

# Jupiter 1

**JCM**<sup>®</sup>  
24 hour postural care



## Instruction Manual

[jcmseating.co.uk](http://jcmseating.co.uk)

# Contents

Introduction	3
Measurements & Useful Info	4
Seating System Components	5
Important Safety Advice	6
Important Safety Advice - General guidance for use	7
Important Safety Advice - Accessories	8
Important - Chest Harness Adjustment	9
Important - Lap Strap Safety	10
Lap strap fixing points	11
Adjusting Tilt / Prone	12
Push Handle Adjustment	12
Chair Height Adjustment	13
Head Rest Adjustment / Replacement	14
Arm Rest Adjustment	15
Applying / Releasing Brakes	15
Back Height Adjustment	16
Lateral Support Positioning	17
Hip Pad Adjustment	17
Footplate Adjustment	18
Leg Rest Adjustment	19
Seat Depth Adjustment	19
Product Labelling	20
Cleaning & Care	21
General Maintenance	21
Servicing via Approved Repairer	22
Service Record Log	23
Warranty	24
Inspecting & Reissuing of Equipment	25

# Introduction

The Jupiter is designed to provide comfort and postural support.

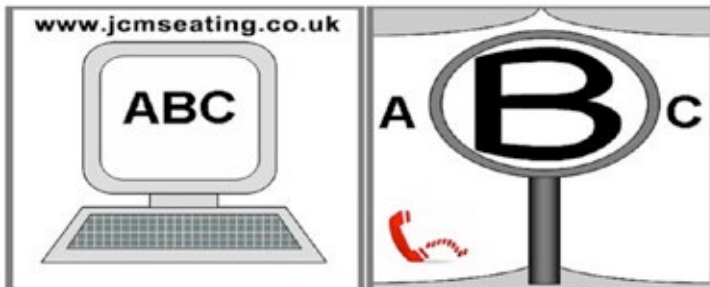
This instruction manual contains very important information about the Jupiter seating system, how to use it safely and obtain the best results from it. Please read all the information contained in this manual before using the chair and retain for future reference. Ensure everyone using the equipment is aware of the contents of this manual and understands how to use the equipment safely.

These instructions provide guidance on the adjustments for professionals, but they also give information on how the equipment should be safely used, maintained, checked, and correctly assembled by anyone who uses the seating system.

In every case the equipment should be supplied via qualified professionals who will have adjusted the equipment, checked its compliance and tested it appropriately.

The seating system should only ever be adjusted by qualified professionals and persons that are suitably trained. For further information please do not hesitate to contact us - all contact details are on the back cover of the manual. The Jupiter 1 is designed, manufactured and CE marked to EN12182

**Thank you for purchasing our product, we hope you enjoy your new seating system.**



IF YOU ARE VISUALLY IMPAIRED, THIS DOCUMENT CAN BE VIEWED IN PDF FORMAT AT [WWW.JCMSEATING.CO.UK](http://WWW.JCMSEATING.CO.UK).

# Measurements & Useful Info

Jupiter	Size 1		Size 2 Standard		Size 2 Deluxe		Size 3	
Number of sizes	1		1		1		1	
Age Range	3yrs - 9yrs		8yrs-13yrs		8yrs-13yrs		12yrs-Adult	
Chassis Footprint Width	570		660		740		730	
Overall Footprint Length	510		710		800		730	
	Min	Max	Min	Max	Min	Max	Min	Max
Overall Height	1070	1265	1160	1365	1160	1365	1090	1165
Seat Depth Single Seat	240	340	360	530	360	530	380	520
Seat Depth Split Seat	240	375	360	530	360	530	N/A	
Seat Height (std 100mm Castor)	395	470	425	500	425	500	520	595
Optional Castor Stem Fitted	435	510	N/A		N/A		N/A	
Seat to Top of Back	340	460	470	650	470	650	410	520
Seat Width	360		440		440		450	
Seat Width Between Hip Pads	260	360	195	380	195	380	N/A	
Seat Width Between Hip Pads (Optional Hardware)	170	360	N/A		N/A		N/A	
Thigh Guides Adj. (30mm per side increments)	300	360	320	440	320	440	N/A	
Width Between Trunk Lateral Supports	170	360	230	340	230	340	N/A	
Width Between Trunk Lateral Supports (Optional Hardware)	N/A		160	270	160	270	N/A	
Seat to Footplate	220	370	210	350	210	350	450	525
Footplate Angle	-10°	15°	0°	60°	0°	60°	0°	35°
Armrest height from seat	120	230	150	340	160	380	200	380
Armrest Angle	0°	36°	N/A		N/A		N/A	
Armrest height from Floor	600	795	590	780	600	820	690	870
Push Handle Height	850	1050	550	1050	550	1050	1040	1115
Tilt in Space	-5°	35°	0°	15°	0°	15°	0°	25°
Back Angle Recline	-5°	25°	-5°	35°	-5°	35°	0°	25°
Leg Rest Elevation	-10° + 90°		N/A		N/A		0°	90°
Base Footprint	W610 x L550		W650 x L680		W650 x L680		W730 x L700	
Ground Clearance (100mm Castor Fitted)	145	220	140	215	140	215	155	230
User Weight	60kg		80kg		80kg		100kg	
Approx. Weight of Seat	36kg		52kg		52kg		73kg	

# Seating System Components

- A** Push Handle
- B** Headrest
- C** Shoulder Protraction Pads
- D** Lateral Supports
- E** Hip Pads
- F** Split Seat
- G** Footrest
- H** Castors
- I** Adjustable Arm Rest



# Important Safety Advice



**We at JCM are committed to producing products of the highest standard. All of our products fulfil the essential safety and environmental requirements as defined in the European Directives. However, improper use of the products will potentially put the users at risk and therefore JCM strongly suggest that the following information is strictly adhered to at all times.**

- Ensure all adjustment mechanisms are secure and in place before operation. If it is likely that the hand-wheels will be repeatedly loosened, JCM can supply Allen key bolts as an alternative. We strongly recommend this if there is a danger from those in the vicinity of the user.
- After completing any alterations ENSURE all nuts, bolts, knobs, hand wheels and other fixings are securely tightened and in position, and that they are regularly checked as part of the maintenance of the chair. Never over adjust or over tighten moving parts.
- All postural support straps and harnesses should be in place and properly adjusted to the user, prior to usage of any kind (see pages 9 & 10).
- The Jupiter seating system is designed for Indoor use and should always be positioned on a level, flat floor. The Jupiter chair can be moved between one working area and another. For safety ALWAYS return the seat to a neutral position, (level the seat, ensure the back is upright etc.) After the chair has been moved and during use the chair should be placed in a static position with the brakes applied.
- Seating system such as the Jupiter are designed to be used inside, however it is acceptable to take the Jupiter externally for a brief period if transferring the chair from one indoor area to another.
- Heavy items on the tray will affect stability. The fitting of anything other than the standard JCM tray may substantially affect the stability of the seating system and should therefore be checked before issue.
- If at any time it is noted that areas of the user's skin remain reddened after being out of the seating system for around 10 minutes, urgently contact the qualified professional who performed the handover of the equipment. This may be a sign of excessive pressure being exerted by the seating. This might occur in the initial use of a new seat where further adjustment may be required, where the user has been badly placed, grown or where an underlying medical problem exists. Review may be necessary in such cases.
- Keep all products away from excessive sources of heat, cigarettes and naked flames.
- If you suspect that the system may be faulty, cease use of the equipment straight away and
- Immediately contact the organization who supplied the system. (JCM's contact information can be found on the back cover).
- The equipment will be labelled with important information. NEVER REMOVE these information labels or allow them to be defaced, overlaid or altered.
- All modifications, adjustments, reconditioning, repairs, disposal, and servicing of the seating unit must ONLY be carried out by the agencies who supplied the equipment (see pages 23-24)
- The Jupiter size I is designed to be used indoors. For maximum stability the intended use conditions are indoors on flat surfaces.

# Important Safety Advice



All JCM seating systems should only be size adjusted by qualified professionals or suitably trained individuals.

- The Jupiter seating system is intended to be used on a level flat floor only
- The Jupiter seating system can be moved from one working area to another but before moving:
  - The seat back should be returned to the vertical or slightly reclined position.
  - The seat tilt should be returned to the horizontal position.
- Heavy items on the tray and hanging items from the push handle may affect stability and should be removed whilst moving the seating system whenever possible
- The Jupiter seating system is intended for indoor use only although it is acceptable to take the base externally if transferring from one indoor area to another (Note: this is subject to your own risk assessment (slope angles, thresholds, surface roughness should be considered).
- If the Jupiter seating system is to be moved down a slope then to avoid tipping forward or running away then the base must be reversed down.
- If the Jupiter Seating system is to be moved over a threshold then to avoid tipping the base must be reversed over the threshold.
- After moving and during use, the seating system should be in a static position with the brakes applied.
- Whenever the user transfers themselves or is assisted to transfer forward out of the seat the brakes must be applied and an assistant must hold the push handle to avoid forward tipping.
- When re-issuing equipment, it is the customer's responsibility to ensure that the equipment being supplied is appropriate for the needs of the user taking age, weight, ability, diagnosis, growth and any other factors into account. JCM are happy by appointment to assist with review or re-assessment of any client against intended equipment provision.
- Periodic Re-Assessment.
- Many of the features of JCM products are designed to be adjustable
- Healthcare providers/prescribers should consider the need for periodic (re) assessment of users and their equipment to ensure that the settings of any adjustable features or the complete product where changes in the user e.g. growth or other changes, or the intended use are still effective.
- Please note the stability is affected by the following, all of which should be considered during use and when undertaking a risk assessment:
  - User weight
  - Seat depth
  - Recline angle
  - Seat tilt angle
  - Seat height
  - Environment (slopes and thresholds).

**If you have any concerns regarding stability of your chair then please contact JCM.**

# Important Safety Advice (Accessories)



## **Multi adjustable head support**

Wings on the head support are ideally set at 45 degrees. Do NOT bring the wings in tight to the head. Ensure that the head support is set in such a way that the child cannot loop their head around the wings and get stuck.

## **Flexi-supports and lateral supports**

Ensure the straps do not infringe on any feeding tubes the child may have.

## **Foot sandals and straps**

Should only be fixed when the user is wearing shoes or boots.

## **Tray**

Do NOT use the tray as a way of securing children in a chair always ensure that the lap strap and any other straps supplied are used. Ensure that the tray clips are secure on both sides of the tray. If the tray is damaged, ensure that this will not be a hazard to the user. Never leave hot items on the tray while children are unattended.

# Important - Chest Harness Adjustment



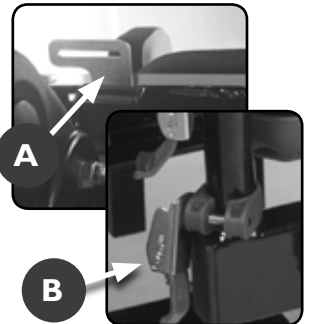
GREAT CARE should be taken when fitting a chest harness and the following points should always be followed:

- The straps on the harness should never be allowed to move close to or in any way cause an obstruction to the child's neck.
- The straps should never be fitted too tightly and should be clear from any obstruction.
- The sternum straps **(A)** on the chest harness should always be adjusted prior to use to ensure that it is no higher than the middle of the user's chest.
- A lap strap **(B)** should always be fitted if a harness is being used to ensure the child cannot slide down onto the sternum strap.
- Always ensure that the belts offer your child both comfort and support. If the child's clothing has been adjusted (i.e. a jumper removed) the straps should be re-adjusted accordingly.



## Fixing onto chair

- The Jupiter comes with guide plates for the top straps which are located either side of the upper back **(A)**. The webbing strap should be fed through these guides and then adjusted and secured in place using the cam buckle clasps directly beneath the guide plates.
- The straps at the bottom of the harness should be fed through, adjusted for fit and then locked using the Cam Buckle Clasp **(B)** located on the hip pad rail.



## Fastening of belts

- Feed the fabric belt through the buckle on the strap.
- The belts should be pulled through enough to suitably support your child whilst still being comfortable.
- When this has been achieved the buckle should be snapped closed to secure the strap in place

The same precautions highlighted here should be adhered to when using any form of trunk supports or flexi supports with straps.



**If there is any possible chance of the child getting the straps caught around their neck, REMOVE THE HARNESS IMMEDIATELY.**

# Important Lap Strap Safety



**Incorrect fitting of lap straps can put the user at serious risk. When using lap straps we recommend the following points should always be adhered to:**

## Lap Strap Fitting

- The angle that the hip belt is attached to the seating system has a direct effect on the angle of pull on the pelvis.

## Considerations:

- A 60° angle of attachment to the seat rail positions the hip belt anterior and inferior to the ASIS, which reduces the tendency of the client with a posterior pelvic tilt to slip underneath the belt.
- A higher angle of attachment of the primary straps encourages a posterior pelvic tilt, which assists in positioning clients with an anterior pelvic tilt.
- The secondary straps of a 4-point hip belt are attached to the seat post between 45° and 90° to hold the primary padded strap in place and to prevent the belt from riding into the abdomen or twisting.
- The angle of attachment may have to be compromised in order to accommodate such situations as wounds in the pelvic area, unstable hip joints or gastric tubes.

## Tightening the belt

- Keep belt tightened at adjustment straps during fitting and daily use to ensure correct pad placement. For padded hip belts the pads are to be touching when correctly tightened. For non-padded hip belts the Adjustment strap at the buckle should be approximately 3" (76mm) long. Education of the care giver is essential for correct hip belt positioning.

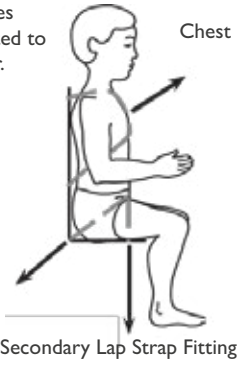
## Sizing

- Measure hip width to determine the belt size required. The suggested method for measuring hip width is from trochanter to trochanter. If this is not possible, measure from ASIS to ASIS and add a couple of inches. The correct belt size for the individual has padding that covers all of the bony prominences.
  - Always check that the child's pelvis is symmetrical and positioned securely at the back of the seat.
  - Always ensure that the lap straps and chest harness hold the child securely and are comfortable. Ensure they provide a snug fit, a simple rule of thumb is to allow two fingers to be inserted between the belt and the child's body.
  - Never leave a child in a chair unattended without the lap strap being fastened.
  - A lap strap should always be fitted if a harness is being used.
  - When altering the angle between the seat and the back of the chair always re-adjust the chest harness and lap strap accordingly to ensure all safety recommendations are followed.

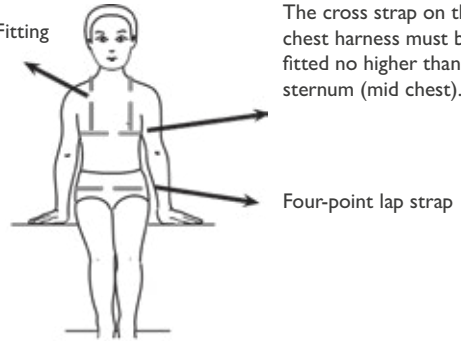
## Harness and Lap Strap Positioning

This diagram shows the recommended positioning of the chest harness and lap straps:

All straps & harnesses must be securely fitted to the back of the chair.

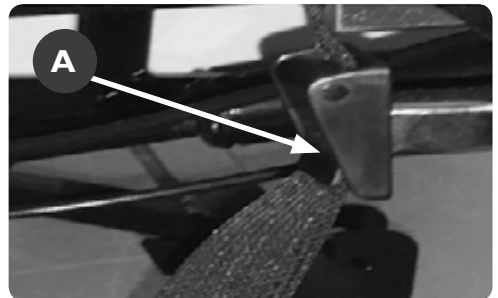
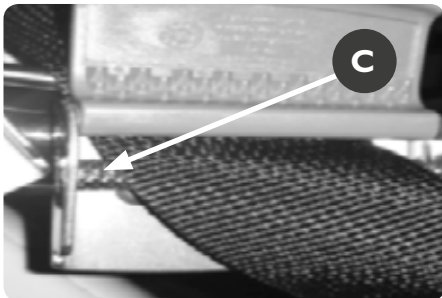
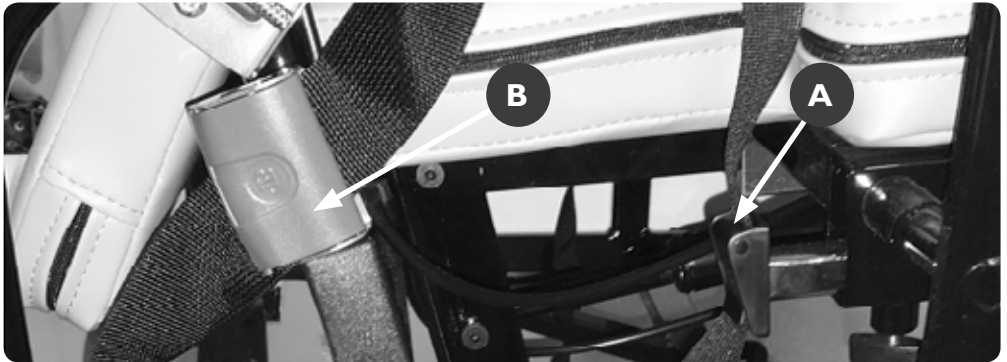


The cross strap on the chest harness must be fitted no higher than the sternum (mid chest).



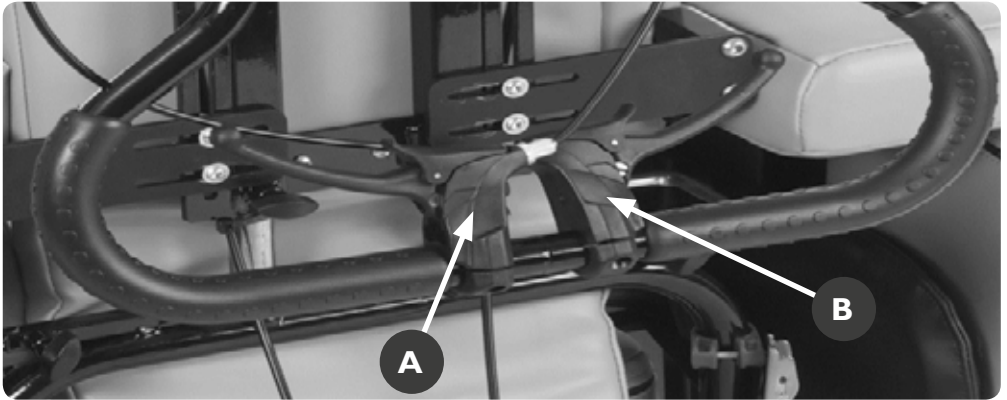
## Lap Strap Fixing Points

Ensure all belt straps are secured over the lock bar (C) and clamp is closed down in its locked position (B) & (A).



# Adjustment Tilt / Prone

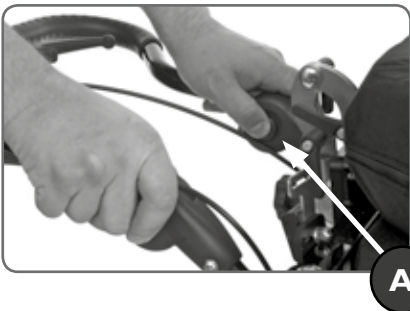
The chair has been designed to offer a substantial variation of positioning and support, which the Tilt / Prone angle and back recline mechanism can help to demonstrate. The chair can be positioned at any point within this range to suit any situation.



## Tilt / Prone Angle

- Pulling and holding lever (A) inwards whilst controlling the chair by the Push handle enables you to alter the seats tilt / prone angle.
- Pulling and holding lever (B) inwards whilst controlling the chair by the Push handle enables you to alter the seats back recline angle.
- Once a suitable position has been achieved, the lever should be released to lock the chair in position.

# Push Handle Adjustment



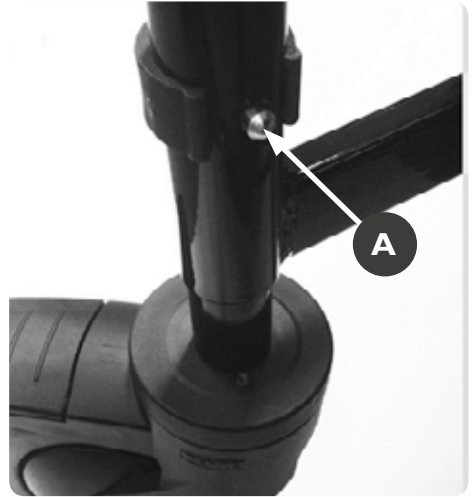
- Push Buttons (A) and hold in. The angle of the push handle can then be altered which has the secondary function of adjusting the handle height. When the required position has been achieved release buttons (A) ensuring the mechanism “clicks” into place.
- This may also be used for folding the handle away.

# Chair Height Adjustment

The height of the chair can be adjusted by removing pin (A) from the chair leg and pulling the castor away from the frame. This will reveal extra holes in the chrome work (B), which enable the chair to sit at different heights.

When a suitable height has been achieved re-align the relevant hole and re-insert the pin to lock the caster leg into the chair frame. The C ring that the pin is attached to (C) will lock the pin into place.

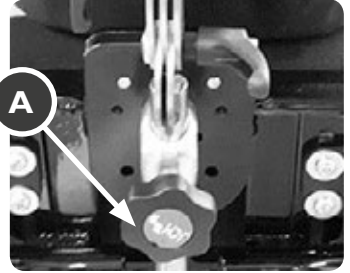
Repeat this process for all four legs. Always ensure that all four legs are set at identical height – this will ensure the chair is level.



# Head Rest Adjustment / Replacement

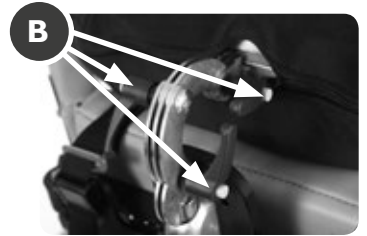
## Head Rest Height / Replacement

- Turning hand wheel (A) anti-clockwise enables you to adjust the height of the head rest by moving it up or down. Re-tighten the hand wheel to secure into place.



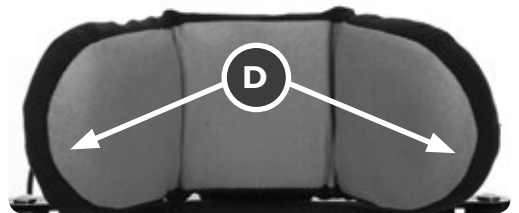
## Head Rest Forward / Rearward & Angle Adjustment.

- Turn levers (B) anti-clockwise to move the head rest forwards and backwards, allowing the required head rest angle and position to be achieved.
- Re-tighten the levers (B) to secure into place.



## Head Rest Lateral Wing Adjustment

- To Increase or decrease the angle of the Head rest lateral wing, turn lever (C) anti-clockwise. Rotate the Headrest lateral wing (D) by pushing forward or backwards until the required position has been achieved.
- Re-tighten the lever (C) to secure into place.



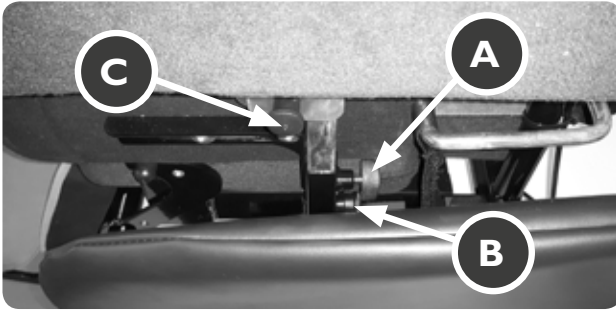
# Arm Rest Adjustment

## Arm Rest Height Adjustment

Turn hand wheel (A) anti-clockwise to release the friction lock. Pull the plunger pin (B) to disengage from the armrest. Lift or lower the armrest to the desired height. When the desired height has been achieved release plunger pin (B) ensuring it re-engages and locks into place. Turn the hand wheel (A) clock-wise to re-engage the friction lock.

## Arm Rest Angle Adjustment

Pull plunger pin (C) to disengage from its lock, rotate the Arm-rest to the desired position. When the desired angle has been achieved release plunger pin (B) ensuring it re-engages and locks into place.



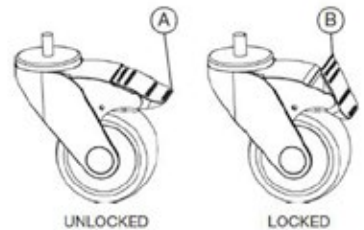
# Applying / Releasing Brakes

## Applying Brakes

To apply the brake depress lever (B) with your foot. To secure the chair in place you should apply all the brakes fitted to the chair base.

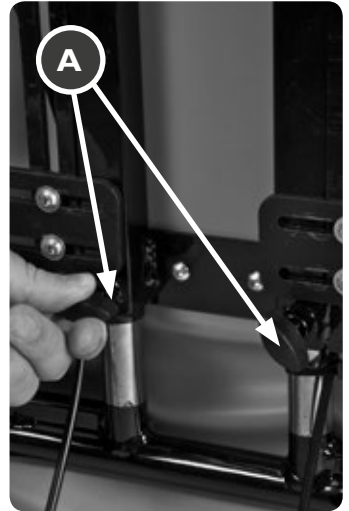
## Releasing Brakes

To release the brakes you should return the lever (A) to its original position. When all brakes are released the chair will be free to travel in any direction.



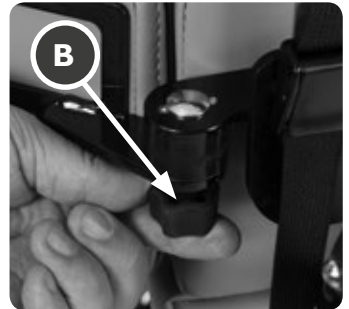
# Back Height Adjustment

- Turning both hand wheels (A) anti-clockwise releases the lock and allows height adjustment of the back rest. Lift up to increase the height or push down to lower the height.
- Once the required position has been achieved hand wheels (A) should be re-tightened by turning clock-wise ensuring they are tight.



## Shoulder Protraction Pad

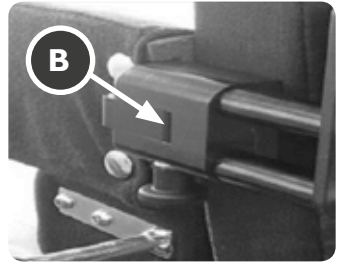
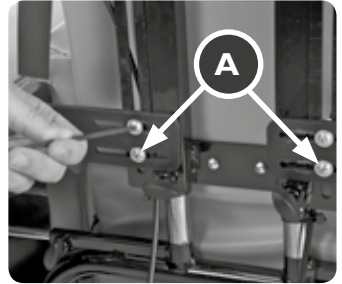
- Turn hand wheel (B) anti-clockwise to unlock, rotate by moving forward or backwards until the required position is achieved.
- This function can also be used to swing the shoulder protractor away.
- Turn hand wheel (B) clockwise to re-tighten and secure.



# Lateral Support Adjustment

## Lateral Support Width & Height

- Using the 4mm Allen Key T bar supplied, turn bolts (A) 1/2 a turn anti-clockwise to release the lateral support.
- Move the lateral support in, out, up or down until the required position has been achieved.
- Once the required position has been achieved, turn bolts (A) clockwise until tight. Ensure the Lateral support is secure and positioned correctly for the users' needs and comfort.
- Pull out locking pin (B) to disengage the lateral support. Hold the locking pin out and move the lateral pad in an outward direction to swing away.
- Repeat in reverse to swing the Lateral support back into position, ensuring the locking pin clicks securely into place.
- Ensure the Lateral support is secure and positioned correctly for the users' needs and comfort.



# Hip Pad Adjustment

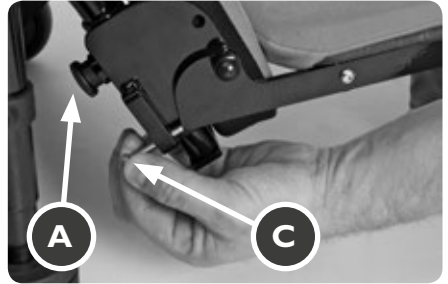
- Turn hand wheel (C) anti-clockwise to release the friction lock.
- The hip pad can be moved in, out and can be angled up or down as required.
- Once the required position has been achieved, turn hand wheel (C) clockwise until tight.
- Ensure the Pelvic Support is secure and positioned correctly for the users' needs and comfort.



# Footplate Adjustment

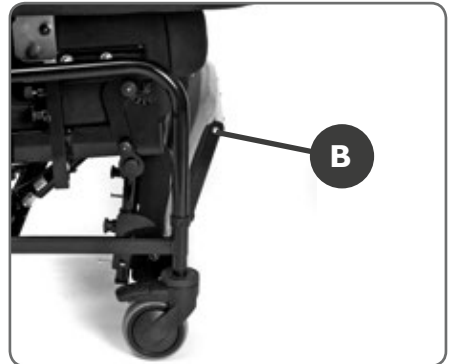
## Footplate Height

- Pull out locking pins (A) (located on the rear of the leg rest) to disengage the footplate vertical height lock.
- Holding the locking pins in the disengaged position, move the footplate up or down until the required position has been achieved. Release the locking pins ensuring they click securely into place.



## Footplate Swing Away

- The footplate can be raised up into a vertical position by holding the front (B) of the footplate and raising towards the chair. For return into previous position repeat the operation in reverse.

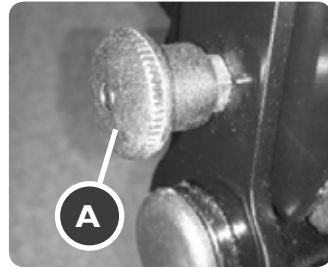
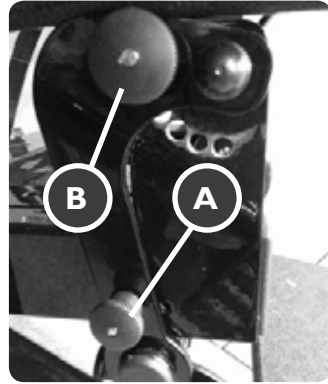


## Footplate Angle Adjustment

- Turn the bolt (C) (fitted on the left and right) anti-clockwise to lower the front of the footplate (Plantarflexion) and clockwise to raise the front of the footplate (Dorsiflexion) when the angle required is reached ensure both bolts (C) (fitted on the left and right) are adjusted equally.

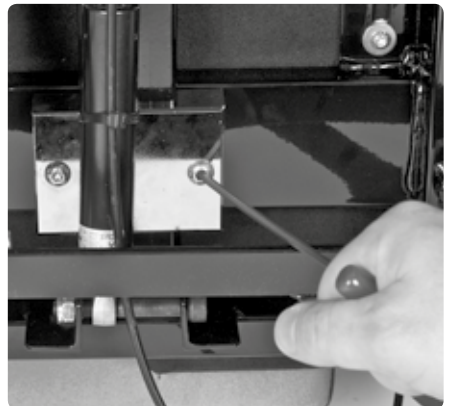
# Leg Rest Adjustment

- Pull the indexing Plunger Pin (A) (Positioned on the right hand side of the footplate) to disengage leg rest lock and place in the park position.
- Pull spring plunger (B) to disengage from leg rest angle lock.
- There are 6 Optional positions between  $-10^{\circ}$  and Horizontal that can be selected for leg rest angle.
- Move the leg rest forward or backwards until the desired position has been achieved.
- Release Spring plunger (B) ensuring it has re-engaged.
- Indexing Plunger pin (A) engaged only when the leg rest is vertical.



# Seat Depth Adjustment

- Turn bolts (A) anti-clockwise with the 5mm T bar Allen key provided.
- Move the backrest forward or backwards until the required seat depth has been achieved.
- Turn bolts (A) clockwise to tighten, ensure the bolts are secure and tight.



# Product Labelling

- Located on the lower horizontal backrest rail.
- Lift back rest cushion to reveal.



# Cleaning & Care

We recommend the following points for successful cleaning of your equipment. (It is possible that some surface wrinkling may occur following these processes)

## Fabric Upholstery Care

Refer to JCMs fabric cleaning guide which can be found on their website [www.jcmseating.co.uk](http://www.jcmseating.co.uk)  
Do not use bleach, acidic, solvent, abrasive, biological or phenolic based cleaners.

## Metal Framework

- If all upholstery is removed the metal framework can be cleaned with hot soapy water and detergent or it can be steam cleaned. (Labelling may need to be replaced following steam cleaning).
- Ensure that the framework is thoroughly dried after cleaning.
- Always ensure that any moving or adjustable parts are re-lubricated.

# General Maintenance



General maintenance should be carried out by a competent, professional person who is well informed on how to use the equipment (see warranty - page 25) if there is no such person available or a more thorough check is needed, a service via an approved repairer (see opposite) should be booked. The person who carries out the maintenance check or service should always fill out the service history log record (page 24) in order to ensure the warranty remains valid.

As documented opposite, the degree of maintenance required is dependent on various factors relating to the use of the product. In addition to the specific functional adjustment warnings specified in this manual, it should be ensured that a thorough inspection of the following should be completed at no greater than 6 month intervals:

<b>Castors</b>	Lift base and check each wheel to ensure it is not damaged, loose or worn.
<b>Brakes</b>	Removing any grease or dirt that has built up on the wheels, check that the brakes stop the wheels rotating. Check they are securely fixed in place & that there are no signs of damage or wear & tear.
<b>Pushing Handles</b>	Ensure handles are functioning correctly. Check there are no signs of damage or wear and tear. Ensure push handle grips are secure.
<b>Seat Tilt in Space Mechanism</b>	With the tilt lock released check for free movement with no signs of damage or wear to the mechanism, lever or cables. Tighten the lock and ensure it holds the seat angle.
<b>Seat / Backrest Upholsters</b>	Check the attachment points of the seat and backrest upholstery are tight. Check for worn covering. Rough worn upholstery can cause discomfort and would be difficult to keep hygienically clean, which may cause skin irritation.
<b>Frame</b>	With correct maintenance the frame should provide at least 5 years trouble free use but, depending on conditions of use, wear will occur and a thorough inspection is recommended. <ul style="list-style-type: none"> <li>• Check all metal parts to ensure there are no signs of damage or wear and tear, paying particular attention to adjustable or moving parts.</li> <li>• Check there are no signs of failure in joints and welds.</li> <li>• Check tightness &amp; security of all fixings, bolts, nuts, spring loaded pegs, &amp; other fitments.</li> <li>• Check for signs of fatigue wears, replace parts that show signs of wear or repeatedly becoming loose.</li> </ul>
<b>Fixtures</b>	Check arm pads and headrest, replace if worn.

Points listed here are generic across the JCM range and do not apply to all products.

# Servicing via Approved Repairer

## What should be completed during a service?

A service is a comprehensive combination of inspection, maintenance and repair or replacement of worn, faulty or missing components. The growth and any changes of the occupants needs since the original assessment is taken into account when performing the service. This is in contrast to general maintenance (opposite), where only straightforward checks, inspections and adjustments take place and primary services are planned.

## What happens if a fault is found?

If any faults are found that could prove to be a risk to either the user or the operator then all use of the equipment should be ceased immediately until the product has been repaired.

## Who should carry out the service?

It is stressed that only a JCM approved repairer or a person with competent training of a Class I medical device should carry out this work.

Any modifications must not be carried out without prior agreement of JCM Seating Solutions Ltd. It must be understood that unauthorised modifications may pose a risk to all users and attendants, as well as potentially invalidate the warranty.

Any new parts required should be genuine JCM Seating Solutions Ltd. approved parts, fitted to JCM specifications.

## Frequency of Service

JCM recommend that a service of this product is completed once every 6 months as a minimum. However, the frequency of inspection and service must be altered depending upon the severity of use. If the system is used in any of the following ways then the use could be said to be fairly heavy and constant. Therefore we would recommend the service interval be reduced to once every three months;

- Daily for around 8 to 10 hours.
- Weekly for at least 6 days out of 7.
- Monthly for at least 11 months a year.
- By an active user or somebody who is very active voluntarily or involuntarily.
- By a user who is above 80% of the maximum user weight recommended.
- Transported in a moving vehicle twice or more in a day.

If the usage exceeds the amount highlighted above it is possible that services every six weeks or less might be needed.

## How to book a service

JCM have specified technicians trained to service our products. If you would like JCM to service your chair or for further information please contact us on 01733 405830. Alternatively, contact the person who issued you with the product.



# 3 YEAR WARRANTY

Products manufactured by JCM are covered with a manufacturer's 3 year warranty.

## **What it covers**

The warranty covers all aspects of product failure due to faulty workmanship or manufacturing.

## **Period of Cover**

The period of the warranty runs for 3 years from the date that the product is dispatched.

## **The Work JCM is obliged to Complete**

JCM's obligation under this warranty is to replace or repair any defective goods within the period of the warranty free of charge.

## **What the Warranty Does Not Cover**

- Items that are damaged or fail due to natural wear and tear, extreme usage, neglect or misuse.
- Accidental damage, modifications or repairs carried out by a third party unauthorized by JCM or non-professional healthcare representative.

## **Customer Responsibility**

To ensure the warranty remains valid, customers are advised that servicing, maintenance and re-issuing guidelines must be followed and documented as stated in the manual.

JCM will require proof of service (see opposite) for any warranty claims or orders.

When making a claim JCM reserve the right to inspect the product and all necessary documentation.

Only valid for products purchased after 1st April 2006. Applies only to products exclusively manufactured by JCM.

## **Important**



JCM Seating Solutions Ltd. will not be held responsible for any damage or injury caused by incorrect use of this product. For any information or guidance on the use of this product please call our office who will put you through to your local representative or send you any additional information you may require.

**Tel: 01733 405830**

# Inspecting & Reissuing of Equipment

Most JCM Seating Solutions Ltd. products are individually assessed for a client prior to issue. They are handed over in a controlled way to ensure optimum fit and specification, checks are completed and any additional individual verbal instructions given. We therefore recommend the following points are adhered to prior to any re-issue of equipment:

## **Cleaning**

Follow a rigorous process of cleaning in order to decontaminate the product and eliminate the chance of cross infection.

## **Assessment of Fabrics / Foams**

Carefully assess the condition of fabrics and foams in the seating product, and have these replaced partially or even completely if need be. In severe cases if the chassis is worn and the seating in poor condition it may be necessary to have the product re-furnished by the manufacturer. In very severe cases if the chassis is badly worn and the seating in very poor condition then the product should be decommissioned and disposed of.

## **Electrical and Electronic Equipment Decommissioning**

If your product is set up with an electrical function you should always contact JCM or your authorised representative for decommissioning information.

## **Appropriateness of Equipment**

Check that the equipment supplied is appropriate for the needs of the user taking age, weight, ability, diagnosis, and any other important factors into account. For instance, JCM Seating Solutions Ltd. products may not be suitable for persons with severe challenging patterns of behaviour. Also ensure safe specified limits for use are not exceeded by the new user.

Your sales representative can advise on the suitability of the equipment.

## **Manuals and Records**

Ensure this instruction manual and any additional manuals for the seating unit are handed over to the new user with the equipment and ensure the servicing log history is up to date. Records on the new user must be updated to maintain traceability.

## **Inspection**

The equipment should have a rigorous inspection prior to the reissue, to include the points covered in the six monthly routine check, regardless of if the checks were recently completed. The equipment should be free of excessive wear or distortion in any aspect of its main construction or accessories.

## **Condition**

Wheels, tyres and brakes must be in good working condition, properly adjusted and inflated as appropriate.

## **Accessories**

Check all accessories carefully for damage and potential shortcomings which may pose a risk to the user.

## **Function**

Ensure that all the functions of the chair are working correctly e.g. tilt in space, height adjustment, back recline, folding etc.

## **Fixings**

Check that any knobs, hand wheels, nuts, bolts, levers and fixings are in good condition and fitted in place securely.

## **Modifications**

Any special modifications, adaptations, alterations or other such procedures including added accessories may require review. If they are found inappropriate, remedial action (if considered safe and practical) should be taken to reverse them if possible.

## **Labelling**

Any labelling specific to the previous user should be removed and replaced with labelling specific to the new user.

## **Adjustment**

Adjustment of the equipment to the new user must be carried out by suitably

qualified and experienced professionals. These adjustments along with the other appropriate checks and tests should be completed with the owners knowledge and agreement.

## **Hand Over**

Competent handing over of the equipment to the new user or attendant must include proper training and advice in safe use, particularly regarding transportation issues.













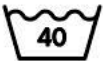




## **Packaging**

Always ensure that the chair is packaged correctly before delivery.

## **Handle Fitting**

Please note that the handle fitted is dependent on the size of the chair. You therefore need to ensure the size label on the handle matches the size of the chair being used.

# TABLE OF SYMBOLS

Symbol	Meaning
	Manufacturer
	Max occupancy weight
	Serial number
	Product code
	Read the Instructions for Use
	CE mark
	UKCA mark
	Medical Device
	Warning
	Date of Manufacture
	Latex free
	Unique Device Identification
	Machine wash- water temperature 40°C
	Do not bleach
	Do not tumble-dry
	Do not iron
	Do not dry-clean

# www.jcmseating.co.uk



## USA Distributor

Sunrise Medical [US] LLC  
2842 N Business Park Avenue  
Fresno, CA 93727

**T:** 1-800-333-4000  
**F:** 1-800-300-7502  
**E:** customseating@sunmed.com

[sunrisemedical.com](http://sunrisemedical.com)

## Canadian Distributor

Sunrise Medical  
237 Romina Drive, Unit 3,  
Concord, ON, L4K 4V3  
[sunrisemedical.ca](http://sunrisemedical.ca)

**T:** +1.800.263.3390  
**F:** +1.800.561.5834  
**E:** mkt.canada@sunmed.com

**15 -18 Maxwell Road,  
Woodston Industrial Estate, Peterborough,  
Cambridgeshire  
PE2 7HU**

**Tel: 01733 405830  
Fax: 01733 405838  
Email: [enquiries@jcmseating.co.uk](mailto:enquiries@jcmseating.co.uk)**

