

Electric Mobility Aids Users' Guides

CHINA AIRLINES



Preface

China Airlines has developed this “Travel Guidelines for Passengers Using Battery-Powered Mobility Aids” to ensure that passengers traveling with such devices receive comprehensive and attentive services. This guide provides clear safety regulations and compliance requirements, enabling you to prepare accordingly from the reservation stage onward.



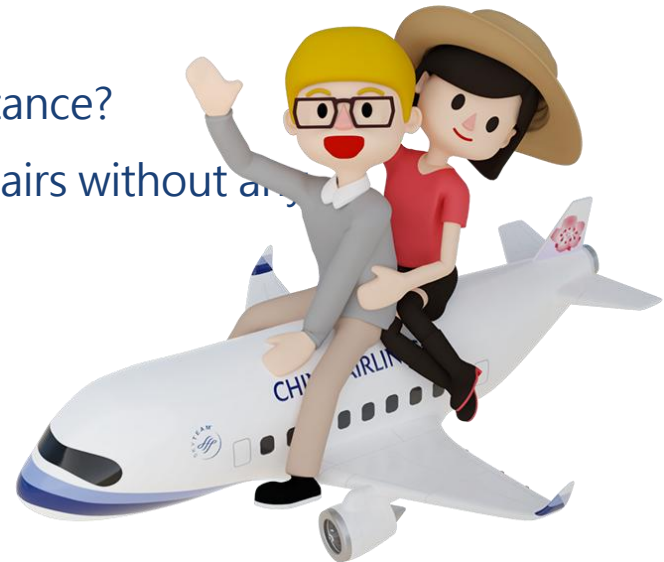
Booking Wheelchair Service

For the passengers who requires airport wheelchair service:

- A. Please contact China Airlines customer service / call center 24 hours in advance.
If there are more than 10 passengers who require wheelchair service, please contact China Airlines customer service / call center 48 hours in advance.
- B. In order to make necessary preparation to ensure passengers' needs are met, wheelchair users may have to answer following questions.

EXAMPLE:

1. Are you able to walk without any assistance?
2. Are you able to ascend and descend stairs without any assistance?
3. Are you completely immobile?



Check-in Wheelchair Service

- A. Passenger without personal wheelchair:
Provide airport wheelchair at check-in counter
- B. Passenger with personal wheelchair (electric/manual):
 - Please check-in your wheelchair at check-in counter
 - Provide airport wheelchair at check-in counter
 - Wheelchair is under free baggage allowance



Warm Reminder

1. When the flight is operated by China Airlines, We offer wheelchair service from departing, transiting, and arriving airports on China Airlines operated flights.
2. Subject to the restriction of airport facilities or regulations, sometimes the wheelchair may be unable to retrieve at boarding gate. China Airlines will deliver the wheelchair to baggage claim carousel.
3. Please check-in at least **2 hours** prior to flight departure at check-in counter.

Providing Supporting Information

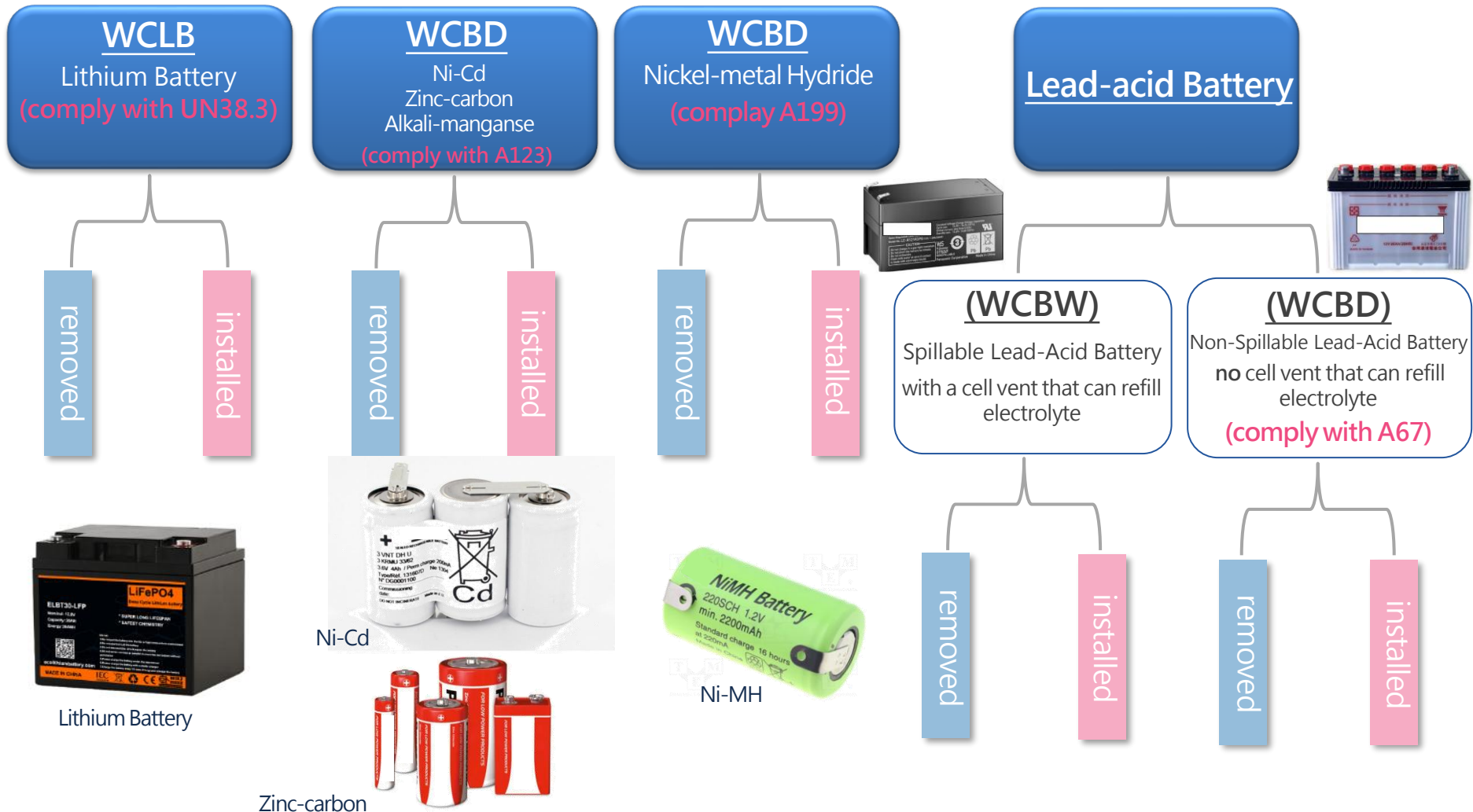
Please provide following information when booking

- A. Type of the wheelchair. EX: manual/electric
- B. Form of the wheelchair. EX: foldable/rigid
- C. The length/height/width of the wheelchair. EX: 89cm*60cm*92cm
For the foldable wheelchair, the folded size is also required to provide.
- D. The weight (including battery) of the wheelchair.
- E. Type of the battery.
EX: lithium, spillable lead-acid, non-spillable lead-acid, nickel-metal hydride, dry batteries. (Battery Category refers to Page 6-8)
Prepare the specification, picture, and instruction manual of the battery if needed.

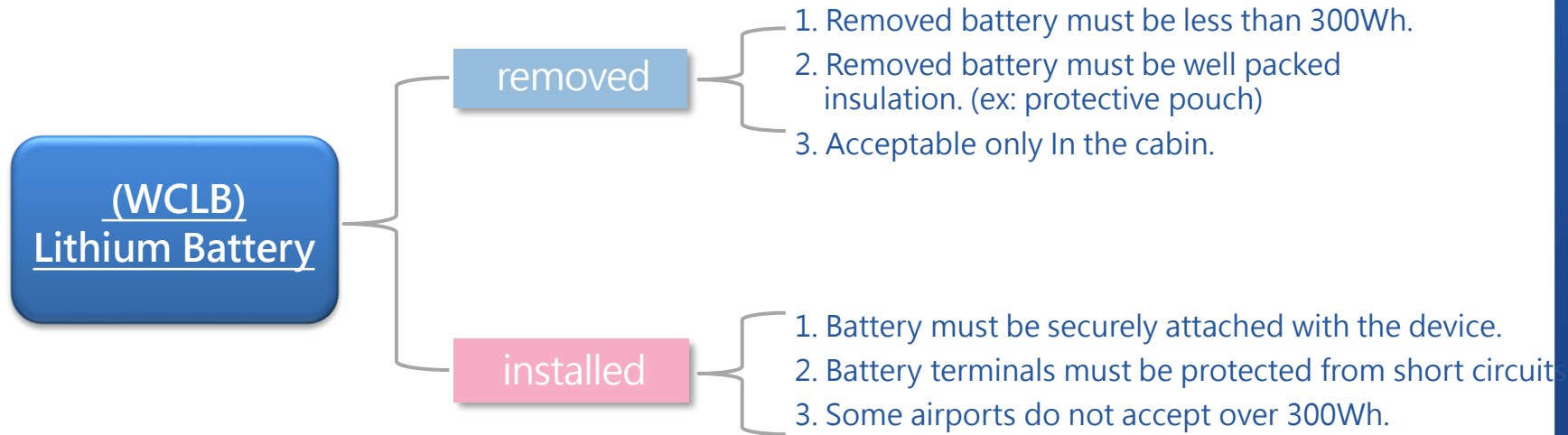
Warm Reminder

1. Please provide battery specification in advance for verification of complying with UN38.3 battery safety test.
It is recommended to carry the specification for the airport's security reference.
2. If your itinerary involve with different air carriers, please contact with the operating carrier for details.

Battery Category



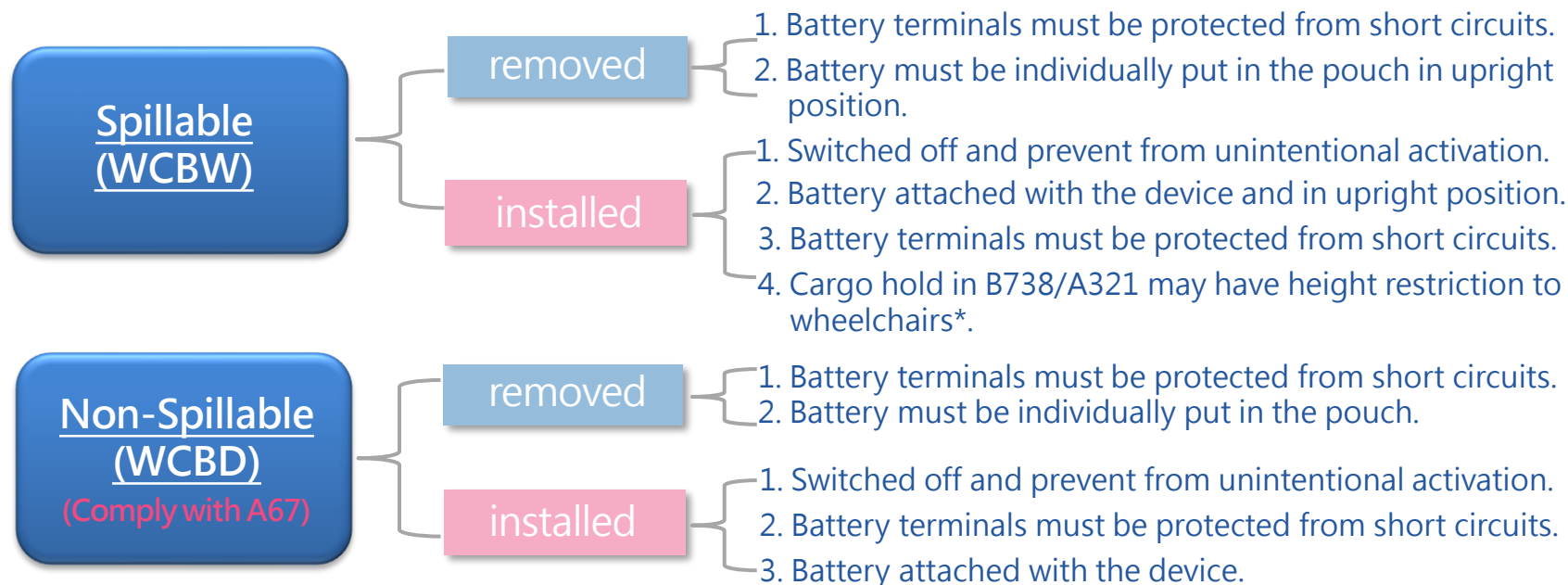
Lithium Battery Powered Mobility Aid Notice



Warm Reminder

1. One carry-on $\leq 300\text{Wh}$ or 2 $\leq 160\text{Wh}$ batteries are allowed.
2. Must meet the requirement of UN Manual of Tests and Criteria Part III, section 38.3.
3. If the battery is not designed by the original factory, the test document is required.
4. $\text{Wh} = \text{A} \times \text{V}$.
5. The passenger is responsible for the (un)installation of the battery, follows by the manufacturer's instruction.

Lead-acid Battery Powered Mobility Aid Notice



Warm Reminder

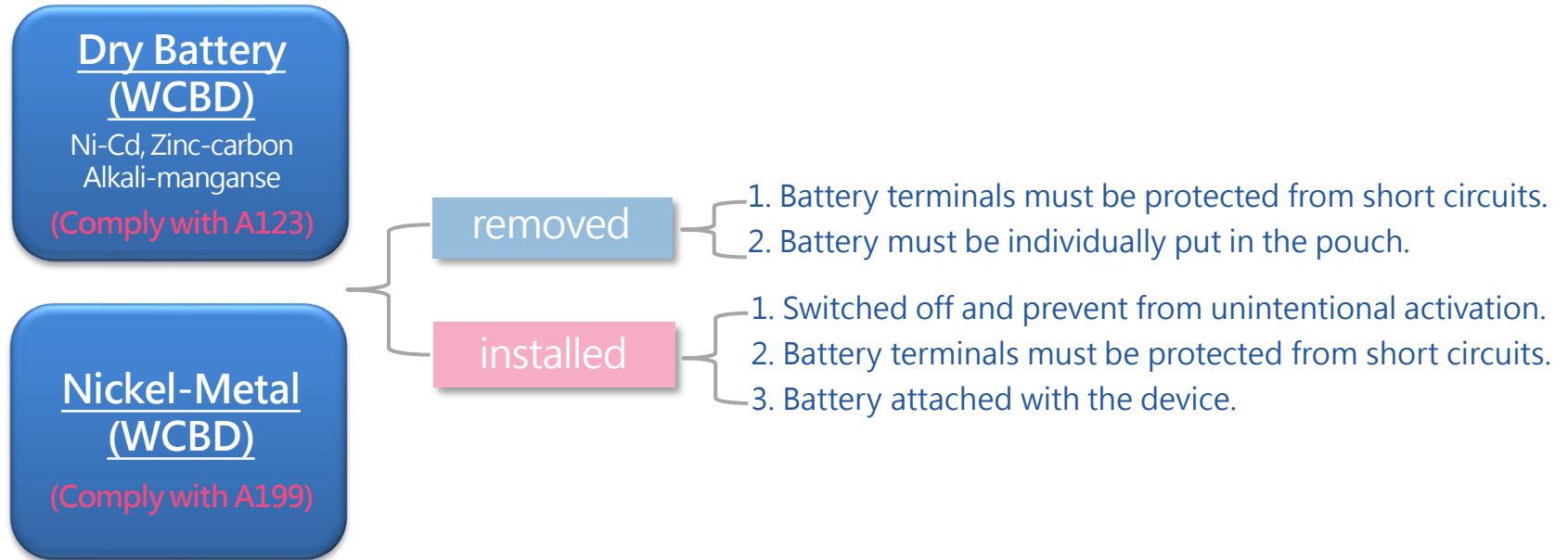
1. One check-in spare non-spillable battery is allowed.
2. If the battery is not designed by the original factory, the test document is required.
3. CI has the right not to accept the battery with altered or illegible label or sticker.
4. The passenger is responsible for the (un)installation of the battery, follows by the manufacturer's instruction.

NOTE : The height restriction (subject to the aircraft condition)

B738 accepts the mobility aid that is under 84CM ;

A321 accepts the mobility aid that is under 77CM in bulk, and under 100CM in cargo hold.

Other Battery Powered Mobility Aid Notice



Warm Reminder

1. One check-in spare non-spillable wet battery, two check-in spare nickel-metal hydride batteries, two check-in dry batteries are allowed.
2. If the battery is not designed by the original factory, the test document is required.
3. CI has the right not to accept the battery with altered or illegible label or sticker.
4. The passenger is responsible for the (un)installation of the battery, follows by the manufacturer's instruction.

Thank you

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