

Factory-Connected Wheelchair FAQ

What exactly is a connected wheelchair?

A connected Permobil power wheelchair has built-in Internet of Things (IoT) technology that sends technical data from the chair to Permobil. In turn, Permobil presents insights based on the data to the dealer through Fleet Management, and to the user through the MyPermobil app. Technical data is part of the digital infrastructure of the wheelchair and is used to provide enhanced functionality and digital experience for the user.

When did Permobil start shipping connected wheelchairs from the factory?

All M & F series power wheelchairs delivered in the U.S. started shipping as connected chairs on April 28, 2026.

How do I, as a user, connect my wheelchair which was delivered before April 28th?

1. Download the MyPermobil app, create an account, and add the wheelchair by following the in-app instructions, or
2. Contact Permobil Customer Experience

What data does a Permobil connected wheelchair send?

The chair sends technical data, such as seating positions, daily mileage, charging sessions, battery voltage and battery health, and a system log of error, warning, and informational messages.

What is the benefit of having a connected wheelchair?

A connected wheelchair enhances the user experience of Permobil products. Through the MyPermobil app, the user can access key wheelchair data, adjust available settings (including lights), access maps and find support contacts, all in one place. Providers can see the chair's status in Fleet Management, perform remote diagnostics, and can often solve problems with less downtime and fewer in-person visits, helping keep the chair performing at its best over time.

Is the data shared with third parties?

No. Permobil does not share the technical data with third parties. We share insights to service providers through Fleet Management and to wheelchair users through MyPermobil.

How does the user see their wheelchair data?

Download the MyPermobil app, create an account, and add your wheelchair by following the in-app instructions. The app provides key insights like battery range, mileage, seating information, logs, and wheelchair settings.

[The app is free to download and is available for iOS and Android devices.](#)

Can a user opt out of sending telemetric data?

Yes. If the wheelchair user understands the limitations of the wheelchair not transmitting important technical data yet still wants to stop data transmission from the chair, this can be done by contacting Permobil Customer Experience to request that technical data be turned off.

This can be done remotely. Please note that it may take several days from the time of request until the wheelchair stops sending technical data.

By choosing to turn off technical data transmission, the user accepts that the lack of connectivity may impact provider serviceability, including service efficiency and user experience.

How does Permobil use the technical data?

Technical data is part of the wheelchair's digital infrastructure. It's used to help confirm that the product is functioning as it should in near real time, to create insights that optimize user experience, and to improve product quality, safety, and reliability over time. It also gives providers better information so they can deliver efficient, higher-quality service to the user.

Does Permobil proactively monitor the technical data transmitted?

Permobil does not proactively monitor or surveil the technical data available in Fleet Management. Permobil makes the data insights available to Providers via Fleet management so that they have the opportunity to better service their users.