

ENGLISH

User's Guide

CE

Metro

Fixed-Tilt



READ INSTRUCTIONS BEFORE USING

SAVE THIS BOOK FOR FUTURE REFERENCE

 **Convaid**

Customer Service Support

Toll Free: 1-888-Convaid (266-8243)

Phone: (310) 618-0111

Fax: (310) 618-8811

Email: custservice@convaid.com

International Email: international@convaid.com

Website: www.convaid.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 information. Customer Service will be able to help you more quickly if you have the exact information indicated.

Serial number of chair: _____

Model of chair: _____

Date purchased: _____

Dealer name: _____

Notice:

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

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

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Metro



Metro Transit

Unpacking

Unpacking the Chair

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

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

Warnings

Read Before Use



CAUTION: To avoid tipping, do not hang item from the push handle.



CAUTION: Ensure the wheels are installed properly. You will hear a "click" when wheel locks into place.



CAUTION: Always secure user with belt first, before making any other adjustments.



CAUTION: Convaid seat belts are for positioning only and are not to be used as a vehicle restraint.



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.

Set-up and Adjustments

Unfolding



1. Lay chair flat on ground and unbuckle closure strap. **Fig. 1**
2. Stand chair on front caster, grasp side of Push Handle and push down on Seat Tube. **Fig. 2A**
3. Press down firmly on seat tubes to ensure the chair is completely unfolded. **Fig. 2B**
4. Using your foot, push down on Lower Rear Lock Brace until it locks into a straight position. **Fig. 3**
5. Swing footplates down into position. **Fig. 4A & 4B**



Fig. 1



Fig. 2A



Fig. 2B



Fig. 3



Fig. 4A

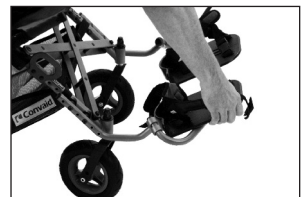


Fig. 4B



Caution:
To avoid tipping, do not hang item from the push handle.

Folding

1. Swing footplates to the side. **Fig. 5A & 5B**
2. Unlock Rear Lock Brace by kicking up on center of brace with foot. **Fig. 6**
3. Grasp one side of Push Handle and pull up on seat fabric or seat tube with opposite hand. **Fig. 7A & 7B**
4. Lay chair back onto Push Handles. Push down on tubing above front tires until chair is folded. **Fig. 7C**
5. Buckle closure strap. **Fig. 8**



Fig. 5A

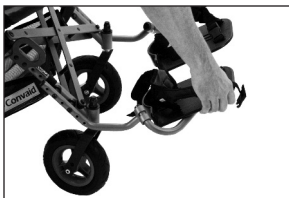


Fig. 5B



Fig. 6



Fig. 7A



Fig. 7B

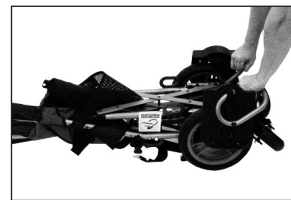


Fig. 7C



Fig. 8

Fitting Guide

Convaid's lightweight, folding chairs are designed to be more than just a convenient chair. Order the correct size chair by first determining the user's height, weight and seating measurements. Properly-fitted, Convaid chairs will provide years of comfortable use.

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.

Seat Back Height



Fig. 9

Seat back height varies according to chair type and seatwidth. 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 top of the shoulder or the upper part of the head.

Fig. 9

Seat Width

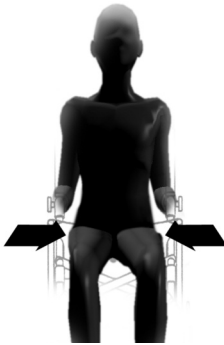


Fig. 10

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. 10**

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.

The seat width measurement for the Metro, is taken from the inside of the armrest tubes.

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. 11



Fig. 11

Wheels

Quick Release Wheels

TIRE REMOVAL

1. To remove, press down and hold the Rear Wheel Locking Pin. Grasp wheel and pull.
2. No tools are required to remove tire.



Fig. 12

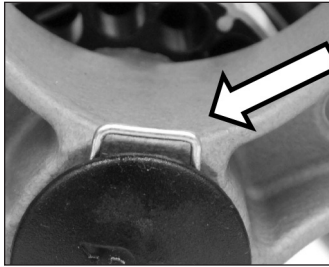


Fig. 13 Rear Wheel Locking Pin



Fig. 14

TIRE INSTALLATION

1. To install, slide wheel onto rear axle and push with ball of hand until it clicks into place.



Fig. 15



Fig. 16



Caution: Ensure the wheels are installed properly. You will hear a “click” when wheel locks into place.

Locking and Unlocking

Foot Operated Wheel Locks

To release lock:
Lift upward on wheel lock



Fig. 17A

To lock:
Press downward on wheel lock



Fig. 17B

Operating Instructions

Three-Point Positioning Belt

The three-point positioning belt is optional with your Metro chair. Adjust the belt so the user stays securely in position. The quick-release buckle is attached to the crotch strap, and joins the crotch strap to both belts.

To Buckle:

Slip the metal clasps on the belt strap into the sides of the buckle. **Fig. 18**

To Release:

Press the grey button on the buckle and pull out the clasps. **Fig. 18**



Fig. 18

! **Caution:** Always secure user with belt first, before making any other adjustments.

Depth Adjustable Crotch Strap

The crotch strap can be adjusted by threading the strap through the desired slot. **Fig. 19**



Fig. 19

Headrest Extension

Insert Headrest Extension Tubes into the Headrest Holding Brackets and push down.
Fig. 20 & 21



Fig. 20



Fig. 21

Adjustable Footplates

Adjustable footplates can be moved fore and aft, sideways. To adjust the angle, loosen the two bolts located on the footplate and move to desired position. Retighten the bolts.

Fig. 22 - 24



Fig. 22



Fig. 23

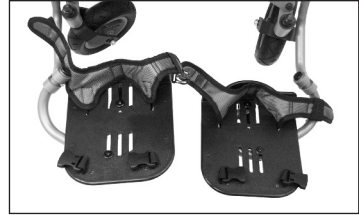


Fig. 24

Footplate Depth Adjustment

All Metro chairs offer adjustable footplate depth.

Use the hex wrench to loosen the two bolts located on the top of the footplate.

Slide footplate forward or rearward to desired depth. Retighten bolts. **Fig. 25**



Fig. 25

Foot Positioners

Foot Positioners may be criss-crossed over the foot to secure the whole foot **Fig. 26** or can be converted into simple ankle straps. To attach foot positioner, thread strap through footplate as shown in **Fig. 27 & 28**, then bolt strap to underside of footplate.



Foot Positioner Fig. 26



Fig. 27



Fig. 28

Footplate Height Adjustment

Seat-to-footplate height is measured from the back of the knee to the bottom of the heel. Feet or heels should rest comfortably on top of footplate. **Fig. 29**

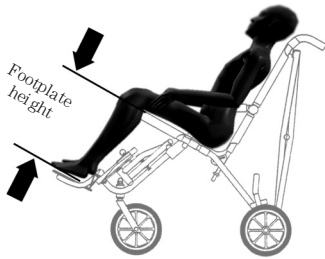


Fig. 29

All Convaid footplates are height adjustable. Footplates swing away for access or folding.



Fig. 30

For Metro 12, 14, 16 - Unbolt footplate tube, move footplate up or down, reattach tube in desired position.

Fig. 30



Fig. 31

For Metro 18 - Pull on ring to remove metal pin holding footplate in place. Move footplate up or down, realign holes and replace pin through holes in tube.

Fig. 31

Additional Footplate Height Adjustment (For Metro 18)

In the event that the footplate height adjustment described above is inadequate, additional adjustments can be made.

1. Pull out metal pin and remove the footplate extension tube from the frame. **Fig. 32**
2. Press the detent button, then pull the foot plate assembly apart. **Fig. 33**
3. Insert the footplate into the opposite end of the footplate extension and re-assemble. **Fig. 34**

Fig. 34



Fig. 32



Fig. 33



Fig. 34

For additional range:

4. Using a hex wrench (included), remove both bolts from the housing bracket on the frame. Flip the bracket upside down and replace bolts. **Fig. 35 & 36**
5. Return the footplate extension tube to the housing bracket and secure with metal pin. **Fig. 37**

Fig. 37



Fig. 35

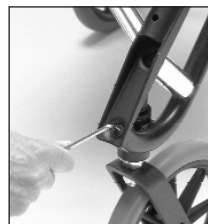


Fig. 36

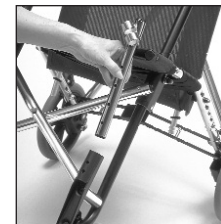


Fig. 37

Accessories

Underseat Storage Basket

1. Connect Center Button Strap by looping it over Rear Cross Brace and snapping button to back of basket. **Fig. 38**
2. Loop Side Button Strap over Chair Tubing (just above the Rear Axle Assembly), and snap button shut. Repeat for opposite side. **Fig. 39**
3. Loop Front Button Strap over Chair Tubing (just above Front Cross Brace Mount), and snap button shut. **Fig. 40-42**



Fig. 38



Fig. 39



Fig. 40



Fig. 41



Fig. 42

Transit Models

The wheelchair transport model has been crash tested and performed satisfactorily at 30 mph/20 g deceleration. Convoid conforms to RESNA WC19 standards. Dummy weights are:



Caution:
Convoid belts are for positioning only and are not to be used as a vehicle restraint.

All Metro Models

- Model ME12T66lbs / 30kg
- Model ME14T100lbs / 45.5kg
- Model ME16T170lbs / 77kg
- Model ME18T170lbs / 77kg

To reduce possibility of injury, the headrest extension must always be used with the chair.

The following instructions should be followed to minimize impact in case of a crash:

1. Chair must be forward facing with tray and storage basket removed.
2. Use only a tested, proven and compatible 4-point wheelchair tie-down system (WTOT), and a 2- or 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 Metro frame and side or roof of the vehicle.

Note: Do not over tighten this may cause damage to the frame.

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. Wheelchair restraint manufacturers' instructions must be followed precisely to ensure intended performance.

Note: The storage basket must be removed during transport in bus or van, except when medically necessary.

Note: Convoid strongly recommends the use of all Transit Required Accessories during transportation in a motor vehicle; which include the 3-point pelvic belt (used for positioning), Headrest Extension, and Foot Positioners.

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

Q' Straint America
 Tel: 1-800-987-9987
 Fax: 1-954-986-0021
 5553 Ravenswood Road #110
 Ft. Lauderdale, FL 33312, USA

Sure-Lok
 Tel: 1-866-787-3565
 Fax: 1-610-814-0644
 2501 Baglyos Circle
 Bethlehem, NJ 18020, USA

Ortho Safe Systems, Inc.
 Tel: 1-609-587-9444
 Fax: 1-609-587-6780
 PO Box 8865
 Trenton, NJ 08650, USA

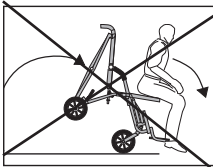
Unwin Safety Systems
 Tel: +44-(0)1935-827740
 Fax: +44-(0)1935-827760
 Unwin House, The Horseshoe, Coat Road
 Martock, Somerset, TA12 6EY, UK

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

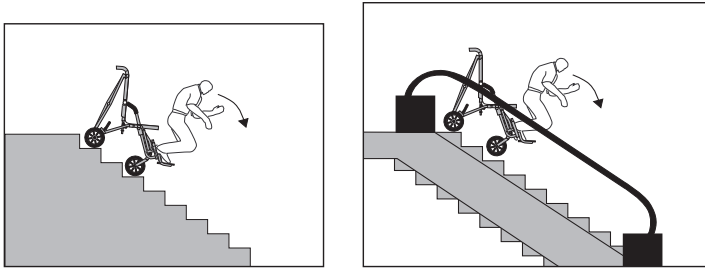
This product is intended for use by a person with physical disabilities who is frequently or permanently non-ambulatory. The chair is always under the control and supervision of an attendant, and the occupant should never be left unattended.

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

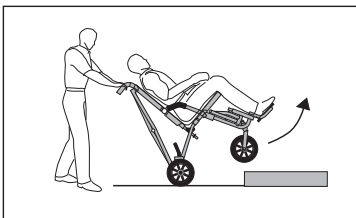
- Follow folding/unfolding instructions.
- Never leave occupied chair unattended.
- Do not attempt to take occupied chair up or down stairs, escalators, steep inclines, or icy or slippery surfaces.



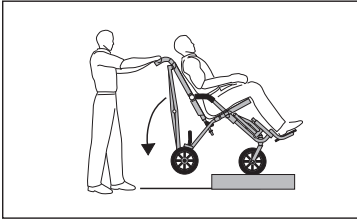
- To avoid tipping, do not overload the chair, or hang heavy items on the handles that might cause tipping.
- Be aware of newly created sharp edges.
- Frequently inspect the adjustments on the frame and the positioning accessories.
- Do not use chair after occupant has outgrown it.
- Do not ignore minor 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 contain 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.

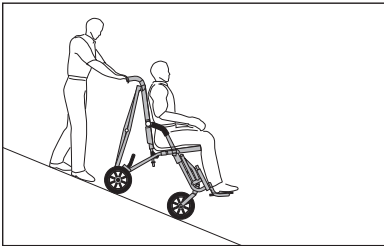


- When going up a curb or step, face forward and tilt the chair back to lift the front wheels over the curb. Move forward and lift the rear wheels over the curb.



- 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 the 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. Chair 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.

a) Tire Air Pressure: The air pressure in your tires should be checked WEEKLY, since low air pressure may affect brake ability.

b) 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.

c) 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 wipe. 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 cleaned of dirt or mud after each use 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 and re-attached to the chair for washing. Use standard detergent to wash fabric. Use the gentle cycle and cold water. Hang dry ONLY, DO NOT place in clothes dryer as this will damage the seat and back upholstery.

Cushioned parts can also be removed from chair for washing or to wipe off with a moist cloth. Before re-attaching them to the chair, make sure they are completely dry.

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

Store your chair in a clean, dry area and avoid extended exposure to moisture. After extended storage periods, and before reuse, the entire chair needs to be serviced, cleaned and disinfected.

8. Re-use

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

Please check the following components (see MAINTENANCE CHART) for operation, intactness, 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 for needed repairs for delivery in person. Alternatively, 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)

11. Spare Parts

If you need any spare parts for your chair, please visit or call a Service Facility. If the part is not under warranty, you will receive an estimate of the cost and, if necessary, shipping instructions for the return of the chair for repairs.

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 Lifetime 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-BracesLifetime of original retail buyer
Other components.....One year
Fabric & webbing.....One year
Planar seat & backFive years for hardware, 18 months for all other components
Sensiform cushionTwo years

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 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 Convoid 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:
B. S. Partnership, 41 Dan-Y-Coed Road, Cardiff, CF23 6NB, UK



2830 California St, Torrance, CA 90503, USA

Toll free in the US: 1-888-CONVOID (266-8243) • Phone: (310) 618-0111 • Fax: (310) 618-2166

Email: custservice@convoid.com • International Email: international@convoid.com

Website: www.convoid.com