

ENGLISH

CE

User's Guide

Rodeo

Lightweight Tilt-In-Space Chair



READ INSTRUCTIONS BEFORE USING

SAVE THIS BOOK FOR FUTURE REFERENCE

 **Convaid**

Customer Service Support

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Phone: (310) 618-0111

Fax: (310) 618-8811

Email: custservice@convoid.com

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Website: www.convoid.com

Technical assistance or repair information hours are:

Monday-Friday, 7 a.m. to 5 p.m. PST

Before Calling:

Please fill in the following. Customer Service will be able to help you more quickly if the information indicated below is readily available.

Serial number of chair: _____

Model of chair: _____

Date purchased: _____

Notice:

The information contained in this document is subject to change without notice.

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Use only Convoid accessories and parts on Convoid products. Convoid parts are not interchangeable with other manufacturers' products. Replace any worn parts immediately.

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Setting Up



SIZE / MODEL CHART

Rodeo

Size	Model No.
12"	RD12
14"	RD14
16"	RD16

1. Lay chair down with seat facing upward.

Fig. 1

2. Unbuckle closure strap. **Fig. 2**
3. Push in gray detent buttons on footplate, and swing footplate out and upward until parallel with the ground. **Fig. 3**

Unpacking

Check to see that the following items are included with the chair:

- One solid footplate.
- Accessories as ordered.
- Hex wrench (5/32).

Unfolding

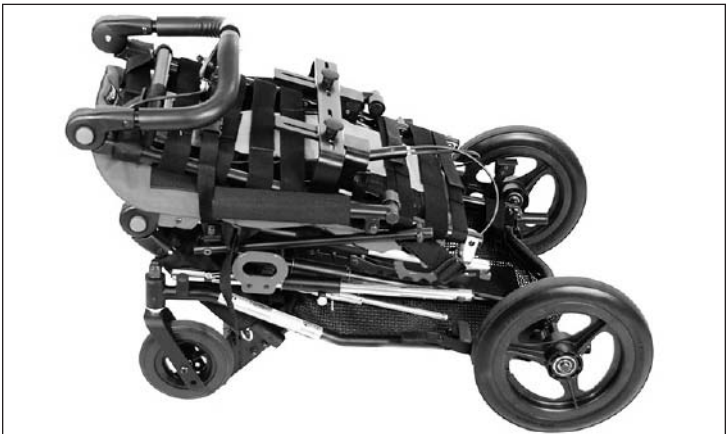


Fig.1



Fig.2



Fig.3



Fig.4



Fig.5

4. Push in red detent buttons on handle, and lift upward until handle is at a 90-degree angle with chair. **Fig. 4**
5. Grasp handle and pull upward on chair until the red safety lock clicks into place. **Fig. 5**
6. Adjust handles and footplate into desired position.
7. Apply wheel locks before placing individual in chair. **Fig. 6**
8. To keep closure straps from tangling in the chair, wrap around back of the chair and fasten buckles. **Fig. 7**



Fig.6



Fig.7

Folding

1. Before folding, front wheels of chair should be in a forward facing position for best results. **Fig. 8**
2. Unbuckle closure strap. **Fig. 9**
3. Tilt chair in upright position. **Fig. 10a.** For chairs with arm rests, flip them up **Fig. 10b**
4. Lift up on footplate until it is parallel with the ground. **Fig. 11**



Fig.8



Fig.9



10b



Fig.10a



Fig.11



Caution: Keep fingers free of folding mechanism.

5. Using left hand, move red safety lock to the right, and at the same time, lift up on folding lock bar - hold in position until fold begins. **Fig. 12 & 13**
6. Push chair downward into the folded position. **Fig. 14 & 15**
7. Push in gray detent buttons on the handle, and rotate handle back on to chair. **Fig. 16**
8. Push in gray detent buttons on footplate, and rotate footplate back under chair. **Fig. 17 and Fig. 18**
9. Move buckle on closure strap to appropriate length, wrap it securely around chair and buckle. (chairs with armrests must wrap closure strap on the inside of the armrests) **Fig. 19**
10. With a straight back, bend knees and lift chair as shown in photo. **Fig. 20**



Fig.12



Fig.13



Fig.14



Fig.15



Fig.16



Fig.17



Fig.18



Fig.19



Fig.20

Fitting Guide

Correct seating and positioning encourages good posture, which in turn aids circulation, breathing and digestion. Please take the time to properly adjust the chair to fit the user. If the user is not correctly positioned, check the accessories section of this manual to see if one or more of our accessories would help to facilitate posture or consult a physical therapist. Improper seating can cause problems. Please consult a physical therapist or doctor for additional guidance.

When properly fitted, Convaid chairs will provide years of comfortable use. As the user grows, refer back to this Fitting Guide to adjust the dimensions of the chair.

Three-Point Positioning Belt

The three-point positioning belt is standard. Adjust so the user stays securely in position. The quick-release buckle joins the crotch strap to both belt straps.

To Buckle:

Slip the metal buckle on the belt strap into the crotch strap clasp **Fig. 21**

To Release:

Press the red button on the clasp and pull out the buckle.



Fig.21

H-Harness with Padded Covers

H-harness shoulder straps help the user retain upright trunk position. To adjust the height, feed strap from front of chair to the back through the slit at the appropriate height. Wrap the strap around the upper brace, and feed back through the same slit. Choose a height that will keep the user secure, but not so tight that the strap rubs against the face or neck.

Fig. 22



Fig.22



Fig.23

Velour-covered shoulder pads for the H-harness straps come equipped with Velcro® and can be easily reversed. **Fig. 23**

Seat Depth



Fig.24

Measure from the most posterior portion of the buttocks to the back of the knee. Subtract from that measurement 1-2" to allow adequate clearance between the seat and the back of the knee. **Fig. 24**

Seat Depth Adjustment

1. Loosen Velcro® on seat cover, and remove bolts located on the front of seat frame.

Fig. 25

2. Adjust seat to desired position and reinsert bolts.

Fig.25



Depth Adjustable Crotch Strap

The crotch strap can be adjusted by threading the strap through desired slot. **Fig. 26**



Fig.26

Two-piece Seat

The lower seat panel has a double Velcro® attachment for adjusting the seat. To adjust the tautness of the seat, pull apart the double Velcro flap at the rear underside of the seat. Place the Velcro in the desired position and reattach the double flap. **Fig. 27**



Fig.27

Seat Back Height



Fig.28

Seat back height varies according to chair size. Headrest extensions are available when extra height is needed to support the head.

To determine the seat back height, measure from the seat to the upper part of the head. **Fig. 28**

Seat Width



Fig.29

Proper seat width enables the user to sit comfortably and prevents problems from developing. While user is seated on a flat surface, measure from hip to hip. **Fig. 29**

The user should have enough room to prevent hips and thighs from rubbing against the frame. However, the chair should not be too wide or the user will slide around and posture could be affected.

Seat width is measured from the outer edges of the seat frame.

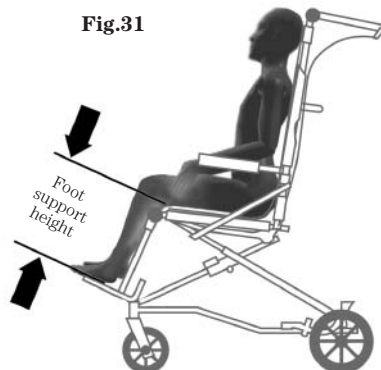
Fig. 30



Fig.30

Footplate Adjustment

Seat-to-footplate height is measured from the back of the knee to the bottom of the heel. All Convaid foot plates are height adjustable. **Fig. 31**



The soles of the feet or heels should rest comfortably on top of the footplates. To achieve this, remove detent pins on the front of the leg tubes, slide the footplate to the desired position and reinsert the pins. In case of an especially short seat-to-footplate adjustment, the excess material of the calf flap may be wrapped under the footplate and attached with Velcro. **Fig. 32**



Fig.32

To adjust the footplate angle, loosen the four bolts on the outer edge of the leg rest where the footplate tubes are located. Adjust the footplate to desired angle, and tighten the bolts. **Fig. 33**



Fig.33

Footplate Depth Adjustment

To adjust the depth of the footplate, loosen the two bolts on each side of the footplate. Slide the footplate into desired position, and tighten the bolts. **Fig. 34**



Fig.34

Seat-to-Back Angle Adjustment

Depending on the users degree of ability or a prescription from a doctor or physical therapist, the back angle may need adjustment.

Loosen the nut at the end of the adjusting rod located on either side of the seat. Ratchet the long coupling nut up or down the rod to achieve desired angle (amount of adjustment must be the same on each side of chair). Tighten the nut at the end of the rod.

Fig. 35



Fig.35

Seat-to-back angle:

90° - 105°

Note: Adjusting the back angle may affect the seat depth.

Additional Supports

Convaid offers a wide variety of supports to help properly position the user.



Note: Convaid's chairs provide a semi-contour fit around the body. The user must be fitted correctly into the chair to achieve optimal posture and comfort.

Lateral Supports

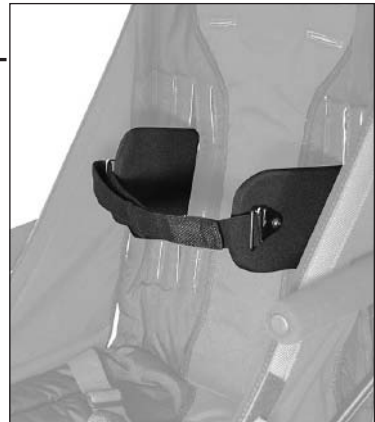
To adjust the lateral supports:

1. Remove back upholstery. (see page 20)
2. Loosen the knobs on the lateral mounting bracket.
3. Reposition laterals to the desired location.
4. Tighten the knobs and replace the upholstery.

Fig. 36

Note: Laterals can be rotated and reversed for increased height.

Fig.36



Full Torso Swing-Away Support Vest

Adjustable support vest keeps user in place comfortably and securely, and helps to maintain midline-seating position, and prevent forward slumping. The vests attaches to the chair with straps that wrap around the seat back and connect with Velcro, and shoulder straps that are inserted through horizontal slits in the seat back. Adjust the side straps on the vest for proper fit.

Fig. 37

Fig.37

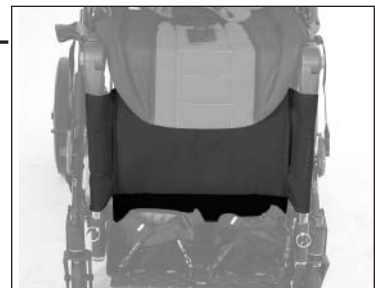


Calf Panel

The Calf Panel provides support for the lower legs.

Fig. 38

Fig.38



Medial Thigh Support (Abductor)

Separates thighs to improve hip alignment and stabilizes sitting posture. Degree of abduction can be varied and can favor one side.

1. Wrap the abductor flaps over the user's thighs from inside to outside.
2. Buckle the straps around the seat tube or armrest, and adjust. **Fig. 39**

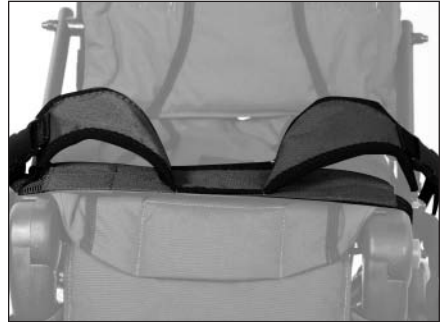


Fig.39

Lateral Thigh Support (Adductor)

Pulls thighs together, improving hip alignment and stabilizing sitting posture. Degree of adduction can be varied.

1. Fold the adductor flaps over the user's thighs.
2. Wrap straps under and around the seat tube and attach with the buckle under seat. **Fig. 40**



Fig.40

Swing-Away Pelvic Stabilizer

The pelvic stabilizer anatomically positions the pelvis and stabilizes the torso for correct seating. The fabric can be adjusted to achieve optimal contouring by tightening or loosening the straps threaded through the buckles on either side of the stabilizer. **Fig. 41**



Fig.41

Padded Headwings

Padded headwings provides firm support for midline positioning. **Fig. 42** The headwings can be attached at any height by wrapping the straps around the frame and securing at the back of the chair. **Fig. 43**



Fig.42



Fig.43

Headrest Extension

Extends back height for head support of taller individuals. The Headrest Extension fits easily into sockets on seat back. To adjust height, move rubber grommets on the mounting posts to desired position.

Fig. 44 & 45



Fig.44



Fig.45

Foam Wedge

Use wedge to modify seating or positioning or to correct posture. **Fig. 46-49**



Fig.46



Fig.47



Fig.48



Fig.49

Foot Positioners

Adjustable foot positioners hold feet in position on footplates. **Fig. 50**

To attach, thread strap through footplate, and bolt to underside of footplate. **Fig. 51 & 52**



Fig.50

The Foot Positioner may be criss-crossed over the top of the foot to secure the entire foot, or can be converted into a simple ankle strap by wrapping the right strap around the ankle and fastening the buckle.



Fig.51



Fig.52

Height Adjustable Flip-Up Armrests

Adjustable height, pivot armrests are optional on the Rodeo. To attach armrests, remove existing bolts and attach armrests with bolts provided.

To change height of armrests:

1. Remove top mounting bolt. **Fig. 53**
2. Place armrest in desired position and reattach bolt. **Fig. 54**



Fig.53



Fig.54

Solid & Mesh Side Panels

The side panels are designed to keep the user's arms inside the chair, and can be adjusted to fit varying degrees of seat-to-back angle. To adjust, loosen the three Velcro straps on the outside of the panel, adjust the seat-to-back angle and reattach. **Fig. 55**

Side panels are available in solid or mesh fabric. The mesh fabric allows for increased ventilation. **Fig. 56**

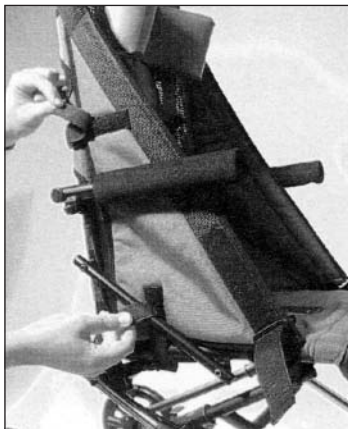


Fig.55 Solid panel

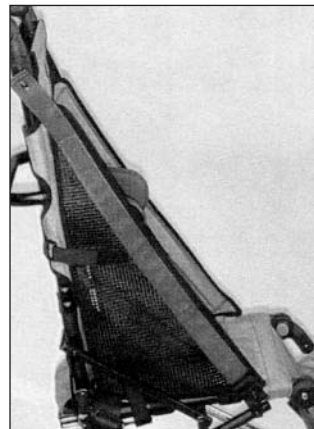


Fig.56 Mesh panel

Accessories

Upper Extremity Support Surface (Tray)

Trays feature a safety lip and are easy to clean. The trays are great for feeding and for trunk stabilization.

1. Depress spring button on underside of armrest until tray mount tube pops out.
2. Grasp tray mount and extend until locked into position. **Fig. 57**
3. Holding tray in both hands, squeeze black handles and slide onto ends of tray mount. **Fig. 58**
4. When returning tray mount tube, maintain alignment of indent button in order to secure indent button into correct hole.



Fig.57

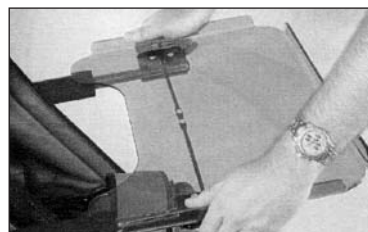


Fig.58

Medical Necessity Storage Tray

The standard medical necessities storage tray, which attaches to the chair frame under the seat, is designed to hold disposables, miscellaneous medical items and other supplies. The tray is made of mesh fabric for easy cleaning and includes a removable plastic base to prevent sag. The tray is easy to install or remove and is attached to the chair frame with snap closures. **Fig. 59**

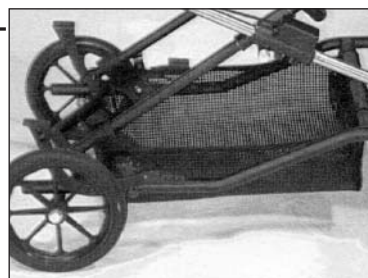


Fig.59

Heavy-Duty Medical Necessity Storage Tray

The heavy-duty medical necessities storage tray is designed for large or heavy support equipment, such as a ventilator. It is made of durable plastic, and is easily suspended from the chair frame by sturdy hooks. **Fig. 60**



Fig.60

Headrest Cover (Canopy)

1. Move rubber grommets to adjust height of the canopy.
2. Insert into socket rod. **Fig. 61**

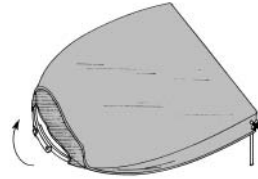


Fig.61

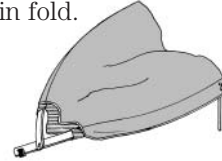
➔ **Note:**
Partially
fold chair
before
installing
canopy.

Folding Canopy:

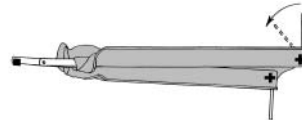
1. Peel back fringe of canopy.



2. Push down on pivot to begin fold.



3. Complete fold. Release knob and fold down metal rods.



Utility Bag

The Utility Bag is for storing essential items. It attaches to the back of the chair, and can be removed and converted to a tote bag. To attach bag to chair, hook clasps onto rings. **Fig. 62**



Fig.62

Oxygen Tank Bag

The oxygen tank holder holds a size E (4") diameter tank. To attach, wrap top straps around upper back brace and buckle. Wrap lower strap around frame at the base to keep bag taut when chair is tilted. **Fig. 63**



Fig.63

Transit Models



Caution:
Convaid belts and shoulder straps are for positioning only and are not to be used as a vehicular restraint.

All bus transport models have been crash-tested and performed satisfactorily at 30 mph / 20 g deceleration. Dummy weights as tested:

Rodeo

Model RD12T	66lbs / 30kg
Model RD14T	100lbs / 45.5kg
Model RD16T	170lbs / 77kg

To reduce possibility of injury, the headrest extension must always be used with the chair. The following instructions should be followed to duplicate test results:

1. Chair must be forward facing with tray removed.
2. Use only a tested, proven and compatible 4-point wheelchair tie-down system, and a 3-point occupant restraint system in accordance with SAE J2249.
3. The wheelchair tie-downs must be securely attached to the four red anchor points on the chair. See arrows in above photo for anchor points.
4. The occupant restraints must include a lap and shoulder belt, secured directly to the floor and side or roof of the vehicle.
5. All floor tie-down straps must be drawn tight in the front and the back to eliminate any forward/aft movement of the chair.
6. Restraint manufacturers' instructions must be followed precisely.

Q'Straint

(954) 986-6665
 5553 Ravenswood Road
 Ft. Lauderdale, FL 33312
 USA

Sure-Lok

(866) 787-3565
 151 Industrial Parkway
 Branchburg, NJ 08876
 USA

Unwin Safety Systems

(44) (01935) 410920
 Willow House
 Artillery Road
 Yeovil, Somerset
 BA22 2RP
 UK

Ortho Safe Systems, Inc.

(609) 587-3859
 PO Box 9435
 Trenton, NJ 08650
 USA

Q'Straint, Sure-Lok, Unwin and Ortho Safe specialize in crash-tested tie-down systems and are in no way associated with Convaid, Inc.

Miscellaneous

Fabric Removal

Chair fabric may be removed to facilitate cleaning.

1. To remove the seat bottom. **Fig 64-68:**

- unfasten the Velcro at the back of seat
- remove screws at the front of seat tube
- undo strap under front of seat
- release velcro from optional calf panel

2. To remove the seat back, simply pull upholstery away from chair. **Fig. 69-70:**

Do not replace fabric until it is completely dry.



Fig.64



Fig.65



Fig.66



Fig.67



Fig.68



Fig.69



Fig.70

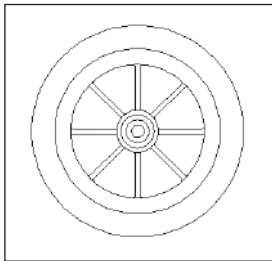
Wheels

Specifications

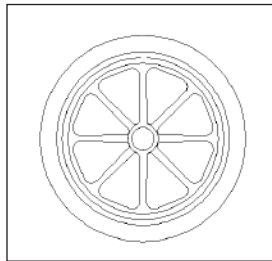
Convaid wheels are available with solid tires, and in 2 sizes: 6" and 8". When ordering replacements, please have the following information available:

- Chair model and size
- Wheel size

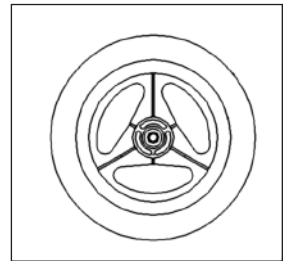
Solid Tire Sizes:



Size: 6"
Dimensions:
1¼" x 6"
(front)

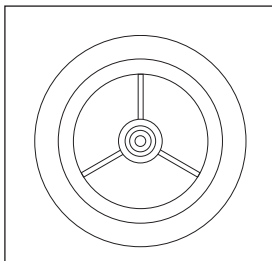


Size: 8"
Dimensions:
1¼" x 8"
(rear)

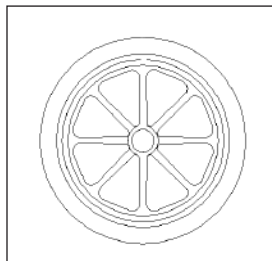


Size: 11"
Dimensions:
1¼" x 11"
(rear)

Pneumatic Tire Sizes



Size: 6"
Dimensions:
1¼" x 6"
(front)



Size: 8"
Dimensions:
1¼" x 8"
(rear)

Locking and Unlocking

Foot Wheel Locks

To apply the rear wheel locks, press down on front lever of wheel lock with foot. **Fig. 71**

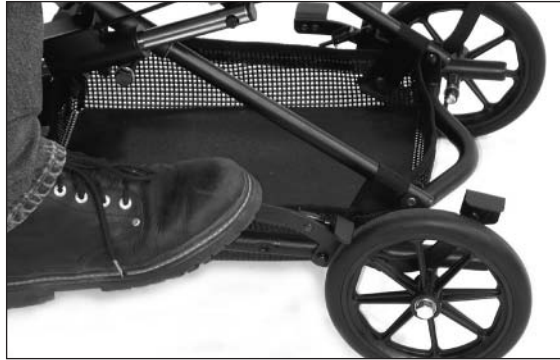


Fig.71 Locked

To unlock, press down on rear lever of wheel lock. **Fig. 72**



Fig.72 Unlocked

Wheel Lock Adjustment

Set wheel locks to locked position. Push chair with light pressure on the rear wheels. If wheel rotates, adjust tension by turning the adjustment nut until wheels no longer rotate while locked. **Fig. 73**



Fig.73



Caution:
Wheel lock adjustment should be inspected periodically.

Anti-Shimmy

In event that the front wheels develop a shimmy, use a wrench (3/4") to tighten the stem nut. Adjust the stem nut clockwise until the shimmy disappears. **Fig. 74**



Fig.74

Tilting

The tilt feature allows for added comfort, or convenience during feeding. To tilt, squeeze the tilt lever on the chair's handle and push down. Release the lever when desired angle of tilt has been achieved.

Fig. 75 & 76



Fig.75



Fig.76

Important Information

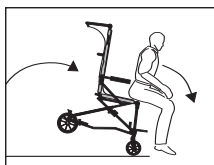
Maintenance, Operating & Safety Instructions

- READ ALL INSTRUCTIONS BEFORE USING THE PRODUCT
- ALWAYS FOLLOW THESE SAFETY INSTRUCTIONS
- SAVE SAFETY INSTRUCTIONS FOR FUTURE REFERENCE

CAUTION: • For increased safety, the seat belt should be used at all times.



- Do not leave user unattended.
- Do not strap user too tight.
- Straps should not interfere with breathing or circulation
- Always apply wheel locks before letting go of the chair.
- If front edge of seat is at or forward of the point where tires touch the floor, avoid using front of seat tubes for support during entry or exit from chair to prevent tipping.
- Avoid using footplates for weight support during exit or entry of the chair.



1. Waste Disposal

The shipping carton should be kept for possible return to the manufacturer/service facility for repair or maintenance. Other paper packaging waste should be set aside for recycling. For disposition of replaced parts or the complete chair, the materials should be separated into: plastic, rubber, steel, aluminum, etc., and set aside for recycling.

2. Intended Use

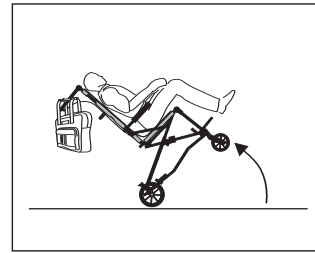
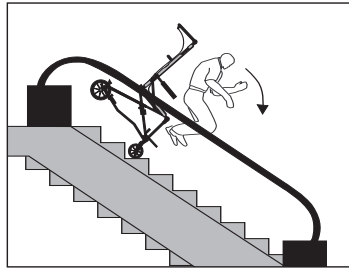
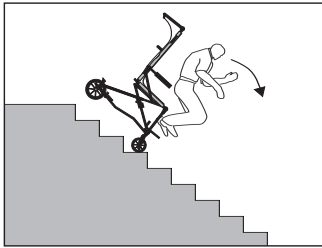
This product is intended for use by a person with physical disabilities who is frequently or permanently non-ambulatory. The chair is always under the control and supervision of an attendant, and the occupant should never be left unattended.

3. Suitable Environment

The chair is intended for both indoor and outdoor use. If the chair is used in the rain, the excess water should be wiped off with a soft cloth. If the chair is splashed with mud or corrosive substances like salt water or road salt, the chair should be washed clean with water, wiped dry and a hypoallergenic and biodegradable lubricant reapplied to the moving parts. The chair should never go into seawater, as it will corrode areas that cannot be washed clean. When going from outside to inside, clean any excess dirt or mud from the wheels to prevent soiling of inside environment.

4. Safety Instructions

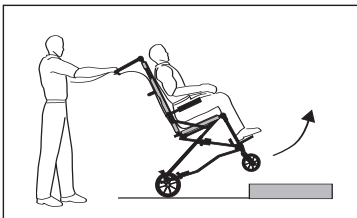
- Follow folding/unfolding instructions.
- Never leave occupied chair unattended.
- Do not attempt to take occupied chair up or down stairs, escalators, steep inclines, or icy or slippery surfaces.



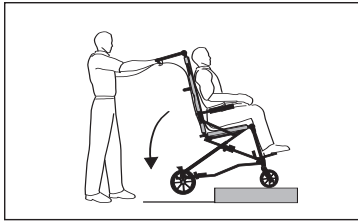
- To avoid tipping, do not overload the chair, or hang heavy items on the handles that might cause tipping.
- Be aware of newly created sharp edges.
- Frequently inspect the adjustments on the frame and the positioning accessories.
- Do not use chair after occupant has outgrown it.
- Do not ignore minor malfunctions and maintain the chair in good operating condition. Monitor the wheel locks (brakes) regularly and adjust as needed.
- When going up a curb or step, face the chair forward and tilt back to lift the front wheels over the curb. Move forward and lift the rear wheels over the curb.

• **If and whenever possible and feasible, the rider should transfer out of the chair and into an approved vehicle seat and passenger restraint system.**

However, if a transfer is not possible, use only designated chairs in a moving vehicle which apply to the wheelchair Tiedown and Occupant Restrain System (WTORS) following the requirements of SAE J2249. Follow tie-down harness manufacturer's instructions carefully and refer to Convaid's 'Transit Guide' for specifics.

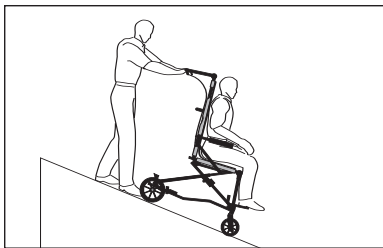
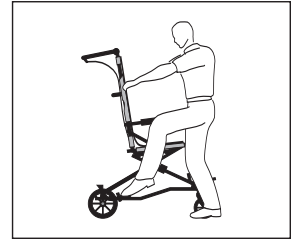


- When going up a curb or step, face forward and tilt the chair back to lift the front wheels over the curb. Move forward and lift the rear wheels over the curb.



- When going down a curb, approach the curb backwards. Lower the rear wheels down the curb and continue backwards, taking the weight off the front wheels so they can be gently lowered.

- When transferring user to or from chair, apply foot wheel locks.



- Maintain control of chair at all times while going up/down ramp. Avoid steep slopes, particularly with a heavy occupant. If in doubt, do not attempt a descent unless a third party is present to help maintain control of chair.

5. User Maintenance

The following maintenance procedures should be conducted on a regular basis: Examine your Convaid product visually from time to time for possible wear and tear. Lubricant* should be applied to frame and moving parts to maintain easy folding and adjustment.

- Tire Air Pressure:** The air pressure in your tires should be checked WEEKLY, since low air pressure may affect brake ability.
- Axles and Moving Parts:** Axles and moving parts should be wiped off WEEKLY with a slightly moist cloth, to remove dust, dirt and mud. Apply some lubricant* after each cleaning.
- Repair or replace loose, worn, bent, missing or damaged parts before using the chair!**

MAINTENANCE CHART	Weekly	Every 3 months	Every 6 months	As necessary
Rims, tires and tire pressure	●			
Wheel locks and hand brakes	●			
Accessories	●			
Front and rear wheel axles		●		
Cleaning & lubricating all moving parts		●		
Belts, zippers and Velcro closures		●		
Seat-/ back upholstery**/tautness		●		
Armrests & foam			●	
Frame			●	
Contacting a Convoid representative for service or repair***				●

* Use a non-toxic, hypoallergenic lubricant for all moving parts of the frame

** Follow cleaning instructions for appropriate user hygiene

*** **NOTE:** Repair or replacement of non-removable, worn or broken parts must be performed by a qualified service facility.

6. Cleaning and disinfection

Clean all areas that come in contact with user or caregiver with a disinfectant solution.

To prevent the spread of germs, disinfectant wipes should be used on a regular basis. Keep frame dry and apply a non-toxic, hypoallergenic and biodegradable lubricant to all moving parts. After longer storage periods, and before further use, the entire chair needs to be serviced, cleaned and disinfected. Follow the guidelines of each country and region.

Cleaning of frame:

Frame is to be kept dry and free of dirt and should be wiped off with a non-toxic, hypoallergenic and biodegradable lubricant. Lubricant should be applied to moving parts as needed to maintain easy folding and adjustment.

All contact with salt water should be avoided. If the chair is used in salt-water environments corrosion may occur. In the event of salt-water exposure, the frame should be wiped off with a moist towel as soon as possible. Water and a soft cloth are sufficient; lubricant should be reapplied to all moving parts.

Cleaning of wheels and brakes:

Wheels should be kept free of dirt or mud so as to not interfere with pushing the chair. The brakes are to be kept free of dirt or mud, so as not to interfere with locking. Wipe wheels and brakes with a moist cloth as needed and readjust brakes if indicated.

Cleaning of fabric cover:

Seat and back upholstery can be easily removed, washed, air dried (a Phillips head screwdriver is required) and reattached to the chair. Use standard detergent to wash fabric.

Cushioned parts can also be removed from chair, washed or wipe off with a moist cloth. Before reattaching them to the chair, make sure they are completely dry. Use standard detergent to wash fabric.

Parts that are permanently attached may be wiped vigorously with a moist cloth. Allow sufficient time to dry before placing user in chair.

7. Storage

Before extended storage periods, and before reuse, the entire chair needs to be serviced, cleaned and disinfected.

8. Reuse

Your Convaid chair should undergo a wipe-down disinfection before reuse. Please use a non-toxic, biodegradable disinfectant solution suitable for surface disinfection.

Please check the following components (see MAINTENANCE CHART) for operation, intactness, etc. and replace if necessary:

- Wheels (tread pattern), air pressure if applicable
- Frame
- Seat- and back upholstery
- Wheel lock operation
- Bearings and axles: check wear and tear/ lubrication
- Straight-running stability of wheels
- Attachments

9. Repairs

User: The user can replace easily removable parts or accessories, e.g. foot-plates and footrest assemblies, heel loops, all fabric items, hand grips, etc.

Manufacturer/Service Facility: Repair or replacement of permanently attached, worn or broken parts must be performed by a qualified service facility. Any individual part of the chair can be replaced. If the service facility is close, contact the manufacturer/service facility and the chair can be delivered in person. Alternatively, after receiving a return authorization, the chair should be packaged in the original or suitable shipping carton for return to the manufacturer/service facility. Ship via parcel post or by private package delivery services.

10. Tools Required

User:

- 3/8", 7/16", 3/4" or 2 adjustable wrenches with 3/4" capacity Phillips head screwdriver
- Hex key 5/32" (included)

Service Facility / Authorized Service Dealer

- A selection of imperial size wrenches, or two adjustable wrenches with 3/4" capacity.
- A Phillips head and a flat head screwdriver
- A rivet setting machine with a selection of tool sizes, or a set of hand tools
- Power drill with selection of imperial size drill bits
- Hex key 5/32" wrench (included)

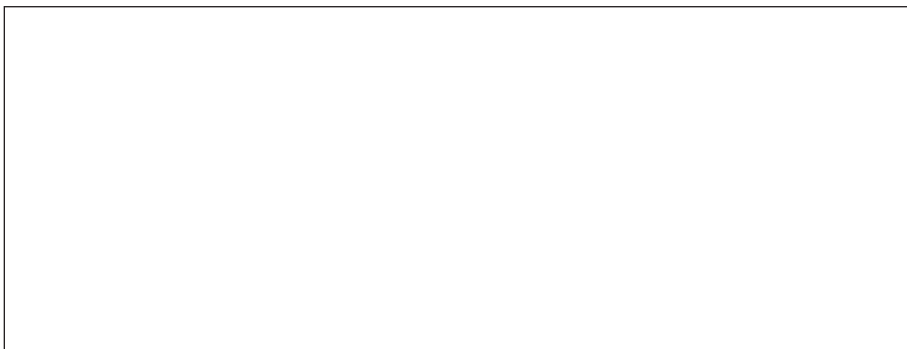
11. Spare Parts

If the user is unable to visit a Service Facility to describe the problem, they can request a diagram of the product be sent to them, so they can draw an arrow to the part needing replacement. If not under warranty, they will receive an estimate of the cost and, if necessary, shipping instructions for return of the chair.

12. Functional Tests

All four wheels should make contact with the floor. With the chair empty, push it forward on a smooth level surface with enough momentum to travel six feet (2 m). The chair should not veer to the left or right more than six inches (15 cm). Wheels should be free running and the wheel locks (brakes) adjusted to adequately secure the chair. Following the fold/unfold instructions, the chair should fold/unfold smoothly without undue effort. All fasteners should be secure. Fasteners on moving joints should not be over tight. Seat fabric should not be wide-stretched or sagging. Positioning accessories should be correctly adjusted and secure.

13. Authorized Service Dealer



Limited Warranty

Convoid warrants to the original retail purchaser of the Convoid product, that if any part thereof proves functionally defective in material or workmanship within the specified warranty period, such defective part will be repaired or replaced (at Convoid's discretion) free of charge. Warranty service may be performed by an authorized service center or (at Convoid's discretion) the factory.

Warranty Period

Frame & X-Braces.....Lifetime of original retail buyer
Other componentsOne year
Fabric & webbingOne year

This warranty does not cover normal wear and tear or damage caused by accident or misuse.

To exercise this limited warranty, the user should first obtain a Return Authorization Number from Convoid's customer service. The product must be delivered charges pre-paid (UPS recommended) to the factory or to an authorized service center, together with a copy of the original invoice, the Return Authorization Number and a written description of the problem.

THIS LIMITED WARRANTY EXCLUDES ANY CLAIM FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ANY IMPLIED WARRANTY APPLICABLE IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE USER. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE THEREOF.

This warranty gives the user specific legal rights and the user may have other rights that vary from state to state. Warranty applicable in USA only, may vary in other countries.

FAST FACTORY SERVICE: If being without the chair creates a hardship, the user may wish to take advantage of our Fast Factory Service, whether under warranty or not.

WARRANTY REPAIR: Simply send the chair to Convoid by UPS Next Day Air (prepaid). It will be fixed and shipped out within 48 hours by UPS Next Day Air at Convoid's expense.

NON-WARRANTY REPAIR: The time to repair and ship the chair back to the user will be extended by the length of time it takes to reach the user for approval of estimated repair costs.

The CE Mark Authorized Representative is Medical Specialties Ltd, Whalley BB7 9UE UK



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