

Nor-Cal VANS



Transit Connect **Adaptive Van**

Owner's Manual

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Introduction

Congratulations on your new purchase!

Nor-Cal Vans lowered floor van conversions are designed to provide years of mobility independence.

Familiarity with proper operation and maintenance procedures will help ensure safe, trouble free operation.

This owner's manual is designed to offer you assistance in operating the features of your Transit Connect Adaptive Van. Nor-Cal Vans encourages wheelchair passengers and their attendant(s) to review the material contained in this manual before attempting operation.

Please also read the OEM owner's manual provided with your van from Ford Motor Company. Both manuals should be kept in your van at all times and used to operate your van safely.

Your Transit Connect Adaptive Van is covered by a limited warranty from Nor-Cal Vans, as well as a warranty from Ford Motor Company. Please read and understand both warranties completely.

If you experience an operation problem or there is any sign of wear, damage, or other abnormal condition, contact your sales representative.

You can also find a copy of this manual, warranty registration, and an instructional video at <http://www.nor-calvans.com/training>.

Warranty and Registration

Review the warranty registration form included with your owner's manual with your sales representative. The form must be signed by the consumer.

This form can be downloaded at www.nor-calvans.com/warranty.

Record the last eight digits of the vehicle identification number (VIN) in the space provided for future reference. This information must be provided when filing a warranty claim.

Please contact your sales representative for any Warranty Claims that might occur.

Nor-Calvans.com
NOR-CAL VANS, INC. LIMITED WARRANTY
1/1/2014

I. WARRANTY COVERAGE
The manufacturer of your vehicle chassis modification, which is Nor-Cal Vans, Inc., a California corporation ("Nor-Cal Vans" or "us"), warrants, only to the original retail customer(s) of this vehicle and not to any subsequent owner, that the steel structural frame modification, installation of 88 mechanisms and floor mechanisms, which are not warranted by us, will be free from defects in material and workmanship, under normal use and maintenance, for 24 months from the date of sale to the DECISION DATE or 30,000 miles, whichever comes first.

II. LIMITED WARRANTY
The obligation of Nor-Cal Vans under this Warranty is only to repair or (in our sole and absolute discretion) replace, without charge for parts or labor, on the same day as, any of our products which, after evaluation by us or found when to have been defectively manufactured or to have been contaminated with materials that do not meet our quality standards, without reimbursement may be made only by us or another party specifically authorized by us in writing prior to the commencement of warranty work, and only to the extent specifically authorized by us in writing. We are responsible for preparing the product for installation and repair at a location we specify. Replacement parts are only warranted to the conclusion of this Warranty.

III. ITEMS NOT COVERED BY WARRANTY
This warranty specifically does not extend to or include any portions of the vehicle not manufactured by us and does not cover defects in the motor vehicle in which primarily have been installed, modified, or defects in the material caused by a defect on any part of the motor vehicle. This Warranty is NOT intended to replace or supersede any other warranties issued by the original manufacturer of the vehicle or other suppliers of parts or components thereof. In addition, this warranty specifically does not extend to any product which has been materially damaged or subjected to negligent abuse. Neither warranty, nor the products or modifications have been altered in any respect or damage performance experienced by the manufacturer in our channels. This warranty does not cover or include: being vehicle purchaser; lost time or lodging costs from a recall; expenses of transporting the vehicle to us or back to the purchaser; any loss or damage to the vehicle; and we specifically disclaim any responsibility for incidental or consequential damages arising from any alleged defect in our product.

IV. WARRANTY PROCEDURE
Claims under this Warranty must be made in writing and received by us at the address shown on the attached claim form prior to the expiration of the above 30,000 miles on the calendar or 36 months from the date of original purchase.

V. COMPLETE WARRANTY
THIS LIMITED WARRANTY IS EXCLUSIVE AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR ANY PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF NOR-CAL VANS.

NO PERSON HAS ANY AUTHORITY TO MAKE ANY REPRESENTATION OR WARRANTY ON BEHALF OF NOR-CAL VANS BEYOND THE EXPRESS SCOPE OF THIS WARRANTY AND MAY ONLY REFER THE PURCHASER TO THE PROVISIONS OF THIS WARRANTY.

PLEASE CONTACT YOUR MOBILITY DEALER FOR WARRANTY CLAIMS:
DEALER NAME: _____
CONTACT PERSON: _____
ADDRESS: _____
PHONE NUMBER: _____ PURCHASE DATE: _____

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Vehicle Identification Number (VIN):

Contact Information

Please contact your vehicle dealer about any defects or warranty issues. Record their contact information below.

Dealership name:

Address:

Phone Number:

Sales Representative:

Nor-Cal Vans, Inc.

1300 Nord Avenue, Suite 125

Chico, CA 95926

(866) 892-0150

Lowered Floor: The lowered floor in this conversion meets ADA standards.

Ramp: The rear entry lowered floor conversion features a manually operated ramp with 31” of usable width and 800-lb carrying capacity.

Forward-Facing Wheelchair and Occupant Belt/Track System: Floor anchorages provided in the midpoint and rear lowered floor area can be utilized for restraint of wheelchair passenger.

One Forward-Facing Wheelchair and Occupant Belt Kit is supplied for the restraint of one wheelchair and occupant. The belt kit is used in conjunction with the oval L-pocket tie downs.

Note: Wheelchair capacity may have limitations based on the dimensions of specific wheelchairs.

Replacement Fuel Tank: Due to the lowered floor, a replacement fuel tank was designed to work only with specific components which have been selected for their unique properties. Many parts of their fuel systems appear common, but are actually special parts which are critical for safe operation. Contact Nor-Cal Vans immediately if your fuel system fails to operate properly, or if you have questions regarding part replacement.

This vehicle and fuel system has been successfully compliance tested to meet all Federal Motor Vehicle Safety Standards (FMVSS) requirements.

Safety Precautions

SAFETY FIRST!

All information contained in this manual and supplements (if included), is provided for your safety. Familiarity with proper operation instructions as well as proper maintenance procedures are necessary to ensure safe, trouble free operation. Safety precautions are provided to identify potentially hazardous situations and provide instruction on how to avoid them.

Recognize the seriousness of this information.

WARNING



Do not step on the rear bumper. It is not designed to carry weight.

Installing Auxiliary Equipment

WARNING



Drilling or cutting into the floor area may result in potential hazards as well as vehicle damage.

Caution prior to installation of electrical tiedown or other auxiliary electrical device is critical to avoid damage to under vehicle components such as wiring, fuel systems, brake lines, etc.

Before Operation

Before utilizing conversion features, park the vehicle on a level surface away from vehicular traffic. Place the vehicle transmission in Park and engage the parking brake.

Rear Hatch Operation

Rear hatch operation has not been affected by the conversion. Refer to the Ford owner's manual for rear hatch procedures.

Rear Hatch Emergency Operation

In case of electric failure, an emergency release access point has been installed in the rear hatch on the driver side of the latch. Insert a small tool into the access point and move it left to right until the latch releases.

Ramp Operation Safety

Keep clear of the area in which the hinged ramp bi-fold extension folds and unfolds. Remember to use good body mechanics when stowing and deploying the ramp.

Be certain there is adequate clearance outside the vehicle in which the ramp operates. Be certain no person or obstruction is within the path of the ramp when deploying or stowing the ramp. Keep clear of all ramp moving parts.

WARNING



Provide adequate clearance outside of vehicle to accommodate ramp.



Keep body parts, such as fingers, clear of all moving parts.



Do not release the ramp when deploying or stowing the ramp. The ramp will free-fall.

Operation

Ramp Operation

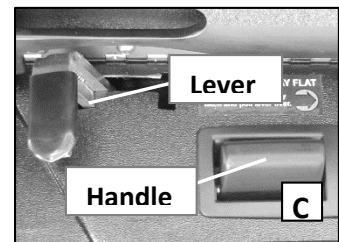
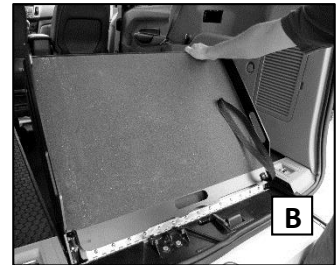
WARNING



Read Ramp Operation Safety on Page 7 before operating ramp. Failure to do so may result in serious bodily injury and/or property damage.

To Deploy the Ramp

1. Fold second row seats forward. Refer to Ford owner's manual for operation.
2. From stowed position, pull strap towards the rear of the vehicle and gently lower ramp. See Figure A.
3. Now grab the center of the ramp and pull up into the vertical position. While holding the ramp in the vertical position, squeeze the latch and slide the lever to the left until the latch locks into position. See Figure B and C.
4. Stand on the passenger side of the vehicle where the strap is located. Hold the top of the ramp with your right hand. Use your left hand to pull the handle and lower the ramp slightly towards you. Grab the strap with your left hand. Place your right hand in the upper grab handle.
5. Slowly and carefully, lower the ramp. **Never put your hands or fingers where the ramp side walls close.**
6. Ensure ramp is fully deployed before boarding.

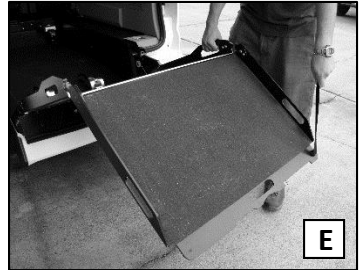


**Watch our
instructional video**

[www.nor-calvans.com
/training](http://www.nor-calvans.com/training)

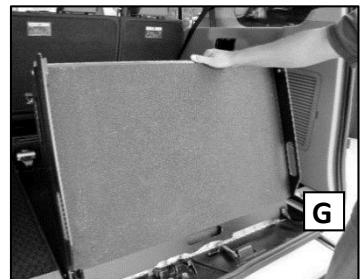
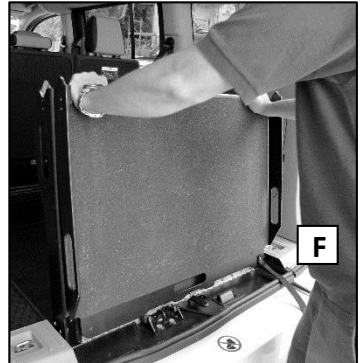
To Store Ramp in Vertical Position

1. From the deployed position, use the grab the upper and lower handles. See Figure E.
2. To lock in vertical position, gently push on the top of the ramp until it clicks. See Figure F.



To Stow Ramp in Flat Position

1. To stow ramp in flat position, make sure second row seats are folded forward.
2. With one hand holding the top of the ramp, disengage the latch by squeezing the secondary latch and move it to the right. Then gently lower the ramp. See Figure G.
3. Fold the top part of the ramp towards the front of the vehicle and use the strap to gently lower.
4. Ensure the ramp is fully stowed and strap tucked in before closing the rear hatch.



Operation

Ramp Passenger Safety

Wheelchair passengers and attendants must use basic common sense and good judgment regarding ramp safety. Each wheelchair passenger has a unique set of physical abilities, combined with the physical characteristics of his or her wheelchair, that dictate the method in which he or she will enter and exit the conversion. Consequently, the procedures for safe operation outlined in this manual are general in nature.

Wheelchair attendants should be instructed on any special needs and/or procedures required for safe transport of wheelchair passengers.

Follow all safety instructions regarding torso restraints, stability, balance, weight distribution, and use of attendants as specified in the owner's manual supplied with your wheelchair. Determine, establish, and practice ramp boarding and exiting procedures under the direction of your health care professional, your wheelchair representative, and your mobility dealer to ensure your ability to do so safely.

The wheelchair should be positioned in the center of the ramp at all times. The wheelchair passenger and/or attendant must ensure the ramp is fully deployed before exiting the vehicle.

It is the responsibility of the wheelchair operator and their attendant to enter and exit the conversion on the ramp in the safest manner.

Wheelchair-Equipped Occupant Seat Belts: Wheelchair passengers should position and buckle their wheelchair-equipped seat belt (torso restraint), as specified by the manufacturer, before loading onto a wheelchair ramp.

It is the responsibility of the wheelchair passenger to have his other wheelchair equipped with an occupant restraint (seat belt) under the direction of their own health care professional.

Stabilizing Wheelchairs: Do not operate your wheelchair on the ramp without assistance if you are unable to maintain stability and balance.

Do not tilt your wheelchair without assistance. Operate the wheelchair at a slow and constant speed when on the ramp. Do not accelerate suddenly when on the ramp. Do not raise the front wheels (pull a wheelie) when on the ramp.

The aid of an attendant stabilizing the wheelchair is required for optimum safety when entering and exiting the vehicle.

Wheelchair Attendants: When assisting a wheelchair occupant, remember to use good body mechanics. When the wheelchair is on the ramp, the attendant must grasp the push handles (or other) securely. Detachable wheelchair parts such as arms or leg rests must never be used for hand holds or lifting supports. Doing so could result in the detachable parts being inadvertently detached from the wheelchair resulting in possible injury to the wheelchair resulting in possible injury to the wheelchair occupant and/or the attendant.

Wheelchair Orientation and Securement During Transport: The wheelchair and occupant must face the front of the vehicle and must be secured using the Forward-Facing Wheelchair and Occupant Belt and Track System when riding in the conversion. Refer to Q'Straint User Manual

Wheelchair and Occupant Restraint

Forward Facing Wheelchair and Occupant Belt/Track System

Floor anchorages provided in the midpoint and rear lowered floor area can be utilized for restraint of wheelchair passenger.

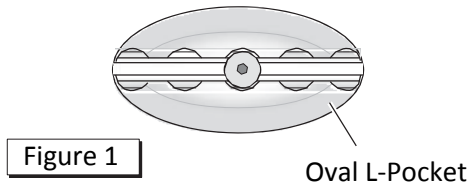
Tie down “L” track is depicted in some wheelchair and occupant procedures. Your conversion is equipped with oval L-pocket tie downs (anchorages). Procedures for attachment of restraint belts are identical for both types of tie downs.

One Forward-Facing Wheelchair and Occupant Belt Kit is supplied for the restraint of one wheelchair and occupant. The belt kit is used in conjunction with the oval pocket tie downs.

Wheelchair Restraint

Refer to Q’Straint User Manual for proper use of the belt and track restraint system.

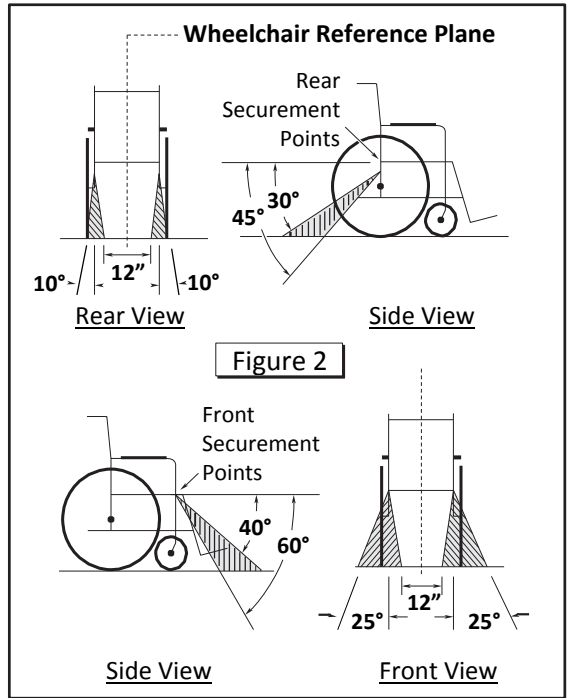
You can also visit <http://bit.ly/qrtmax> to learn more about the QRT Max including specifications and videos on how the system works.



Wheelchair and Occupant Restraint

Restraint Belt Angles

Locate wheelchair in forward-facing position centering wheelchair squarely within floor anchorages (oval pockets). The front and rear belts, when attached, should create angles approximately as shown in Figure 2. Preferred angles and locations of belts from wheelchair securement points to vehicle anchor points are shown. Note: these are optimum angles and cannot be achieved in some cases.



Keeper Fitting and “L” Track Attachment Instructions

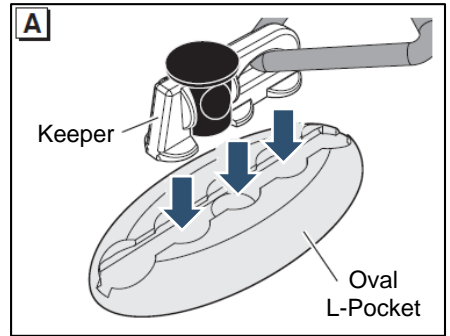
The belts supplied in the Forward-Facing Wheelchair and Occupant Belt/Track System are equipped with keeper fittings (attachments) which engage the “L” track. Engage and release keeper fittings as detailed and shown on the following page. Your conversion is equipped with oval L-pocket anchorages (tie down “L” track depicted in photos). Procedures are identical for both types of tie downs.

Wheelchair and Occupant Restraint

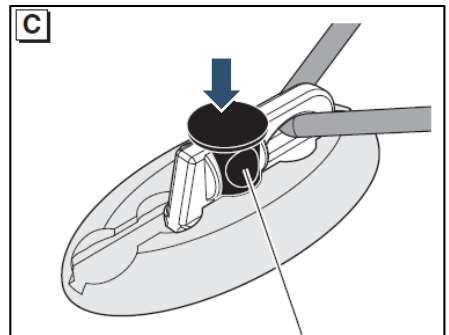
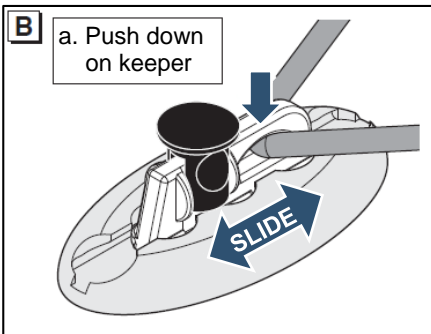
Keeper Fitting and “L” Track Attachment Instructions

To Engage Keeper Fitting:

1. Insert keeper fitting into track (align engagement feet with holes in oval L-pocket). See Figure A.
2. Push down on fitting and slide fitting in either direction until it clicks and locks in position (See Figures B and C). Pull firmly on belt to ensure fitting is locked in track.

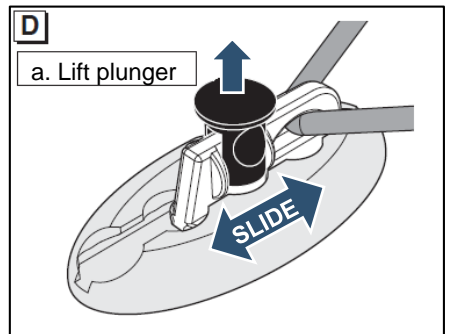


Align engagement feet with holes



To Release Keeper fitting:

Lift plunger and slide fitting in either direction and lift fitting out of track. See Figure D.



Preventive Maintenance

Normal vehicle maintenance must be performed as outlined in the supplied Ford owner's manual. This maintenance is not the responsibility of Nor-Cal Vans.

WARNING



Perform preventative maintenance procedures as detailed in this manual. Failure to do so may result in serious bodily injury and/or property damage.

Maintenance is necessary to ensure safe and trouble free conversion operation. General preventive maintenance consisting of inspections of your conversion systems along with cleaning and lubricating procedures should be a part of your routine (lubrication requirements are minimal). Regular preventive maintenance procedures will increase service life, as well as enhance safety.

During routine inspections, inspect wheelchair and occupant restraint belts, buckles, and hardware for damage, wear, abnormal condition or improper operation.

Keeping the ramp seal and opening free of debris, ice, and snow is one of the most effective preventive maintenance practices to exercise. Inspect and clean routinely.

A “dri-film” style of light oil should be applied to the ramp hinge, pivot points, and spring (goes on wet then dries). Lubricants of this type are available that do not attract dust or debris.

Clean components and the surrounding area before applying lubricants. Use of improper lubricants can attract dirt or other contaminants which could result in wear or damage to components.

Preventive Maintenance

Generally inspect the ramp assembly for positive securement, alignment, wear, or other possible damage. Discontinue ramp operation if there is any sign of damage, wear, abnormal condition, or improper operation.

Inspect and clean as detailed frequently and routinely (minimum every four weeks or 100 cycle intervals). Lubricate as specified approximately every three months.

Note: these intervals are a general guideline and will vary according to frequency of use and conditions. Exposure to severe conditions (weather, environment, heavy usage, etc.) may require inspection and maintenance procedures to be performed more often.

If there is any sign of damage, wear, abnormal condition, or improper operation, discontinue use immediately. Contact your sales representative.

Jacking, Tire Changing, and Transport

Jacking and Tire Changing

Flat Tire Repair Kit (if applicable): A Slime Smart Spair Emergency Tire Repair Kit has been included with your conversion. It can be found in the driver's side rear wall panel. Refer to the manual included with the kit for instructions on usage.

Interior Mounted Spare Tire (if applicable): The spare tire is located in the rear of the vehicle on the driver side. The Ford-supplied jack, jack handles, and winch handle tools are stored behind the spare tire.

Jacking and Tire Changing Procedures: Jacking and tire changing procedures have not been affected by the conversion. Detailed tire changing instructions are provided in the Ford-supplied owner's manual.

Refer to the Ford-supplied manual for tire changing instructions and safety precaution, as well as instructions regarding other roadside emergencies.

Towing with a Nor-Cal Vans Transit Connect Adaptive Van

Towing with a Nor-Cal Vans Transit Connect Adaptive Van is prohibited.

Transporting a Nor-Cal Vans Transit Connect Adaptive Van

Nor-Cal Vans recommends that lowered floor conversion vehicles be transported on flatbed equipment rather than towed with one set of wheels suspended and the other set of wheels remaining in road contact such as a wheel lift or slingbelt. See your Ford owner's manual for additional information



Trailer Transport

Nor-CalVANS

www.Nor-CalVans.com

The information contained in this publication was correct at the time of going to print. Nor-Cal Vans reserves the right to alter or modify components without notice.

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