

ENGLISH



User's Guide

CuddleBug

Tilt-In-Space Wheelchair



READ INSTRUCTIONS BEFORE USING

SAVE THIS BOOK FOR FUTURE REFERENCE



Customer Service Support

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

Before Calling:

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

Serial number: _____

Date purchased: _____

Dealer name: _____

Notice:

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

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Setting Up

Unpacking

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

- Left and right footplates.
- Accessories as ordered.
- Hex wrench (5/32").

Unfolding

1. Lay chair down with seat facing upward. **Fig. 1**
2. Push in grey detent buttons on the footplate, and swing footplate out and upward until parallel with the ground. **Fig. 2**
3. Squeeze the recline lever on the right side of the chair's handle and lift seat back into full upright position. **Fig. 3**

SIZE / MODEL CHART

CuddleBug

Size	Model No.
1	CB-size 1
2	CB-size 2



Caution:
Keep fingers
free of folding
mechanism.



Fig.1



Fig.2



Fig.3

4. Squeeze the lever located on the back of the seat and pull up on chair. **Fig 4**
5. Adjust handles and foot plate into desired position.



Fig.4

6. Apply wheel locks before placing individual in chair. **Fig. 5**



Fig.5

Folding



Fig.6

1. Before folding, the front wheels of chair should be in a forward facing position for best results. **Fig. 6**
2. Tilt chair in upright position.
3. Push in grey detent buttons on the footplate, and swing footplate out and upward until parallel with the ground. **Fig. 7**



Fig.7

4. Apply wheel locks. **Fig. 8**
5. Squeeze the lever located on the back of the seat and push forward and down. **Fig. 9** Release the lever when the chair is at its lowest position.



Fig.8



Fig.9

6. Once the chair is in the Lo position, locate the red loop next to the Hi/Lo lever and pull to the far left with an index finger. **Fig. 10**
7. While holding the red loop, squeeze the recline lever on the right side of the chair's handle and recline the back all the way down. **Fig. 11& 12**



Fig.10



Fig.11



Fig.12

8. Push in grey detent buttons on the handle, and rotate handle back into chair.
 9. Push in grey detent buttons on the footplate, and rotate footplate back under chair.
- Fig. 13**
10. With a straight back, bend knees and lift chair.



Fig.13

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.

Seat Depth

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.14a**



Fig.14a

To Adjust:

1. Apply wheel locks.
2. Loosen adjustment levers under the seat by rotating them once in a counter clockwise direction.

Fig 14b

3. Position yourself facing the chair and turning the round knobs on the side of the seat to desired position.
4. Tighten adjustable levers under the seat by rotating them in a clockwise direction. **Fig. 14c**



Fig.14b



Fig.14c

view from bottom of chair

Seat Width



Fig.15a

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. 15a**

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 inside walls of the seat pan. **Fig. 15b**



Fig.15b

Seat Back Height



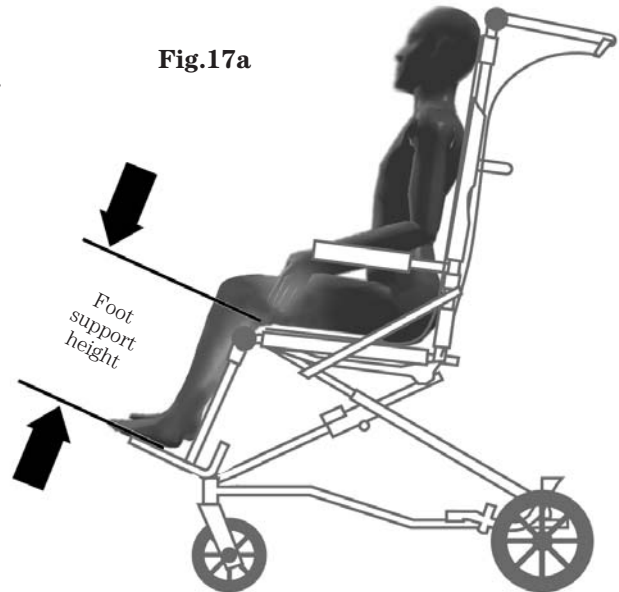
Fig.16

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. 16**

Seat-to-Footplate Height Adjustment

Seat-to-footplate height is measured from the back of the knee to the bottom of the heel. Soles of the feet or heels should rest comfortably on top of footplates. **Fig. 17a**



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. **Fig. 17b** 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.17b

To achieve comfortable foot placement, the footplate angle may be adjusted. First loosen the four bolts on the outer edge of the leg rest where the footplate tubes are located. Angle the footplate for maximum comfort and tighten the bolts. **Fig. 17c**



Fig.17c

Footplate Depth Adjustment

To adjust the depth of the footplate, loosen the four bolts on the bottom of the footplate and slide the footplate into desired position, then tighten the bolts. **Fig. 18**



Fig.18

Positioning Guide

Positioning Belts

The Cuddle Bug comes with either a two-point or a three-point positioning belt. Both can be attached to the back of the seat (to achieve a 45 degree lap belt angle) or to the sides of the seat pan (to achieve a 60 degree lap belt angle)

Fig. 19-20. To attach the belts to the chair, open the plastic clip located at the ends of the positioning belts and thread it through the desired fabric loop, then press clip together until it clicks shut. **Fig. 20-22**



Fig.19 Two-point positioning belt



Fig.20 Three-point positioning belt



Fig.21 Seat Pan



Fig.22 Seat Back

To tighten:

Tighten the positioning by pulling on the metal loop located on the end of the strap. **Fig. 23**

To loosen:

Grasp buckle and pull away from chair. **Fig. 24**



Fig.23



Fig.24

Depth Adjustable Crotch Strap

The 3-point positioning belt comes with a depth adjustable crotch strap.

To adjust:

1. Locate the small metal retainer on the crotch strap. Push it through the slot under the seat until crotch strap is removed. **Fig. 25**
2. Push metal retainer through proper hole in seat and back into the desired slot. Avoid twisting the strap. **Fig 26**

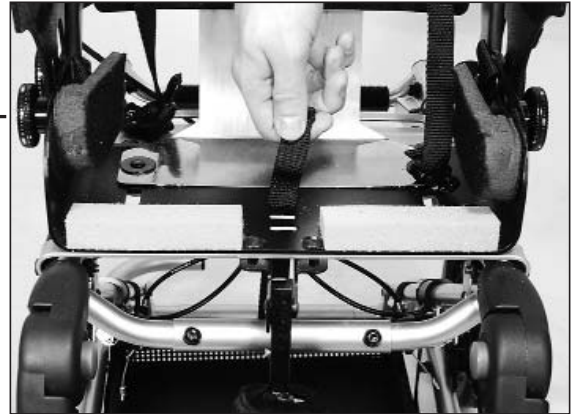


Fig.25



Fig.26

Anterior Trunk Support Vest

The Anterior Trunk Support helps the user to retain upright trunk position, and prevents forward slumping. **Fig. 27-28**

Anterior Trunk Support Height Adjustment:

Locate the two small metal retainers on the upper portion of the shoulder straps behind the seat back. Push them through the slots in the seat to the front. Once you have established the desired shoulder height, push each metal retainer back through the appropriate hole in the back pan. (Make sure the metal retainers are through both the plastic back and the metal back.) Avoid twisting straps. **Fig. 29**

Anterior Trunk Support Width Adjustment:

Locate the two small metal retainers on the lower portion of the shoulder straps behind the seat back. Push them through the slots in the seat to the front. Once you have established the desired shoulder width, push each metal retainer back through the appropriate hole in the back pan. Avoid twisting straps.



Fig.27



Fig.28



Fig.29

Lateral Thoracic Supports

Lateral thoracic supports are used to maintain midline positioning of the trunk.

To Open: Press latch located at top of thoracic support and pull outward until it snaps into place. **Fig. 30**

Height Adjustment: Loosen two adjustable levers on the back of the chair by rotating them counter clockwise. Slide thoracic support vertically to desired position, and tighten levers. **Fig. 31**

Width Adjustment: Loosen two adjustable levers on the back of the chair, slide thoracic support horizontally to desired position, and tighten levers. **Fig. 32**

To Fold: Press latch located at the top of the thoracic support and fold inward **Fig. 33.**



Fig.30



Fig.31

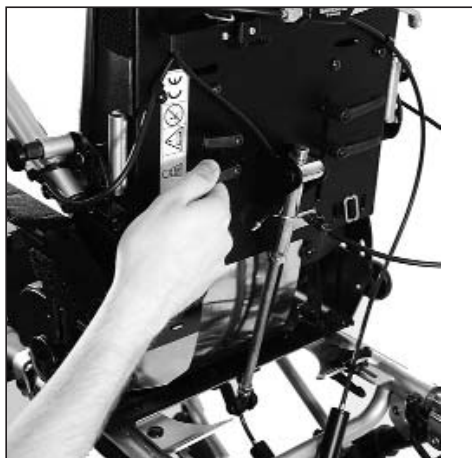


Fig.32



Fig.33

Hip Guides

Hip guides help to stabilize the pelvis.

To adjust the width: Velcro the desired number of foam positioning pads to each side of the seat to achieve desired width. **Fig. 34**



Fig.34

Medial Thigh Support (Pommel)

The pommel separates the legs at the knees for proper seating.

Depth adjustment: Use a wrench to loosen the two nuts located under the pommel. Slide pommel to desired position and tighten the nuts. **Fig. 35**

To swing pommel up: Rotate up until pommel snaps into place. **Fig. 36**

To swing pommel down: Press snap button on the right side of the pommel and swing pommel under the seat. **Fig. 37**



Fig.35



Fig.36



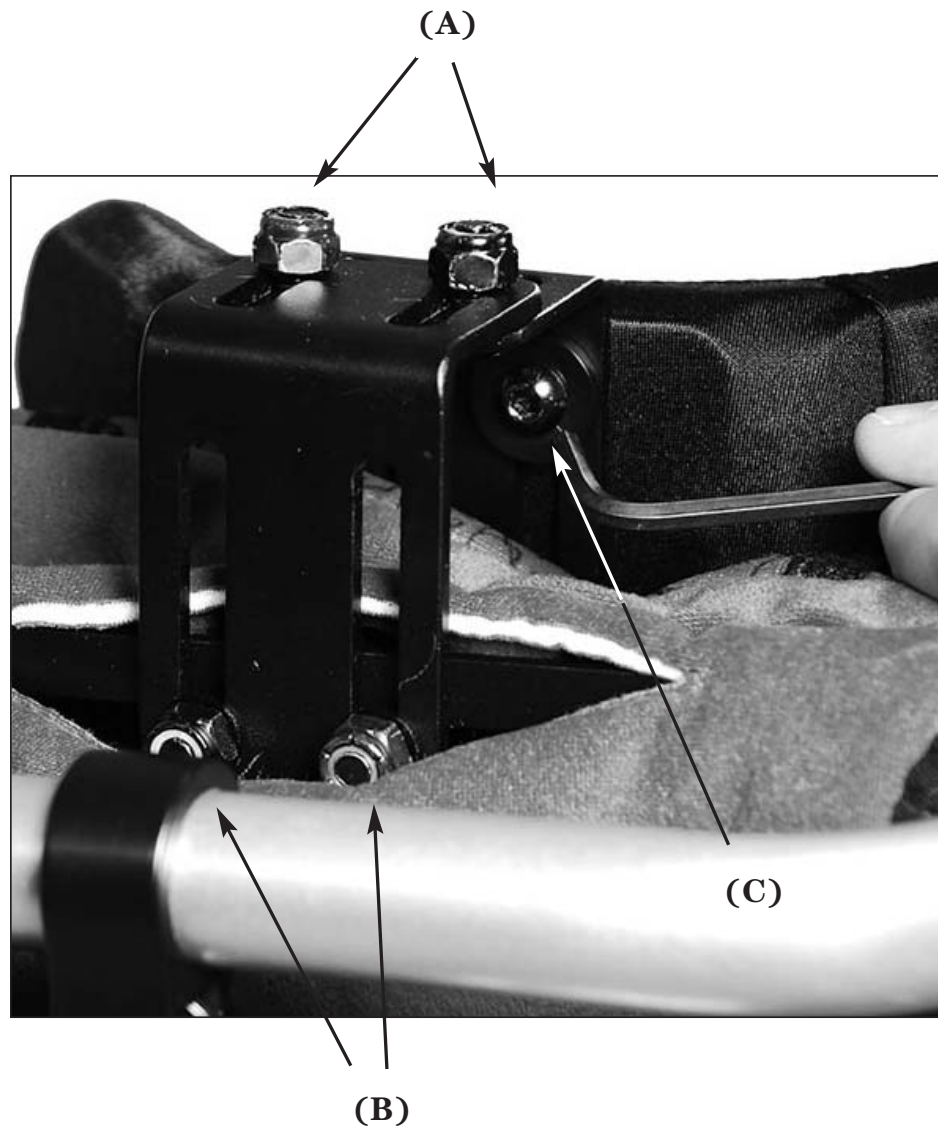
Fig.37

Adjustable Contour Headrest

Depth adjustment: Loosen the two nuts located on the upper portion of the headrest. Slide the front bracket to the desired depth and retighten the nuts. **(A)**

Height adjustment: Loosen the two nuts located behind the back pan and slide the back bracket to the desired height then retighten the nuts. **(B)** Or loosen the two screws behind the headrest pad and slide the headrest pad your desired height then retighten the screws. **(C)**

To achieve a higher headrest height: Loosen and remove the two nuts located on the upper portion of the headrest. Rotate the front bracket 90-degrees so that the bracket points upward. Then retighten the nuts. **(A)**



Height Adjustable Armrest

To adjust height of armrests, loosen the two round knobs and slide armrest to desired position, re-tighten knobs.

Fig. 38

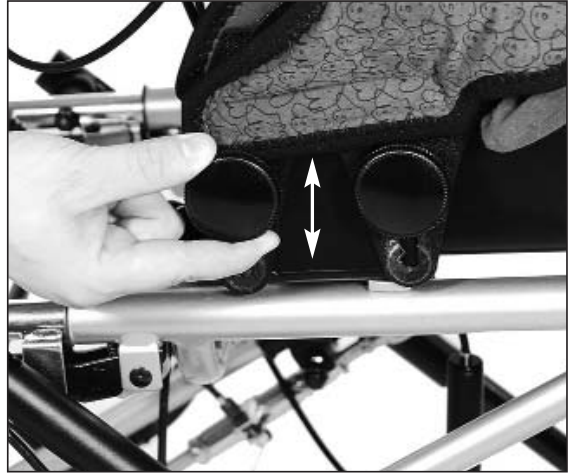


Fig.38

Foot Positioner

The foot positioner holds the foot securely in place. To attach, select desired location on the footplate and press down to Velcro. **Fig. 39a & 39b**



Fig.39a



Fig.39b

Height Adjustable Push Handle

Angle Adjustment:

Press and hold the grey detent button. **Fig. 40** While holding the detent button, adjust the handle to desired angle and release button. **Fig. 41**



Fig.40



Fig.41

Height Adjustment:

Pull the black knob located on the bottom of the push handle's arms and turn one quarter of the way. **Fig. 42** Swing the push handle forward or backward to desired height, and turn black knob back into original position. **Fig. 43**



Fig.42



Fig.43

Frame Positioning Options

Tilt:

To tilt, squeeze the lever on the left side of the chair's handle and push down.

Fig. 44 Release the lever when desired angle of tilt has been achieved. **Fig. 45**

Fig.44



Fig.45



Recline:

Squeeze the lever on the right side of the chair's handle and recline to desired position. **Fig. 46** To recline past 115-degrees, grasp the red loop with your left index finger and pull to the furthest left. **Fig. 47** While holding the red loop, squeeze the recline lever and recline to desired position.

Fig.46



Fig.47



Hi / Lo Adjustment:

Secure wheel locks prior to adjusting the height of the seat. Squeeze the lever located on the back of the seat. Using your body weight, press down at a forward angle. **Fig. 48** Release the lever when desired height of seat has been achieved.

Fig. 49



Fig.48



Fig.49

Accessories

Upper Extremity Support Surface (Tray)

The tray is used for feeding and trunk stabilization. **Fig. 50** To attach, slide tubes located underneath the tray into armrest receiver. **Fig. 51** Once in the desired position, tighten small knobs under the armrest.

Fig. 52



Fig.50



Fig.51



Fig.52

Under Seat Storage Tray

The 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. 53**

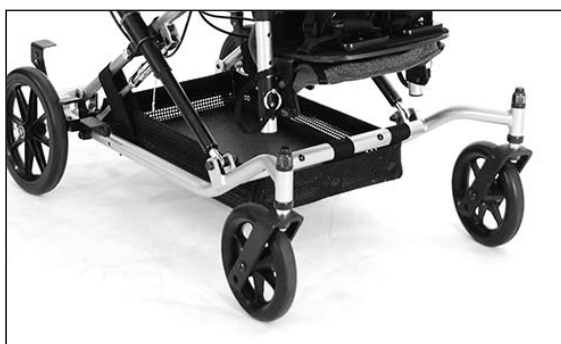


Fig.53

Oxygen Tank Bag

The oxygen tank bag attaches to the back of the chair and holds a size E (4" diameter) tank. Clasps hold the tank away from the chair, and the strap at the base adjusts to stay taut when the chair is tilted. **Fig. 53**

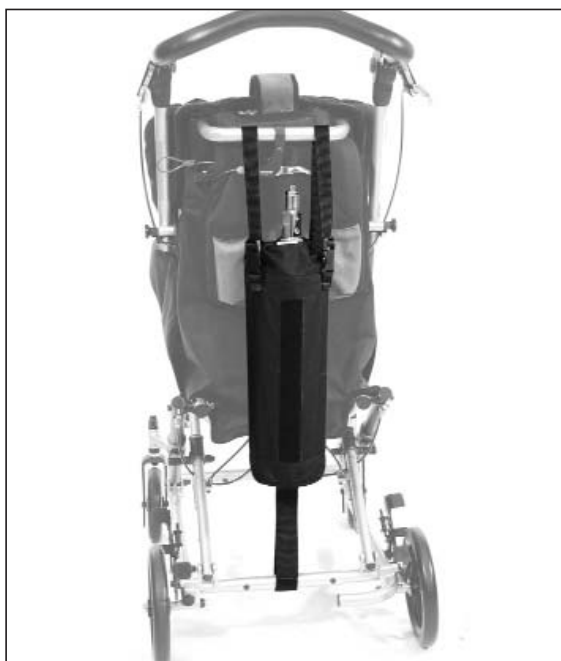


Fig.53

Headrest Cover (Canopy)

To attach canopy, rotate push handle down **Fig. 54 & Fig. 55**, then insert canopy rod into socket tubes located on the sides of the back pan and rotate handle to desired position. **Fig. 56 & Fig. 57**



Fig.54



Fig.55



Fig.56



Fig.57

Opening and closing the canopy:

To open: grasp and push away from you. **Fig. 58**

To close: grasp and pull toward you. **Fig. 59**



Fig.58



Fig.59

Upholstery

Fabric Removal

Chair fabric may be removed to facilitate cleaning. To remove seat upholstery and seat pad, unfasten the Velcro strips.

1. Remove accessories and unfasten belts/vest.
2. Unfasten snap buttons located at the top of the upholstery near headrest.
3. Loosen fabric at sides of chair. **Fig. 60**
4. Remove the fabric bag by unsnapping buttons. One button on eachside. **Fig. 61**



Fig.60



Fig.61

5. Remove the headret mounting bracket cover by releasing the Velcro at the top and bottom of cover. **Fig. 62**



Fig.62

6. Remove fabric back by releasing the Velcro at the top and bottom of seatback. **Fig. 63**



Fig.63

7. Unfasten buckle at back of chair. **Fig. 64**

8. Release fabric under footplate **Fig. 65**, and remove upholstery from chair.

9. Remove armrest covers by releasing Velcro. **Fig. 66**



Fig.64

Cleaning

To clean upholstery, wipe spills with a damp clean cloth. For dried stains, combine 1 part of an enzyme powder detergent with 5 parts water. Apply the solution to the stain and wait 1 to 2 minutes to allow the detergent to begin removing the stain. Then lightly scrub the area and rinse thoroughly with clean water. All soap residues must be removed.

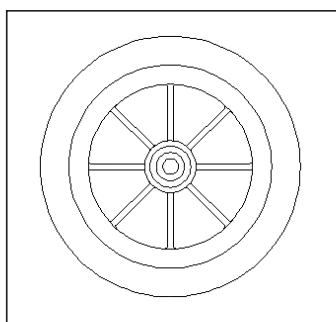
Wheels

Specifications

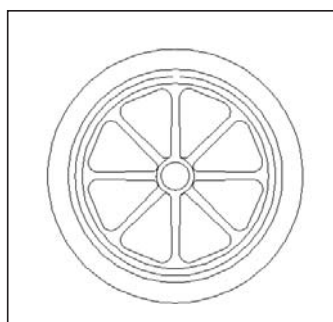
The CuddleBug comes standard with 6" and 8" solid tires. When ordering replacements, please have the following information available:

- Chair name
- Wheel size
- Tire type - solid or pneumatic

Solid Tire Sizes:



Size: 6"
Dimensions:
1 1/4" x 6"



Size: 8"
Dimensions:
1 1/4" x 8"

Pneumatic Tire Sizes:

Size: 6"
Dimensions:
1 1/4" x 6"

Size: 8"
Dimensions:
1 1/4" x 8"

See wheel for size and dimensions.



Fig.65



Fig.66

Locking and Unlocking

Toggle Wheel Locks

To lock, push down on rear lever of wheel lock. **Fig. 67**

To unlock, press down on front lever of wheel lock. **Fig. 68**



Fig.67 Locked



Fig.68 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.69**



Caution:
Wheel lock
adjustment
should be
inspected
periodically.



Fig.69

Anti-Shimmy

If the front wheels develop a shimmy, use a wrench to tighten the stem nut. Adjust the stem nut clockwise until the shimmy disappears. **Fig. 70**



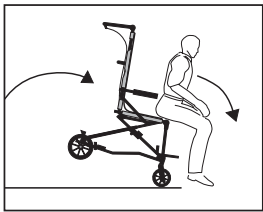
Fig.70

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

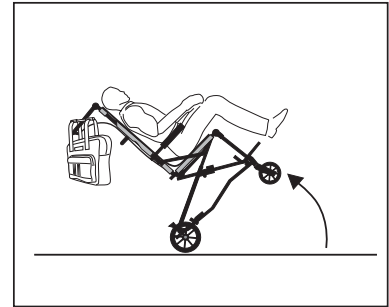
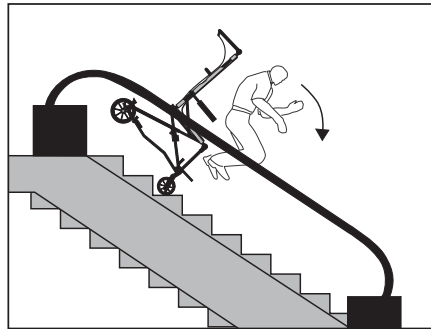
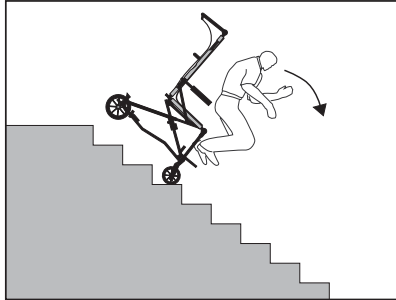
This product is intended for use by a person with physical disabilities who is frequently or permanently non-ambulatory. The chair is always under the control and supervision of an attendant, and the occupant should never be left unattended.

3. Suitable Environment

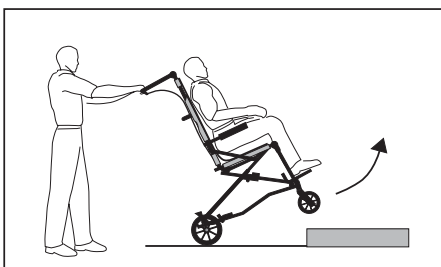
The chair is intended for both indoor and outdoor use. If the chair is used in the rain, the excess water should be wiped off with a soft cloth. If the chair is splashed with mud or corrosive substances like salt water or road salt, the chair should be washed clean with water, wiped dry and a hypoallergenic 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

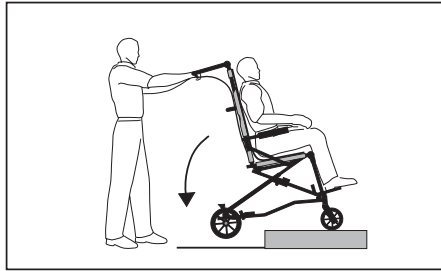
- Follow folding/unfolding instructions.
- Never leave occupied chair unattended.
- Do not attempt to take occupied chair up or down stairs, escalators, steep inclines, or icy or slippery surfaces.



- 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.



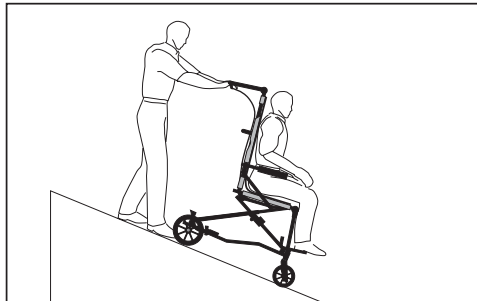
- When going up a curb or step, face forward and tilt the chair back to lift the front wheels over the curb. Move forward and lift the rear wheels over the curb.



- 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 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. footplates 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:

- 7/16", 1/2", 5/8", 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

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Limited Lifetime Warranty

Convaid warrants to the original retail purchaser of the Convaid 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 Convaid's discretion) free of charge. Warranty service may be performed by an authorized service center or (at Convaid's discretion) the factory.

Warranty Period

Frame & X-Braces.....5 years for original retail buyer
Other components18 months
Fabric & webbing18 months

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 Convaid'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 IN DURATION 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 YOU. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE THEREOF.

This warranty gives you specific legal rights and you 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 your chair creates a hardship, you may wish to take advantage of our Fast Factory Service, whether under warranty or not.

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

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

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



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