



WHILL

Foot Support Height Adjustable Assy

User Manual

Accessory for
WHILL Model C2/Ci2

Basic Information



This accessory is intended only for use on the WHILL Model C2/Ci2.



Name	Foot support height adjustable assy for WHILL Model C2/Ci2
Part No.	24-10050-0


Introduction

Thank you for your purchase of the foot support height adjustable assembly for WHILL Model C2/Ci2. This manual provides the correct operation of the device and an explanation about warnings and precautions. If the device is not operated correctly, there is a risk of malfunction or injury. Read this manual carefully before using the device. Store this manual in a location where it can be referred to whenever needed.

The following symbols are used throughout this manual for warnings and precautions for use. Be sure to observe the instructions indicated by each symbol.

Symbol	Description
 WARNING	Indicates critical instructions to prevent an imminently hazardous situation that may result in death or serious injury.
 CAUTION	Indicates instructions to prevent a potentially hazardous situation that may result in minor injury, property damage or both.

	Indicates a required act.
	Indicates a prohibited act.

	Indicates precautions or reference information that must be read in order to prevent device malfunctions or failures, and to ensure comfortable device use.
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1. Safety Precautions

The descriptions related to safety utilize the terms "WARNING" and "CAUTION" to indicate the degree of injury or damage and the level of danger.



"WARNING" is critical instructions to prevent an imminently hazardous situation that may result in death or serious injury.

"Caution" is instructions to prevent a potentially hazardous situation that may result in minor injury or property damage or both.



Be sure to correctly understand the contents of this manual before using the device.

1.1 For using the device

WARNING

	<ul style="list-style-type: none"> ● When installing and adjusting the device, follow the specified tightening torque. If the device is not installed or adjusted correctly, there is a risk of damaging the device or a risk that the device may come off, which may cause accidents or injuries. ● If installment or adjustment of the device is difficult, ask your distributor for the installment or adjustment. ● The maximum load weight for the foot support is 70 kg. It includes both the occupant and any luggage. Use the device without subjecting it to a load higher than this limit. ● Keep your feet on the inside of the foot support while driving. If you drive the device with your feet outside the foot support, your feet may collide with foreign objects and there is a risk of accident or injury caused by collision while driving.
	<ul style="list-style-type: none"> ● Do not jump onto or from the foot support. ● Do not stand on or jump on the foot support. ● Do not pick up the things which fell on the floor while driving the WHILL Model C2/Ci2 with the device installed. ● If the device is installed to WHILL Model C2/Ci2, do not lift the WHILL Model C2/Ci2 or the seat assembly from the device.

CAUTION

	<ul style="list-style-type: none"> ● Adjust the height and angle of the foot support so that you can maintain your balance. ● Be careful not to catch your finger or hand into the moving parts of the device when installing or adjusting the device.
	<ul style="list-style-type: none"> ● Do not use the device barefoot. ● Do not insert your finger or hand or baggage between the foot support of the device and the foot rest of the WHILL Model C2/Ci2. There is a risk of injury if it gets caught in the gap or there is a risk of damage to the baggage.

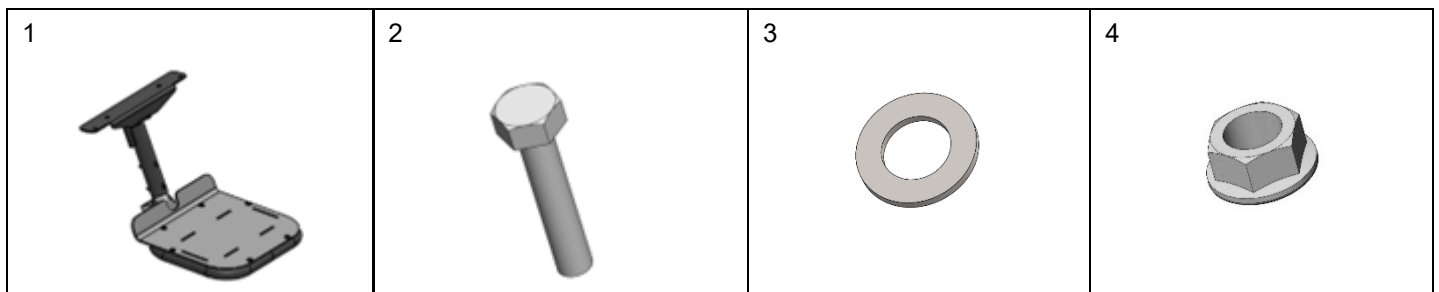
2. About the Device

2.1 Packaged items

Check that there are no missing items before using the device.

No.	Items	Qty.	Remarks
1	Foot support height adjustable assy	1	
2	Mounting bolt (12 mm)	4	
3	Washer	4	
4	Nut (10 mm)	4	
5	User manual (this manual)	1	

* (): Width across flat



2.2 Required tools

The following tools are necessary for installing and adjusting the device. The tools are not included in the device.

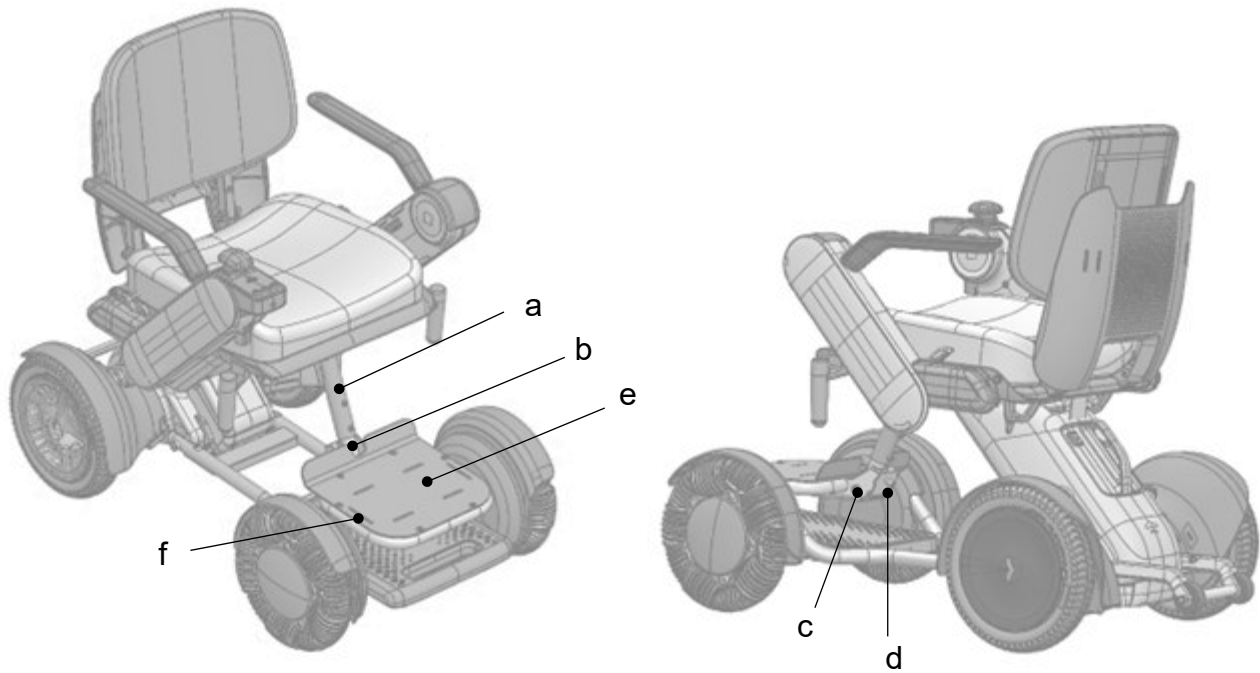
No.	Tools	Remarks
1	Torque wrench	Used for installment and adjustment
2	Hex socket (12 mm)	Used for installment
3	Hex bit socket (4 mm)	Used for adjusting the foot support height
4	Wrench (10 mm)	Used for installment
5	Hex wrench (6 mm)	Used for the foot support angle

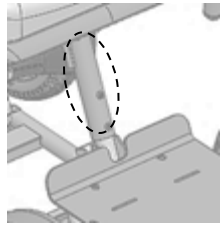
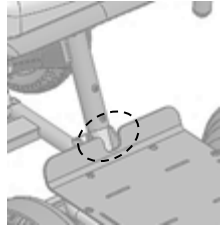
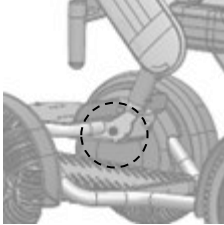
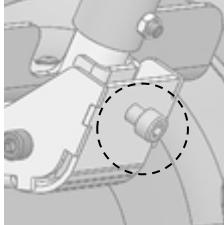
* (): Width across flat

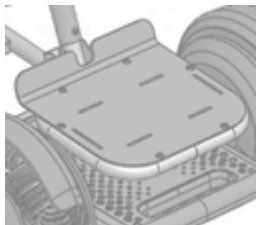
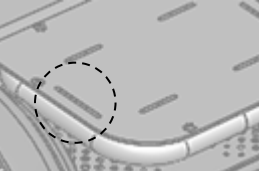
2.3 Specifications

No.	Items	Specifications
1	Height range	130 to 150 cm
2	Maximum load weight	70 kg
3	Foot support height adjustment	4-stage adjustment at 20 mm intervals
4	Foot support angle adjustment	Stageless adjustment from 0° to 12°

2.4 Names and functions of parts



Symbol	Name	Description	Image
a	Outer pipe	Outer part of the pipe which stretches when adjusting the foot support height.	
b	Inner pipe	Inner part of the pipe which stretches when adjusting the foot support height.	
c	Hinge	Connection part between the bottom pipe and the foot support.	
d	Angle adjustment bolt	Used to adjust the plate angle.	

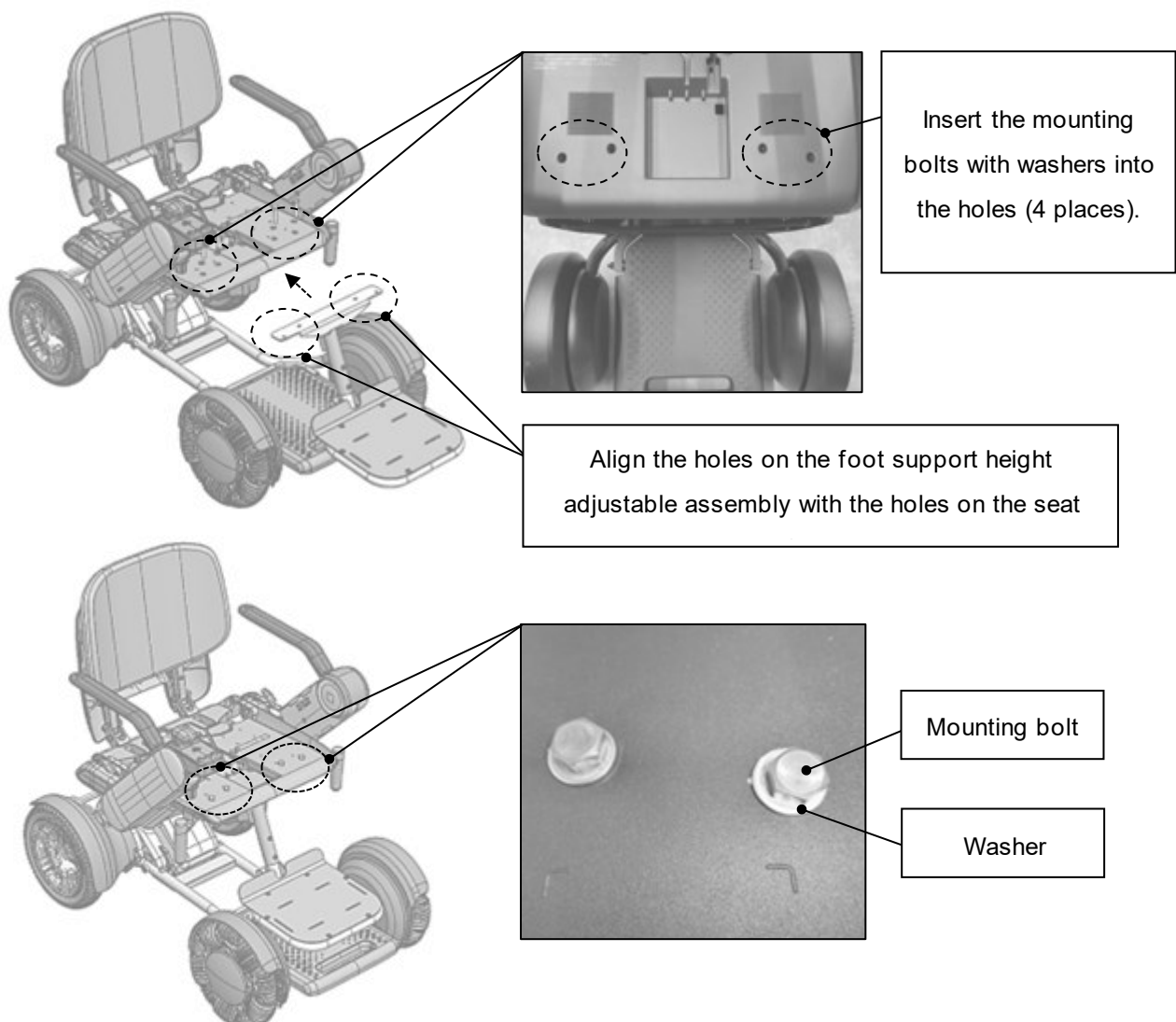
Symbol	Name	Description	Image
e	Foot support	Supports the user's feet when the user is seated in the device. It has anti-slip slits. Its height and angle can be adjusted.	
f	Belt hole	Used to pass the belt to fasten the user's feet. * The belt is not included in the device.	

3. Installment

Required time: approx. 10 min.

3.1 Remove the seat cushion.

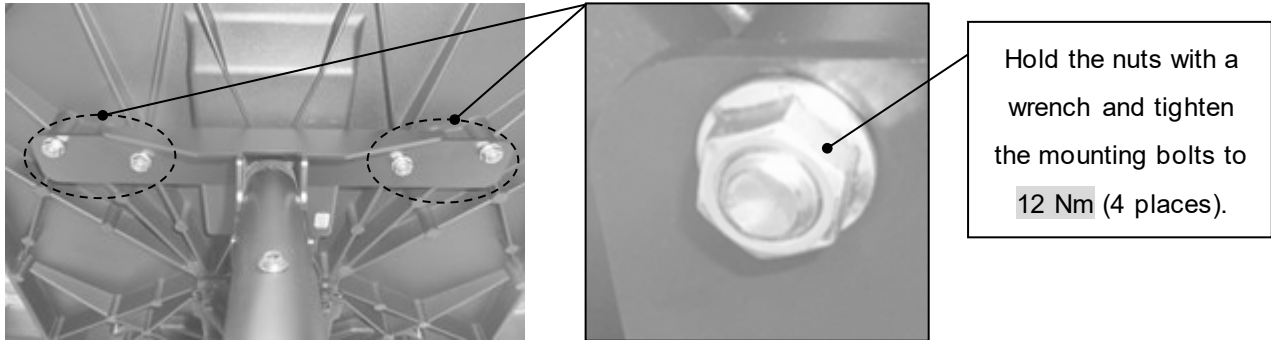
3.2 Align the holes on the foot support height adjustable assembly with the holes on the seat frame. Insert the mounting bolts with washers into the holes.



3.3 Install the nuts on the mounting bolts. Hold the nuts with a wrench and tighten the mounting bolts with a torque wrench with a hex socket to 12 Nm.

Required tools: Torque wrench, hex socket (12 mm), wrench (10 mm)

* (): Width across flat



4. Adjustment Procedures

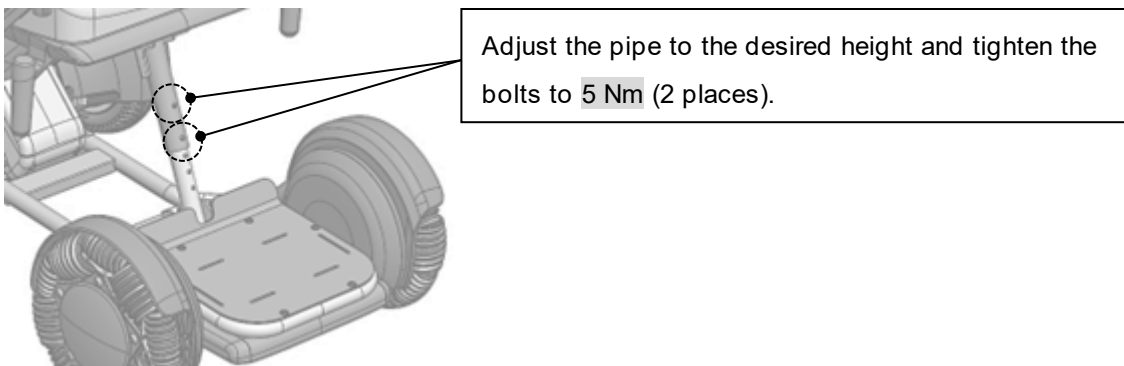
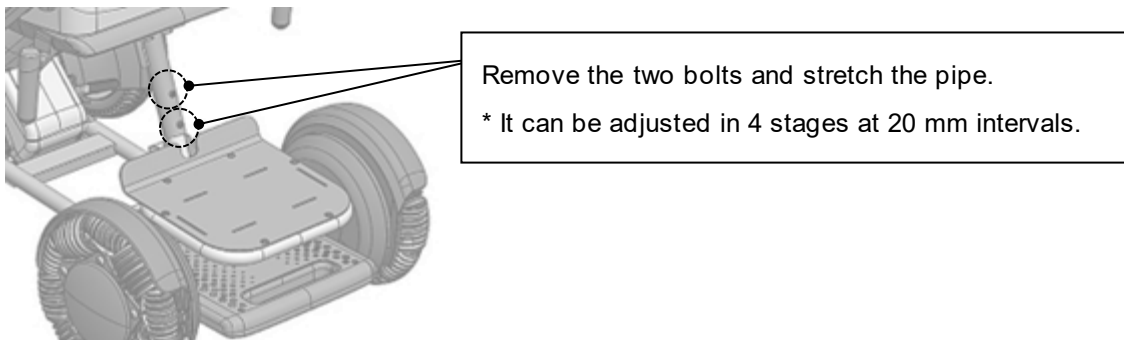
4.1 Adjusting the foot support height

Required time: approx. 5 min.

4.1.1 Loosen and remove the two M6 bolts of the outer pipe. Adjust the pipe to the desired height by stretching the pipe. After adjustment is completed, tighten the two M6 bolts with a torque wrench with a hex bit socket to 5 Nm.

Required tools: Torque wrench, hex bit socket (4 mm)

* (): Width across flat



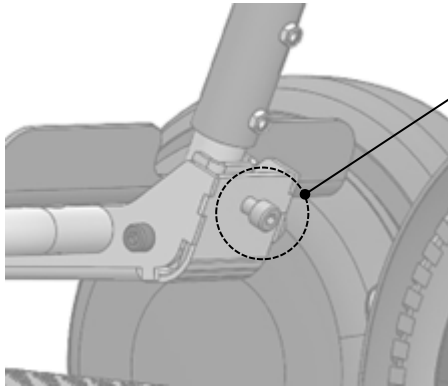
4.2 Adjusting the foot support angle

Required time: approx. 5 min.

- 4.2.1 Adjust the angle by rotating the angle adjustment bolt at the back side of the hinge. When the angle adjustment bolt is rotated clockwise, the foot support angle increases. When the angle adjustment bolt is rotated counterclockwise, the foot support angle decreases.

Required tools: Hex wrench (6 mm)

* (): Width across flat

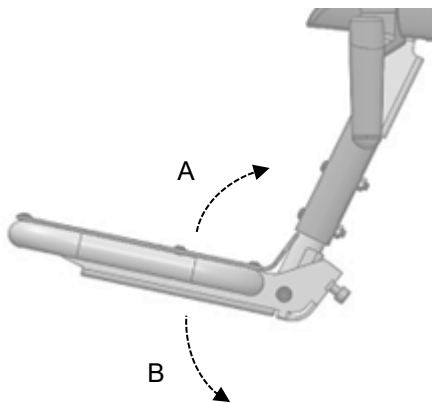


Rotate the angle adjustment bolt and adjust the foot support angle.

* It can be adjusted from 0° to 12°.



Inserting a finger or other body part into the connecting components and moving parts of this device may result in an injury.



A: To increase the foot support angle

-> Rotate the angle adjustment bolt **clockwise**.

B: To decrease the foot support angle

-> Rotate the angle adjustment bolt **counterclockwise**.

* Be careful not to rotate the angle adjustment bolt too much and not to remove the angle adjustment bolt.

5. Operating Procedures

5.1 Getting in WHILL Model C2/Ci2

When you get in WHILL Model C2/Ci2 with the foot support height adjustable assembly installed, it is recommended that you raise the arm and sit onto the seat from the side.

When installing the foot support height adjustable assembly, the maximum load weight is 70 kg.

- 5.1.1 Raise the arm.

For the procedure for raising the arm, refer to WHILL Model C2/Ci2 User Manual ("4.2.2. Accessing the seat from the side" on page 35).

- 5.1.2 Sit onto the seat from the side and keep your feet on the inside of the foot support.

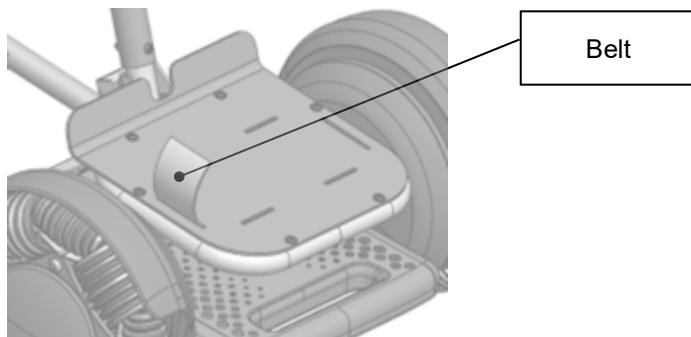
* If height adjustment of the plate or angle adjustment is necessary, refer to "4. Adjustment Procedures".

5.2 Fasten your feet with the belt

If you need to fasten your feet, pass the belt through the belt hole on the foot support to fasten your feet.

* The belt is not included in the device. Please prepare the following proper belt.

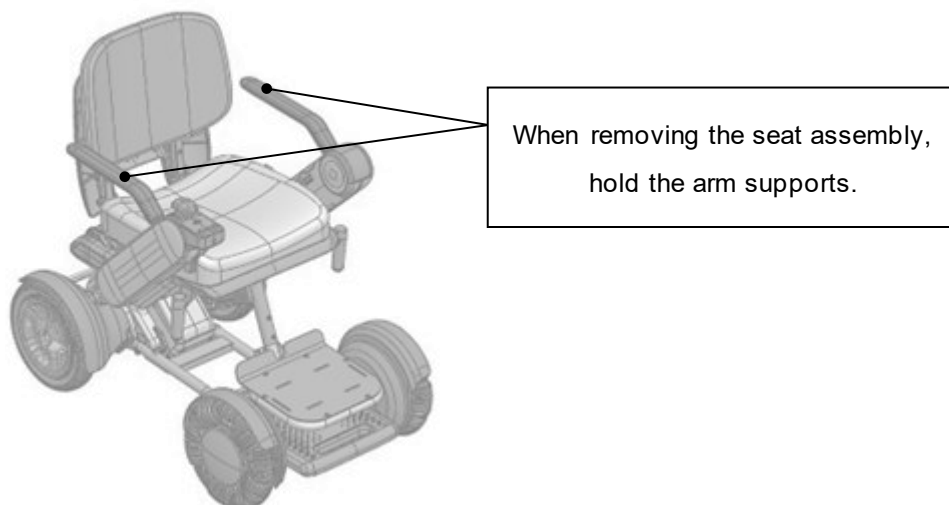
Proper belt size: Width: 60 mm, thickness: 4.5 mm



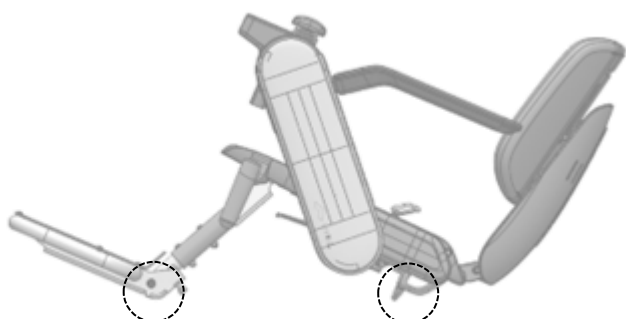
5.3 Disassembly

When you disassemble WHILL Model C2/Ci2 with the foot support height adjustable assembly installed, pay attention to the following instructions. For the procedure for disassembling WHILL Model C2/Ci2, refer to WHILL Model C2/Ci2 User Manual ("5.4. Disassembly procedures" on page 79).

- 5.3.1 When removing the seat assembly, hold the left and right arm supports. The foot support height adjustable assembly adds approximately 3 kg to the WHILL Model C2/Ci2 seat assembly. To avoid a back injury, lift the seat assembly with proper lifting techniques. To avoid a back injury, lift the seat assembly with a natural working posture.



- 5.3.2 Place the removed seat assembly so that the circled areas as shown below are grounded.



6. Manufacturer Information

Manufacturer: WHILL, Inc.

Address : 951 Mariners Island Blvd., Suite 300, San Mateo, CA 94404

7. Contact Information

If you have any questions about the product, please contact the following address.

Customer Service

Telephone : 844-699-4455

E-mail: us.info@whill.inc

Hours: Mon.-Fri., 9:00 am-6:00 pm (EST)

8. Warranty Information

In case of an unexpected device malfunction under normal use conditions, we will repair or replace the device free of charge in accordance with the warranty period and warranty policy written in this warranty. Please contact your distributor or customer support.

Warranty			
Device name	WHILL Model C2/Ci2 Foot support height adjustable assembly	<p>Warranty policy</p> <p>●In case of an unexpected device malfunction under normal use conditions, WHILL, Inc. (hereafter referred to as "we") will repair or replace the device free of charge in accordance with the warranty period and warranty policy written in this warranty. ●In case of an unexpected device malfunction, please contact your distributor or customer support. We will explain the procedures for free-of-charge repair or replacement. ●If the device is replaced, the replaced device will be warranted for the greater of either the remainder of the original product warranty or 30 days from the date of replacement. ●If the device is replaced, the new (replaced) device will become your property and the proprietary rights of the old (original) device belong to us. ●We shall have no liability for any incidental damages arising from the use of the device. ●This warranty is valid only in Japan.</p> <p>■This warranty is not applicable to the following cases.</p> <p>○This warranty cannot be presented. ○The required information (name, address, phone number date of purchase and distributor) in the warranty is not filled in. ○Malfunction or damage occurred when you used the device in a different way from the designated conditions for use by us (please read "WARNING" and "CAUTION" in this manual).</p> <p>○Malfunction or damage occurred when those who are not designated by us (including customers) repaired or modified the device. ○The device was disassembled.</p> <p>■Others</p> <p>○The warranty policy may be changed without prior notice. ○If the warranty policy is changed, the new warranty policy will be applied. ○If the warranty</p>	
Part No.	24-10050-0		
Customer information	Name		
	Address		
	Phone number		
Date of purchase			
Distributor			
Warranty period	3 months from the date of purchase		
Contact information	WHILL コンタクトデスク 0800-080-4338 (受付時間:平日 9 時~18 時)		
Note (Entry field for distributors)			

policy is changed, the information will be notified on the WHILL official Website.

* Please note that personal information provided by the customers may be used for free-of-charge repair or replacement during the warranty period and safety check activity.