possible to rule out mechanical problems or external causes such as the presence of debris preventing the proper functioning of the locking mechanism and the firm grounding of the parking paws.

Risk of momentary loss of stability of GENNY**WARNING:**

The user must ride GENNY correctly. Incorrect riding modes and/or strong external or environmental factors may cause temporary loss of stability of GENNY and a fall.

GENNY user must:

1. Balance the torso on the seat, possibly using the side handles
2. Move the torso in the opposite direction to the direction of travel to slow down and rebalance GENNY
3. Stop GENNY
4. Lowering the parking paws
5. Descend from GENNY if able to do so safely.
Alternatively, the user must request the assistance of people who can help with the safe descent from GENNY.

Risk of momentary loss of lateral stability of GENNY**WARNING:**

The user must ride GENNY correctly. Incorrect riding modes and/or strong external or environmental factors can cause GENNY to lose its lateral stability and fall. These factors cannot be handled properly by the self-balancing control system. GENNY automatically shuts down if, during normal use, it registers a roll angle greater than 45°. The automatic switch-off of GENNY prevents further risks of exposure of the user or persons in the vicinity to moving mechanical components.

Shutdown in the event of a tip-over**WARNING:**

The user must ride GENNY correctly. Incorrect riding modes, strong external environmental factors can cause GENNY to tip over and fall. GENNY will automatically switch off if during normal use the following events occur:

- A tip-over
- Exceeding the maximum safe tilt values defined by the manufacturer
- An inclination greater than the approach angles of the footplate or rear trunk.

The automatic switch-off of GENNY prevents the risk of exposing the user or persons in the vicinity to moving mechanical components.

Mechanical hazard



DANGER:

Danger of entrapment (trapping).

It is forbidden to slip fingers under the seat in the presence of a user sitting on GENNY.

Accidental switch-off of traction motors



WARNING:

It is forbidden to switch off the traction motors while using GENNY.

The user must correctly stand GENNY with the paws down before removing the batteries and switching off the motors.

Switching off the traction motors inhibits any balance control and can cause GENNY to accidentally move and potentially tip over when the wheels are free.

Movement of parking paws



WARNING:

The user must check that there are no objects or people in the vicinity before lowering the parking paws to avoid possible crushing, injuries or damages.



NOTE:

The lowering of the parking paws occurs quickly.

6.6.3 Batteries

Batteries discharged

**WARNING:****Danger of tipping**

It is forbidden to use GENNY with discharged batteries.

In the presence of a low battery warning:

1. Stop GENNY safely
2. Place GENNY in “PARK” mode (stopped and with the paws down)
3. Provide immediate recharging.

Reactivate GENNY only once fully recharged.

**NOTE:**

The user must monitor the batteries' charge level and any signs of battery ageing, such as:

- The need for frequent recharging
- The progressive reduction of autonomy.

Overcharge

**SAFETY INSTRUCTIONS:**

When the batteries are fully charged, braking downhill can cause an overcharge of the batteries with the risk that the vehicle will shut down. When the batteries are fully charged, the user must then drive at low speed or on level ground until the batteries are partially discharged.

GENNY generates display warnings to alert the user of this risk situation.

**NOTE:**

The control system automatically changes GENNY pitch angle and prevents the user from continuing steering downhill.

Overheating

**WARNING:**

Danger of compromising the safety and performance of GENNY.

The user must stop riding and secure the GENNY if the batteries overheat during normal use.

Risk of fire/explosion of batteries



DANGER:

Fire/explosion risk

It is forbidden to touch, recharge or transport the batteries if one or both of them have:

- Slots
- Bulges
- Fluid leaks
- Overheating
- Emanation of unusual odours
- Collision damages
- Other visible damages.

Contact the authorised service centre immediately for instructions.



DANGER:

Damaged or unstable lithium batteries can overheat to the point of igniting or exploding and generating a flame:

- Aggressive and rapidly spreading
- Difficult to extinguish
- Which can be rekindled even if dormant for long periods (minutes or even hours).



NOTE:

For long-term stationing, please refer to Chapter 8.7 Storage and sheltering

Exposure to toxic agents**WARNING:**

the user must not touch batteries

Only technical personnel may handle defective or damaged batteries that have leaked:

- Wear Personal Protective Equipment in accordance with the safety instructions in the Operating and Maintenance Instructions Manual
- Check that the room is properly ventilated
- Dispose of PPE and the damaged battery in accordance with current legislation on the disposal of toxic waste in the country of use.

In case of accidental contact with the eyes of liquids and gaseous substances leaking from batteries.

- Do not touch eyes
- Rinse immediately with plenty of water
- Consult a doctor urgently.

If left untreated, the eyes could be seriously damaged by contact with liquids leaking from batteries.

6.6.4 Environmental conditions

Electromagnetic interference



SAFETY INSTRUCTIONS:

The user must pay attention to electromagnetic interference caused by:

- Radio/TV stations
- Burglar alarm systems
- Amateur Radio Transmitters (HAM)
- Two-way radios.

The devices indicated may interfere with the proper functioning of motorised transport systems and with GENNY control system.



NOTE:

GENNY produces electromagnetic interference within the limits set by the standard (Directive 2014/30/EU EMC).



NOTE:

GENNY may interfere with other medical devices due to its own emissions.

6.6.5 Cleaning and Maintenance

Exposure to toxic agents



SAFETY INSTRUCTIONS:

The user or the users' delegate, adequately instructed in the correct use of cleaning products and their chemical components, must know

- The safety data sheets of cleaning products, which indicate the hazards associated with their use as well as the precautions to be taken
- The dangers of flammable and/or explosive substances used on or near electrical and electronic components of GENNY.

The nature and chemical composition of the products used to clean GENNY may pose a residual risk to both the user and the maintenance technician.

Short circuits, electrocutions

**DANGER:****Danger of electrocution**

The maintenance and repair of electrical and electronic equipment must be carried out by appropriately trained and electrotechnically trained technical personnel.

**NOTE:**

Open guards leave electrical and electronic circuits with voltages higher than 60 V exposed. Wait more than 5 seconds after disconnecting the batteries and power cable before working on electrical and electronic circuits with voltages above 60 V.

Handling GENNY

**SAFETY INSTRUCTIONS:**

Lifting, transport, handling and assembly of GENNY or its parts must be carried out in accordance with the Operating and Maintenance Instructions Manual.

These operations always entail residual risks of:

- Impact
- Crushing
- Drag and drop
- Creeping
- Abrasion.

Authorised personnel must:

- Be careful when performing these operations
- Receive appropriate guidance from their supervisor on the residual risks
- Use personal protective equipment (PPE).

Depending on the operations, PPE to be used includes:

- Safety helmet
- Cut-resistant gloves
- Safety and non-slip shoes
- Clothing appropriate to the workplace
- Dust masks
- Other suitable devices.

6.7 Malfunctions and faults

6.7.1 DANGER and WARNING notices

Abnormal situations



SAFETY INSTRUCTIONS:

The user must stop and check the correct operation of GENNY before resuming riding when abnormal situations arise that may lead to loss of control. These abnormal situations are signalled by vibrations and acoustic signals.

The control system makes regular diagnostics of its operating status and provides the user with information about any malfunctions or dangerous situations.

When appropriate, GENNY provides instructions on the necessary steps to be taken to restore correct operation.

Alarms and safety warnings are communicated to the user both visually and through the emission of sounds and vibrations. The system combines these sensory signals to generate an immediate and instinctive perception of the level of danger.

The system has two classes of warning defined as DANGER and WARNING.

6.7.1.1 DANGER



DANGER:

Instruction referring to an imminently hazardous situation which, if not avoided, will result in instant death or serious or permanent damage to health.

This situation can, depending on the case, be caused by a GENNY dysfunction or misuse by the user.

This warning is signalled on the cockpit screen by a red visual message, including the relevant error code, and by simultaneous beeping and vibration.

In addition, the functionality of the GENNY is automatically limited by the control system.

Upon the occurrence of an event reported as a DANGER, GENNY is inoperable and handled as described in Chapter 6.7.3 Device unusable.

6.7.1.2 WARNING



WARNING:

Instruction referring to a potentially hazardous situation which, if not avoided, may result in death or serious or permanent damage to health.

This warning is signalled on the cockpit screen by a yellow visual message, including the relevant error code, and by the alternative emission of beeps or vibrations.

Upon occurrence of an event marked WARNING, GENNY functionality is limited and certain operating modes are inhibited. The user can:

1. Carry on riding with greater caution and avoid an immediate stop
2. Follow the instructions provided on the display by GENNY
3. Come back home or to another safe place as soon as possible
4. Reset the error by performing the restart procedure up to three times (refer to Chapter 6.7.2 Restart procedure)
5. If the error persists, please refer to the authorised service centre as soon as possible.

For both types of warning, the error code is always shown on the display and is detected by the technicians of an authorised service centre with the GSM system.

The code facilitates the diagnosis of a possible malfunction and identifies the correct corrective action to be taken.

6.7.2 Restart procedure

In case of malfunction, it may be sufficient to perform a power-off and power-on procedure to restore normal GENNY functionality. To restart, remove and reinsert the batteries as per the instructions in Chapter 5.2.2 Inserting and removing batteries.

**NOTE:**

The need for frequent reboots may indicate the need for GENNY to undergo a check-up.

Contact the authorised service centre.

6.7.3 Device unusable

A DANGER signal displayed in the cockpit obliges the user to switch off GENNY safely.

GENNY user must:

1. Check the surroundings and avoid further risks from objects, people in the vicinity or surrounding traffic
2. Move GENNY as far as possible to a safe place
3. Stabilise GENNY:
 - Lower the parking paws
 - Place GENNY in a safe place
 - Ask for help from a third party to be supported, if necessary.
4. Lower the steering shaft and get out of GENNY. Seek assistance from any people nearby
5. Restart GENNY (refer to Chapter 6.7.2 Restart procedure)
6. If the problem persists, remove the batteries again and immediately refer to the authorised service centre
7. Avoid using GENNY until the problem is resolved.

6.7.4 Tipping

In the event of GENNY being overturned:

1. Assess the situation and get off GENNY
2. Take out the batteries
3. Put GENNY back into a stable vertical position
4. Reinsert the batteries, restart GENNY and lower the parking paws.



NOTE:

If GENNY shows visible damages and/or malfunctions after tipping, contact the authorised service centre for a check-up. Report the incident to the manufacturer (refer to Chapter 6.8.1 Reporting to the manufacturer).

6.7.5 Mechanical games

During assembly of GENNY, the parking paws, handlebar grips and steering shaft may show some mechanical play.

These imperfections, when small, are the result of an engineering compromise between the requirements of solidity and smoothness of movement of the gears within them.

They are therefore not to be regarded as construction defects and in no way constitute a safety risk for GENNY.

6.8 Accident reporting

6.8.1 Reporting to the manufacturer

The user must promptly notify the manufacturer or the authorised service centre of any malfunctioning of GENNY, its safety and protection systems, or other hazardous conditions of which he becomes aware.

In the event of an accident, an accident event or even a near accident (near miss), the user must inform Genny Factory SA by telephone or e-mail.

A reporting form is available in Annex 11.2 Annex 2 - **Damage or Accident Report Form**, which the user can use as a template for communications with the manufacturer.

6.8.2 Communications to the supervisory authorities

An accident or near accident demonstrably caused by a manufacturing defect or malfunction of GENNY must be reported to the manufacturer, the supervisory authorities by:

- Professional users
- Medical personnel
- Health workers.

In Switzerland, the supervisory authority for medical devices is the Swiss Agency for Therapeutic Products (Swissmedic). On its website at the link below you will find the information you need to submit an incident report:

www.swissmedic.ch - Accident Notification of Users and Practitioners



In Italy, public and private health professionals, health facilities, pharmacies, general practitioners or freely chosen paediatricians must report the occurrence of an accident or near miss to the Ministry of Health using the form made available on its website at the following link:

www.salute.gov.it - Incident Report by Health Workers



In France, health workers and other health professionals must report an accident or near accident to the Ministère du Travail, de la Santé et des Solidarités via the following online portal:

sante.gouv.fr - Signaler un incident résultant de l'utilisation d'un dispositif médical



The contact information of the supervisory authorities for other European countries can be found on the following site run by the European Commission:

health.ec.europa.eu - Contact Points of National Authorities





GENNY™



7 Checks, cleaning, maintenance and repair



OBLIGATION:

The user must keep GENNY in good working order. The user is responsible for cleaning and maintenance in accordance with this Operating and Maintenance Instructions Manual and in compliance with the warranty conditions.

The user must schedule the performance by specialised technicians of the periodic and extraordinary check-ups and maintenance required to ensure the functionality and safety performance of GENNY.



OBLIGATION:

Technical personnel must be trained by the manufacturer in the use and safety of GENNY and must read and understand this Operating and Maintenance Instructions Manual.

Only authorised technical personnel may technically intervene on GENNY for assembly operations, maintenance, repairs of GENNY and in general all operations not expressly indicated in this Operating and Maintenance Instructions Manual as being the direct responsibility of the user.

The following table shows the main inspection, cleaning and maintenance tasks of GENNY and indicates who is authorised to carry them out and how often.

What	Who	When
Adjustments and fixings (Chapter 5.2.4 Adjustments and fixings)	Specialised technician	On purchase and then annually
Checks before use (Chapter 5.2.6 Checks before use)	User	Daily
Recharge (Chapter 5.9 Parking and charging)	User	Daily
Ordinary cleaning (Chapter 7.1.1 Ordinary cleaning)	User	Daily and as needed
Checking tyre wear (Chapter 7.1.2 Tyres check)	User Specialised technician	Daily Annually

What	Who	When
Checking battery status (Chapter 7.1.3 Battery check)	User Specialised technician	Daily Annually
Checking handlebar grips (Chapter 7.1.4 Checking handlebar grips)	User Specialised technician	Annually
Shock absorber check (Chapter 7.1.5 Suspension adjustment)	User Specialised technician	Daily Annually
Check-up (Chapter 7.2 Check-up)	Specialised technician	Annually or every 1000 km
Pit-Stop (Chapter 7.3 Routine maintenance or Pit-Stop)	Specialised technician	Every 1000 km
Extraordinary maintenance (Chapter 7.4 Extraordinary maintenance)	Specialised technician	Every 5 years or as needed

7.1 Cleaning and User Responsibility Checks

The user must do:

- Surface cleaning
- Some routine checks on the correct functioning of GENNY.

The user must comply with the periodicity indicated in the table above. If the user is not qualified for these tasks, he must assign a duly trained person to do them.

7.1.1 Ordinary cleaning

GENNY is not sterile and does not need to be sterilised. The user must maintain GENNY under hygienic conditions that preclude bacterial growth especially of those parts in contact with the user's body, including:

- Back cushion cover
- Seat cushion cover
- Handlebar grips
- Command cockpit display
- Side handles
- Footplate
- Bodywork.

The user must ensure that safety-critical parts of GENNY are routinely cleaned:

- Wheel rims
- Headlights.

The user must, during cleaning operations:

1. Stop GENNY in parking mode:
 - GENNY stopped
 - Parking paws firmly lowered to the ground.
2. Disconnect GENNY from all power sources:
 - Take out the batteries
 - Disconnect the power cable from the charging socket.
3. Ensure ventilation and good lighting in the room.
4. Pay attention to:
 - Objects
 - Obstacles
 - People in the vicinity
 - Other possible sources of danger in the room.
5. Use personal protective equipment (PPE) such as goggles, masks and gloves.
6. Do not dismantle any components for cleaning purposes.

7. Do not open and do not clean the inside of the battery compartment.
8. Do not use water jets, irrigation hoses or pressure washers.
9. Use a damp microfibre cloth to clean plastic parts.
10. If necessary, remove dust and dirt from hard-to-reach parts using a pressurised air canister.
11. Keep away from sources of heat, flames or combustible material.
12. Use a non-alcohol-based antibacterial spray cleaner to sanitise surfaces in contact with the body, especially handlebar grips and side handles.

The user must personally check the suitability of the cleaning agents for GENNY materials listed in the table below.

**NOTE:**

The manufacturer is not liable for injuries or damages resulting from the use of cleaning products unsuitable for GENNY materials.

Component	Material	Component	Material
Backrest lining	Synthetic material	Bodywork	PA-ABS (Polyamide + acrylonitrile-butadiene-styrene)
Cushion cover	PES (polyethersulphone)	Footplate	PA6.6 30GF (Polyamide with 30% spherical glass fibre)
Handlebar grips	ELASTOSIL® R 401/40 S (silicone mixture)	Wheel rims	Painted aluminium
Side handles	Painted aluminium	Light projectors	Polycarbonate
Display screen	Amorphous silicon		

**NOTE:**

The user must check the chemical composition of cleaning products to avoid illness or intoxication due to the exhalation of toxic substances.

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WARNING:

It is forbidden to wash GENNY, electrical equipment and on-board components with water jets. Do not use a pressure washing system or a high-pressure water hose.



WARNING:

It is forbidden to use petrol, solvents, flammable and/or corrosive fluids or alcohol-based products to clean GENNY, electrical equipment and components.

Check the compatibility of the detergent with GENNY materials.



WARNING:

The user must check the chemical components of specialised tyre cleaning agents as these products could impair the tyres' grip on the ground.



SAFETY INSTRUCTIONS:

The user or the users' delegate, adequately instructed in the correct use of cleaning products and their chemical components, must know

- The safety data sheets of cleaning products, which indicate the hazards associated with their use as well as the precautions to be taken
- The dangers of flammable and/or explosive substances used on or near electrical and electronic components of GENNY.

The nature and chemical composition of the products used to clean GENNY may pose a residual risk to both the user and the maintenance technician.

7.1.1.1 Cleaning the seat cushion cover

For hygienic reasons, the removable seat cushion cover must be washed periodically and whenever it is exposed to liquids of biological origin (e.g. sweat, urine, blood).

Procedure:

1. Undo the zip located under the cushion
2. Remove the cover from the polyurethane foam cushion
3. Carefully detach the Velcro fasteners located near the seams
4. Wash the lining by hand at temperatures not exceeding 30 °C, using detergents for delicate garments
5. Air-dry the liner by laying it out of direct sunlight.

Do not use: washing machine, spin dryer.



NOTE:

Any tears in the Velcro or tearing in the foam cannot be repaired.



6. Clean the polyurethane foam cushion with running water and a soft brush and mild detergent.
7. Air-dry the cushion by laying it out of direct sunlight.



NOTE:

The change in colour of the polyurethane foam of the cushion does not indicate its degradation.

7.1.1.2 Cleaning the back cushion cover

The user, for hygienic reasons, must wash the removable back cushion cover:

- Periodically
- When exposed to liquids of biological origin (e.g. sweat, urine, blood).

Procedure:

1. Detach the cushion from the Velcro fastened on the metal backrest support.
2. Undo the zip and pull out the cushion.
3. Removing the polyurethane foam lining.
4. Wash the lining by hand at temperatures not exceeding 30 °C, using detergents for delicate garments.
5. Air-dry the liner. Avoid direct exposure to sunlight.

Do not use: washing machine, spin dryer.



6. Clean the polyurethane foam cushion with running water and a soft brush and mild detergent.
7. Air dry the cushion. Avoid direct exposure to sunlight.

Do not use: washing machine, spin dryer.



7.1.2 Tyres check



WARNING:

It's forbidden to use tyres:

- Not certified
- Worn beyond what the manufacturer allows
- Damaged
- With non-compliant pressures.

The use of tyres listed above may cause:

- Malfunctions
- Slides
- Tipping
- Accidents and serious injuries.



NOTE:

Using GENNY with non-compliant tyres will affect safety and void the manufacturer's warranty conditions.

7.1.2.1 Tread condition and quality

The correct grip of GENNY on the ground is essential to ensure the performance and safety of the self-balancing control system. Check regularly:

- Tyre quality
- The presence of any damage
- The level of tread wear
- The age of tyres.

Check in particular for obvious signs of defects or damages such as:

- Punching
- Drilling
- Pressure loss or other.

A specialist assesses tyre damage and decides on tyre replacement.

The minimum permissible tread thickness is 2 mm. Tyres with a lower tread thickness cannot be used and must be replaced immediately.

The useful life of tyres is five years. Once this expiry date has been reached, tyres must be replaced.

For details on how to change tyres, refer to Chapter 7.6.3 *Wheels and tyres*.

7.1.2.2 Pressure

Tyre pressure is critical as it has a major influence on the grip of the wheels on the ground. For this reason, it is essential that the pressure is maintained at the manufacturer's recommended level (refer to Chapter 4.3 *Technical Data* and the label on the device).

The manufacturer recommends contacting a tyre specialist or technician to restore the correct tyre pressure.

7.1.3 Battery check

The user must check the status of the batteries and their charge level on the cockpit display before, during, and after riding. Check for visible anomalies, such as:

- Temperature above 30 °C
- Emission of unusual odours
- Unusual colour
- Unusual shape
- Emission of gases or liquids
- Damage of all kinds
- Any other anomaly.

Recharge the batteries when the charge level is below the reserve threshold indicated on the cockpit display, to avoid complete discharge (refer to Chapter 5.9 *Parking and charging*).

In the event of any anomaly being detected, the user must refer to the authorised service centre which will check and/or replace the batteries, if necessary.



NOTE:

GENNY can only work:

- With both batteries inserted
- With both batteries of similar chemical characteristics
- With both batteries sufficiently charged.

7.1.4 Checking handlebar grips

The steering handlebar grips are designed specifically for GENNY. Their surface structure is designed for:

- Ensuring optimum grip (grip) for the user's hands while riding
- Avoiding loss of steering control when cornering.

To ensure the safety performance intended by the manufacturer, check the wear condition of the handlebar grips. An acceptable state of wear of the handlebar grips is considered to be one in which the "GENNY" inscription in the overlay is easily readable.



Figure 7.1 - Handlebar grips with "GENNY" lettering

7.1.5 Suspension adjustment

Periodically check the pneumatic pressure of the Öhlins seat and back shock absorber when installed on GENNY



NOTE:

For adjustment operations, please refer to the manufacturer's instructions delivered with the accessory.

7.2 Check-up

GENNY requires annual check-ups. The purpose of the annual check-up is multiple:

1. Guarantee the user the safety performance of GENNY with the verification of:
 - Performance
 - Operation of its critical components
 - Condition of components subject to wear and tear
 - Proper functioning of safety systems.
2. Provides a useful post-market surveillance tool to collect user feedback on GENNY performance over its lifetime
3. Maintain supplier's warranty conditions.

Check-ups must also be performed beyond the warranty period in the event of an extension of the warranty.

The due date of the check-up is signalled by a warning on the GENNY control cockpit display when the first condition between annual expiry or 1000 km travelled occurs. When the warning appears, contact your authorised service centre to schedule an appointment.

Normal use of GENNY continues until the first condition occurs between the quarterly deadline or 300 km travelled since the warning appears on the display. Once this second deadline has lapsed, GENNY automatically limits its performance to ensure the safety of the user until the check is carried out.

If the check-up detects any criticalities, a pit-stop or extraordinary maintenance service is scheduled as needed.

At the end of the check-up, the technician must:

- Reset GENNY timer
- Restore the factory settings of GENNY.

7.3 Routine maintenance or Pit-Stop

To guarantee the safety and performance of GENNY, the specialised technician carrying out the check-up establishes the need for routine maintenance, or Pit-Stop, which becomes mandatory.

During the Pit-Stop, the specialist technician performs the following operations:

1. Visual inspection of GENNY and verification of its proper functioning
2. Connection of GENNY to the manufacturer's remote assistance system and analysing the history of events recorded by the control system: errors, faults, technical interventions
3. Disassembly of the Upper Seat to check the mechanical gears of GENNY

4. Cleaning and/or control of:
 - Steering assembly
 - Sitting assembly
 - Headlight assembly
 - Bodywork
 - Powertrain
 - GPU
 - Wheels and tyres
 - Parking assembly
 - Footplate assembly
 - Batteries
5. Inspection of the condition of components subject to wear and possible replacement
6. Check and possible adjustment of seat, backrest and shock absorbers
7. Check of the labelling.

At the end of the verification, the technician resets the Pit-Stop warning timer and records the action in the manufacturer's surveillance system.

7.4 Extraordinary maintenance

Extraordinary maintenance is carried out by a specialist technician from the authorised service centre. Extraordinary maintenance should be carried out at least every 5 years, on the recommendation of a specialist technician and when the safety of GENNY requires work on components not covered by the Pit-Stop, for example:

- Software (updates)
- GPT components (control and replacement of traction motors, control boards, power elements, wiring harnesses)
- Parking assembly gears.

Upon completion of the inspection, the technician records the serial numbers of the replaced components in GENNY internal control system. Registration prevents unauthorised replacements with non-conforming parts (refer to Chapter 7.6.4 Spare parts). The details of the intervention are recorded in the manufacturer's remote assistance system.

7.5 Components subject to wear

The instruction manual for technicians contains:

- The list of components subject to wear
- The periodic inspection and replacement of components subject to wear.

The replacement of components subject to wear is not permitted for users and/or persons not specifically trained by the manufacturer (refer to Chapter 6.2.2 Training of specialised personnel).

7.6 Repairs

7.6.1 Troubleshooting

Authorised service centres are equipped with a remote service system, a tool that allows for:

- GENNY diagnostics
- Reading the event history (faults and anomalies) recorded by GENNY control system
- Check of the serial numbers of components installed on GENNY.

The analysis of this data allows specialist technicians to detect known malfunctions and possible faults in electrical and electronic components.

7.6.2 Batteries

Battery replacement is necessary in case of:

- Malfunctioning signals
- Signs of damage
- Charging procedures too frequent or with abnormal timing.

Before replacement, please refer to the authorised service centre to verify the need for replacement and for instructions on the correct procedure.

Replacing batteries



WARNING:

It is mandatory to refer to the Operating and Maintenance Instructions Manual to correctly replace the batteries:

- Replacing batteries in pairs
- Check that the batteries have the same chemical composition.



NOTE:

Contact the authorised service centre for battery replacement by appropriately trained technical personnel.

7.6.3 Wheels and tyres

The manufacturer supplies pre-assembled wheels and tyres. Only specialised technical personnel may separate wheels and tyres for maintenance or repair purposes.

As indicated in Chapter 4 *Description of GENNY*, GENNY original tyres have special properties selected to optimize tyre grip:

- In indoor and outdoor environments
- In variable weather conditions.

To ensure the safety and performance of GENNY, replace the tyres:

- With products of equal characteristics, approved by the manufacturer
- With the intervention of a technician from the service centre authorised by the manufacturer.



NOTE:

Contact an authorised service centre in the event of a tyre puncture.

7.6.4 Spare parts

**WARNING:**

Replacing parts or individual components with non-original parts or parts not authorised by the manufacturer is prohibited. The use of GENNY with non-compliant components may cause:

- Loss of control
- Falls
- Clashes
- Serious injuries
- Injuries
- Damage to GENNY.

The Operating and Maintenance Instructions Manual specifies which non-original and usually customised components are allowed as an exception, including:

- Anti-decubitus cushion
- Footplate support rising part.

GENNY is equipped with an internal serial number control system for critical components. Unauthorised replacements are detected by the system, which stops the total operation of GENNY.

The lock can only be removed by the manufacturer with the remote assistance system provided by the authorised service centres.

**SAFETY INSTRUCTIONS:**

It is mandatory to repair and/or replace components approved by the manufacturer, in the authorised centre. The user must refer to technicians authorised and trained by the manufacturer for repairs and/or replacements with original components.

8 Transport and storage

The Operating and Maintenance Instructions Manual of GENNY specifies the mode of transport. For any clarifications or questions regarding transport, please refer to the authorised service centre.

8.1 Lifting and anchoring

Lifting



WARNING:

Lifting GENNY with weights and people on board is forbidden.

Moving GENNY



WARNING:

No exertion of effort on:

- Handlebar
- Seat
- Backrest
- Any other component of GENNY not intended for this purpose.

To move and/or lift GENNY use the side handles.

Safety of people in the vicinity



SAFETY INSTRUCTIONS:

Users and/or operators, in order to protect the safety of people in the vicinity during lifting and handling operations, must

1. Check the surrounding area
2. Turn people away
3. Remove objects and obstructions
4. Move and lift GENNY.

To lift GENNY:

1. Check that there are no persons in the vicinity or objects within the manoeuvring spaces.
2. Switch off GENNY
3. Lock all moving parts in closed position (steering shaft down, parking paws up, cushion removed, backrest folded).
4. Take the batteries out of the battery compartment to check that GENNY is disconnected from any power source
5. Properly fasten the straps to the handles and/or anchorage points provided by the manufacturer and shown in Figure 8.1
6. Check the correct binding and balance.
7. Lift GENNY

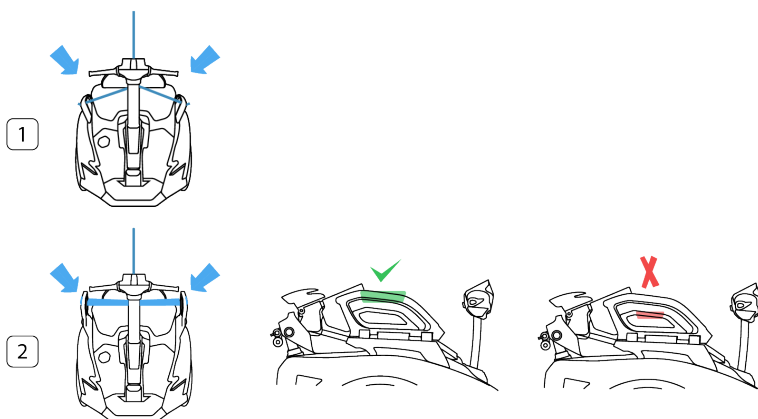


Figure 8.1 - Lifting GENNY: correct attachment of the straps to the side handles

1	Standard side handles	2	Tilting handles
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NOTE:

Use approved lifting systems with a payload capacity exceeding GENNY weight.

Request the intervention of a third person in the absence of good visibility during lifting operations.

8.2 Transport by car

Carriage of GENNY in a car is specifically permitted without a user on board. GENNY is not certified for use as a seat inside a motor vehicle. GENNY dimensions are compact enough to allow it to be carried in the boot of a standard-size station wagon, so it can be carried in most motor vehicles on the market today.

Transport in a motor vehicle



DANGER:

Do not use GENNY as a seat inside a moving motor vehicle. Using GENNY as a seat inside a moving motor vehicle may cause serious injuries or death.

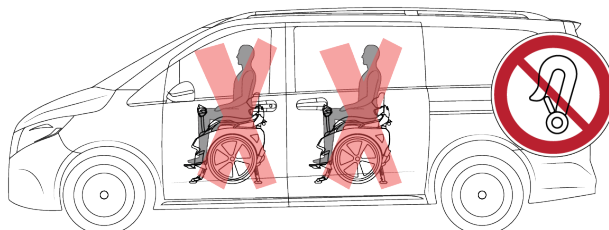


Figure 8.2 - Prohibition of use as a seat inside a vehicle

Check the availability of space inside the vehicle before loading GENNY.

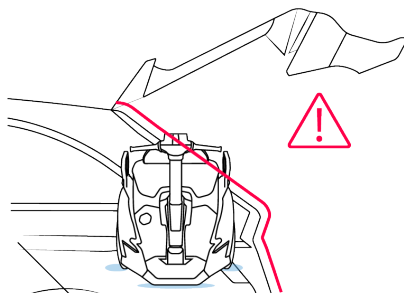


Figure 8.3 - Check the size of GENNY before loading

8.2.1 Loading with electric hoist

To load GENNY with a motorised lifting system:

1. Place GENNY in front of the trunk in "OFF" mode
2. Fasten the straps to the side handles (refer to Chapter 8.1 Lifting and anchoring)
3. Lift GENNY as described in Figure 8.4
 - A. Lift GENNY
 - B. Rotating the hoist
 - C. Accompany GENNY inside the trunk
 - D. Lower GENNY inside the trunk.
4. Raise the parking paws and place GENNY on the open footplate.

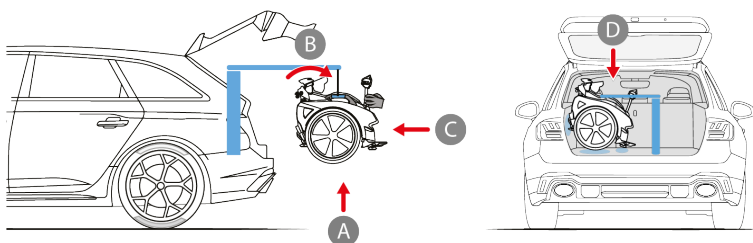


Figure 8.4 - Loading GENNY on board a vehicle - lifting system

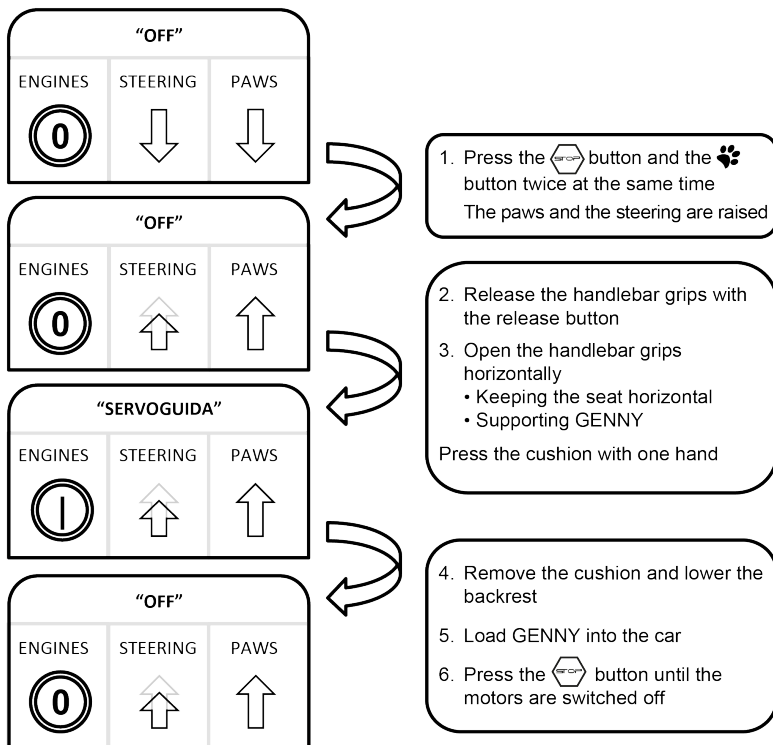
8.2.2 Loading with loading ramps

8.2.2.1 Car loading with ramps




NOTE:

This procedure outlines the steps to be taken to load GENNY with loading ramps described below.



To load GENNY with loading ramps, check their capacity, which must be greater than GENNY weight. Proceed as follows:

1. Position the ramps at a distance from each other compatible with the vehicle wheelbase
2. Enable the "SERVOGUIDA" mode, remove the cushion and lower the backrest
3. Accompany GENNY down the ramps and into the vehicle (Figure 8.5)

4. Enable "OFF" mode by pressing the "STOP" button 
5. Remove the loading ramps.

Once loaded inside the luggage compartment, secure GENNY with straps attached to the lashing points provided for this purpose and marked as such (refer to Chapter 8.1 Lifting and anchoring).

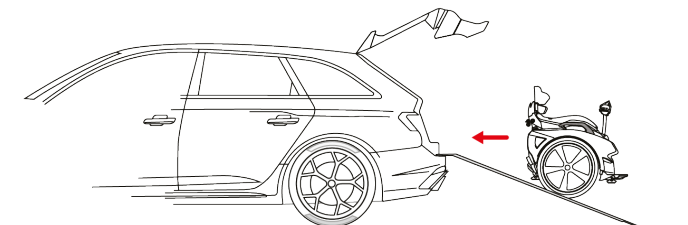


Figure 8.5 - Loading GENNY on board a vehicle - loading ramps

8.2.3 Positioning and anchoring inside the trunk

After loading GENNY inside the trunk:

1. Raise the parking paws and place GENNY on the open footplate
2. Place GENNY in the trunk
3. Anchor GENNY with straps in one of the positions shown in Figure 8.6 - Positioning and anchoring inside the luggage compartment.

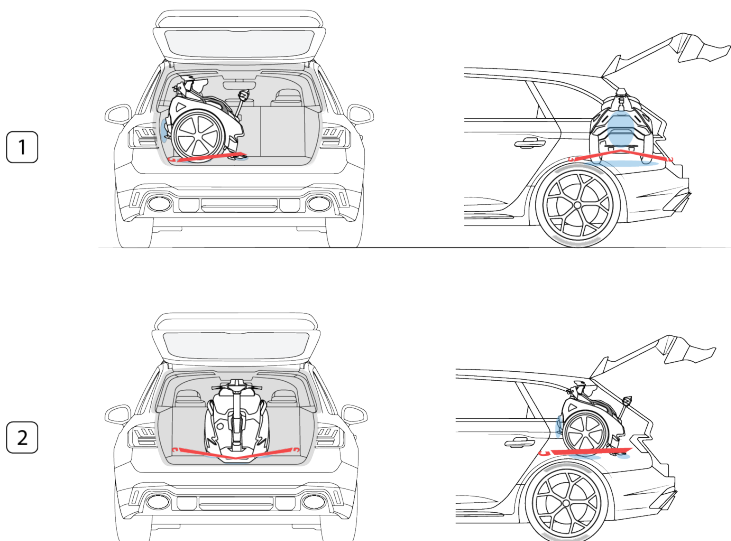


Figure 8.6 - Positioning and anchoring inside the luggage compartment

1 Lateral position

2 Frontal position



NOTE:

Lateral positioning is preferable because it allows the wheels to be used as a stop in the direction of movement of the vehicle.

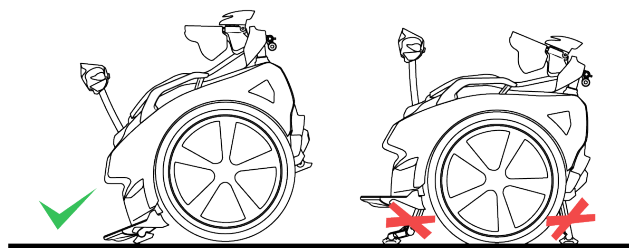


WARNING:

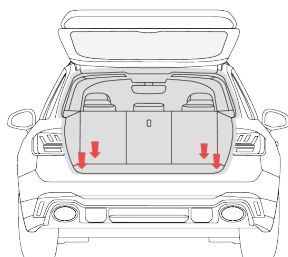
Do not recharge batteries inside a motor vehicle. Danger of overheating or degradation.

8.2.4 Securing GENNY inside the trunk

To secure GENNY to the trunk of the vehicle, lift the parking paws and attach the straps to the eyebolts provided for this purpose.



1



2

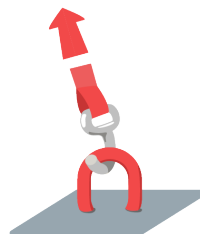


Figure 8.7 - Instructions for anchoring inside the vehicle boot

1 Lift the parking paws

2 Use prepared eyebolts

8.3 Land and sea transport

Instructions on how to travel safely with your GENNY on public transport such as buses, trains and ships are given in Chapter 5.8.3.6 Public transport.

GENNY can be carried without constraints either by land or by sea, if shipped.

To avoid damage during transport, pack and protect GENNY from stress and impact. The manufacturer recommends the use of the protective Genny Box illustrated in Chapter 5.1 Unpacking of GENNY. Refer to the distributor or authorised service centre for information on this.

Safety fasteners



OBLIGATION:

The user must secure GENNY on board a public transport vehicle to the side handles and eyebolts provided for this purpose. Using parts not designed for this purpose to secure GENNY on board a public transport vehicle, such as the backrest or steering shaft, may damage GENNY.



NOTE:

Regardless of the packaging chosen, the user must secure GENNY firmly to prevent accidental displacements or excessive vibrations. Use certified straps. Fasten GENNY to the anchor points provided and marked as such (refer to Chapter 8.1 Lifting and anchoring).

For the transport and shipment of batteries, refer to Chapter 8.5 Transport of batteries.

8.4 Air transport

If the user has to plan an air journey, it's necessary to enquire with the airline and ask whether it is permitted to carry motorised wheelchairs powered by lithium-ion batteries. If transport is permitted, GENNY must be loaded into the hold with the batteries inserted but disconnected electrically. The user must point out to the airline's assistance staff that:

- GENNY batteries have passed the tests for individual and in-vehicle transport according to UN Standard 38.3
- When the batteries are disconnected from GENNY by lifting the locking lever, on the one hand GENNY is not powered and cannot switch on accidentally, on the other hand all electrical circuits remain protected against potential short circuits
- Unintentional switching on of GENNY is not possible when the batteries are uncoupled and removed from the battery compartment.

Upon delivery of GENNY at check-in proceed as follows:

1. Set GENNY to *FREE* mode (refer to Chapter 5.7.1.1 *FREE* setting)
2. Place GENNY frontwards on the footplate
3. Open the rear door
4. Lift the battery locking lever
5. Pull the batteries slightly up to the limit point so that the lever can be lowered again
6. Lower the locking lever
7. Check there is free movement for the batteries behind the lowered lever to ensure their electrical disconnection from GENNY
8. Check that it is not possible to switch GENNY on
9. Secure the lever in the down position with the slot positioned on the left side of the lever
10. Close the door.



NOTE:

GENNY is now physically disconnected from the batteries. With the door closed, the batteries cannot be accidentally reconnected. Accidental switching on of GENNY is impossible.

11. Push and load GENNY manually on to the aircraft
12. Secure GENNY inside the aircraft hold with certified straps to the side handles or any other anchor point provided for this purpose (refer to Chapter 8.1 *Lifting and anchoring*).

For more information on how to transport GENNY, please refer to the manufacturer's website.

8.5 Transport of batteries

Transport of batteries



SAFETY INSTRUCTIONS:

The user must visually inspect batteries for signs of damage or other visible defects before transport.

During unattended transport of GENNY, remove and carry batteries separately.

During transport, protect batteries from:

- Heat
- Humidity
- Vibrations
- Potential collisions.

Shipping batteries



SAFETY INSTRUCTIONS:

The user should refer to the authorised service centre for information on the correct way to ship lithium ion batteries by land, sea or air.



NOTE:

Lithium ion batteries are considered **hazardous materials** for shipping.

GENNY batteries have passed the tests for individual and in-vehicle transport according to UN Standard 38.3. If they need to be transported individually, their transport in good condition is permitted by land, sea or cargo plane.

Use packaging and procedures that comply with applicable regulations when shipping batteries. Refer to the airline for further information.

Battery damage



DANGER:

Fire/explosion risk

It is forbidden to touch, recharge or transport the batteries if one or both of them have:

- Slots
- Bulges
- Fluid leaks
- Overheating
- Emanation of unusual odours
- Collision damages
- Other visible damages.

Contact the authorised service centre immediately for instructions.

8.6 Transport using the Genny Box

To fasten GENNY inside the Genny Box, follow the fastening diagram in Figure 8.8.

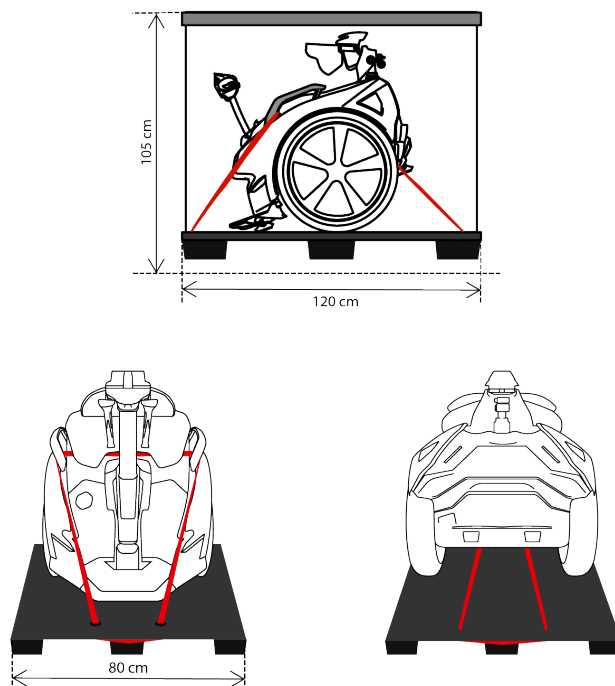


Figure 8.8 - Fixing diagram for GENNY inside the Genny Box

The fixing diagram requires:

1. Setting GENNY to *FREE* mode (refer to Chapter 5.7.1.1 *FREE* setting)
2. Placing GENNY in the centre of the Genny Box base
3. Placing GENNY facing frontwards on the footplate
4. Open the rear door
5. Lift the battery locking lever
6. Pull the batteries slightly up to the limit point so that the lever can be lowered again
7. Lower the locking lever
8. Check there is free movement for the batteries behind the lowered lever to ensure their electrical disconnection from GENNY

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9. Check that it is not possible to switch GENNY on
10. Secure the lever in the down position with the slot positioned on the left side of the lever
11. Close the door.
12. Fasten the front strap
13. Fasten the rear strap
14. Close the side walls of the Genny Box
15. Fasten the safety tabs that keep the walls secured to the Genny Box
16. Close the lid of the Genny Box and secure it with the bands or straps so that it lines up with the base.



NOTE:

GENNY is now physically disconnected from the batteries. With the door closed, the batteries cannot be accidentally reconnected. Accidental switching on of GENNY is impossible.

Using the fastening strap



WARNING:

Do not force the handlebar during transport.

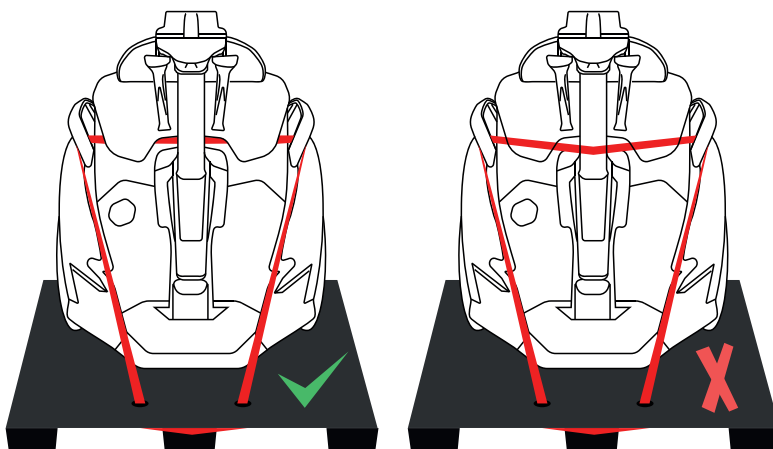


Figure 8.9 - Illustration of how to correctly attach the front strap

**NOTE:**

The front fastening strap must pass between the seat and the steering rod.

Do not apply pressure to the handlebar with the strap or other fasteners to avoid distortions.

8.7 Storage and sheltering

**DANGER:**

Keep batteries out of the reach of children and animals. Exposure to battery voltage or possible fumes can cause serious injuries or death.

In case of prolonged storage of GENNY, store GENNY in a ventilated place protected from the weather and dust. For storage for periods longer than one month, it is necessary:

- To store GENNY in a place free of mechanical stress and shocks
- To check compliance with the environmental storage conditions for transport and storage as described in Chapter 4.4 Performance characteristics, operating limits and environmental conditions
- To fully recharge the batteries before sheltering
- Disconnect the batteries from GENNY (follow the instructions in Chapter 5.2.2 Inserting and removing batteries)
- To remove the batteries and store them separately in a place with suitable environmental conditions as described in Chapter 4.4 Performance characteristics, operating limits and environmental conditions, if necessary
- To reconnect and recharge the batteries quarterly to avoid complete discharge with irreversible degradation of their performances.

9 Product warranty

9.1 Warranty Conditions

Genny Factory SA guarantees that GENNY is built according to the highest quality and safety standards and in compliance with applicable regulations. Every single GENNY is individually inspected and tested before delivery to the customer, guaranteeing that GENNY functions properly when it leaves the factory.

GENNY and all its accessories are guaranteed for 24 (twenty-four) months from the date of delivery of the product to the end user. Exceptions are batteries for which the warranty period is 12 (twelve) months.

For any warranty claim, the customer must refer to the dealer or the authorised service centre. Following careful analysis and at the discretion of Genny Factory SA, GENNY or the components found to be defective shall then be repaired or, if necessary, replaced under warranty.

The validity of the guarantee is limited to problems, faults or damages attributable solely to factory defects in materials or caused by the manufacturing process.

Only a specialised technician from the manufacturer or an authorised service centre can carry out warranty work.

Parts and components repaired or replaced under warranty are covered by a 12 (twelve) month warranty against factory defects.

The availability of replacement devices is the responsibility of the distributor and not the manufacturer. For further information on the availability of replacement devices, please refer to the authorised service centre.

The customer may only assert the warranty rights if the contractual terms and conditions of sale stated in the delivery contract are complied with. For all disputes, the place of jurisdiction is the place of the manufacturer's registered office.

Complaints can be made within eight (8) days after delivery of the product to the customer.

9.2 Warranty Extensions

Particular provisions, including optional warranty extensions, must be decided at the contractual stage and require the approval and documentary evidence of Genny Factory SA.

Carrying out repairs or replacements under warranty does not entitle the customer to any extension of the warranty period.

9.3 Warranty Exclusions

The following are excluded from the warranty:

- Faults, malfunctions or damages due to use other than the intended use declared by the manufacturer
- Faults, malfunctions or damages due to use not in accordance with this Operating and Maintenance Instructions Manual, or with the laws in force in the country of use
- Faults, malfunctions or damages due to use by unauthorised or untrained persons
- Faults, malfunctions or damages due to insufficient maintenance
- Faults, malfunctions or damages due to non-compliance with the environmental conditions stated in the Operating and Maintenance Instructions Manual, such as unstable line voltage, or external causes such as the occurrence of natural or force majeure events
- Damage and corrosion caused by improper use
- Tampering or accidents of any kind (collision, fire, theft, riots and disturbances)
- Deterioration of batteries due to non-compliance with the environmental conditions indicated in the Operating and Maintenance Instructions Manual or complete discharge of energy
- Deterioration due to normal use of the device
- Devices from which the UDI identification code has been deleted or deleted
- Devices that are not made available to the manufacturer for inspection
- Costs for injuries or damages to persons, animals or property caused directly or indirectly by failure or malfunction of the device
- Any costs due to shipping the device to any authorised service centre or, if applicable, to the manufacturer's premises
- Any customs duties for the international transport of goods
- Value Added Tax (VAT) and other costs to be borne by the purchaser
- Possible costs of transport, food and accommodation of persons (customers, technicians, agents).

9.4 Warranty Cancellation

The guarantee ceases to have effect if GENNY:

- Has been immersed in water or damaged as a result of exposure to heavy rain or other liquid substances
- Has been opened in its parts or components without the manufacturer's authorisation
- Has been subjected to an attempted tampering with or removal of safety seals
- Has undergone an attempted modification not authorised by the manufacturer, regardless of the extent of the modification
- Has undergone an attempted modification or repair of any of its parts by unauthorised personnel
- Has undergone an attempted modification or repair of any of its parts with parts not authorised by the manufacturer. The use of non-original parts may affect the performance and safety of GENNY
- An attempt was made to access or modify one or more of the software on GENNY.



GENNY™



10 End-of-life disposal



Figure 10.1 - WEEE (Waste Electrical and Electronic Equipment) symbol

GENNY must be sent to separate collection facilities for recovery and recycling.

When GENNY comes to the end of its life because it is obsolete or irretrievably broken down or damaged, it must be taken out of service and scrapped in preparation for its proper disposal.

Battery damage



DANGER:

Fire/explosion risk

It is forbidden to touch, recharge or transport the batteries if one or both of them have:

- Slots
- Bulges
- Fluid leaks
- Overheating
- Emanation of unusual odours
- Collision damages
- Other visible damages.

Contact the authorised service centre immediately for instructions.

If GENNY suffers an accident, diagnose whether the batteries are damaged. Check:

- The rise in temperature
- The presence of smoke, noise or sparks
- Mechanical damages or deformations.

Damages to batteries fire hazard



WARNING:

Fire hazard

The user, after an accident involving batteries, should seek the assistance of personnel with a high level of expertise, who have:

- Appropriate equipment and tools
- Appropriate lifting and handling systems
- Compliant personal protective equipment (in particular goggles and protective gloves).

There is a fire risk and an electrical, chemical, mechanical or thermal hazard risk that requires special precautionary measures for people and the environment.

10.1 Scrapping

Before proceeding with dismantling and scrapping:

1. Check that GENNY is disconnected from any power source (disconnected from the line and with batteries removed).
2. Check moving parts. They must not constitute a hazard.
3. Manoeuvre GENNY to the side. Avoid boarding or being crushed by GENNY
4. Check the absence of obstacles and uninvolved personnel in dismantling and scrapping operations
5. Pay attention to mechanical gears and electrical hazards indicated by safety symbols.

GENNY must not be broken down into minute pieces. It is necessary to separate the various assemblies to ensure proper separation of plastic, metal and electronic components, which are collected separately.

After scrapping, remove all identifying labels and accompanying documentation from the Medical Device.

10.2 Disposal

Refer to specialised companies in accordance with current regulations and in particular European Directive 2012/19/EU on waste electrical and electronic equipment (WEEE) to dispose of GENNY and in particular the lithium-ion batteries. Separate materials that can be recycled, such as plastics and aluminium.

The abandonment of GENNY or any of its parts in the environment is forbidden and punishable.

Demolition and disposal



OBLIGATION:

Demolition and disposal must be carried out in accordance with safety and environmental protection principles. Consult the manufacturer or the nearest authorised service centre for guidance on how to carry out dismantling and disposal.



GENNY™



11 Annexes

11.1 Annex 1 - Technical specifications according to ISO 7176-15


Manufacturer Information		Medical device	
Manufacturer	Genny Factory SA	Name/Model	GENNY ZERO MD
Address	Via Essagra 7, CH – 6592 S. Antonino	Maximum occupant mass	120 kg (264.5 lbs)
Internet site	www.gennymobility.com	Mass group	II

Information statement according to ISO 7176-15:2008					
Measurement	Val. fixed/min.	Val. max. (if applicable)	Measurement	Val. fixed/min.	Val. max. (if applicable)
Overall length with footplate	815 mm		Minimum ground clearance (without occupant)	102 mm	-
Overall width with footplate	625 mm		Transfer space	120 mm	150 mm
Length when folded	745 mm		Seat height above ground	640 mm	
Width when folded	625 mm		Effective seat width	410 mm	

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Information statement according to ISO 7176-15:2008					
Measurement	Val. fixed/min.	Val. max. (if applicable)	Measurement	Val. fixed/min.	Val. max. (if applicable)
Height of backrest	725 mm (lowered)	1010 mm	Effective seat depth	410 mm	
Total mass	65 kg	70.2 kg (with batteries)	Max. speed		20 km/h
Turning radius	0 mm		Forward static stability		9°
Width rotation pivot	1274 mm		Backward static stability		9°
Required depth at door for entry	1207 mm		Lateral static stability		9°
Required width of passageway	795 mm		Obstacle height, standing start	-	50 mm
Required width of passageway for side opening	965 mm		Max. slope, whilst riding		11°

11.2 Annex 2 - Damage or Accident Report Form

		SISTEMA DI GESTIONE QUALITÀ		MOD11.01
		On Field Incident Report		Rev. 01 Data: 27.02.2024 Autore: P. Bossard
User Information				
Name	Last Name			
Address	Country			
Phone number	E-Mail			
Device Information				
Model	Year of Production			
Serial Number				
Reference Physician / Orthopedist Information				
Name	Country			
Address	E-Mail			
Phone number				
Incident Description				
Date of Incident	Location of Incident			
Send To		Genny Factory SA, Via Essagra 7, 6592 S. Antonino, Switzerland		
Phone	Phone: +41 (0) 91 960 70 50	E-Mail	info@gennyfactory.ch	

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NOTE:

A copy of this annex can be downloaded for you to fill in from the manufacturer's website www.gennymobility.com.



GENNY™





This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



A series of horizontal lines for taking notes, consisting of 20 evenly spaced lines.

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