ENGLISH		
<del>~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~</del>	 •••••	

# **User and Service Manual**

# Metro

Fixed-Tilt



READ INSTRUCTION BEFORE USING



i

# **Customer Service Support**

Toll Free: 1-844-US Mobility (844-876-6245)

Phone: (310) 618-0111 Fax: (310) 618-8811

Email: convaidsales.us@etac.com

International Email: international.convaid.us@etac.com

Website: www.etac.us.com

Technical assistance or repair information hours are:

Monday-Friday, 6 a.m. to 4:30 p.m. PST

Before Calling:
Please fill in the following. Customer Service will be able to help you more quickly if the information indicated below is readily available.
Serial number of chair:
Model of chair:
Date purchased:

#### Notice:

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

No part of this document may be photocopied, reproduced, transmitted, transcribed, stored in a retrieval system or translated to another language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise without the prior written consent of Convaid.

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

© Copyright 2020 by Convaid. All rights reserved.

# **Table of Contents**

Product Overview	
Definition of Symbols	1
Warnings	4
EZ Rider Overview	
Setting Up	
Unpacking the chair	6
Unfolding	7
Folding	8
Fitting Guide	
Seat Back Height	9
Seat Width	
Seat Depth	
Wheels	
Quick Release Wheels	11
Locking and Unlocking	
Operating Instructions	
Three-Point Positioning Belt	13
Depth Adjustable Crotch Strap	
Headrest Extension	
Footplate Depth Adjustment	
Foot Positioners	
Footplate Height Adjustment	
Accessories	
Underseat Storage Basket	16
Francit Madale	
Transit Option	17
Important Information	
Maintenance, Operating & Safety Instructions	18
Warranty	

### **READ BEFORE USE**

Read the user's guide completely before use and fully understand its content. Familiarize yourself with the handling and functions of the product before use and practice them. Any caregiver that is going to operate this chair should also read the user's guide in full.

You are responsible for the safety of the user. The safety of the user could be affected if you do not follow the instructions in this user's guide. Nevertheless, not all possible circumstances and unpredictable situations can be covered by this user's guide. Reason, care, and circumspection are not features of the product; they are required of persons who use the product. If instructions are not clear and further explanation is necessary, please contact your Convaid provider. If you do not follow all instructions and warnings, serious injury or damage to the chair may occur. The latest version of all instructions and product safety notices are available on the Convaid website (www.etac.us.com) and can be printed in larger sizes. Additional video instructions are also available for reference purposes.

### **DEFINITION OF SYMBOLS**

$\triangle$	Indicates the need for the user to consult the instructions for use for important cautionary information such as warnings and precautions that cannot, for a variety of reasons, be presented on the medical device itself.	CE	This symbol is a mandatory marking for devices entering the European market to indicate conformity with the essential health and safety requirements set out in European Directives. The symbol may be accompanied by a four-digit
i	Indicates a medical device that need to be consulted with the instruction for user		identification number of the notified body. The vertical dimensions may not be less than 5 mm high.
	This symbol indicates potential finger entrapment	EC REP	Indicates the Authorized representative in the European Community.
3	This symbol indicates correct lifting points for safe moving and handling.	REF	This symbol indicates the manufacturer's catalogue number so that the medical device can be
4	This symbol indicates maximum user's		identified.
	weight.		Indicates the medical device manufacturer.
<b>SN</b> 2	Indicates the manufacturer's serial number so that a specific medical device can be identified.		Indicates the date when the medical device was manufactured.



This symbol indicates a wheelchair which cannot be used in motor vehicle as vehicle seat. This wheelchair does not comply with WC19 (RESNAWC-4:2012 for ISO7176-19:2008) and cannot be used as a vehicle seat to transport the user in a vehicle.



The Symbol indicates a wheelchair which can be used in motor vehicle as vehicle seat. This wheelchair complies with WC19 (RESNAWC-4:2012 and ISO 7176-19:2008) and can be used as a vehicle seat to transport the user in a vehicle.



This symbol indicates the position of an anchor point when using a 4-point tide down system (WTORS) during transit.



This symbol indicates conformity with RESNA WC-4 Section 19 requirements.

### **CHOOSE THE RIGHT CHAIR & SAFETY OPTIONS**

There are several options available to meet the needs of the wheelchair user. Make sure that your (and your health care provider's) choice of chair and other added options takes into account the user's comfort, positioning, physical limitations, and hazards that may be encountered during daily use. Operating the manual wheelchair outside of the recommendations provided by the manufacturer can lead to a dangerous situation.

The wheelchair is not suitable for jogging, running, skating or similar activities. Swiveling front wheels tend to wobble at higher speeds and can cause a sudden stop, and the wheelchair can tip over. Use the wheelchair only at regular walking speed. Under no circumstance should you let go of the push handle while pushing.

The durability of this product is five years when it is used with proper care and maintenance according to the user's guide.

Final selection of the type of device and any accessories or adjustments rests solely with the user and their health care provider. Some important factors to consider when choosing a configuration include, but are not limited to:

- 1. The user's disability, strength, balance, coordination, and ability limitations.
- 2. Neurological and orthopedic needs of the user.
- 3. Behavioral factors such as maturity and psychosocial development.
- 4. All factors should be considered when choosing a chair configuration as this can affect performance and function of the chair.

### **General Warnings**



**WARNING:** To avoid tipping, do not hang item from! the push handle.



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



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



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



#### **WARNING:**

- 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.



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)

# **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. 2
- 3. Press down firmly on seat tubes to ensure the chair is completely unfolded. Fig. 3
- 4. Using your foot, push down on Lower Rear Lock Brace until it locks into a straight position. Fig. 4
- 5. Swing footplates down into position. Fig. 5 & 6









Fig. 2



Fig. 3



Fig. 4



Fig. 5



Fig. 6



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

### **Folding**

- 1. Swing footplates to the side. Fig. 7 & 8
- 2. Unlock Rear Lock Brace by kicking up on center of brace with foot. Fig. 9
- 3. Grasp one side of Push Handle and pull up on seat fabric or seat tube with opposite hand. Fig. 10 & 11
- 4. Lay chair back onto Push Handles. Push down on tubing above front tires until chair is folded. Fig. 12
- 5. Buckle closure strap. Fig. 13







Fig. 8



Fig. 9



Fig. 10



Fig. 11



Fig. 12



Fig. 13

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**



Seat back height varies according to chair type and seat width. 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. 14

Fig. 14

### **Seat Width**



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. 15

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 actual seat width.

Fig. 15

## **Seat Depth**

Measure from the most posterior portion of the buttocks to the back of the knee. Subtract from that measurement  $25\ mm$  -  $51\ mm$  to allow adequate clearance between the seat and the back of the knee. Fig.  $16\ mm$ 



Fig. 16

## 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. 17

Fig. 18 Fig. 19

### TIRE INSTALLATION

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



Fig. 20



Fig. 21



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

### **Locking and Unlocking**

Convaid manufactures two types of wheel locks: hand operated and foot operated. Check to see which type of wheel locks is on your chair.



**WARNING:** Proper care and maintenance must be taken to ensure proper function of the foot operated brakes.



**WARNING:** When operating the wheel lock, do not use excessive force to engage the locks with your foot. Only light pressure is needed to fully engage the locks.



**WARNING:** Teflon spray should be applied to brake components weekly to ensure proper operations.



**WARNING:** Excessive force or poor maintenance will cause premature failure for foot operated brakes.

### **Foot Operated Wheel Locks**

#### To Release Lock:

Lift upward on wheel lock. Fig. 22



#### To Lock:

Press downward on wheel lock Fig. 23



# **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. 24

#### To Release:

Press the grey button on the buckle and pull out the clasps. Fig. 24



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



Fig. 24

## **Depth Adjustable Crotch Strap**

The crotch strap can be adjusted by threading the strap through the desired slot. Fig. 25



Fig. 25

### **Headrest Extension**

Insert Headrest Extension Tubes into the Headrest Holding Brackets and push down. Fig. 26 & 27



Fig. 26



Fig. 27

## **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. 28 - 30







Fig. 28 Fig. 29 Fig. 30

## **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. 31



Fig. 31

### **Foot Positioners**

Foot Positioners maybe criss-crossed over the foot to secure the whole foot Fig. 32 or can be converted into simple ankle straps. To attach foot positioner, thread strap through footplate as shown in Fig. 33 & 34, then bolt strap to underside of footplate.







Fig. 32 Fig. 33 Fig. 34

14

### **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. 35) All Convaid footplates are height adjustable. Footplates swing away for access or folding. For Metro 12, 14, 16 - Unbolt footplate tube, move footplate up or down, reattach tube in desired position. (Fig. 36) 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. 37







Fig. 35

Fig. 36 Fig. 37

#### 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. 38
- 2. Press the detent button, then pull the foot plate assembly apart. Fig. 39
- 3. Insert the footplate into the opposite end of the footplate extension and re-assemble. Fig. 40







Fig. 38

Fig. 39

Fig. 40

### For additional range:

- Using a hex wrench (included), remove both bolts from the housing bracket on the frame. Flip the bracket upside down and replace bolts. Fig. 41 & 42
- 2. Return the footplate extension tube to the housing bracket and secure with metal pin. Fig. 43







Fig. 41

Fig. 42

Fig. 43

## **Accessories**

## **Underseat Storage Basket**

- 1. Connect Center Button Strap by looping it over Rear Cross Brace and snapping button to back of basket. Fig. 44
- 2. Loop Side Button Strap over Chair Tubing (just above the Rear Axle Assembly), and snap button shut. Repeat for opposite side. Fig. 45
- 3. Loop Front Button Strap over Chair Tubing (just above Front Cross Brace Mount), and snap button shut. Fig. 46-48







Fig. 45



Fig. 46



Fig. 47



Fig. 48

## **Transit Option**





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

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

All Metro Models

Model ME12T......66lbs / 30kg Model ME14T......100lbs / 45.5kg Model ME16T......170lbs / 77kg Model ME18T......170lbs / 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:

- 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.
- The wheelchair tie-downs must be securely attached to the four black 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 neccessary.

**Note:** Convaid 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 Convaid.

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 Ci rcle 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**



#### WARNING:



- 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

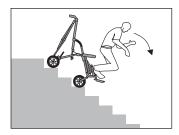
This product is intended for use by a person with physical disabilities who is frequently or permanently non-ambulatory. The chair is always under the control and supervision of an attendant, and the occupant should never be left unattended.

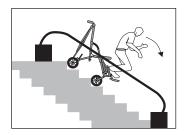
#### 3. Suitable Environment

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

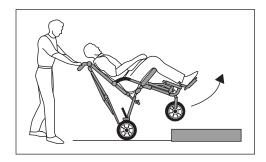
- Follow folding/unfolding instructions.
- Never leave occupied chair unattended.
- Do not attempt to take occupied chair up or downstairs, escalators, steep inclines, or icy or slippery surfaces.



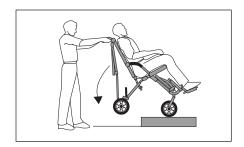


- To avoid tipping, do not overload the chair, or hang heavy items on the handles that might cause tipping.
- Be aware of newly created sharp edges.
- Frequently inspect the adjustments on the frame and the positioning accessories.
- Do not use chair after occupant has outgrown it.
- Do not ignore minor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



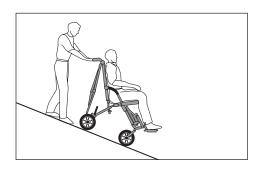
 When going up a curb or step, face forward and tilt the chair back to lift the front wheels over the curb.
 Move forward and lift the rear wheels over the curb.



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!
- **d) Flat Tire:** In the event of a flat tire, please contact customer service or your local dealer for specific repairing instructions.

Check for functionality and/or damage of the following:	Weekly	Every 3 months	Every 6 months	As necessary
Rims and tires	•			
Wheel lock 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 (cushioned parts)			•	
Frame			•	
Contacting a Convaid Dealer for service or repair***				•

<sup>\*</sup> Use a non-toxic, hypoallergenic lubricant for all moving parts of the frame. Do NOT use WD-40 or other silicone based spray as a lubricant.

### 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 and locks should be kept free of dirt or mud after each use. Foreign objects could cause interference with moving parts. Wipe wheels and locks with a moist cloth as needed.

<sup>\*\*</sup> Follow cleaning instructions for appropriate user hygiene.

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

#### 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 wiped off with a moist cloth. Before reattaching them to the chair, make sure they are completely dry. Use mild detergent to wash fabric. Use gentle cycle and cold water. Hang Dry.

Parts that are permanently attached may be wiped thoroughly 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 heat or 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 wipe-down disinfection before reuse.

Please use a non-toxic, biodegradable disinfectant solution suitable for surface disinfection. Please check the following components for intactness before operation. (see MAINTENANCE CHART) Repair or replace if necessary:

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

#### 9. Repairs

**User:** The user can replace easily removable parts or accessories, e.g. foot supports, 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. Contact the manufacturer/service facility for needed repairs. The chair should be packaged in the original or suitable shipping carton for return to the manufacturer/service facility. Ship via UPS.

#### 10. Tools Required

- Tools needed include 3/8", 7/16", 3/8" or 2 adjustable wrenches with 3/4" capacity, Phillips head screwdriver 5/32"
- Allen wrench (included)

#### 11. Spare Parts

If you need any spare parts for your chair, please visit or call the Convaid service dealer you purchased this chair from. 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 (150 mm). Wheels should be free running. 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 overtight. Seat fabric should not be wide-stretched or sagging. Positioning accessories should be correctly adjusted and secure.

#### **Convaid Service Dealer**

Please record the Convaid	d Dealer from which you purchased your chair:	
Company:		
Address:		
Phone:	Website:	
Contact:	Email:	
Serial #		

Convaid Products, LLC
2830 California Street, Torrance, CA 90503, USA

Toll free in the US: 1-844-US-Mobility (844-876-6245) • Phone: (310) 618-0111 • Fax: (310) 618-8811 Email: convaidsales.us@etac.com • International Email: international.convaid.us@etac.com www.etac.us.com

### 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 Convaid service center or (at Convaid's discretion) the factory.

#### **Warranty Period**

Mobility base	Lifetime of original retail buyer
Other components	One year
Fabric & webbing	One year

This warranty does not cover normal wear and tear or damage caused by accident or misuse. To exercise this limited warranty, the user should first obtain a Return Authorization Number from 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 TO THE DURATION OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE USER. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE THEREOF. This warranty gives the user specific legal rights and the user may have other rights that vary from state to state. Warranty applicable in USA only, may vary in other countries.



2830 California Street, Torrance, CA 90503, USA
Toll free in the US: 1-844-US-Mobility (844-876-6245) • Phone: (310) 618-0111 • Fax: (310) 618-8811
Email: convaidsales.us@etac.com • International Email: international.convaid.us@etac.com
www.etac.us.com