

User Instructions

Dual Motor Riser Recliner Chair

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Issue 1

Important: Read carefully & retain for future reference

It is the user's responsibility to ensure they are fully aware of and have understood all the safety and other instructions contained in these pages before installing or using the chair.

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- A J Way chairs must only be used with the make and model of electrical components supplied with them which must be kept dry at all times.
- Children must NEVER be allowed to play with or left unsupervised near lifting seat or reclining back chairs at any time. To prevent any unauthorised use A J Way recommends that the plug is removed from the socket when the product is not in use.
- Please refer to our product literature for the user weight limits for all our Riser Recliner Chairs. Your warranty will be void and user safety may be compromised should the weight limit of a user for the particular chair you have purchased be exceeded.

1 Introduction to A J Way Riser Recliner Chairs

1.1 What is a riser recliner chair?

A riser recliner chair is designed to benefit users in various ways. All A J Way riser recliners have electrically powered rise functions that will assist rising from a seated to a standing position at the touch of a button. The chairs will also recline to provide comfort and relief for users and facilitate a resting or napping position.

1.2 Why is there a need for this type of chair?

The ability of a seated person to function efficiently and perform activities is dependent on their ability to adopt the appropriate posture. All activity is posture dependent. If a person cannot move or has problems adjusting their posture, it may be necessary to use seating to try to provide this postural positioning.

Equally important is the ability to rise safely and confidently from a seated position,

which is what a riser recliner chair is designed to assist with.

2 General Use

2.1 Intended Use

Riser recliner chairs are intended for the following user environments:

- Nursing Homes
- Residential Care Homes
- Private Residences

2.2 Indications

Riser recliner chairs are appropriate for the following users:

- Ambulant and semi ambulant users who require assistance in getting in and out of the chair
- Users with low to medium risk of pressure sores (on chairs fitted with Reflexion™ foam seat)
- Users with high risk of pressure sores (on chairs fitted with Intelli-Gel® seat) following clinical assessment
- Users with moderate cognitive impairment

2.3 Contra-indications

Riser recliner chairs are NOT suitable for the following users:

- Non-ambulant users (unless used in conjunction with suitable patient handling equipment)
- Users with severe cognitive impairment (unless supervised by a care-giver and following clinical assessment)

3 Guidelines for Best Practice

To ensure good practice when considering purchasing a riser recliner chair and effective use post purchase we advise that the following guidelines are considered:

- Seek advice and input from a qualified therapist/professional and/or A J Way representative/distributor at the initial prescription of the chair.
- If unsure when ordering the chair and any accessories contact either the therapist involved, your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.
- All care-givers that will be supervising the user(s) should be trained in operating the chair to ensure correct positioning of the user is achieved.

4 User Instructions

The purpose of the user instructions is to indicate the safe operation, adjustment and maintenance of your riser recliner chair.

The chair is ready for use once the chair has been fully installed in the correct position and the user has read and understood the operating instructions.

Please retain these instructions for future reference.

Safety related WARNINGS are included within the user instructions. Please refer to these before use. It is the user's responsibility to ensure they have read and fully understood the following instructions. Once you have read the user instructions if you still have any doubts or require clarification please contact your A J Way representative, distributor or A J Way Customer Services Team on 01494 471821.

4.1 Installation

It may be necessary to move your chair in order to install it in the correct place. If so, proceed as follows

Before moving the chair:

- Ensure that it is switched off at the mains socket.
- Unplug the lead from the transformer to the chair and neatly coil the cable. Place the cable either in the side pocket or on the seat of the chair to ensure it does not become entrapped and damaged in transit.
- Ensure that there is a power socket available close to where the chair will be placed.

NB: Small black particles of powder coating may occasionally rub off the metal action of a riser recliner chair during use. If you are concerned that this may mark a pale coloured carpet or floor, please take steps to protect your flooring before positioning the chair.

If the back of your chair needs to be removed for transit proceed as follows:

- Recline the backrest slightly and then release the backrest by pulling the locking levers forward. The locking levers are situated at the rear of the chair between the arm unit and backrest.
- Lift the velcro backflap and tuck out of the way to ensure it does not reattach itself.
- Standing behind the chair grasp the backrest at about the point where the backrest meets the arm unit and pull evenly upwards and towards yourself.
- After the chair has been moved replace backrest and ensure that it is



locked securely in place by pushing the levers back in and reattaching the velcro.

Always check that the backrest has been located securely on the metal plates and is level and totally secure before using the chair.

NB. Backrest Units are heavy and need to be lifted out evenly to avoid bending the metal plates. Care should be taken not to strain one's back when attempting to remove or refit a backrest.

Always ensure that the plug is undamaged before plugging in to a suitable 240V power supply. All cables and power leads must be positioned in such a way that they cannot become accidentally trapped in the chair mechanism, run over by the castors or other equipment such as vacuum cleaners. Please always ensure that leads, cables and all other electric components are kept dry.

If the chair is moved the plug must always be removed from the socket and the slack in the cables taken up so that there are no trailing wires.

It is important that leads and cables are checked for damage every time the chair is moved and not less frequently than once a week. If any cables are found to be damaged in any way it is vitally important that you contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.

If the handset, transformer or any other electrical components become wet the chair should be unplugged at once and the emergency batteries disconnected.

Most A J Way riser recliners are fitted with a remote transformer block which is attached to a 13 amp plug. The transformer block must not be allowed to dangle from a high socket. Always take care not to trip over the block and keep it located in the safest possible position in a well ventilated, dry place on the floor where it sits on its rubber feet. The transformer reduces the 240V mains power to a safe low voltage of just 24V.

- Connect one end of the extension lead into the matching two prong slot in the transformer block and the other end into the plug situated at the rear of the chair underneath the backflap, usually held fast by a cleat.
- Then connect the mains plug of the transformer into a suitable mains power socket and switch on the power.
- The chair should now operate when the handset buttons are pressed.

It is not recommended to use extension leads with this product but plug the electrical lead directly into the socket.

If your A J Way Riser Recliner does not come complete with its transformer or handset please contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.

NB. Emergency lowering device batteries are single use only and must be replaced immediately if the chair is operated whilst there is no mains power to the chair. They should also be replaced at least once a year irrespective of being used.



Your chair is now connected but you must read the general operation instructions below before use.

4.2 General operation

WARNING: This is an electrical item and should be treated with caution. It is for indoor use in a dry environment only.

WARNING: Do not exceed the maximum user weight (please refer to your A J Way brochure or the website – www.ajway.co.uk - for maximum weight limits)

WARNING: The user is at risk if the chair is not correctly specified at time of purchase.

WARNING: Before first use ensure all packaging and covering materials have been removed. Locate the chair on a flat, stable surface.

WARNING: Ensure the mains cable is not a trip hazard and that excess cable is NOT stored under the chair.

WARNING: Always ensure that there is nothing to obstruct the free movement of the chair, for example children or pets, or solid objects: e.g.: a wall.

WARNING: The chair is not suitable for use by children. Any children in the vicinity must be supervised at all times.

WARNING: Before first use, the chair should be tested to ensure that all functions are working correctly.

WARNING: Exercise care when lowering into the chair as shock loads can severely damage the chair and the mechanism.

WARNING: Always move the chair unoccupied and unplugged from the mains socket.

WARNING: Avoid sitting on the arms as this can cause damage to the armrests.

WARNING: The chair is NOT fitted with battery back-up unless specified at time of purchase. In the event of mains failure, the chair will rely on its Emergency Lowering Device which will return the chair to sitting one time only. Once this has been performed the battery will then need replacing. Where users are at high risk of mains failure, please contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821** to request fitting of battery back-up option.

WARNING: Do not use this chair with users who exhibit violent behaviour.

4.3 Duty Cycle / Safety Cut-out

The motors within the chair are not designed for continuous operation. They should only be used for 10% of the time (for example: 2 minutes every 20).

In the event that the motors overheat, or the power limit of the motors is exceeded, a safety device will cut out the power to the motors and disable the chair's activities.

If the chair does not restart after approximately 20 minutes please contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.

4.4 Adjusting the chair

The chair has a range of electrically operated adjustments that can be operated using the control handset, specifically:

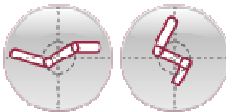
- Standing-up (Power-lift)
- Legrest Elevation
- Back Recline



Standard Sit Position

First Recline Position

Second Recline Position



Full Recline + Tilt Position

Seat Lift Position

WARNING: Take care when adjusting positions to avoid trapping or pinching of body parts.

WARNING: Only the occupant or a responsible person should operate the chair.

When the chair is not in use it should be returned to the seated position.

4.4.1 Controls Handset



When the handset is on and ready to use all buttons on the handset should light up (unless your chair has been supplied with a Proline handset).. If the buttons are not lit up your handset is not ready for operation and it is necessary to turn the handset on by pressing the power button (**Button 1**) once. All buttons on the handset should light up to indicate that your chair is ready for operation.

WARNING: Take care not to overstretch the handset cable and ensure the handset is not left on the floor.

WARNING: Take care to avoid fluids being spilt onto your chair or the handset.

When not in use the handset should be stored in the pocket on the side of the chair.

Damage to the handset could result in loss of operation of the chair or possible

unintended movement of the support surfaces.

4.4.2 Elevating the Legrest (Button 2)

By pushing **Button 2**, the legrest will elevate. At any point during this movement the elevation can be stopped at the desired height by releasing pressure on the button.



WARNING: Do not sit on the legrest.

The legrest is not designed to support the weight of an adult.

When the chair is being used to aid standing, the legrest is automatically folded away as the chair rises.

4.4.3 Lowering the Legrest (Button 3)

By pushing **Button 3**, the legrest will be lowered. At any point during this movement the legrest can be stopped at the desired height by releasing pressure on the button.



4.4.4 Reclining the Backrest (Button 4)



By pushing **Button 4**, the backrest will recline slowly. At any point during this motion the backrest can be stopped at the desired position by releasing pressure on the button.

4.4.5 Raising the Backrest (Button 5)

By pushing **Button 5**, the backrest will raise slowly to a more upright position.



4.4.6 Standing-Up / Power-lift (Button 3)

From the sitting position, by pushing **Button 3** the chair will slowly rise to enable the user to stand.



If the legrest has previously been raised it will automatically retract at the same time as the chair begins to rise. If the backrest has previously been lowered this will also raise automatically as the chair begins to rise.

4.4.7 Sitting-Down / Lowering the Chair (Button 2)

From the standing position, by pushing **Button 2** the chair will slowly lower to the sitting position.



WARNING: Lowering the chair can result in a potential risk of entrapment. Check that there are no children or pets underneath the chair before lowering.

WARNING: Carers should not stand with feet underneath the chair sides when the chair is being lowered

4.5 Re-Use

If the chair is to be re-used by another user other than the person for whom the chair was specified, the new user should be assessed to check the chair and its dimensions are suitable for them.

WARNING: There is a risk of infection transmission if the chair is being re-used with a new user within a healthcare setting. Ensure the chair is fully cleaned and disinfected before re-use.

5 Additional Features

5.1. Emergency Lowering Device

All A J Way Riser Recliner Chairs (except bariatric chairs) are fitted with a very basic emergency lowering system which enables the chair to perform one basic movement (for example, from recline to sit position) in the event of power failure.

If your chair comes with this option it is important that you ensure your supplier has connected it and installed any necessary batteries on delivery. These batteries must be changed on a very regular basis, (at least once a year), to provide any benefit and must be replaced at once if the chair is accidentally operated when the power is turned off, as one small operation of the chair will drain the batteries.

If you notice that operation of your chair is much slower than you would normally expect, it is likely that the chair is operating on its emergency batteries. Stop operating the chair immediately and return it to a position from which you can safely rise before checking the power supply to the chair. The batteries will then need renewing once the main power supply is restored.

Always ensure that the power is disconnected when replacing any batteries. If you are worried about loss of operation of your chair as a result of power cuts, we strongly recommend that you purchase a rechargeable battery backup system which plugs into the transformer unit and which, when fully charged, should allow you to make approximately 40 – 50 movements of the chair.

WARNING: Hazard sensor devices fitted to your chair will gradually drain emergency batteries if the chair is left unplugged every night or for long periods of time.

5.2 AccuPak Remote Charging System (Optional)

AccuPak is a system which allows the chair to be operated via a mains independent power supply. This enables the user to charge the batteries when the chair is not in use and then operate the chair without the need for trailing wires or a power socket.

If the AccuPak is fully charged (8 hours) you can expect 50-80 operations before the chair needs recharging (approx 75 cycles with an average weight person in a single motor chair). It is estimated that in normal use the chair will need recharging once or twice a week.

When the charge is low there is an audible alarm at which point there is sufficient power for 2-3 operations. When the alarm sounds the battery needs recharging as a matter of urgency. The chair may be operated while the battery unit is being recharged if necessary. There is no need to discharge the batteries completely to prolong their life. It is not possible to overcharge the batteries but as the whole essence of the system is to use it remotely it should be used, wherever possible, without being connected to mains power. The life of the batteries is approximately 1000 charging cycles.

NB: If your chair is fitted with the AccuPak system, batteries for the emergency lowering device are not routinely supplied with the chair as they are not required. The fittings for the batteries may, however, still be present in the transformer.

If the chair is fitted with the AccuPak system at the time of manufacture the outlet housing for the mains charging unit is situated in the rear of the left hand sitting arm unit. If the chair is fitted with the system retrospectively the battery unit will stand on the floor behind the chair and the lead from the transformer will plug directly into the unit.



5.3 Hazard Sensor Device (Optional)

Most A J Way Riser Recliner Chairs may be fitted with a hazard sensor strip if required.

This strip runs around the outside of the chair base and will detect an obstacle that hits the strip when the chair is being lowered.

If the strip encounters an object in the way it should stop the downward movement of the chair and lift slightly away from the object.

Please note that the optional hazard sensor does NOT cover the legrest or scissor actions on your chair or the gap between the seat and backrest and it is vitally important to ensure that no person, animal or object is in any way likely to become entrapped in any part of the chair, or between the chair and a wall or other object, whilst the chair is in operation. On all chairs extreme care also needs to be taken to ensure that the user's legs do not move off the legrest top when the chair is in operation to avoid accidental entrapment in the scissor action.

NB. Hazard sensor devices will gradually drain emergency batteries if the chair is left unplugged every night or for long periods of time.

6 Care and Maintenance

6.1 Periodic Checks

WARNING: To ensure safe and reliable operation, the chair should be regularly checked (monthly) by the user or caregiver for any faults.

Monthly checks:

- Any damage to the mains power cable
- Any damage to the handset cable

- Full functionality of the controls handset
- Any loose or detached parts
- Any damage to the fabric of the chair and any soiling of the fabrics.

In the unlikely event of the chair malfunctioning, first check whether the mains plug has been connected to the electrical socket and switched on.

WARNING: Do not tamper with the mechanism in any way. There are no user serviceable parts.

If any damage is present, STOP using the chair and contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.

6.2 Upholstery Maintenance

The chair should be kept clean, to preserve the life and good looks of the chair. It is recommended that the chair is vacuum-cleaned once a week.

For information on cleaning your chair and maintaining the upholstery please contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.

WARNING: Disconnect the chair from the mains supply before carrying out any cleaning activity, to avoid the risk of entrapment or electric shock.

WARNING: Check the chair for functionality after cleaning the chair.

WARNING: Some materials used in the construction of the chair or the upholstery (for example fire-retardant proofing agents) may cause an allergic



reaction to users. Users with a high sensitivity to chemicals should obtain medical advice before using the product.

7 Troubleshooting

If your chair fails to operate, if possible check the following before consulting your A J Way representative, distributor or A J Way Customer Services Team:

- Check the chair is plugged into the mains and that power is switched on. Three and 5 button handsets should illuminate when the activate button is pressed.
- Check the cables running from the chair to the transformer block and from the transformer to the socket are securely plugged in at both ends.
- Check mains fuses and see if another electrical appliance operates from the socket.
- It may be that a thermal cutout has activated. Switch off chair at mains and leave transformer to cool for 20 – 30 minutes. Reconnect to mains and test. If your chair overheats on a regular basis contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.
- Turn off power at mains. Check whether any cables have become damaged or broken. If so, contact your A J Way representative, distributor or A J Way Customer Services Team to organise a replacement.
- If your chair is juddering or excessively noisy in operation, turn off power at mains, cover carpet and upholstery and any other nearby

items, place chair in maximum seat lift position, ensure moving parts are relatively dust free and spray moving parts sparingly with light machine oil (WD40). Wipe off any excess and then reconnect chair to power, operate various functions a few times to work lubricant through the mechanism. Check that no coins or other objects have fallen down the sides of the chair as this can impede the chair's movement. If your chair is still juddering or excessively noisy, contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.

Please note that riser recliner chairs do make an audible noise during the action of the chair and some covers, especially vinyl and leather but sometimes soft covers too, do emit a creaking or rubbing noise when the controls are activated. If the chair makes what you consider to be excessive noise at any time then please contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.

The wrap which covers the seat and legrest of your chair is a removable floating item and may in some cases gradually move to one side in use. This should be moved back to a central position as soon as this is noticed to avoid excessive wear and to maintain an even appearance. To move a wrap that has moved off centre grip the wrap at the front on the side you need to pull towards and with the other hand tap the seat area in the direction you wish the wrap to travel until it has centralised.

WARNING: At no time should you attempt to open any of the electrical components or make any repairs or adjustments to the mechanism of your chair.



WARNING: Do not use your chair if you have any reason to believe it has a fault – unplug it and do not use it until it has been repaired.

To report a fault please contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**. When reporting a fault or problem it is helpful if you can quote the serial number on your chair. This may be found on the permanent fire label which is fixed to the rear of the chair and can be viewed by releasing the velcro that secures the backflap to the rear metal base frame.

8 General WARNINGS and Safety Notices

WARNING: This is an electrical item and should be treated with caution. It is for indoor use only in a dry environment.

WARNING: Always ensure that there is nothing to obstruct the free movement of the chair, for example children or pets, or solid objects, e.g.: a wall.

WARNING: The chair is not suitable for use by children. Any children in the vicinity must be supervised at all times.

WARNING: Take care when adjusting positions to avoid trapping or pinching of body parts.

WARNING: Do not sit on the legrest.

WARNING: Only the occupant or a responsible person should operate the chair.

WARNING: Exercise care when lowering into the chair as shock loads can severely damage the chair and the mechanism.

WARNING: Do not leave children unattended in the room with a chair unless the mains or handset is disconnected.

9 Questions and Concerns

Should you experience any difficulties or have any concerns regarding the initial purchase or subsequent adjusting of your chair or have any concerns regarding its use or operation then immediately contact your A J Way representative, distributor or A J Way Customer Services Team on **01494 471821**.

If your call concerns a specific seating product or item of furniture please have ready your sales order number before you telephone. This may be found on the permanent fire label which is fixed to the rear of the chair and can be viewed by releasing the velcro that secures the backflap to the rear metal base frame.

10 Manufacturer

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