



LOCAL OPERATING PROCEDURE_MUC_PC005

Acceptance of Battery-Powered Wheelchairs and Mobility Aids

Version/Rev	Date	Section	Amendment
V1/R0	09.01.2026	Full LOP	Initial issue

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PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for the acceptance of battery-powered wheelchairs and mobility aids for Pegasus Airlines at Munich Airport (MUC). It ensures that the battery-powered wheelchairs and mobility aids are handled in a consistent and traceable manner in line with Pegasus Airlines and Dangerous Goods requirements and applicable regulations.

OBJECTIVE

The objectives of this LOP are to:

- ensure full compliance with the airline, aviation, and security regulations while maintaining the safety of passengers, crew, and aircraft.
- To standardize the verification, documentation, and secure handling of battery-powered wheelchairs and mobility aids accepted at check-in and on the flight.
- To clarify staff responsibilities and support efficient, disruption-free operations.

APPLICATION

Passenger Services Department:

Customer Service Agents

Supervisors/Lead Agents

Operations department:

Turnaround Coordinator / Load Controller

GENERAL RULES

Many kinds of battery-powered wheelchairs and mobility aids are now available in the market. The subdivision which regulates the actual air transportation is based on the type of battery in use.

SSR codes used to indicate the type of battery on Pegasus Airlines flights are:

- **WCBD**: Wheelchair with a Dry Cell Battery. The code will come along the type of assistance required (e.g. WCHR / WCHS / WCHC)



- **WCLB**: Wheelchair with a Lithium-Ion Battery. The code will come along the type of assistance required (e.g. WCHR / WCHS / WCHC)

Because of the large number of battery-powered wheelchairs and mobility aids available, a simple visual assessment of the type of battery is normally not sufficient. The assessment on the type of battery in use can only be carried out by looking at the manufacturer's instruction or by involving the PRM passenger.

Wheelchairs and battery-powered mobility aids working with spillable batteries SHALL NOT be accepted on Pegasus Airlines flights.

PROCEDURE STEPS

Step	Action
1.	When a customer with a battery-powered wheelchair or mobility aid arrives at the check-in counter, confirm their SSR codes in Crane.
2.	Ask the customer what type of battery their mobility aid uses and ensure the correct SSR code is registered in Crane.
3.	Confirm Battery Details: Request the battery specifications and check the manufacturer's instructions or the information printed on the battery to verify accuracy. Where battery-powered wheelchair/mobility aid details are not available, these should be determined at the point of acceptance and added to the customer booking.
4.	Check Battery Handling Requirements: Confirm if the battery a. Can remain securely attached to the wheelchair/mobility aid <i>and</i> all electrical circuits can be isolated according to the manufacturer's instructions, or b. Can be removed by the passenger, <i>but only if the mobility aid is specifically designed for battery removal</i> (following manufacturer instructions). All removed and spare batteries must be carried in strong, rigid packagings.
5.	If the Mobility Aid is with lithium-ion battery (WCLB) which is under 300 Wh and the battery is specifically designed to be removed, when removed it should be taken into the passenger cabin only. The removed or spare batteries must be protected from damage (e.g. by placing each battery in a protective pouch). Any lithium-ion battery removed from the mobility aid and any spare lithium-ion batteries shall be carried in the passenger cabin only. The battery removed from the mobility aid must not exceed 300 Wh, or for mobility aids fitted with two batteries, each battery must not exceed 160 Wh. If Wh is not indicated, you can arrive at the number of Watt-hours the lithium-ion battery provides if you know the battery's nominal voltage (V) and capacity in ampere-hours (Ah):



	<p>$Ah \times V = Wh$</p> <p><i>Note:</i> <i>If only the milliampere-hours (mAh) are marked on the battery then divide that number by 1000 to get ampere-hours (Ah) (i.e. 4400 mAh / 1000 = 4.4 Ah).</i></p>
6.	In all cases where Step 5 is not applicable, please contact your supervisor with the information about the battery type and specifications (provide pictures of the battery specification), who will then confirm with the airline the acceptance of battery powered wheelchair/mobility aid and advise you accordingly. After that follow the standard steps below.
7.	In all cases where Step 5 is not applicable, the battery is either <ul style="list-style-type: none"> • Adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair/device, isolating the electrical circuits according to the manufacturer's instructions, or • Removed from the mobility aid following the manufacturer's instructions, placed in a strong, rigid packaging, and loaded in the cargo compartments. Exception: Lithium-ion battery should not be loaded in the cargo compartment when removed. When removed it should not exceed 300WH and should be taken in the cabin only.
8.	Print and attach a tag with a DAA label to the battery-powered wheelchair/mobility aid.
9.	Contact PRM service provider, arrange assistance as requested by the customer, and inform them about the battery-powered wheelchair/mobility aid, battery type, and how the battery should be handled.
10.	Inform operations immediately regarding the battery-powered wheelchair/mobility aid, weight, battery type and all the specifications.
11.	Battery-powered wheelchair and mobility devices should be loaded/unloaded in such a manner that prevent unintentional activation during transport and the battery terminals shall be protected from short circuits.
12.	Battery-powered wheelchair/mobility aid shall be secured against movement in the cargo compartment, by use of straps, tie-downs or other restraint devices.
13.	The mobility aid, including batteries, electrical cabling and controls shall be protected from damage, including damage caused by the movement of baggage, mail and cargo.
14.	Any battery-powered mobility aid shall not be stowed other loads loaded on top and should be loaded last when possible.
15.	Battery-powered wheelchair/mobility aid should be secured in an upright position using appropriate tie-down points, both on the device and in the hold.
16.	Pilot-in-command shall be informed by load sheet or NOTOC about the location of removed lithium-ion battery in cabin and/or removed battery or wheelchair with installed battery in cargo compartment.



BATTERY REQUIREMENTS FOR MOBILITY AIDS

Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries nickel- metal hydride batteries or dry batteries <i>For details refer to PG-DO-EK-001 GOM - 2.2.10.7.1.1 Non-Spillable Batteries</i>	YES	NO	YES
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The pilot-in-command must be informed of the location			
Permitted in or as carry-on baggage			
Permitted in or as checked baggage			
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries	Forbidden		
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with installed lithium-ion batteries <i>For details refer to PG-DO-EK-001 GOM - 2.2.10.7.1.3 Lithium Batteries</i>	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with lithium-ion batteries where the battery is specifically designed to be removed , the battery must be carried in the cabin. The installed battery or battery removed from mobility aid must not exceed 300 Wh, or for mobility aids fitted with two batteries, each battery must not exceed 160 Wh. A passenger may carry a maximum of one spare lithium-ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh. <i>For details refer to PG-DO-EK-001 GOM - 2.2.10.7.1.3 Lithium Batteries</i>	NO	YES	YES

Figure A1 – Extract from Pegasus Airlines Ground Operations Dangerous Goods Handling Rules, Form Ref. PG-DO-BK-037

REFERENCE

- Pegasus Airlines GOM, 2.2.10.7.1 Battery Powered Wheelchair/Mobility Aids Types
- Pegasus Airlines GOM, 4.16 Securing of Load
- Pegasus Airlines Ground Operations Dangerous Goods Handling Rules, PG-DO-BK-037 / Rev. No:01.00 / 07.01.2026